



**Crown
Commercial
Service**

**AWARD QUESTIONNAIRE RESPONSE GUIDANCE,
EVALUATION AND MARKING SCHEME FOR**

CORPORATE SOFTWARE SOLUTIONS

REFERENCE NUMBER

RM 1042

ATTACHMENT 3

SECTION A – MANDATORY QUESTIONS

[AQA1] Framework Agreement Terms and Conditions

Please select **YES** or **NO** to indicate that in the event you are successful in this Procurement you will, or will not, unreservedly sign the Corporate Software Solutions Framework Agreement without caveats or limitations as published at Attachments 4 and 5.

YES You will, unreservedly and without caveat or limitations, commit to signing the Corporate Software Solutions Framework Agreement as published at Attachment 4 and 5 of this Procurement (and including your responses to the whole Award Questionnaire as Framework Schedule 20).

NO You will not agree unreservedly and without caveat or limitations, commit to signing the Corporate Software Solutions Framework Agreement as published at Attachments 4 and 5 of this Procurement (and including your responses to the whole Award Questionnaire as Framework Schedule 20).

Response Guidance

THIS IS A PASS/FAIL QUESTION. IF YOU FAIL TO SELECT ‘YES’ TO CONFIRM COMPLIANCE WITH THIS REQUIREMENT AT AQA1 AND RESPOND ‘NO’, YOU WILL BE EXCLUDED FROM THIS PROCUREMENT AND ALL OF THE LOTS CONTAINED HEREIN.

Selecting **YES** here means that you agree unreservedly to sign the Corporate Software Solutions Framework Agreement as published at Attachment 4 and 5 in the event you are successful at this Procurement stage. If you refuse to sign the CORPORATE SOFTWARE SOLUTIONS Framework Agreement once you have already made this commitment and been successful then your entire Tender response will be deemed non-compliant and **THE OFFER OF THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK AGREEMENT WILL BE WITHDRAWN.**

If this occurs, the next ranked Potential Provider will be offered a place on the Corporate Software Solutions Framework. Your response to the Award Questionnaire will appear as Schedule 20 to the Solutions Framework Agreement.

The Marking Scheme and evaluation guidance applicable to this question is stated below.

Marking Scheme	Evaluation Guidance
Pass	You have selected YES confirming that you unreservedly and without caveat or limitations, commit to signing the Corporate Software Solutions Framework Agreement as published at Attachment 4 and 5 of this Procurement (and including your responses to the whole Award Questionnaire as Framework Schedule 20 to the Corporate Software Solutions Framework Agreement).
Fail	You have selected option NO confirming that you are not willing to agree unreservedly and without caveat or limitations, commit to the Corporate Software Solutions Framework Agreement as published at Attachment 4 and 5 of this Procurement. OR You have selected option YES from the drop down list but included caveats and limitations to that response.

[AQA2] Transparency and Providing Management Information (MI) to the Authority

Please select **YES** or **NO** to indicate that in the event you are awarded a place on this Corporate Software Solutions Framework, you will or will not provide to the Authority, via an Authority template, ANY Corporate Software Solutions Framework related MI that the Authority determines is necessary. The Authority reserves the right to change, with reasonable notice, the template and metrics that will be required at any point during the life of the Framework and awarded Call-Off Contracts.

- YES** You will throughout the life of the Framework and until the last Call-Off Contract is let or expires, share with the Authority, via an Authority template, any Corporate Software Solutions Framework related MI that the Authority determines is necessary for the purpose of monitoring activity on this Framework and calculating savings being achieved by Customers using this Framework.
- NO** You will not throughout the life of the Framework and until the last Call-Off Contract is let or expires, share with the Authority, via an Authority template, any Corporate Software Solutions Framework Agreement related MI that the Authority determines is necessary for the purpose of monitoring activity on this Framework and calculating savings being achieved by Customers using this Framework.

Response Guidance

THIS IS A PASS/FAIL QUESTION. IF YOU FAIL TO SELECT 'YES' TO CONFIRM COMPLIANCE WITH THIS REQUIREMENT AT AQA2, OR RESPOND 'NO', YOU WILL BE EXCLUDED FROM THIS PROCUREMENT AND ALL THE LOTS.

In order to monitor activity on the Corporate **Software Solutions** Framework and calculate savings being achieved by Public Sector bodies using the Framework and calculate the Management Charge collected by the Authority, you are required to confirm that, in the event you are awarded a Framework Agreement, you will provide Crown Commercial Service any **Corporate Software Solutions** Framework related MI on Contracting Body activity (including invoices and orders).

Confirmation should be made by selecting option YES or NO from the drop down list associated with this question.

The MI will be collected via a template issued by the Authority (an example of which is provided at schedule **[9]** of the Framework Agreement) and provision of accurate and timely MI is required by the terms and conditions of the Framework Agreement at Clause **[24.1]**. You should note that for Crown Commercial Service to calculate savings, the framework holder is required to provide comparable invoice line pricing for any **Corporate Software Solutions** goods and/or services (where applicable) for products and/or services that were available in previous years.

Marking Scheme	Evaluation Guidance
Pass	You have selected YES confirming that you will throughout the life of the Framework and until the last Call-Off Contract is let or expires share with the Authority, via an Authority template, any Framework related MI that the Authority determines is necessary for the purpose of monitoring activity on this Framework and calculating savings being achieved by public bodies using this Framework.
Fail	You have selected NO confirming that you are not willing, throughout the life of the Framework and until the last Call-Off Contract is let or expires share with the Authority, via an Authority template, any Framework related MI that the Authority determines is necessary for the purpose of monitoring activity on this Framework and calculating savings being achieved by public bodies using this Framework. OR You have selected YES but included caveats or limitations to that response.

[AQA3] Transparency of Commercial Propositions

Please indicate by selecting **YES** or **NO** that, in the event you are awarded a place on this Framework, you will or will not provide to the Authority throughout the life of the Corporate Software Solutions Framework Agreement and until the last Call-Off Contract expires, details of how each of your commercial propositions have been priced for further competitions where you provide quotations at fixed costs. You will also be required to provide details of the assumptions about the ratios of development days, project management days, integration days and testing days where applicable.

YES You are willing, throughout the life of the Corporate Software Solutions Framework Agreement and until the last Call-Off Contract expires to provide the Authority with details of how each of your commercial propositions have been priced for further competitions where you provide quotations at fixed costs and the assumptions about the ratios of development days, project management days, integration days and testing days where applicable.

NO You will not throughout the life of the Corporate Software Solutions Framework Agreement and until the last Call-Off Contract expires to provide the Authority with details of how each of your commercial propositions have been priced for further competitions where you provide quotations at fixed costs and the assumptions about the ratios of development days, project management days, integration days and testing days where applicable.

Response Guidance

THIS IS A PASS/FAIL QUESTION. IF YOU FAIL TO CONFIRM THIS REQUIREMENT AT AQA3, OR RESPOND 'NO', YOU WILL BE UNABLE TO CONTINUE IN THIS PROCUREMENT.

You are required to select option YES or NO from the drop down list associated with this question.

