

Service Definition:	SaaS: AWARD Project Evaluation and Review Service SCS: Delivery of evaluation and project procurement support via the AWARD service.
For:	Government Procurement Service
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SaaS: AWARD Project Evaluation and Review Service

SCS: Delivery of evaluation and project procurement support via the AWARD service

The D&B DUNS® Number for QINETIQ COMMERCE DECISIONS LTD is: 221381762

Background:

QinetiQ Commerce Decisions Limited (QCDL) delivers the proven AWARD project evaluation and review service. QCDL also provides, best practice knowledge and expert services to assist sourcing projects through-life; from preparation, qualification, evaluation, negotiation to continuous supplier performance review and contract compliance.

AWARD provides a central web-based information and process infrastructure enabling project teams to carry out evaluations and reviews wherever they are located and without the need for any installation of additional software. This allows users to evaluate tender documents, make major contract decisions and monitor subsequent performance collaboratively, efficiently and effectively. It is proven to significantly increase contract value and reduce risk and has been used on projects totalling well over \$100 billion to date. Other evaluation/review activities as diverse as options analysis, Information Assurance Maturity Modelling, supplier performance review and bid review are also supported.

QinetiQ Commerce Decisions have been successfully delivering the SaaS hosted AWARD capability across the Public Sector since 2003. The service is accredited to Impact Level 3 (IL3) and carries a full RMADS. In addition, AWARD was part of the OGC/Buying Solutions eSourcing managed service/framework from 2004 until its expiry in 2011. Since its launch in 2001, QCDL and AWARD have achieved an enviable reputation for reliability, responsiveness, ease of use, resiliency and excellent customer service. Please see our website for a selection of case studies - www.cd.qinetiq.com.

AWARD has been used to support strategic procurements across a range of sectors, including utilities, transport, central/regional/local government, healthcare, aerospace and defence; covering a broad range of activities including the provision of schools, hospitals, transport, IT and defence systems.

AWARD is the most widely used e-Evaluation tool within UK Government Departments, Agencies and local and regional organisations. Customers include GPS, the Department for Transport, the NHS, Education Funding Agency, Department for Work & Pensions, Olympic Delivery Authority, Defra, Ministry of Defence, Crossrail, Transport for London, BBC and the Foreign & Commonwealth Office.

AWARD is used to support various business processes:

- Tender Evaluation
- Document management and authoring
- Bid management
- Option analysis/appraisal
- Project performance review

- Supplier review
- Information Assurance management

AWARD is delivered as a full browser based Software As A Service (SAAS) capability with no add-ons, plug-ins or other thin client technologies required. The AWARD portal can also be branded using the logos and corporate styles of a given customer.

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Information Assurance

- The AWARD project evaluation and review service is accredited to Impact Level 3 (IL3). It can carry information up to and including UK Government RESTRICTED. The service has a full RMADS which can be supplied on request. The service carries an accreditation by the Government Procurement Service which has been reviewed, re-assessed and renewed annually since 2005. The current Accreditation Certificate is attached. The AWARD service previously delivered the eEvaluation element of the OGC Buying Solutions (now GPS) eSourcing service from 2005 to 2011 run by BravoSolution Ltd to whom QC DL were a subcontractor. The hosting centre, overarching RMADS and security accreditation continues to be provided to QC DL by BravoSolution Ltd. The data centre facilities are located in London and provided by Telehouse West.
- Administrators operating the service carry UK SC clearance - clearance numbers and expiry dates can be supplied on demand. Administrators comply with operational policies in relation to the management of the service, covered by the RMADS and other policies such as Incident Management. Key data elements and all documents are encrypted on disk and cannot be viewed by system administrators.
- QC DL is registered with the Information Commissioner's Office (ICO) to comply with the Data Protection Act. We treat our customers as the Data Controllers and ourselves as Data Processors under the definition of the Act. Whilst the AWARD service does not hold sensitive personal data, it does contain audit trails which define the actions of its users and such data is treated as covered by the Act.

