

Attachment 2f – Award Questionnaire

**RM6195 Big Data & Analytics**

1. **Introduction**
	1. This document sets out the Award quality questions and provides an overview of the methodology which will be adopted by CCS to evaluate your response to each award quality question. It also sets out the marking scheme(s) which will apply.
	2. Remember responses need to be submitted within the eSourcing suite, in the Technical envelope, as described in Attachment 2 – How to Bid.
	3. Please ensure you have read Attachment 2 – How to Bid, which contains information on the Award process and how your quality score will be calculated.
2. **Award Questions**

**Section A:** You must answer the following questions if you are bidding for any of the Lots.

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| **Section A – Mandatory service requirements** |
| **AQA1 Compliance with Framework Schedule 1 (Specification) – Lot 1** |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification), section 2.1.Please answer ‘Yes’ or ‘No’ or ‘N/A’ if you are not applying for Lot 1.**Yes -** ‘Yes’ - You will unreservedly deliver in full all the Lot 1 mandatory service requirements for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification).**No -**  ‘No’ - You will not, or cannot, deliver in full all the Lot 1 mandatory service requirements for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification).**N/A -**  ’N/A’ - You are not applying for Lot 1.   |
| **AQA1 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 1 mandatory service requirements for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements  for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 1 mandatory service requirements for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 1. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot 1 mandatory service requirements for the capabilities which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

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| **AQA2 Compliance with Framework Schedule 1 (Specification) – Lot 2** |
| If you are awarded a framework contract, will you unreservedly deliver in full, all the mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.3, as set out in Framework Schedule 1 (Specification), section 2.2.Please answer ‘Yes’ or ‘No’ or ‘N/A’ if you are not applying for Lot 2.**Yes -** ‘Yes’ - You will unreservedly deliver in full all the Lot 2 mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.3, as set out in Framework Schedule 1 (Specification).**No -**  ‘No’ - You will not, or cannot, deliver in full all the Lot 2 mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.3, as set out in Framework Schedule 1 (Specification).**N/A -**   ‘N/A’ - You are not applying for Lot 2.   |
| **AQA2 Response guidance**This is a Pass/Fail question. If you cannot or are unwilling to select ‘Yes’ to this question, you will be disqualified from further participation in this competition.You are required to select either option YES, NO or N/A from the drop down list.Providing a ‘Yes’ response means you will unreservedly deliver in full all the Lot 2 mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.2, as set out in Framework Schedule 1 (Specification).If you select ‘No’ (or do not answer the question) to indicate that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.3, as set out in Framework Schedule 1 (Specification) you will be excluded from further participation in this competition. |
| **Marking scheme** | **Evaluation guidance** |
| Pass | You have selected option ‘Yes’ confirming that you will unreservedly deliver in full all the Lot 2 mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.3, as set out in Framework Schedule 1 (Specification).ORYou have selected option N/A confirming that you are not applying for Lot 2. |
| Fail  | You have selected ‘No’ confirming that you will not, or cannot, deliver in full all the Lot 2 mandatory service requirements for the service areas which you have indicated you are bidding for in question 1.11.3, as set out in Framework Schedule 1 (Specification).ORYou have not selected either ‘Yes’ or ‘No’ or N/A. |

**Section B:** You must answer the following question if you are bidding for any of the Lots.

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| **Section B - Joint Questions for Lot 1 & 2** |
| **AQB1 Understanding of Requirement** |
| **Requirement:** Full understanding of a Buyer’s requirement is essential for successful delivery.**Question:** Please describe how you will ensure a comprehensive understanding of a Buyer’s requirement related to the service provision prior to submitting a fully-costed proposal.**All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.**Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. If repetition is required across component parts please do so. Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes 2.2.2, 2.2.3, 2.2.4 and 2.2.5, each box has a character count of 2,000 characters. |
| **AQB1 Response guidance**In order to satisfy the requirement, and the question associated with the requirement, your response must include:1. How you carry out a rigorous initial assessment of a Buyer’s statement of requirement; and how you map the Buyers functional and non-functional requirements to your proposed solution.
2. How you examine/challenge problems or unknowns in a Buyers requirements
3. How you construct a fully-resourced and costed proposal for the Buyer; and
4. how you develop and maintain a comprehensive understanding of the characteristics, functionality and constraints of the main products /services you use as the basis for solutions offered to Buyers