NOTE – this is a PASS/FAIL question. If you cannot or are unwilling to agree to this request and provide the required information, they will be unable to continue in this process.

To assure value for money for our Contracting Bodies, the Authority will require all Suppliers to provide a transparent breakdown of the commercial cost structure of propositions provided through the duration of the Framework Agreement.

The commercial cost structure will be broken down to show the percentages of cost of labour, materials, logistics, overheads, profit and other factors etc.

Failure to abide by this agreement, once the Framework is operational, will be deemed non-compliant. NON COMPLIANCE WILL RESULT IN SUSPENSION FROM THE FRAMEWORK AGREEMENT.

Marking Scheme	Evaluation Guidance
Pass	You have selected YES confirming that you will throughout the life of the Corporate Software Solutions Framework Agreement and until the last Call-Off Contract expires provide the Authority with details of how your commercial propositions have been priced for further competitions where you provide quotations at fixed costs.
Fail	You have selected NO confirming that you will not, throughout the life of the Corporate Software Solutions Framework Agreement and until the last Call-Off Contract expires, provide the Authority with details of how your commercial propositions have been priced for further competitions where you provide quotations at fixed costs. OR You have selected YES but included caveats or limitations to that response.

[AQA4] BASELINE

In order for the Authority to be able to baseline prices, please confirm that, in the event that you achieve a place on this Corporate Software Solutions Framework Agreement, you will be willing to provide Management Information to the Authority on cost and pricing models, discount levels and structures and prices paid and volumes transacted by Contracting Bodies for equivalent goods and services that were available in previous years and that will be transacted through the Corporate Software Solutions Framework Agreement.

YES You will and will be willing, throughout the life of the Corporate Software Solutions Framework Agreement and until the last contract let under the Framework Agreement expires, to provide Management Information to the Authority on cost and pricing models, discount levels and structures and prices (where applicable) for equivalent goods and services that were available in previous years and that will be transacted through the Corporate Software Solutions Framework Agreement in order to estimate a baseline for savings.

NO You are not willing, throughout the life of the Corporate Software Solutions Framework Agreement and until the last contract let under the Framework Agreement expires, to provide Management Information to the Authority on cost and pricing models, discount levels and structures and prices (where applicable) for equivalent goods and services that were available in previous years and that will be transacted through the Corporate Software Solutions Framework Agreement in order to estimate a baseline for savings.

Response Guidance

Note – this is a PASS/FAIL question. If you are unwilling to agree to this request, you will be unable to continue in this process.

You are required to select option **YES** or **NO** from the drop down list associated with this question.

FAILURE TO ABIDE BY THIS AGREEMENT ONCE THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK AGREEMENT IS IN OPERATION WILL BE DEEMED NON-COMPLIANCE. NON COMPLIANCE WILL RESULT IN SUSPENSION FROM THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK AGREEMENT.

Marking Scheme	Evaluation Guidance
Pass	You have confirmed by selecting option YES that in the event that you achieve a place on this Framework Agreement, you will be willing to provide Management Information to the Authority on cost and pricing models, discount levels and structures and prices (where applicable) for equivalent goods and services that were available in previous years and that will be transacted through the Framework Agreement.
Fail	You have confirmed by selecting option NO that in the event that they achieve a place on this Framework Agreement, you will not be willing to provide Management Information to the Authority on cost and pricing models, discount levels and structures and prices (where applicable) for equivalent goods and services that were available in previous years and that will be transacted through the Framework Agreement. OR You have selected option YES from the drop down list but included caveats to that response.

AQA5 FRAMEWORK AGREEMENT POPULATION TEMPLATE

Please provide the following information in the e-Sourcing Suite as appropriate. This information will be used to populate your Framework Agreement if you are successful in this Procurement.

[AQA5a] Framework Agreement – Recitals

- Name of company the Framework Agreement will be awarded to
- Where the company is registered
- Company number
- Company address

[AQA5b] Framework Agreement – Clause 43.6.2

- Name of Supplier
- Address of Supplier
- Supplier contact name

[AQA5c] Framework Agreement – Schedule 7 Key Subcontractor

Please populate the table with the names and roles of your current and proposed subcontractors to expand business. The table provides for up to twenty subcontractors, if you wish to provide more than twenty please attach these as an attachment to this question.

- Name of subcontractor
- Role of subcontractor

[AQA5d] Framework Agreement – Schedule 11 – Marketing

- Name of marketing contact
- Address of marketing contact
- Telephone number of marketing contact
- Email address of the marketing contact

[AQA5e] Framework Agreement – Schedule 13 – Guarantee (If Applicable)

Please populate the columns of the table as applicable to you in relation to the information required in Schedule 13.

- Name of guarantor
- Where the guarantor is incorporated
- Guarantor company number
- Guarantor's registered office address

Or

- The company is incorporated under the laws of [insert country]
- Country where the company is registered
- Insert number
- Place of registration of the company
- Office details (address) of the company

And

- Guarantor address
- Facsimile number
- For the attention of

[AQA5f] Framework Agreement – Schedule 17 – Commercially Sensitive Information

- Details of the commercially sensitive information
- Duration of confidentiality

Response Guidance

QUESTION AQA5 WILL NOT BE EVALUATED BUT THE INFORMATION PROVIDED WILL BE USED TO POPULATE YOUR FRAMEWORK SHOULD YOU BE SUCCESSFUL.

SECTION B – GENERIC QUESTIONS

AQB1 Managing KPI's and SLA's	
[AQB1a] Please describe the processes and systems that will be used for logging, monitoring, recording, documenting and reporting your performance against the service levels and KPIs to Contracting Bodies to meet requirement of schedule 2 in the Framework Agreement.	
[AQB1b] Please describe how you will work with Contracting Bodies to address the source of any failure to meet service levels and KPI's enabling timely resolution and support for continuous improvement in your processes.	
[AQB1c] Please describe the continuous monitoring process including the frequency and the systems that will be in place to support measurement collection and reporting of such monitoring, and the process for recording and documenting the service performance against the service levels and KPI's.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB1.</p> <p>Questions AQB1a to AQB1d requires you to describe how your full process to manage KPI's and SLA's (including but not exclusive to end to end processes, documenting, reporting, addressing failures, systems to support measurements, improvement and provision of relevant information) facilitates the successful delivery of goods or services to either any single or multiple Contracting Bodies.</p> <p>This requirement is essential in the successful operation of the Framework Agreement and any Call-Off Contracts.</p> <p>IF ANY OF YOUR RESPONSES TO AQB1a TO AQB1c ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB2 Invoicing	
<p>[AQB2a] Please select YES or NO to confirm that you will have an auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Corporate Software Solutions.</p> <p>YES You will have an auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Corporate Software Solutions.</p> <p>NO You will not have an auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Corporate Software Solutions.</p>	
<p>[AQB2b] Please describe how you will deal effectively with invoice enquiries and where necessary, utilise an appropriate escalation procedure.</p>	
<p>Response Guidance AQB2a</p> <p>THIS IS A PASS/FAIL QUESTION. IF YOU FAIL TO CONFIRM THIS REQUIREMENT TO AQB2, OR RESPOND 'NO', YOU WILL BE UNABLE TO CONTINUE IN THIS PROCUREMENT.</p> <p>Response Guidance AQB2b</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to question in AQB2b.</p> <p>AQB2b requires you to describe the end to end process to deal with all invoices related enquires including but not limited to escalations processes, complaints, invoice reconciliation, etc. throughout the life of the framework and until the last Call-off Contract is let or expires.</p> <p>This requirement is essential in the successful operation of the Framework Agreement and any Call-Off Contracts.</p> <p>IF YOUR RESPONSE TO AQB2B ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
Pass	You have selected YES confirming that you will have a fully auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Software Solution Services throughout the life of the Framework and until the last Call-Off Contract is let or expires
Fail	You have selected NO confirming that you are not willing, throughout the life of the Framework and until the last Call-Off Contract is let or expires, have a fully auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Software Solution Services. OR You have selected YES but included caveats or limitations to that response. OR You have not selected YES or NO .
Marking Scheme	Evaluation Guidance AQB2b
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.