The AWARD service conforms fully with respect to provision of a system to Impact Level 3 (IL3). Evidence for this lies in the service holding a Risk Management Accreditation Document Set (RMADS) for the system to Impact Level 3 accredited by Government Procurement Service. We can make the following statements with regard to compliance with HMG Guidelines for systems handling information at Impact Level 3:

Security

- The AWARD service undergoes an annual IT Health Check as part of development of its Accreditation Documentation set
- Data is stored in a highly protected and secure data centre with servers and data access being controlled through strong username/password-based access mechanisms.
- Administrator access is restricted to a limited group of operators, all of whom have SC level clearance.
- Administrators are not able to ascertain details of data or documents held in the service.
- All user transactions are logged via audit trails and database binary logging with logs identifying individuals by unique ID, allowing for forensic level analysis of user actions if necessary.

Confidentiality

- A data protection policy exists to ensure protection of data held relating to the actions of individuals. QinetiQ Commerce Decisions is registered with the ICO (Information Commissioner's Office) and complies with Data Protection guidelines. A copy of the registration can be made available on request.
- An Incident Response Plan exists to respond to any perceived or real threat to security or related incident on the AWARD service. The plan has been developed with a CLAS (CESG Listed Advisor Scheme) consultant and all key staff to which the plan relates have undergone training. A copy of the plan can be made available on request.
- An intrusion detection system and routine monitoring of log files are used to identify any attempted attack or threat of attack.

Availability

- The Data Centre and hosting environment behind the AWARD service provide a 99.9% uptime guarantee backed by service level agreements with the data centre supplier.
- The Data Centre provides redundant power supplies and redundant internet connections to guard against loss of service by localized power telecommunications failure. Uninterrupted Power Supplies will ensure that servers cannot go down and diesel-based power generators exist to provide long term power in the event of a lengthy power shutdown.
- The hardware providing the service is built with dual redundancy in all hardware elements. For example each server has two network cards and cables, each connected to a different network switch such that no single component failure can disrupt the service; a backup always exists. The primary service cannot be disrupted unless several different hardware elements undergo simultaneous failure.
- The AWARD service is delivered in a multi-tier environment. Web servers exist in a DMZ which is separated by a firewall from the main servers. Application servers and operating systems are separated from data storage.
- To ensure against disruption or loss, data is stored on disks in a RAID-1 configuration with the hardware redundancy described above. Loss of a single disk cannot lead to loss of data. Data is also replicated in real time onto failover and disaster recovery systems with the same levels of redundancy.
- Hardware service agreements ensure prompt replacement of any failed components bringing the system back to full health.
- The primary data centre carries an exact replica or 'failover' of the service's primary infrastructure to which data is replicated in real time – in all three tiers: web server, application servers and data storage. In the event of a drastic loss of the primary service the failover service can be activated with no loss of data and no loss of capability.
- A Disaster Recovery instance of the service is located in a data centre in a different physical location from the Primary data centre, to handle a once-in-a-lifetime event such as loss of an entire data centre or infrastructure. A dedicated and encrypted network link between the two data centres ensures both protection of data in transit and their real-time replication.
- The above is backed up by a documented Business Continuity Plan (BCP) which identifies roles and responsibilities and tasks to be undertaken to ensure either failover or disaster

recovery. The BCP also covers plans for other elements of the AWARD Service; for example continuation of Help Desk and consultancy support services in the event of disaster affecting other parts of the business.

- Data is backed up incrementally and through a programme of daily and weekly backup points to allow for data recovery if customer actions such as inadvertent deletion lead to loss of data. Backups are stored to disks using Network Attached Storage (NAS) – a mechanism that is far more reliable than magnetic tape. The NAS also carries redundant hardware and disk configurations to protect against loss through hardware failure. Backup data is replicated to the Disaster Recovery data centre.

