

**APPENDIX D**  
**RESPONSE GUIDANCE**

**1. INTRODUCTION**

- 1.1 This Appendix D sets out the questions that will be evaluated as part of this Procurement.
- 1.2 The following information has been provided in relation to each question (where applicable):
  - 1.2.1 Weighting – highlights the relative importance of the question
  - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response
  - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation
  - 1.2.4 Each of the Lots 1, 2, 3 and 4 will be evaluated separately and each scored out of 100.

**2. DOCUMENT COMPLETION**

- 2.1 You **must** provide a response to every question. Please provide your response via the e-sourcing portal as a separate document at each question. All responses must be provided as either Word or PDF documents using Arial font, no less than size 11.
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Statement of Requirements and Appendix D – Response Guidance.

**3. RESPONSE GUIDANCE**

<b>[1] COMPANY INFORMATION</b>	
[1.1]	Please state your full company name.
[1.2]	Please state your registered office address.
[1.3]	Please state your company or charity registration number.
[1.4]	Please state whether your company is a SME.
[1.5]	Please state whether your company is a voluntary, community or social enterprise organisation.
[1.6]	Please state the name of your immediate parent company.

<b>[2] TENDER CONTACT</b>	
[2.1]	Please state the contact's name.
[2.2]	Please state the contact's address, Postcode and Country.
[2.3]	Please state the contact's telephone number.

[2.4]	Please state the contact's mobile number.
[2.5]	Please state the contact's e-mail address.

[3] MANDATORY REQUIREMENTS – ALL LOTS		Pass/Fail
<p><b>Please Note:</b> The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer 'Yes', their Tender may be deemed non-compliant and they may not be considered further for this requirement. The Potential Provider should confirm by selecting the appropriate answer.</p>		
[3.1]	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, you will unreservedly sign the Terms and Conditions of Contract?	
[3.2]	Please indicate which of the Lots 1, 2, 3 and 4 you are bidding for. You may bid for one or all of the Lots at your discretion.	
[3.3]	For Lot 1 only, please confirm conclusion of the work on / before 31 <sup>st</sup> March 2016.	

[4] CONFLICT OF INTEREST – ALL LOTS		Pass/Fail
<p><b>Please Note:</b> Question 4.1 is a Yes/No question and will dictate whether or not the following question needs to be answered. This question is for information purposes only.</p> <p>Question 4.2 is a Pass / Fail question. Where a yes response is provided to the previous question, Potential Providers are required to provide details of how the identified conflict will be mitigated. The Contracting Authority will review the mitigation in line with the perceived conflict of interest, to determine what level of risk this poses to them. Where the contracting authority deems the mitigation unsatisfactory against the conflict outlined representing risk to the contracting authority, their response will be deemed a fail and the tender will not be considered further.</p> <p>If a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk, then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement</p>		
[4.1]	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement. If so, you are required to detail what they are.	
[4.2]	We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing and that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	

[5] LOT 1 - DESTRUCTION OF SENSITIVE ASSETS		Weighting 60%	
<b>Guidance:</b>			
<ul style="list-style-type: none"> <li>• Provide a methodology statement describing how you undertake secure destruction of the Authority’s sensitive assets following contract award.</li> <li>• Potential providers should attach one document at the questionnaire level that forms their response to the set questions below.</li> <li>• Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3000 word limit and be submitted in word/PDF format.</li> <li>• The Maximum score available for this questionnaire is 100.</li> <li>• Bidders must score a minimum of 50 for all questions to be considered further.</li> </ul>			
<b>Question:</b>			
		<b>Max Score</b>	<b>Weighting %</b>
[5.1]	Do you warrant that under contract you will comply with the destruction provisos indicated in the Table at Condition 5, within Appendix B – Statement of Requirements, and that you will provide evidence of relevant accreditation at the Authority’s request? This is a “Yes/No” response. Any bidders unable to answer “Yes” will be discounted for Lot 1.	N/A	Yes / No
[5.2]	As part of your methodology statement, requested above, please detail whether you would carry out the destruction under Option 1 (on site destruction) or Option 2 (centralising items at one of the Authority’s site(s), as described at Condition 4.3, Appendix B. Please describe why you consider your chosen option is best, in terms of security, convenience and value for money for the Authority.  Your response must also describe how your price quote is comprised. i.e. are they based on number of items being securely destroyed; based on the weight of the items being securely destroyed; or based on some other pricing mechanism?	100	100
<b>Marking Scheme:</b>			
The following marking scheme will be used to assess the response provided to this question:			
0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.		
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.		
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.		
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.		

100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.
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<b>[6]</b>	<b>LOT 2 – DISPOSAL OF 26 SERVERS</b>	<b>Weighting 60%</b>
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<b>Guidance:</b>
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- Provide a methodology statement describing how you undertake secure disposal of the Authority’s servers following contract award.
- Potential providers should attach one document at the questionnaire level that forms their response to the set questions below.
- Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3000 word limit and be submitted in word/PDF format.
- The Maximum score available for this questionnaire is 100.
- Bidders must score a minimum of 50 for all questions to be considered further.