0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.
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AQB3 Risks, Vulnerabilities and Threats

[AQB3a] Please describe how your organisation will identify initial vulnerabilities, risks and threats to the delivery of projects/ services/goods under the Corporate Software Solutions framework in line with ISO 31000:2009, Risk management – Principles and guidelines and ISO/IEC 31010:2009, Risk management – Risk assessment techniques.

[AQB3b] Please describe how you will continually appraise the provision of service to identify new vulnerabilities, risks and threats including your approach to monitoring, mitigation and management of those vulnerabilities, risks and threats.

Response Guidance

Questions AQB3a and AQB3b seek to understand how you will identify and manage risks, vulnerabilities and threats to the delivery of goods or services to either any single or multiple Contracting Bodies.

You should demonstrate how you will identify and manage risks in line with ISO 31000:2009, Risk management – Principles and guidelines and ISO/IEC 31010:2009, Risk management – Risk assessment techniques.

This requirement is essential in the successful operation of the Framework Agreement and any Call-Offs.

IF YOUR RESPONSE TO EITHER (OR BOTH) AQB3A OR AQB3B ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB4 Data and Information Security

[AQB4a] Please confirm by selecting YES or No to indicate that you will comply with the eight principles of the Data Protection Act which are:

- 1) Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless—
 - (a) at least one of the conditions in Schedule 2 is met, and.
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
- 2) Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- 3) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- 4) Personal data shall be accurate and, where necessary, kept up to date.
- 5) Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
- 6) Personal data shall be processed in accordance with the rights of data subjects under the Act.
- 7) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- 8) Personal data shall not be transferred to a country or territory outside the European Economic Area (EEA) unless that country or territory ensures an adequate level of protection for the rights and freedoms.

YES – You will comply with the eight principles of the Data Protection Act.

NO – You will not comply with the eight principles of the Data Protection Act.

[AQB4b] Please describe how your organisation will comply with the requirements of the eight principles of the Data Protection Act.

[AQB4c] Please state the countr(y/ies) where data storage or handling will be undertaken in the delivery of contracts under this Framework Agreement.

You should include the details of any service desks, data hosting and disaster recovery locations and any other locations that will handle Contracting Body data under this Framework Agreement.

Response Guidance AQB4a

THIS IS A PASS/FAIL QUESTION. IF YOU FAIL TO CONFIRM THIS REQUIREMENT TO AQB4a, OR RESPOND 'NO', YOU WILL BE UNABLE TO CONTINUE IN THIS PROCUREMENT.

Response Guidance [AQB4b] and [AQB4c]

Questions AQB4a to AQB4c, seek to understand your approach to ensuring the security of Contracting Body information by agreeing to comply with the principles of the Data Protection Act which are:

- 1) Personal data shall be processed fairly and lawfully and, in particular, shall not be processed unless—
 - (a) at least one of the conditions in Schedule 2 is met, and.
 - (b) in the case of sensitive personal data, at least one of the conditions in Schedule 3 is also met.
- 2) Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes.
- 3) Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
- 4) Personal data shall be accurate and, where necessary, kept up to date.
- 5) Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

- 6) Personal data shall be processed in accordance with the rights of data subjects under the Act.
- 7) Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
- 8) Personal data shall not be transferred to a country or territory outside the European Economic Area (EEA) unless that country or territory ensures an adequate level of protection for the rights and freedoms.

IF YOUR RESPONSE TO EITHER (OR BOTH) AQB4b OR AQB4c ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
Pass	You have selected YES confirming that you will have a fully auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Software Solution Services throughout the life of the Framework and until the last Call-Off Contract is let or expires
Fail	You have selected NO confirming that you are not willing, throughout the life of the Framework and until the last Call-Off Contract is let or expires, have a fully auditable processing system which will ensure the effective recording, invoicing and payment for the supply of Software Solution Services. OR You have selected YES but included caveats or limitations to that response. OR You have not selected YES or NO .
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB5 General Pricing and Value for Money

[AQB5a] Please describe how you will meet the changing business demands of Contracting Bodies, by rationalising the services which require support to reduce the overall cost of the solution and deliver savings in order to address Framework Schedule 12 (Continuous Improvement and Benchmarking) paragraph 4.2

[AQB5b] Please describe the activities and assistance that you would undertake/give to aid Contracting Bodies in achieving further efficiencies and greater savings throughout the life of this Corporate Software Solutions Framework Agreement in order to address Framework Schedule 12 (Continuous Improvement and Benchmarking) paragraph 4.2.

[AQB5c] Please describe the pricing models you will use under the Framework and explain how these are flexible and can be adapted to meet changing business demands, reducing the overall cost of the solution including the immediate passing on of savings to Contracting Bodies.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB5.

Questions AQB5a to AQB5c require you to describe clearly defined procedures to meet the changing business demand of Contracting bodies in order to address Framework Schedule 12 (Continuous Improvement and Benchmarking) paragraph 4.2.

This requirement is essential in the successful operation of the Framework Agreement and any Call-Off Contracts.

IF ANY OF YOUR RESPONSES TO AQB5A TO AQB5C ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB6 Pre-sales requirements

[AQB6a] Please describe how you will assist Contracting Bodies' pre-sales requirements (for example, product demonstrations, solutions based proposals, opportunities profiles, demand management support, efficiency needs, compliance requirement) throughout the life of Framework and until the last Call-Off Contract is let or expires.

[AQB6b] Please describe how you will research and analyse the market prior to the implementation of the solution and how will you respond any requirement pre implementation of the solution to achieve a desirable outcome.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB6.

Questions AQB6a and AQB6b seek to understand how you will assist in all pre-sales activities to understand and ensure successful delivery based on the customer's requirements including but not limited to, for example, product demonstrations, solutions based proposals, opportunities profiles demand management support, efficiency needs, compliance requirement.

This requirement is essential in the successful operation of the Framework Agreement and any Call-Off Contracts.