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information.  |
| **Marking Scheme 100/75/50/25/0** |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response failed to address any of the component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| **AQB2  Evidence of Capability, Experience and Capacity at Scale** |
| **Requirement:** evidence of capability, experience and capacity at scale to deliver effective solutions (across the GDS lifecycle) to ensure a solution achieves the intended business objective.**Question:** Please describe how you will support Buyers with their Big Data and Analytics requirements (in accordance with the details provided in Framework Schedule 1 - Specification).**All bidders must answer this question.****You must insert your response into the text fields in the eSourcing suite.**Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 8,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes 2.2.7, 2.2.8, 2.2.9 and 2.2.10, each box has a character count of 2,000 characters.  |
| **AQB2 Response guidance:**In order to satisfy the requirement, and the question associated with the requirement, you must describe: 1. your approach to project management and project delivery including service levels and methodologies
2. the level of account management and support resource dedicated to provision of Buyer support, the typical level of experience and expertise of the staff involved, and how you ensure they maintain the currency of their knowledge
3. how you ensure adequate access to expertise required to deliver the requirement, including - but not limited to - how you recruit and retain sufficiently skilled resource to maintain a fully effective delivery capability
4. how you ensure a knowledge capture and knowledge transfer to the buyer prior to completion of the requirement, and how you assist with minimising the data skills gap

Your response should be limited to, and focused on, each of the component parts of the question posed (a to d). You must not make generalised statements or give irrelevant information. |
| **Marking Scheme 100/75/50/25/0** |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 4 of the component parts (a to d) of the response guidance above. |
| **75** | The bidder’s response fully addresses 3 of the 4 component parts (a to d) of the response guidance above. |
| **50** | The bidder’s response fully addresses 2 of the 4 component parts (a to d) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 of the 4 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 4 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

**Section C:** You must answer the following questions if you are bidding for Lot 1.

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| **Section C - Lot 1 only** |
| **AQC1 Social Value** |
| **Requirement:** A commitment to delivering Social Value**Question:** Describe the commitment your organisation will make to ensure a diverse supply chain and workforce while addressing key skill gaps ie: data literacy? **All bidders bidding on Lot 1 must answer this question.****If you are not submitting a bid for Lot 1 please enter 'Not Applicable' in the text box at 2.3.2.****You must insert your response into the text fields in the eSourcing suite.**Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Maximum character count – 6,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes 2.3.2, 2.3.3 and 2.3.4, each box has a character count of 2,000 characters. |
| **AQC1 Response guidance**In order to satisfy the requirement, your response must describe: Your ‘Commitment Statement’, stating how you will achieve your commitment, including how: 1. you identify third parties (as defined in 9.2.1(ii) of the specification, schedule 1)
2. you work with the Buyer to ensure a diverse supply chain
3. your process will result in social value for the public sector, specifically detailing your commitment to knowledge transfer and addressing key skill gaps
4. your commitment meets the Model Award Criteria 3.1 (as defined in the Social Value Guidance)
5. you will monitor, measure and report on your supply chain this can include but is not limited to
	1. reporting and metrics
	2. timed action plan
	3. your continuous improvement process
	4. your commitment to transparency and working with buyers to produce diversity reports.

If you don't have these elements in place currently, please detail how and when you intend to implement them.Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). You must not make generalised statements or give irrelevant information. Please keep answers succinct. |
| **Marking Scheme 100/75/50/25/0** |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **75** | The bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **50** | The bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 or 2 of the 5 component parts (a to e) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 5 component parts (a to e) of the response guidance above.ORA response has not been provided to this question. |

**Section D:** You must answer the following questions if you are bidding for Lot 2.

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| **Section D – Lot 2 Specific Questions** |
| **AQD1 Commercial Off-The-Shelf Software Capability** |
| **Requirement:** Evidence of a product delivering one or more of the capabilities listed within section 2.2, ‘Service Provision’ of the Specification (Schedule 1). **Question:** Please describe your ability to deliver a quality COTS software offering in one or more of the capability areas set out for Lot 2.**All bidders bidding for Lot 2 must answer this question.****If you are not submitting a bid for Lot 2 please enter 'Not Applicable' in the text box at 2.4.2.****You must insert your response into the text fields in the eSourcing suite.**Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to.Maximum character count – 12,000 characters including spaces and punctuation. You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes 2.4.2, 2.4.3, 2.4.4, 2.4.5, 2.4.6 and 2.4.7 each box has a character count of 2,000 characters. |
| **AQD1 Response guidance**In order to satisfy the requirement, and the question associated with the requirement, you must describe the following:1. the high-level functionality offered by your proposed software (clearly aligned with the capability areas described in section 2.2 of the Specification)
2. how you ensure effective and responsive support for buyers
3. your approach to ongoing bug fixes and maintenance
4. our commitment to ongoing accessibility improvements
5. how you ensure a robust and viable product lifecycle

Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). You must not make generalised statements or give irrelevant information. Please keep answers succinct. |
| **Marking Scheme 100/75/50/25/0** |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **75** | The bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **50** | The bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 or 2 of the 5 component parts (a to d) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 5 component parts (a to d) of the response guidance above.ORA response has not been provided to this question. |

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| **Section D – Lot 2 Specific Questions** |
| **AQD2 Social Value** |
| **Requirement:** A commitment to delivering Social Value**Question:** Please describe the proportionate commitment your organisation will make to help the government protect and strengthen their supply chain as well as monitor and mitigate cyber security risks.**All bidders must answer this question.****If you are not submitting a bid for Lot 2 please enter 'Not Applicable' in the text box at 2.4.2.****You must insert your response into the text fields in the eSourcing suite.**Please attend to layout, spelling, punctuation and grammar. Address each of the component parts in the order they are listed in this response guidance. State which part you are responding to. Maximum character count – 4,000 characters including spaces and punctuation.You must not exceed the character count within the e-Sourcing suite. Responses must include spaces between words. No attachments are permitted; any additional documents submitted will be ignored in the evaluation of this question.You are required to insert your response to this question in the technical envelope in boxes 2.4.9 and 2.4.10 each box has a character count of 2,000 characters.If you are not submitting a bid for Lot 2 please enter 'Not Applicable' in the text box at 2.4.9. |
| **AQD2 Response guidance**In order to satisfy the requirement, your **response must include: -** Your ‘Commitment Statement’, stating how you will achieve your commitment, should include: 1. Demonstrate understanding of risks affecting the contract, including those affecting the market, industry, sector and country (of origin or of source), and to identify the risks and ways of mitigating and managing them.
2. Measures to mitigate and manage cyber security risks within the supply chain relating to the contract, including:
3. engaging with the supply chain to identify and build resilience against cyber security risks
4. actions to be taken to actively raise cyber security awareness.
5. Please detail how your commitment meets the Model Award Criteria 3.5 (as defined in the Social Value Guidance)
6. Describe how you will monitor, measure and report on risks in your supply chain this can include but is not limited to:
	1. reporting and metrics
	2. a timed action plan
	3. your continuous improvement process
	4. your commitment to transparency.
7. Commitment to adopting the required technical standards and best practice as a basis for appropriate cyber security controls (appropriate to the contract and risk profile), such as:
	1. the [‘10 Steps To Cyber Security](http://ncsc.gov.uk/collection/10-steps-to-cyber-security)’ advocated by the National Cyber Security Centre for establishing a cyber risk management regime.
	2. more stringent cyber security measures in the supply chain where necessary, such as [Cyber Essentials and Cyber Essentials Plus](https://www.gov.uk/government/publications/cyber-essentials-scheme-overview) certification, and having a specific cyber insurance policy for the contract.
	3. [NCSC Cloud Security Guidance](https://www.ncsc.gov.uk/collection/cloud-security)
	4. [NCSC 14 Cloud Security Principles](https://www.ncsc.gov.uk/collection/cloud-security/implementing-the-cloud-security-principles)
	5. [Technology Code of Practice](https://www.gov.uk/guidance/the-technology-code-of-practice)

If you don't have these elements in place currently, please detail how and when you intend to implement them.Your response should be limited to, and focused on, each of the component parts of the question posed (a to e). You must not make generalised statements or give irrelevant information. Please keep answers succinct. |
| **Marking Scheme 100/75/50/25/0** |
| **Marking scheme** | **Evaluation criteria** |
| **100** | The bidder’s response fully addresses all 5 of the component parts (a to e) of the response guidance above. |
| **75** | The bidder’s response fully addresses 4 of the 5 component parts (a to e) of the response guidance above. |
| **50** | The bidder’s response fully addresses 3 of the 5 component parts (a to e) of the response guidance above. |
| **25** | The bidder’s response fully addresses 1 or 2 of the 5 component parts (a to e) of the response guidance above. |
| **0** | The bidder’s response has not fully addressed any of the 5 component parts (a to e) of the response guidance above.ORA response has not been provided to this question. |