

## APPENDIX C

### Quality Response Template

#### 1.1 Responding to Evaluation Criteria

This section describes how Bidders should respond to the Evaluation Criteria. The table below details the table layout and the relevance of each section within it.

The template will include the following parts that are identified as such:-

Criterion Weight	WEIGHTING	Criterion Tier	Criterion Name
<b>Evaluation Criterion</b>		<i>Question for Bidders to respond to</i>	
<b>Response Guidance Notes</b>		<i>Guidance from the IPSA that will assist Bidders in providing full and good quality responses.</i> <u><i>[The Bidder's response to this question should be limited to no more than [ ] pages of A4 including diagrams and appendices]</i></u>  <u><i>[Responses should be typed in [Arial font size 11]]</i></u>	
<b>Bidder Response</b>		<i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i>	

## Overview

Criterion Weight	Weighting 10%	Criterion Tier 3	Service Overview
<b>Evaluation criterion 1.1</b>		Bidders will provide an overview of how they will provide the Services and confirm that they will provide the Services in accordance with all of the requirements in the Specification	
<b>Response Guidance Notes</b>		<p>Bidders are to provide a response that demonstrates their acceptance of the requirement to provide the Services as set out in the Specification, meeting the objectives in section 2.2.1 of the Specification and the ownership of hardware and licences set out in section 2.2.2 of the Specification.</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Data Centre and Server strategy
<b>Evaluation Criterion 1.2</b>		Bidders are requested to set out their datacentre and server room strategy based on the information in 2.2.1 to 2.2.5 of the Specification.	
<b>Response Guidance Notes</b>		<p>Bidders' responses should include information in relation to:</p> <ul style="list-style-type: none"> <li>• The maintenance of the current Data Servers;</li> <li>• How they will assess and respond to the short and long term viability of the current data centre and Data Server set up;</li> <li>• The strategy for ensuring during the term of the Contract, that the data centres and Data Servers are sufficient to support the work of the IPSA.</li> </ul> <p>And with reference to the asset list at Appendix F of the specification.</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 60%	Criterion Tier 3	Service provision
<b>Evaluation Criterion 1.3</b>		Bidder is to describe the key points of its proposed approach to providing each element of the service	
<b>Response Guidance Notes</b>		<p>Bidders responses should include as a minimum:</p> <ul style="list-style-type: none"> <li>a. the approach to implementation and transition from the current provider to the Bidder shown as an implementation plan and how it will be achieved in the time available (implementation plan to be included in the Contract);</li> <li>b. the technical approach to the delivery of the services required, including the proposed communications, network, application and security architectures;</li> <li>c. the location(s) of any central components;</li> <li>d. any dependence of the Bidder's solution on the provision of any existing IPSA assets (Asset List at Appendix F) or facilities;</li> <li>e. any requirement for the IPSA to procure any hardware, software, licences or support services from any third party throughout the duration of the Contract, either as part of planned maintenance or in response to an incident. This should include details of what is expected to be required and when.</li> </ul> <p><u>The Bidder's response to this question should be limited to no more than 15 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 10%	Criterion Tier 3	Accreditation
<b>Evaluation Criterion 1.4</b>		Bidders to confirm that they are accredited with ISO 27001 (pass/fail) and whether they are accredited with ISO 20000 (scored as follows: 10 for accreditation, 6 for working towards accreditation, 0 for no accreditation)	
<b>Response Guidance Notes</b>		<p>For Bidders that are already accredited please provide the relevant certification. For Bidders not yet accredited a realistic plan should be included to demonstrate how accreditation will be achieved by no later than 1 December 2016</p> <p><u>The Bidder's response to this question should be limited to no more than 5 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

## Managed Desktop Service

Criterion Weight	WEIGHTING 70%	Criterion Tier 3	Managed Desktop Overview
<b>Evaluation Criterion 2.1</b>		<p>The Bidder shall describe:</p> <ol style="list-style-type: none"> <li>The proposed approach to providing the required Managed Desktop Service hardware and software</li> <li>maintenance and support services, including; <ul style="list-style-type: none"> <li>preventative maintenance, including patching;</li> <li>software and firmware upgrades;</li> <li>corrective maintenance;</li> <li>configuration management;</li> </ul> </li> <li>Whether all of the staff undertaking the maintenance activities will be the Service Provider's employees or by sub-Service Providers.</li> <li>how it will ensure the ability for both desktop and remote access by users</li> </ol>	
<b>Response Guidance Notes</b>		<p>Bidders responses should include how they will meet the IPSA's objectives while meeting the requirements set out in this evaluation criterion and how it will ensure that the requirements in sections 2.3.1 to 2.3.4 of the Specification are also met</p> <p><u><i>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</i></u></p> <p><u><i>Responses should be typed in Arial font size 11</i></u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 10	Criterion Tier 3	Managed Desktop Services
<b>Evaluation Criterion 2.2</b>		Bidders to confirm that the Managed Desktop Service will provide the Services set out in section 2.3.5 of the Specification (pass/fail).	
<b>Response Guidance Notes</b>		Bidders to confirm their ability to provide the Managed Desktop Services below.	
<b>Bidder Response</b>		<i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i>	