IF EITHER OR BOTH OF YOUR RESPONSES TO AQB6a AND AQB6b ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB7 Lessons Learnt	
[AQB7a] Please describe how you will identify, capture and act upon lessons learnt throughout the life of the Framework and until the last Call-Off Contract is let or expires.	
[AQB7b] Please describe how you will distribute and cascade the lessons learnt to ensure so that all Contracting Bodies may benefit.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB7.</p> <p>Questions AQB7a and AQB7b require you to describe how you will continuously improve the service offering to customers through acting upon lessons learnt from previous or ongoing procurements to ensure that these improvements are built into the successful delivery of the Corporate Software Solutions Framework Agreement and any Call-Off Contracts</p> <p>IF EITHER OR BOTH OF YOUR RESPONSES TO AQB7a AND AQB7b ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB8 Implementation Processes – Maintaining Accountability

[AQB8a] Please describe the process that you will use to maintain effective accountability from pre sales to operational delivery, including communicating progress and issues to the Contracting Body; and effectively mitigating risk and issues that have occurred during implementation of your solution.

[AQB8b] Please describe your methodology of working towards a fix, including setting timescales, escalation processes and working with the Contracting Body to ensure the fix fits into the Contracting Body's project timescales and costs.

[AQB8c] Please describe your procedures for agreeing and signing off acceptance by the Contracting Body upon completion of the implementation (i.e. when the solution is ready for business)

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB8.

Questions AQB8a, AQB8b and AQB8c requires you to describe your end to end process for solution delivery (from pre-sales to operational delivery) and how accountability and full ownership will be maintained.

This requirement is essential in the successful operation of the Framework Agreement and any Call-Off Contracts.

IF ANY OF YOUR RESPONSES TO AQB8a TO AQB8c ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB9 Business Continuity and Disaster Recovery

[AQB9a] Please describe your standard disaster recovery services that will be made available to Contracting Bodies via the Framework Agreement. If multiple options are available please provide evidence for each of these in your response, including as a minimum how these services meet the minimum standards described in the Call-Off Contract **Schedule 10**.

[AQB9b] Please describe your procedures for putting in place an appropriate disaster recovery plan and control measures that will meet the business continuity needs of Contracting Bodies.

[AQB9c] Please describe how you will help Contracting Bodies understand the cost implications associated with your disaster recovery requirements.

[AQB9d] Please describe how you will communicate any actions to the Contracting Bodies (from beginning to end of the process), should your disaster recovery and business continuity plans be implemented.

[AQB9e] Please describe the disaster recovery procedures for your own internal systems, detailing how these ensure your systems are kept running in the event that you suffer a disaster with no gap in a Contracting Body's continuity of service.

Response Guidance

Questions AQB9a, AQB9b, AQB9c, AQB9d and AQB9e seek to understand your approach to disaster recovery and business continuity.

IF ANY OF YOUR RESPONSES TO AQB9a TO AQB9e ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB10 Selection and Appointment of Subcontractors

[AQB10a] Please confirm by selecting either YES or NO from the drop down menu in the eSourcing suite whether or not you may wish to use subcontractors at any point during this Framework Agreement.

YES You wish to use subcontractors at any point during this Framework Agreement.

NO You do not wish to use subcontractors at any point during this Framework Agreement.

[AQB10b] Please describe your procedure for assessing the financial stability of subcontractors and how your financial assessment will be used to ensure that the subcontractor is capable of fulfilling their obligations for specific contracts.

[AQB10c] Please describe your procedure for assessing the quality of subcontractors including capability and capacity and how your quality assessment will be used to ensure that the subcontractor is capable of fulfilling their obligations for specific Call-Off Contracts. You should refer to any standards you follow such as ISO 9001 that are relevant to the requirements.

[AQB10d] Please describe your monitoring process (including frequency) that ensures that sub-contractors continue to meet the requirements placed on them by you for any work undertaken via this Framework Agreement, throughout the lifetime of that work and, where they do not, how risks and/or poor performance will be appropriately managed.

Response Guidance

Questions AQB10a, AQB10b, AQB10c, and AQB10d seek to understand if and how you will select and appoint any subcontractors (including partners) that may be required to assist in the provision of the Services, during the lifetime of the Framework and ensure that those subcontractors will provide Software Solution Services of sufficient quality to meet Contracting Bodies requirements.

If you do not presently intend using any subcontractors you MUST still answer this requirement in the context of how you would select and appoint subcontractors in the future (if this should be required). Failure to do so will result in you scoring zero for this question.

IF ANY OF YOUR RESPONSES TO AQB10b TO AQB10d ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB11 Change	
[AQB11a] Please describe the procedure you will follow to assess and implement if applicable any Contracting Bodies change requirement, including how you will work with the Contracting Bodies to deliver the solution.	
[AQB11b] Please describe what proactive measures you have that may reduce the costs of such changes (statutory or otherwise) to Contracting Bodies.	
[AQB11c] Please describe how you will assist with decommissioning end of life applications including any data issues in terms of deletion/return/migration.	
<p><u>Response Guidance</u></p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB11. Questions AQB11a, AQB11b and AQB11c seek to understand how you will deal with changes to the Software Solution Services effectively.</p> <p>This requirement is essential in the successful operation of the Framework Agreement and any Call-Off Contracts.</p> <p>IF ANY OF YOUR RESPONSES TO AQB11a TO AQB11c ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB12 Complaints Management	
<p>[AQB12a] Please describe your process and systems that will be used for receiving, logging, prioritising and acknowledging Contracting Body issues and complaints, explaining how these processes are effective at keeping record of and tracking those issues and complaints.</p>	
<p>[AQB12b] Please describe your process that will be used for managing reported issues or complaints to effective and accepted resolution, including timescales and escalation paths, and procedure for agreeing Contracting Body acceptance of resolution.</p>	
<p><u>Response Guidance</u></p> <p>Questions AQB12a and AQB12b seek to understand your approach to management of issues and complaints.</p> <p>IF EITHER OR BOTH OF YOUR RESPONSES TO AQB12a OR AQB12b ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB13 Staff Awareness	
<p>[AQB13] Please describe how you will ensure that throughout the life of the Corporate Software Solution Framework Agreement relevant staff (including new entrants) are aware of the Framework Agreement including having a full understanding of the framework and contractual ordering procedures stipulated in the Corporate Software Solutions Framework Agreement to ensure that is its offered as a route to market for all relevant contracting bodies.</p>	
<p><u>Response Guidance</u></p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB13. This requirement seeks to understand your ability to ensure that all of your relevant staff is conversant with the benefits of the framework and also the contractual ordering procedures.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB14 Continuity and Assurance of Supply

[AQB14a] Please describe your process for managing your supply chain, particularly in monitoring prices and costs by individual suppliers and how these compare to the general market, and how you will work with suppliers to ensure that the Contracting Body receives value for money through your supply chain.

[AQB14b] Please describe how you will monitor your supply chain to ensure that they identify potential issues and how the procedures that you will have in place will mitigate any supply chain failures to reduce the impacts for Contracting Bodies.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB14.

Questions AQB14a and AQB14b seek to understand if and how you will manage your supply chains involved in the provision of services under the Framework and how you will work to ensure continuity of supply and good value during the lifetime of any call-off contracts.

For question AQB14a you should outline your general supply chain management approach but are required to give confirm that you monitor the performance and prices of suppliers in the market and use this information to ensure that the Contracting Body receives value for money..

