



4 Stage Two Tender Submission

Contract Reference

T2017TDA

Contract Title

Asset Management and Facilities Management System

Maximum Period of Contract

Initial Term of Three Years

Annual Maintenance + Hosting on a Rolling 12 month Basis

Return Date

Friday 20 October 2017

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

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Stage Two – Award

As stated in Tender Document 1 Instructions at section 4.1 Completion of Tenders (c) and (d) Applicants must submit Tender Documents in the correct format:

Stage 2 Tender Submission in Word format; and

5 Pricing Submission in Excel format.

Failure to submit the documents in the correct format may result in the Tender Submissions being rejected as non-compliant, not evaluated any further and the Applicant notified accordingly.

Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail. The minimum requirement to achieve a Pass is detailed within each question.

Question Number	Questions	Assessment Criteria
1	You must confirm that you can meet all the Mandatory Requirements specified in 2.1 of Tender document “3 Specification” The Authority’s Minimum Requirement is for the Applicant to answer “Yes”	Yes/No
2	You must confirm that you can meet all the Mandatory Requirements related to Hosting specified in 2.2 of Tender document “3 Specification” The Authority’s Minimum Requirement is for the Applicant to answer “Yes”	Yes/No
3	If your organisation is offering a Cloud-based service please confirm that you have completed the attached Appendix 1 – CESG Cloud Information Security Questionnaire and submit this as part of your Tender response. In order to achieve a pass for this question Applicants, who are offering a Cloud-based service, are required to meet all of the requirements within the questionnaire. Where an Applicant is not offering a Cloud-based service they should select N/A, which will constitute a pass.	Yes/No/N/A

Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should contain sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within 3 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statements	% Score
1	<p>Please provide a Method Statement to demonstrate how your system will meet the Authority's Asset Management System requirements as set out in section 1.2 of tender document 3 Specification.</p> <p>As a minimum your response should cover all of the minimum requirements in relation to:</p> <ul style="list-style-type: none"> a) System functionality b) Conditions Surveys – Please refer to Appendix 2 (Sample Condition Report) and describe how the system could produce Condition Reports in a very similar (if not identical) format. Please include a sample report if possible. c) Lettings d) Service Charge Accounting and Management 	8%
Response:		
2	<p>Please provide a Method Statement to demonstrate how your system will meet the Authority's Facilities Management System requirements as set out in section 1.3 of tender document 3 Specification.</p>	2%
Response:		

Technical Questions

Applicants are required to submit their response to the following Technical Questions. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within 3 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Question Number	Questions	% Score
1	<p>Please describe the Reporting functionality within the system and demonstrate how this will meet the Authority's needs. Details should include but not be limited to:</p> <ul style="list-style-type: none"> a) Pre-defined reports supplied with the System; b) Method for Users to define their own reports; c) Performance Indicators/KPI reporting; d) Ability to monitor the performance of portfolio; e) Cross Module Reporting. <p>Word Limit: One side of A4 in Arial Font 11</p>	2%
Response:		
2	<p>Please describe how the System will be initially implemented and then supported during the term of the Contract. The Applicant's response should include but not be limited to the following:</p> <ul style="list-style-type: none"> a) a clear overview of each component of the System (i.e. modules, Apps, Admin functionality, etc) and how it is licensed (e.g. site wide, named user, concurrent user) so the Authority knows exactly what it needs to purchase in order to meet the functionality required (ideally to include an infrastructure diagram showing how the components are interconnected, which may be attached as a separate Appendix); b) A draft Implementation plan for the software to be implemented for the Authority, giving an indication of the 	6%

	<p>key events and timescales, which may be attached as a separate Appendix;</p> <p>c) details of the System “Roadmap”, i.e. a plan of future planned changes and enhancements for the next 12 months;</p> <p>d) frequency of changes to the software (e.g. Releases and/or Versions and patches) and</p> <ol style="list-style-type: none"> I. circumstances in which new Releases will be charged for (if any); II. the extent to which previous and alternative versions of the System are supported; III. the level of control the Authority will have over the timing of the installation of patches and new releases. <p>e) confirmation that Client software application components (if any) provided as part of the solution are capable of unattended install;</p> <p>f) a list of the mobile devices supported by the System;</p> <p>g) a list of the Browsers (and versions) that are supported by the web functionality in the System;</p> <p>h) confirmation that System documentation is provided – as a minimum, this should be a User Manual and a database schema, in hard copy or electronic format.</p> <p>Word Limit: Two sides of A4 in Arial Font 11</p>	
<p>Response:</p>		
<p>3</p>	<p>Please describe the services you provide when Hosting the System. The Applicant’s response should include but not be limited to the following:</p> <p>a) how the Authority will have free of charge access to its data for raw extraction. This can be supplied by any of the following:</p> <ol style="list-style-type: none"> I. By the Supplier providing full read access (not limited to standard working hours) to the Authority’s dataset for a limited number of individuals within the Authority; or II. Local replication; or III. Remote replication to the Authority’s site. <p>b) how the Authority will be supplied with all of its production data (in a format and time to be specified), with an appropriate database schema, at the end of the</p>	<p>6%</p>

	<p>Contract Period at no additional charge;</p> <p>c) the measures which will be taken to ensure that only the Authority and approved personnel can access its own dataset;</p> <p>d) the Business Continuity procedures in place to guarantee a maximum down time of no more than 24 hours in the event of a major incident (e.g. a flood or fire that results in the loss of computers, telephones, premises etc.) – these may be submitted as a separate Appendix;</p> <p>e) how new interface feeds/data extraction processes will be created to run on the hosted system - this includes creating the gateways to allow data to be placed for collection and/or directly accessed (via web interface in real time);</p> <p>f) details on the automatic recovery of application files following a system break and the ability to automatically re-update files to the point of the break without the necessity for manual re-keying of data by the users.</p> <p>Word Limit: Two sides of A4 in Arial Font 11</p>	
Response:		
4	<p>Please demonstrate how any innovation(s) or unique aspect(s) in your product, which you consider sets your company apart from your competitors and other products on the market, will add value to this Contract.</p>	4%
Response:		
5	<p>Please describe the measures you are taking to ensure that the system will be GDPR (General Data Protection Regulation) compliant before the May 2018 deadline.</p> <p>Word Limit: One side of A4 in Arial Font 11</p>	2%
Response:		