<b>Question:</b>
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		Max Score	Weighting %
[6.1]	Please describe how you will assess the servers and determine their market value.	100	85
[6.2]	Please describe the processes you would use to “dispose” of the servers following their collection from the Authority’s site. I.e. would you sell them on, break them down for spare parts etc? If you would sell them on, please indicate if this would be to UK based customers, or customers overseas (and whether in or out of Europe).	100	5
[6.3]	Please describe any “nil-cost” arrangement you would be able to offer the Authority. I.e. whether you would be able to remove the servers at nil cost and cover your costs by selling on the Authority’s assets.	100	5
[6.4]	Please describe any profit share arrangement you would be able to offer the Authority. I.e. whether you would be able to offer the Authority a percentage of any profit you made by selling the servers on, and how this would work. The highest profit percentage proposed would score 100. The other scores would be pro-rated.	100	5

<b>Marking Scheme:</b>
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The following marking scheme will be used to assess the response provided to this question:	
0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.

50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

**[7] LOT 3 – DISPOSAL OF ASSETS AT LIVERPOOL** **Weighting 60%**

**Guidance:**

- Provide a methodology statement describing how you undertake secure disposal of the Authority’s assets following contract award.
- Potential providers should attach one document at the questionnaire level that forms their response to the set questions below.
- Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3000 word limit and be submitted in word/PDF format.
- The Maximum score available for this questionnaire is 100.
- Bidders must score a minimum of 50 for all questions to be considered further.

**Question:**

		<b>Max Score</b>	<b>Weighting %</b>
[7.1]	Please describe how you will assess the assets, determine their market value and securely remove the Authority’s data from PCs and laptops.	100	85
[7.2]	Please describe the processes you would use to “dispose” of the servers following their collection from the Authority’s site. I.e. would you sell them on, break them down for spare parts etc? If you would sell them on, please indicate if this would be to UK based customers, or customers overseas (and whether in or out of Europe).	100	5
[7.3]	Please describe any “nil-cost” arrangement you would be able to offer the Authority. I.e. whether you would be able to remove the servers at nil cost and cover your costs by selling on the Authority’s assets.	100	5
[7.4]	Please describe any profit share arrangement you would be able to offer the Authority. I.e. whether you would be able to offer the Authority a percentage of any profit you made by selling the servers on, and how this would work. The highest profit percentage proposed would score 100. The other scores would be pro-rated.	100	5

**Marking Scheme:**

The following marking scheme will be used to assess the response provided to this question:



0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

**[8] LOT 4 - DISPOSAL OF ASSETS AT DURHAM** **Weighting 60%**

**Guidance:**

- Provide a methodology statement describing how you undertake secure disposal of the Authority’s assets following contract award.
- Potential providers should attach one document at the questionnaire level that forms their response to the set questions below.
- Potential providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3000 word limit and be submitted in word/PDF format.
- The Maximum score available for this questionnaire is 100.
- Bidders must score a minimum of 50 for all questions to be considered further.

**Question:**

		<b>Max Score</b>	<b>Weighting %</b>
[8.1]	Please describe how you will assess the assets, determine their market value and securely remove the Authority’s data from PCs and laptops.	100	85
[8.2]	Please describe the processes you would use to “dispose” of the servers following their collection from the Authority’s site. I.e. would you sell them on, break them down for spare parts etc? If you would sell them on, please indicate if this would be to UK based customers, or customers overseas (and whether in or out of Europe).	100	5
[8.3]	Please describe any “nil-cost” arrangement you would be able to offer the Authority. I.e. whether you would be able to remove the servers at nil cost and cover your costs by selling on the Authority’s assets.	100	5
[8.4]	Please describe any profit share arrangement you would be able to offer the Authority. I.e. whether you would be able to offer the Authority a percentage of any profit you made by selling the servers on, and how this would work. The highest profit percentage proposed would score 100. The other scores would be pro-rated.	100	5

**Marking Scheme:**

The following marking scheme will be used to assess the response provided to this question:

0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

**[9] PRICE**

**Weighting 40 %**

**Guidance:**

The Authority requires a firm price for destruction of the assets in Lot 1.

The Authority seeks a nil cost solution for secure disposal of the assets in Lots 2, 3 and 4. In the event this is not possible for any reason, or if the Authority receives a mix. of nil cost and costed proposals, nil cost / lowest cost will score 100% with other costs pro-rated as described below.

Potential providers should submit a total price within the question below for each Lot bid for.

Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.

**Question:**

[9.1] Please populate the Pricing Matrix provided at Appendix E, as indicated.

**Marking Scheme:**

The maximum mark available for Price will be 100. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.

The calculation that will be used to determine marks is as follows:

$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$$