For question AQB14b you should describe what procedures you have in place for dealing with supply chain failures and how these procedures will result in these failures being managed so that they impact Contracting Bodies as little as possible.

THIS REQUIREMENT IS ESSENTIAL IN THE SUCCESSFUL OPERATION OF THE FRAMEWORK AGREEMENT AND ANY CALL-OFF CONTRACTS. THEREFORE IF YOUR RESPONSE TO ANY AQB14 QUESTION ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

If you do not presently intend using any 3rd parties in your supply chain, you must still answer this requirement in the context of how you would manage any future supply chains (if this should be required). Failure to do so will result in you scoring zero for this question.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB15 Integration	
[AQB15a] Please describe the process you undertake to ensure you understand Contracting Bodies' existing software and systems and which are the most important in the running of the Contracting Bodies' business specific to this framework.	
[AQB15b] Please describe the process you undertake to ensure you fully understand how your own solution will fit with existing Contracting Bodies' software and systems.	
[AQB15c] Please describe how you ensure that the Contracting Bodies fully understand the process of integration in terms of what needs to happen, why, how long it will take (including worst case scenarios), reasons for issues and potential additional costs that may occur.	
Response Guidance	
The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQB15. This requirement seeks to understand your ability to integrate the current software, system and processes of the contracting body with the new solution to be successfully implemented.	
IF ANY OF YOUR RESPONSE TO AQB15a TO AQB5c ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQB16 Open Standards and Open Architecture	
[AQB16a] Please describe how you will ensure that you identify any open standards that may be applicable to a solution and how will you monitor Government policy in relation to open standards and ensure that you incorporate these into your ways of working.	
[AQB16b] Please describe how you will ensure that systems deployed under this Framework Agreement are as open as possible, ensuring the architecture allows the Contracting Body to gain full value from the deployment both at the time of installation and in the future.	
<p>Response Guidance</p> <p>Questions AQB16a and AQB16b seek to understand your approach to open standards and interoperability and ensure that these align with Government policies and requirements. The requirements are “Standards for software interoperability, data and document formats in government IT specifications” as currently set out at https://www.gov.uk/government/publications/open-standards-principles and the Cabinet Office “Standards Hub”, as set out at http://standards.data.gov.uk/.</p> <p>IF YOUR RESPONSE TO EITHER (OR BOTH) TO AQB16a OR AQB16b ACHIEVES A ‘0’ MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and / or has provided insufficient detail to enable objective evaluation, such that they have only partially demonstrated their ability to meet the requirement expressed in the question.
0	The response has not addressed the requirement expressed in the question. OR The response is unanswered.

AQB17 Project Management	
<p>[AQB17] Please state the name and describe the key principles of the project management methodology(ies) that will be employed by you and explain how these will ensure that contracted Goods and Services will be delivered on time, to budget and to the agreed and acceptable quality (as stipulated by the Contracting Body at point of order).</p>	
<p>Response Guidance</p> <p>Question AQB17 seeks to understand your approach to project management and how this approach will result in on time and on budget delivery to the satisfaction of the Contracting Body.</p> <p>IF YOUR RESPONSE TO AQB18a ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	The response has not addressed the requirement expressed in the question. OR The response is unanswered.

AQB18 Mobile Working and Device Flexibility

[AQB18] Please describe how you will ensure that the Contracting Body has flexibility (as standard) in how they can deploy/use your systems across a variety of devices, platforms and operating systems; and how changes/upgrades to major touch points such as operating systems or web browsers will be incorporated into your product roadmaps so that Contracting Bodies are able to maximise value from their assets.

Response Guidance

Due to changes in how technology is accessed and used both by staff and citizens (such as drives to increase digital interactions and the envisaged growth in bring your own device or choose your own device schemes), it is no longer acceptable or plausible that systems will only work with a certain type or version of an operating system, or a certain type of device.

Question AQB18 asks you to demonstrate how your approach enables Contracting Bodies flexibility in how your systems are deployed and accessed by both staff and citizens to ensure that they are able to get the maximum value from their assets.

IF YOUR RESPONSE TO AQB18 ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question. OR The response is unanswered.

AQB19 Development Capabilities

[AQB19] Please describe the development methodologies, techniques, models you will utilise under Call-Offs Contracts from this Framework agreement will meet the requirements of Digital by Default Standard (<https://www.gov.uk/service-manual/digital-by-default>) and will align with the Government Service Design Manual (<https://www.gov.uk/service-manual>).

Response Guidance

Question AQB20 seeks to understand your approach to software development compliments the requirements and desired capabilities outlined in the referenced materials.

IF YOUR RESPONSE TO AQB20 ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of their ability to meet the requirement expressed in the question and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question. OR The question is unanswered.

AQB20 Application programming interfaces (APIs) and associated costs

[AQB20a] Please select **YES** or **NO** to indicate whether any of your applications offered under this Framework Agreement have associated APIs.

YES – any of your applications offered under this Framework Agreement have associated APIs

NO - any of your applications offered under this Framework Agreement do not have associated APIs because they aren't applicable.

[AQB20b] If you answered **YES** to AQB20a, please select **YES** or **NO** to confirm whether you will provide to the Authority, within 30 days of being awarded a Framework Agreement a complete list of all relevant existing APIs and their associated costs, the business functions that the APIs relate to, either in terms of specific APIs or general scope or scale of the application(s) that the API(s) open up to interoperate with other systems and explain whether the API(s) are open and follow the Open Standard Principles <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles#open-standard---definition>.

YES - You will provide to the Authority, within 30 days of being awarded a Framework Agreement a complete list of all relevant existing APIs and their associated costs, the business functions that the APIs relate to, either in terms of specific APIs or general scope or scale of the application(s) that the API(s) open up to interoperate with other systems and explain whether the API(s) are open and follow the Open Standard Principles <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles#open-standard---definition>.

NO - You will not provide to the Authority, within 30 days of being awarded a Framework Agreement a complete list of all relevant existing APIs and their associated costs, the business functions that the APIs relate to, either in terms of specific APIs or general scope or scale of the application(s) that the API(s) open up to interoperate with other systems and explain whether the API(s) are open and follow the Open Standard Principles <https://www.gov.uk/government/publications/open-standards-principles/open-standards-principles#open-standard---definition>

Response Guidance

Should you be successful you will be required to provide the Authority and its Contracting Bodies with a list and associated prices for all APIs that currently exist for applications they will offer under this Framework Agreement.

[AQB20a] – You must respond by choosing either **YES** or **NO** from the drop down list available in the e-Sourcing suite. This question is not marked, but you must provide a response.

If you respond '**NO**' to this question but it subsequently becomes apparent on operation of the Framework Agreement that your applications offered under the Framework Agreement do have associated APIs, you will be subject to suspension and possible termination from the Framework Agreement.

[AQB20b] – This AQB20b is a **PASS/FAIL** question. You must respond by choosing either **YES** or **NO** from the drop down list available on the e-Sourcing suite. You must confirm that you will provide a comprehensive list of APIs related to their applications offered via this Framework Agreement.