Monitoring and Audit

- The AWARD platform is designed with an extensive array of activity logging features ensuring that every element of activity is properly accounted for. Tracking is performed on a continuous basis for all system activities as well as user actions recorded by unique user ID.
- A time stamp is associated with each record being logged. All logs are compressed and archived indefinitely providing our team and our clients with the capability of re-tracing system activities for the entire life of the service.
- Access to system logs are strictly controlled and limited to SC cleared administrators who are authorised to view and analyse the information following a written request by a claimant. Administrators will adhere strictly to QCDC's internal code of conduct for these procedures.
- The extent and nature of the logs, including database level binary logs, replication and access restrictions on logs ensure that no one person is able to alter the accounting log files.
- Database binary logs and incremental backups ensure that data transactions can be forensically examined if necessary including recovery of systems to a given point-of-time.
- Log files are regularly monitored, primarily for the purpose of identifying unusual behaviour such as attempts to breach or bypass system security.
- All systems are automatically and continuously synchronized through Network Time Protocol (NTP) to GMT. This is critical in ensuring the effectiveness of our pervasive logs to the extent that the company is able to efficiently and accurately determine cause-and-effect diagnosis. This is also a requirement in certain Government regulations to the extent that the service must guarantee accurate synchronisation with an "official" third party time provider.

Data Centre

The Service is hosted in a data centre managed by Telehouse West and located in London. This has the following attributes:

- The data centre carries an ISO27001 certification and has achieved a level of 0 (zero) non-conformities identified.
- Access to the data centre is restricted to authorised personnel who must provide appropriate photo-id based credentials to gain access. Physical access to the data centre is monitored and a register of access maintained.

- Access to restricted areas within the data centre is controlled by security access cards and codes.
- The data centre carries 24x7x365 on-site manned security with closed-circuit camera systems both outside and within the data centre.
- The servers and racks that deliver the AWARD Service are not labelled and are not identifiable except to limited set of personnel responsible for the management of the Service.
- The server racks are protected by a key lock system and a combination lock.
- There is a fully redundant power supply with full balancing of the lines in order to guarantee power supply continuity in case of critical path failure through two 2MVA generators in N+1 configuration.
- Data Centre temperatures are constantly monitored and maintained at 21 °C +/- 3° and relative humidity maintained at 50% +/- 10%.
- The Data Centre has multiple internet connections with redundancy built in against failure of any single internet connection or provider.

Data Integrity

The integrity of the AWARD Service and all data held within is provided as follows:

- Virus Protection – a Gateway level state-of-the-art protection system updated every 4 hours scans all incoming and outgoing data (web traffic, emails, attachments/documents ...etc) to protect against compromise by virus. In addition, all servers carry a further level of virus protection using latest technologies.
- Management of the AWARD system is limited to an identified set of individuals, all of whom carry SC clearance in line with Impact Level 3 requirements. These individuals access the system either directly through the data centre or through a restricted and secure Virtual Private Network (VPN).
- All key pieces of information that might identify the decisions being made by AWARD are encrypted in the database such that no operator can gain knowledge of the purpose of that data whilst performing management and maintenance activities.
- All documents held in the system have their names obfuscated such that it is not possible to determine the purpose of a document.
- The contents of the documents are also encrypted. There is no mechanism within the AWARD service itself or its technical infrastructure to view, modify or affect the contents of any document. Documents can only be viewed and replaced by users with login and security access through the Service and via its application security and business logic.
- Access to the applications provided by the Service is controlled through secure HTTPS/SSL based access and users are authenticated through use of unique usernames and strong passwords.
- An authenticated user's access is further controlled by application security logic based on the user's role within the system.
- The AWARD Service has in place a Network Intrusion Detection System (NIDS) setup for detection of any attempt to break into or misuse the technology involved in the delivery of the service. The NIDS monitors all network traffic (packets on the network wire) and

attempts to discover if an attempt is being made to break into a system or cause a denial of service attack.

- The AWARD Service carries an array of activity logging features whereby every action or operation performed by any user is tracked and logged with a timestamp and ID of the user performing that operation. This information is archived indefinitely and can be used to trace all historical activities. Access to logs is strictly limited to SC cleared administrators who will analyse the information behind a written request by a claimant whilst strictly adhering to QCDC's code of conduct on the matter.
- The AWARD Service has a minimal external system exposure. A hardware firewall ensures that only those components (web servers) strictly needed for interaction with the outside world are accessible from the public internet. All other ports and servers cannot be directly accessed. Internal firewalls further protect application and database servers from intrusion.
- The AWARD Service undergoes regular penetration testing. This is carried out for the development of the Impact Level 3 Accreditation Document Set and also independently of this by using the service of 'white collar' hackers – industry experts who ensure that the service cannot be compromised.
- A high level of physical security exists within the data centre to protect against physical access to the servers housing the data. The data centre carries 24-hour manned security and closed circuit monitoring systems. Only authorised persons are granted access to the servers and the secure areas of the data centre are protected by access doors requiring electronic cards or codes. The server racks are further protected by combination security locks. Access to the servers is protected by strong passwords which are available only to authorised administrators.