Criterion Weight	WEIGHTING 10	Criterion Tier 3	Core and Specialist Applications
<b>Evaluation Criterion 2.3</b>		Bidders to set out how they will provide additional core and specialist applications	
<b>Response Guidance Notes</b>		<p>Bidders should ensure that their response takes into account the requirement in section 2.3.6 of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	



Criterion Weight	WEIGHTING 10%	Criterion Tier 3	User Access Devices
<b>Evaluation Criterion 2.4</b>		Bidders are requested to outline their experience in providing environments and application sets for other user access devices, particularly to public sector organisations.	
<b>Response Guidance Notes</b>		<p>Bidders are to describe how they have provided standard environments and application sets to users on non-standard devices such as tablet PCs or Smartphones.</p> <p><u>The Bidder's response to this question should be limited to no more than 4 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

## Assets

Criterion Weight	WEIGHTING 60%	Criterion Tier 3	Assets
<b>Evaluation Criterion 3.1</b>		Bidders are requested to detail their asset and configuration management processes as they would apply to this contract	
<b>Response Guidance Notes</b>		<p>Bidders are to describe their asset management and configuration process taking into account the current assets and Bidders are requested to detail their expectations for the remaining service life of the existing equipment, detailing any equipment that is expected to reach end of life within a) 12 months and b) three years of the contract start date and how they would manage the replacement of these assets.</p> <p><u>The Bidder's response to this question should be limited to no more than 6 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 40%	Criterion Tier 3	Asset procurement
<b>Evaluation Criterion 3.2</b>		Bidders are requested to give details of how they would procure ICT assets for the IPSA	
<b>Response Guidance Notes</b>		<p>Bidders' responses should include a description of the most cost effective procurement routes open to the IPSA and make mention of any discounting available.</p> <p><u><i>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</i></u></p> <p><u><i>Responses should be typed in Arial font size 11</i></u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

## Network Management

Criterion Weight	WEIGHTING 100%	Criterion Tier 3	Network Management
<b>Evaluation Criterion 4.1</b>		The Bidder is to explain its proposed approach to the provision, operation and support of the data network, including traffic and bandwidth management.	
<b>Response Guidance Notes</b>		<p>Bidders' responses should ensure that they are able to comply with the requirements in section 2.5 of the Specification in particular how the Bidder will respond to a requirement from the IPSA to a) increase and b) decrease the number of users on the network from section 2.8.1 of the specification and how to ensure a smooth and easy to understand access procedure for all users.</p> <p><u>The Bidder's response to this question should be limited to no more than 4 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

## Support Services

Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Help Desk Service
<b>Evaluation Criterion 5.1</b>		Bidders to detail how they will provide the Help Desk Services	
<b>Response Guidance Notes</b>		<p>Bidders' responses should cover all the requirements set out in section 2.6.1 of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 10%	Criterion Tier 3	Documentation Services
<b>Evaluation Criterion 5.2</b>		Bidders to confirm how they will comply with the requirements in section 2.6.2 of the Specification	
<b>Response Guidance Notes</b>		<p>Bidders' responses should describe the documentation that it anticipates being required and how it would hold and maintain it.</p> <p><u>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Licence Management
<b>Evaluation Criterion 5.3</b>		Bidders to set out how they will manage, maintain and acquire licences on behalf of IPSA	
<b>Response Guidance Notes</b>		<p>Bidders' responses should include a description of the most cost effective procurement routes open to the IPSA and make mention of any discounting available.</p> <p><u><i>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</i></u></p> <p><u><i>Responses should be typed in Arial font size 11</i></u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 10%	Criterion Tier 3	Capacity Management
<b>Evaluation Criterion 5.4</b>		Bidders to set out how they will ensure that the appropriate level of resource is available to provide the Services in accordance with the Specification	
<b>Response Guidance Notes</b>		<p>Bidders' responses must ensure that they show how they meet the requirement in section 2.6.4(a) of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	



Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Security Management Services
<b>Evaluation Criterion 5.5</b>		<p>The Bidder should describe:</p> <ol style="list-style-type: none"> <li>A plan for helping the IPSA with achieving and maintaining ISO 27001 accreditation;</li> <li>What it understands the key security risks and issues to be;</li> <li>How it proposes to manage and mitigate against the key security risks and issues;</li> <li>Whether it currently provides services to other clients Accredited for use at OFFICIAL - SENSITIVE.</li> <li>Any training it will supply to IPSA's and its own staff</li> </ol>	
<b>Response Guidance Notes</b>		<p>Bidders' responses should ensure that they meet as a minimum the requirements set out in section 2.6.5 of the Specification.</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Continuous Service Improvement
<b>Evaluation Criterion 5.6</b>		Bidders are to set out how a continuous service improvement plan would be established, implemented and maintained	
<b>Response Guidance Notes</b>		<p>Bidders' responses should ensure that they meet the requirements of section 2.6.6(a) of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

## Service Management

Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Service Governance
<b>Evaluation Criterion 6.1</b>		<p>The Bidder shall provide details of the proposed service governance arrangements in its proposal, including as a minimum:</p> <ul style="list-style-type: none"> <li>a. The position of the Project Manager and the Client Manager within the Bidder's organisation</li> <li>b. The relevant skills and experience of the Service Manager and of the Senior Manager.</li> </ul>	
<b>Response Guidance Notes</b>		<p>Bidders' responses should ensure that they can meet the requirements set out in section 2.7.1 of the Specification and provide a CV for its Project Manager and 2 references from other customers where the Project Manager's role and responsibilities were the same as for these Services.</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 60%	Criterion Tier 3	Service Reporting
<b>Evaluation Criterion 6.2</b>		Bidders are requested to provide information on the monitoring of the Services that they would put in place	
<b>Response Guidance Notes</b>		<p>Bidders' responses should show how they will meet the requirements set out in section 2.7.2 of the Specification.</p> <p>This information should include details on the Management Information provided by monitoring tools that would be available to the IPSA.</p> <p><u>The Bidder's response to this question should be limited to no more than 4 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 20%	Criterion Tier 3	Service Handbook
<b>Evaluation Criterion 6.3</b>		Bidders shall set out how they will produce and maintain an appropriate Service Handbook	
<b>Response Guidance Notes</b>		<p>Bidders' responses should ensure that they demonstrate an ability to meet all of the requirements in section 2.7.5 of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

## Non-functional requirements

Criterion Weight	WEIGHTING 15%	Criterion Tier 3	Scaling
<b>Evaluation Criterion 7.1</b>		Bidders are requested to explain the changes required to their proposed solution to scale it to support larger numbers of users.	
<b>Response Guidance Notes</b>		<p>Bidders should include in their response proposals to scale up as well as down as stated in section 2.8.1 of the specification.</p> <p><u>The Bidder's response to this question should be limited to no more than 4 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 15%	Criterion Tier 3	Performance
Evaluation Criterion 7.2		Bidders should set out how they will work with third parties to optimise application performance	
Response Guidance Notes		<p>Please detail how the Bidder will manage relationships with third parties either through their own arrangements or through arrangements of the IPSA.</p> <p><u>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
Bidder Response		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 30%	Criterion Tier 3	Business Continuity and Disaster Recovery
<b>Evaluation Criterion 7.3</b>		<p>The Bidder shall describe in its proposal:</p> <ol style="list-style-type: none"> <li>the Bidder's general approach to disaster recovery including a description of how the Bidder would respond to a disaster or major incident;</li> <li>the extent and duration of any disruption to the Services if any of the events described in section 2.8.3(b) of the Specification occur;</li> <li>the reduction in the price of meeting these disaster recovery requirements if the maximum period of loss of service is increased to: <ol style="list-style-type: none"> <li>1 working day;</li> <li>2 working days;</li> <li>5 working days;</li> <li>2 weeks.</li> </ol> </li> </ol>	
<b>Response Guidance Notes</b>		<p>Bidders' responses should ensure that they comply with all requirements in section 2.8.3 of the Specification.</p> <p>Bidders should include an outline BCDR plan and explain how that plan would be developed at the start of the contract period.</p> <p><u>The Bidder's response to this question should be limited to no more than 20 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	