POTENTIAL PROVIDERS WHO ANSWER NO (AFTER HAVING RESPONDED YES TO AQB20) WILL BE UNSUCCESSFUL AT THIS PROCUREMENT AND THEIR TENDER WILL NOT PROGRESS ANY FURTHER IN THE PROCUREMENT PROCESS FROM THIS POINT.

Responding **YES** to this question but subsequently failing to provide this information to the Authority within 30 days will result in suspension and possible termination from the Framework Agreement.

Marking Scheme

Evaluation Guidance AQB20a and AQB20b

<p>Pass</p>	<p>You have selected option YES for AQB20a confirming that any applications offered under this Framework Agreement have associated APIs and selected YES for AQB20b confirming that you will provide to the authority, within 30 days of being awarded a Framework Agreement a complete list of all relevant existing APIs and their associated costs.</p> <p>Or</p> <p>You have selected NO to AQB20a indicating that APIs are not applicable for your products.</p>
<p>Fail</p>	<p>You have selected option NO for AQB20a confirming none of your applications offered under this Framework Agreement have associated APIs and selected NO for AQB20b confirming that you will not provide to the authority, within 30 days of being awarded a Framework Agreement a complete list of all relevant existing APIs and their associated costs</p> <p>OR</p> <p>You have selected option YES for AQB20a confirming any of your applications offered under this Framework Agreement have associated APIs but you have selected NO for AQB20b confirming that you will not provide to the authority, within 30 days of being awarded a Framework Agreement a complete list of all relevant existing APIs and their associated costs, the business functions that the APIs relate to, either in terms of specific APIs or general scope or scale of the application(s) that the API(s) open up to interoperate with other systems and explain whether the API(s) are open and follow the Open Standard Principles.</p> <p>You have selected option YES for AQB20b but you have included caveats to that response.</p> <p>OR</p> <p>You have not selected option YES or NO for questions AQB20a or AQB20b.</p>

SECTION C – LOT SPECIFIC QUESTIONS

LOT 1 - ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE SOLUTIONS

AQL1C1 Knowledge of Lot Specific Market.	
[AQL1C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the enterprise resource planning (ERP) software solutions market throughout the life of the framework and the last Call-Off Contract is let or expires.	
[AQL1C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL1C1c] Please describe your processes for maintaining staff knowledge of current products and future product development specific to enterprise resource planning (ERP) software solutions	
[AQL1C1d] Please describe your processes for disseminating knowledge and changes specific to enterprise resource planning (ERP) software solutions to staff and contracting bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL1C1. This requirement seeks to understand your ability to build and maintain knowledge effectively in the context of the Enterprise Resource Planning (ERP) Software Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSES TO AQL1C1a TO AQL1C1d ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL1C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse

[AQL1C2a] Please describe how you will operate and allow licence transfer or re-use across public sector customers, including promoting and supporting such transfer and re-use opportunities within the public sector.

[AQL1C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this Lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.

[AQL1C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL1C2. The requirement asks you to demonstrate how you will give Contracting Bodies access to alternative software usage arrangements/sources.

If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.

IF ANY OF YOUR RESPONSES TO AQL1C2a TO AQL1C2c ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL1C3 Grade Day Rates

[AQL1C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to ERP Software Solutions Lot 1.

Lot 1 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL1C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

IN ACCORDANCE WITH ATTACHMENT 1 ITT PARAGRAPH 11.6.5 PRICES SUBMITTED BELOW THE UK MINIMUM LIVING WAGE WILL BE REJECTED.

[AQL1C3b] Response Guidance

You must also provide your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL1C4 Charging Structure

[AQL1C4] Please describe the charging structure/mechanisms applicable you will offer under the Lot 1 - ERP software solutions of the Corporate Software Solutions Framework Agreement.

Response Guidance

This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).

THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT

Marking Scheme	Evaluation Guidance
N/A	N/A

LOT 2 – FINANCE IT SOFTWARE SOLUTIONS

AQL2C1 Knowledge of Lot Specific Market	
[AQL2C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the finance IT software solutions market throughout the life of the framework and the last Call-Off Contract is let or expires.	
[AQL2C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL2C1c] Please describe your processes for maintaining staff knowledge of current products and future product development specific to the Finance IT Software Solutions Lot.	
[AQL2C1d] Please describe your processes for disseminating knowledge and changes specific to Finance IT Software Solutions to staff and Contracting Bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL2C1. This requirement asks that you demonstrate that you will build and maintain knowledge effectively in the context of the Finance IT Software Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSE TO AQL2C1a TO AQL2C1d ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL2C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse

[AQL2C2a] Please describe how you will operate and allow licence transfer or re-use across public sector Contracting Bodies, including promoting and supporting such transfer and re-use opportunities within the public sector.

[AQL2C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this Lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.

[AQL2C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL2C2.

The requirement asks that you demonstrate that you will give Contracting Bodies access to alternative software usage arrangements/sources.

If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.

IF ANY OF YOUR RESPONSE TO AQL2C2a TO AQL2C2c ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL2C3 Grade Day Rates

[AQL2C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to Finance IT Software Solutions Lot 2.

Lot 2 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL2C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

IN ACCORDANCE WITH ATTACHMENT 1 ITT PARAGRAPH 11.6.5 PRICES SUBMITTED BELOW THE UK MINIMUM LIVING WAGE WILL BE REJECTED.

[AQL2C3b] Response Guidance

You must also provide your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL2C4 Charging Structure

[AQL2C4] Please describe the charging structure/mechanisms applicable you will offer under Lot 2 Finance IT Software Solutions of the Corporate Software Solutions Framework Agreement.

Response Guidance

This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).

THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT

Marking Scheme

Evaluation Guidance

N/A

N/A

LOT 3 - HUMAN RESOURCES (HR) AND PAYROLL SOFTWARE SOLUTIONS

AQL3C1 Knowledge of Lot Specific Market	
[AQL3C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the human resource (HR) and payroll software solutions market throughout the life of the framework and the last Call-Off Contract is let or expires.	
[AQL3C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL3C1c] Please describe your processes for maintaining staff knowledge of current solutions and future solutions development specific to this Human Resource (HR) and Payroll Software Solutions Lot.	
[AQL3C1d] Please describe your processes for disseminating knowledge and changes specific to this Human Resource (HR) and Payroll Software Solutions Lot to staff and Contracting Bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL3C1. This requirement asks that you demonstrate that you will build and maintain knowledge in the context of the Human Resource (HR) and Payroll Software Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSES TO AQL3C1a TO AQL3C1d ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL3C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse

[AQL3C2a] Please describe how you will operate and allow licence transfer or re-use across public sector Contracting Bodies, including promoting and supporting such transfer and re-use opportunities within the public sector.

[AQL3C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this Lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.

[AQL3C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL3C2.

The requirement asks that you demonstrate that you will give Contracting Bodies access to alternative software usage arrangements/sources.

If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.

IF ANY OF YOUR RESPONSES TO AQL3C2a TO AQL3C2c ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL3C3 Grade Day Rates

[AQL3C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to HR and Payroll Software Solutions Lot 3.

Lot 3 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL3C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked

consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

IN ACCORDANCE WITH ATTACHMENT 1 ITT PARAGRAPH 11.6.5 PRICES SUBMITTED BELOW THE UK MINIMUM LIVING WAGE WILL BE REJECTED.

[AQL3C3b] Response Guidance

You must also provide your regional variations as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL3C4 Charging Structure

[AQL3C4] Please describe the charging structure/mechanisms applicable you will offer under the Lot 3 HR and Payroll software solutions of the Corporate Software Solutions Framework Agreement.

Response Guidance

This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).

THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT

Marking Scheme	Evaluation Guidance
N/A	N/A

LOT 4 - CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SOFTWARE SOLUTIONS

AQL4C1 Knowledge of Lot Specific Market	
[AQL4C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the customer relationship management (CRM) software solutions market throughout the life of the Framework Agreement and the last Call-Off Contract is let or expires.	
[AQL4C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL4C1c] Please describe your processes for maintaining staff knowledge of current products and future product development specific to the Customer Relationship Management (CRM) Software Solutions Lot.	
[AQL4C1d] Please describe your processes for disseminating knowledge and changes specific to the Customer Relationship Management (CRM) Software Solutions Lot to staff and Contracting Bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL4C1. This requirement asks that you demonstrate that you will build and maintain knowledge effectively in the context of the Customer Relationship Management (CRM) Software Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSES TO AQL4C1a TO AQL4C1d ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL4C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse.

[AQL4C2a] Please describe how you will operate and allow licence transfer or re-use across public sector Contracting Bodies, including promoting and supporting such transfer and re-use opportunities within the public sector.

[AQL4C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.

[AQL4C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL4C2.

The requirement asks that you demonstrate that you will give Contracting Bodies access to alternative software usage arrangements/sources.

If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.

IF ANY OF YOUR RESPONSE TO AQL4C2a TO AQL4C2c ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL4C3 Grade Day Rates

[AQL4C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to CRM Software Solutions Lot 4.

Lot 4 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL4C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked

consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

IN ACCORDANCE WITH ATTACHMENT 1 ITT PARAGRAPH 11.6.5 PRICES SUBMITTED BELOW THE UK MINIMUM LIVING WAGE WILL BE REJECTED.

[AQL4C3b] Response Guidance

You must also provide your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL4C4 Charging Structure

[AQL4C4] Please describe the charging structure/mechanisms applicable you will offer under Lot 4 CRM software solutions of the Corporate Software Solutions Framework Agreement.

Response Guidance

This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).

THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT

Marking Scheme	Evaluation Guidance
N/A	N/A

LOT 5 - ENTERPRISE CONTENT MANAGEMENT (ECM) SOFTWARE SOLUTIONS

AQL5C1 Knowledge of Lot Specific Market	
[AQL5C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the ECM software solutions market throughout the life of the framework and the last Call-Off Contract is let or expires.	
[AQL5C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL5C1c] Please describe your processes for maintaining staff knowledge of current products and future product development specific to the ECM Software Solutions Lot.	
[AQL5C1d] Please describe your processes for disseminating knowledge and changes specific to the ECM Software Solutions Lot to staff and Contracting Bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL5C1. This requirement asks that you demonstrate that you will build and maintain knowledge in the context of the ECM Software Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSES TO AQL5C1a TO AQL5C1d ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL5C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse.	
[AQL5C2a] Please describe how you will operate and allow licence transfer or re-use across public sector Contracting Bodies, including promoting and supporting such transfer and re-use opportunities within the public sector.	
[AQL5C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.	
[AQL5C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL5C2. The requirement asks that you demonstrate that you will give Contracting Bodies access to alternative software usage arrangements/sources.</p> <p><u>If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.</u></p> <p>IF ANY OF YOUR RESPONSES TO AQL5C2a TO AQL5C2c ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL5C3 Grade Day Rates

[AQL5C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to ECM Software Solutions Lot 5.

Lot 5 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL5C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked

consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

IN ACCORDANCE WITH ATTACHMENT 1 ITT PARAGRAPH 11.6.5 PRICES SUBMITTED BELOW THE UK MINIMUM LIVING WAGE WILL BE REJECTED.

[AQL5C3b] Response Guidance

You must also provide your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL5C4 Charging Structure	
[AQL5C4] Please describe the charging structure/mechanisms applicable you will offer under Lot 5 ECM software solutions of the Corporate Software Solutions Framework Agreement.	
<p><u>Response Guidance</u></p> <p>This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).</p> <p>THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT</p>	
Marking Scheme	Evaluation Guidance
N/A	N/A

LOT- 6 DATA MANAGEMENT SYSTEMS (DMS) SOFTWARE SOLUTIONS

AQL6C1 Knowledge of Lot Specific Market	
[AQL6C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the DMS software solutions market throughout the life of the framework and the last Call-Off Contract is let or expires.	
[AQL6C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL6C1c] Please describe your processes for maintaining staff knowledge of current products and future product development specific to the DMS Software Solutions Lot.	
[AQL6C1d] Please describe your processes for disseminating knowledge and changes specific to the DMS Software Solutions Lot to staff and Contracting Bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL6C1. This requirement seeks to understand your ability to demonstrate that will build and maintain knowledge in the context of the DMS Software Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSES TO AQL6C1a TO AQL6C1d ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL6C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse.	
[AQL6C2a] Please describe how you will operate and allow licence transfer re-use across public sector Customers, including promoting and supporting such transfer and re-use opportunities within the public sector.	
[AQL6C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this Lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.	
[AQL6C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL6C2. The requirement asks that you demonstrate that you will give Contracting Bodies access to alternative software usage arrangements/sources.</p> <p><u>If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.</u></p> <p>IF ANY OF YOUR RESPONSE TO AQL6C2a TO AQL6C2c ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL6C3 Grade Day Rates

[AQL6C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to DMS Software Solutions Lot 6.

Lot 6 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL6C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked

consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

[AQL6C3b] Response Guidance

You must also provide your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL6C4 Charging Structure

[AQL6C4] Please describe the charging structure/mechanisms applicable you will offer under Lot 6 DMS software solutions of the Corporate Software Solutions Framework Agreement.

Response Guidance

This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).

THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT

Marking Scheme	Evaluation Guidance
N/A	N/A

LOT- 7 MOBILE APPLICATION SOLUTIONS

AQL7C1 Knowledge of Lot Specific Market	
[AQL7C1a] Please describe (citing source material) your processes used for building and maintaining your knowledge of the mobile application solutions market throughout the life of the framework and the last Call-Off Contract is let or expires.	
[AQL7C1b] Please describe your processes in terms of technology, government requirement and responding to legislative change related to this market.	
[AQL7C1c] Please describe your processes for maintaining staff knowledge of current products and future product development specific to the Mobile Application Solutions Lot.	
[AQL7C1d] Please describe your processes for disseminating knowledge and changes specific to Mobile Application Solutions to staff and Contracting Bodies.	
<p>Response Guidance</p> <p>The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL7C1. This requirement asks that you demonstrate that you will build and maintain knowledge in the context of the Mobile Application Solutions Lot.</p> <p>IF ANY OF YOUR RESPONSES TO AQL7C1a TO AQL7C1d ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.</p>	
Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL7C2 Licence, Process and Software Usage Flexibility – Transfer and Reuse.