Criterion Weight	WEIGHTING 30%	Criterion Tier 3	Back up and archive
<b>Evaluation Criterion 7.4</b>		Bidders are requested to provide details of their backup processes for all devices and data	
<b>Response Guidance Notes</b>		<p>Bidders are requested to include in their response an outline strategy for migrating between differing backup and archive technologies.</p> <p><u>The Bidder's response to this question should be limited to no more than 6 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 5%	Criterion Tier 3	Contract Exit
<b>Evaluation Criterion 7.5</b>		Bidders shall state their contract exit strategy to allow a smooth handover of all network services and documentation to the new Service Provider.	
<b>Response Guidance Notes</b>		<p>Bidders' responses should take into account all requirements in section 2.8.6 of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 4 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 5%	Criterion Tier 3	Contract Terms
<b>Evaluation Criterion 7.6</b>		Bidders are to confirm their acceptance of the terms and conditions set out in the Draft Contract (pass/fail)	
<b>Response Guidance Notes</b>		Bidders to confirm their acceptance or rejection below.	
<b>Bidder Response</b>		<i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i>	

## Change Management

Criterion Weight	WEIGHTING 10%	Criterion Tier 3	Change request
<b>Evaluation Criterion 8.1</b>		Bidders shall detail their processes for controlling changes to any services supplied under this contract.	
<b>Response Guidance Notes</b>		<p>Bidders' responses should take into account the requirements and the different types of changes envisaged in the requirements in section 3.2 of the Specification. Include pro-forma request for change that allows for the different levels of change identified in the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 6 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 5%	Criterion Tier 3	Emergency changes
<b>Evaluation Criterion 8.2</b>		Bidders are requested to state how they would fulfil the requirement for emergency changes.	
<b>Response Guidance Notes</b>		<p>Bidders' responses should include details of the working relationship with the IPSA, in particular where the IPSA needs to undertake immediate changes.</p> <p><u>The Bidder's response to this question should be limited to no more than 2 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 15%	Criterion Tier 3	Projects and consultancy
<b>Evaluation Criterion 8.3</b>		Bidders are requested to detail their project management processes and how these will support the IPSA in making changes to their ICT services.	
<b>Response Guidance Notes</b>		<p>Bidders responses should take account of the requirements in section 3.3 of the Specification</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 5%	Criterion Tier 3	Pre-purchased consultancy
<b>Evaluation Criterion 8.4</b>		Bidders are requested to outline their process for managing the use of pre-purchased project management and consultancy days including: <ul style="list-style-type: none"> <li>a. Management of unused days:</li> <li>b. The scope of services covered</li> </ul>	
<b>Response Guidance Notes</b>		<u><i>The Bidder's response to this question should be limited to no more than 1 page of A4 including diagrams and appendices</i></u>  <u><i>Responses should be typed in Arial font size 11</i></u>	
<b>Bidder Response</b>		<i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i>	

Criterion Weight	WEIGHTING 35%	Criterion Tier 3	Service Improvement Process
<b>Evaluation Criterion 8.5</b>		Bidders are to provide up to three relevant examples of where it has proposed and implemented changes that have improved the service delivered to a public sector client	
<b>Response Guidance Notes</b>		<p>Bidders should include examples of where the changes to service delivery have increased the value for money to the client and demonstrate how experience from these projects will be utilised to deliver improvement to the Services that increase value for money</p> <p><u>The Bidder's response to this question should be limited to no more than 6 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	



Criterion Weight	WEIGHTING 10%	Criterion Tier 3	Partial Termination
<b>Evaluation Criterion 8.6</b>		Bidders are requested to outline their approach to termination of individual elements of the services provided under this contract, including the potential financial impact on the IPSA.	
<b>Response Guidance Notes</b>		<p>Bidders should take account of sections 3.5.1 and 3.5.2 of the Specification. Bidders will score 0 marks for agreeing to 5% of the annual value of the Services to be terminated and will score upwards from there (to a maximum of 10) for each percentage point above 5 that the Bidder agrees can be terminated without penalty.</p> <p><u>The Bidder's response to this question should be limited to no more than 4 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	

Criterion Weight	WEIGHTING 15%	Criterion Tier 3	Future Changes
<b>Evaluation Criterion 8.7</b>		Bidders to provide examples of their experience of delivering services set out in section 5.2.3 of the Specification and how this was achieved	
<b>Response Guidance Notes</b>		<p>Bidders should in particular focus on the services listed in (d), (f), (g), (h) (l) and (j) of 5.2.3 of the Specification in particular for a public sector organisation holding personal sensitive data accredited to Official Sensitive</p> <p><u>The Bidder's response to this question should be limited to no more than 10 pages of A4 including diagrams and appendices</u></p> <p><u>Responses should be typed in Arial font size 11</u></p>	
<b>Bidder Response</b>		<p><i>Bidders are required to submit their responses in this section for completeness purposes. In the event suppliers cannot use this section for their Tender please add as a separate document with a copy of the question response template at the beginning of each response for the IPSA compliance checking purposes. Please note that the IPSA does not expect Bidders to submit in a different format and that the option is by exception.</i></p>	