[AQL7C2a] Please describe how you will operate and allow licence transfer or re-use across public sector Contracting Bodies, including promoting and supporting such transfer and re-use opportunities within the public sector.

[AQL7C2b] Please describe how you will facilitate the re-use of processes, software or configurations developed under this lot so that they deliver maximum economic benefit by being reused by more than one Contracting Body.

[AQL7C2c] Please describe how you will assist the adoption of alternative software user practises such as shared services, partnerships and collaborative/multi-organisational arrangements.

Response Guidance

The Marking Scheme and evaluation guidance as stated below will apply to all questions in AQL7C2.

The requirement asks that you demonstrate that you will give Contracting Bodies access to alternative software usage arrangements/sources.

If you do not presently have any licences agreements in place you MUST still answer these questions in the context of how you would address these requirements in the future (if this should be required). Failure to do so will result in you scoring zero for this question.

IF ANY OF YOUR RESPONSES TO AQL7C2a TO AQL7C2c ACHIEVE A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL7C3 Grade Day Rates

[AQL7C3] You are required to provide, via the tables provided in the e-Sourcing suite, a Grade Day Rate for each of the Categories within the Skills Framework for the Information Age, at each of the Levels of experience, (these are outlined in Framework Agreement Schedule 3 (Framework Prices)) and your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Submitted Grade Day Rates will form the maximum day rate chargeable for Resource Based Services in any subsequent Call Off Contract.

These day rates should be applicable to Mobile Applications Solutions Lot 7.

Lot 7 will attract Grade Day Rates as some of the services under this Lot fall in the category of Resource Based Services.

[AQL7C3a] Response Guidance

Please complete the relevant table within the e-Sourcing Suite to list your Grade Day Rate per Category and per Level.

When compiling your response please be advised of the following:

- All tendered prices shall be deemed to be fully inclusive – i.e. to include any and all costs, overheads, setting up costs, account management, central costs, technology, reporting, billing and profit.
- Where Resource Based Services are to be provided to Contracting Bodies under any Call Off Agreement on the basis of Framework Prices, the Supplier shall be entitled to be reimbursed by the Contracting Bodies for Reimbursable Expenses (in addition to being paid the relevant Charges under the respective Call Off Agreements), provided that such Reimbursable Expenses are supported by Supporting Documentation. The Contracting Bodies shall provide a copy of their current expenses policy to the Supplier upon request.
- The expenses should be charged in line with the Contracting Bodies own internal expenses limits.
- No overtime or other enhancement to the day rate stated within the Call-Off Contract applies, irrespective of how many hours are worked during the day.
- Prices provided must be submitted in pounds sterling and **EXCLUDE** Value Added Tax (VAT).
- In considering the Grade Day Rates tendered, you should take full account of the Authority's Management Charge of 0.5%, which shall be paid by the Supplier to the Authority as set out in the Framework Agreement.

You must submit prices for each of the fields for each Levels 1 to 7 against each corresponding category. Details about each of the categories and levels can be found at <http://www.sfia.org.uk/>.

Failure to provide a price where one is required may result in the Tender being deemed non-compliant and disqualified from further participation in this Procurement. For the purpose of the response it should be presumed that all of the work is conducted in the greater London area. Grade Day Rates are based on eight (8) hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day in accordance with the definition in the Framework Agreement.

IN ACCORDANCE WITH ATTACHMENT 1 ITT PARAGRAPH 11.6.5 PRICES SUBMITTED BELOW THE UK MINIMUM LIVING WAGE WILL BE REJECTED.

[AQL7C3b] Response Guidance

You must also provide your regional variations to the Grade Day Rates as a percentage for each of the following regions:

- England (Outside Greater London)
- Scotland
- Northern Ireland
- Wales

Framework Prices and Charges as defined in Framework Schedule 1 – Definitions.

Reimbursable Expenses as defined in Call-Off Contract Schedule 1 - Definitions

Evaluation Guidance and Marking Scheme

Marking Scheme Calculation

Please refer to paragraph 11.6.6 in Attachment 1 - ITT

AQL7C4 Application Functionality

[AQL7C4] Please describe how you will ensure that the application functionality you have previously built for public sector customers can be redeployed at optimum value throughout the public sector to ensure lowest cost.

Response Guidance

The Marking Scheme and Evaluation Guidance as stated below will apply to all questions in AQL7C4.

Question AQL7C4 seeks to understand how you will help to reduce costs for public sector customers by reusing or redeploying applications previously built where possible.

This requirement is essential in the successful operation of the Framework Agreement and any Call-Offs.

IF YOUR RESPONSE TO AQL7C4 ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question and response guidance, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and response guidance and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question and response guidance. OR You have not responded.

AQL7C5 Charging Structure

[AQL7C5] Please describe the charging structure/mechanisms applicable you will offer under Lot 7 Mobile Applications Solutions of the Corporate Software Solutions Framework Agreement.

Response Guidance

This question will be for information only and will not be evaluated. Your response will appear in Framework Schedule 20 (Framework Tender).

THIS QUESTION WILL NOT BE EVALUATED BUT FAILURE TO PROVIDE A DESCRIPTION OF THE CHARGING STRUCTURE/MECHANISM APPLICABLE TO THE CORPORATE SOFTWARE SOLUTIONS FRAMEWORK WILL RESULT IN YOU BEING NON COMPLIANT AND BEING EXCLUDED FROM PROCEEDING IN THIS PROCUREMENT

Marking Scheme	Evaluation Guidance
N/A	N/A

AQL7C6 Mobile Working and Device Flexibility

[AQL7C6] Please describe how you will ensure that you build flexibility into your systems so that they are compatible with touch screen technology such as mobile devices or self service terminals/kiosks and can be used either out of the box or through working with a specialist partner.

Response Guidance

Due to changes in how technology is accessed and used both by staff and citizens (such as drives to increase digital interactions and the envisaged growth in bring your own device or choose your own device schemes), it is no longer acceptable or plausible that systems will only work with a certain type or version of an operating system, or a certain type of device.

Question AQL7C6 requires you to describe how you will ensure that you build flexibility into your systems so that they are compatible with touch screen technology such as mobile devices or self service terminals/kiosks and can be used either out of the box or through working with a specialist partner.

IF YOUR RESPONSE TO AQL7C6 ACHIEVES A '0' MARK YOU WILL NOT BE AWARDED A FRAMEWORK AGREEMENT AND YOUR TENDER WILL BE REJECTED. YOUR TENDER WILL NOT PROCEED ANY FURTHER IN THE EVALUATION PROCESS.

Marking Scheme	Evaluation Guidance
100	Your response has fully addressed the requirement expressed in the question, demonstrating your ability to meet the requirement, describing your ability in an unambiguous manner and with sufficient detail to enable objective evaluation.
50	You have provided an ambiguous description of your ability to meet the requirement expressed in the question and / or has provided insufficient detail to enable objective evaluation, such that you have only partially demonstrated your ability to meet the requirement expressed in the question.
0	Your response has not addressed the requirement expressed in the question. OR The response is unanswered.