Technical Policies and Procedures

The service is operated through a set of policies and procedures made up of the following elements:

- Access to the IT infrastructure of the service is restricted to identified individuals with clear roles and responsibilities, all of whom carry SC Clearance in line with Impact Level 3. In order to access the data centre, these individuals must be on a register of nominated administrators and present Government issued photo-id as proof.
- In addition to the above physical measures to protect against the loss of services, a Business Continuity Process exists for ensuring continued delivery of the AWARD Service in the event of disaster. This covers both the application platform (for example loss of the primary data centre) as well as all aspects of our service delivery model.
- An Incident Management Plan exists to ensure that QCDC and its subcontractors deal effectively with any security or other incidents identified by it or reported to it.
- We routinely monitor all elements of its IT Infrastructure for patches, particularly those related to security improvements or new industry standards and these are routinely applied to ensure continued integrity of the service.

Backup and Disaster Recovery

- The AWARD Service is delivered via a UK-based Tier 4 (under the TIA-942 definition) primary data centre. This is the highest level of data centre provision with complete redundancy and fault tolerance. The data centre also carries ISO27001 and ISO4001 accreditations; the latter indicating compliance with Environmental and Carbon Trust Standards for power usage and environmental impact.
- The primary data centre houses the AWARD Live and Failover system; the Failover being an exact replica of the Live application stack. There is live data replication such that in the event of loss of any primary parts of the infrastructure, it is possible to failover with no loss of data.
- A physically separate Disaster Recovery (DR) site is located in a separate UK-based Tier 4 data centre. This site also carries live replication of data via a secure network connection. In the event of the unrecoverable loss of the primary data centre, the DR site can be activated with minimal loss of data (one day at the most, with a probable-case scenario of zero to one hour loss).
- Data backup includes the backup of the binary database log files that record every action in the service life – this is permanently retained. In addition a daily and weekly backup and retention cycle is used to provide specific backup points. This combination allows for restoration and fast recovery of customer data to any point in time (down to day/hour/minute/second) in the service's life. Backups are held electronically and offsite backup is achieved by replication to the DR site using a secure network connection. Data never leaves the secure data centres and there are no tape backups. All backups are 128-bit encrypted.

Pricing

Various licensing and pricing models are available to match the varying customer scenarios. These cater for organisational adoption (across an organisation or procurement department for example), large programme adoption or individual project usage. Further options exist dependent on the customer requirements and constraints. Some example pricing is shown below. This covers annual AWARD user licences, provided as SaaS, payment annually in advance. Other options are available – QCDL account managers will recommend the best approach for particular customer adoption.

AWARD SAAS Service Pricing

AWARD Configuration Reference	No of users	Price for period of use for one year (excluding VAT)
AP1	Up to 5	£8,750
AP2	Up to 10	£17,500
AP3	Up to 20	£35,000
AP4	Up to 50	£80,000
AP5	Up to 100	£142,500
AP6	Enterprise	Pricing on request following appropriate scoping of requirement
AP7	MOD Enterprise licence and support	£820,000

AWARD training and support

AWARD Services Configuration Reference	Product	Price - excluding VAT - including T&S within M25 (see notes below) - including training materials where applicable
AS1	Technical Support, per day	£1,395
AS2	Principal Technical Support, per day	£1,495
AS3	1-day AWARD standard Practitioner course	£3,900
AS4	AWARD training day	£2,900
AS5	AWARD Bespoke Briefing package	£2,260
AS6	AWARD Standard Briefing package (half day)	£1,500

Training and support options quoted above are for payment in advance. Orders are placed against standard terms and conditions, unless otherwise agreed in writing with QinetiQ Commerce Decisions Limited. Please note:

1. Payment terms: 30 days from date of invoice.
2. VAT will be charged at the prevailing rate.
3. Expenses of the consultant (travel and subsistence) are included in the consultancy rate within the M25.
4. QinetiQ Commerce Decisions reserve the right to charge travel and subsistence expenses to other locations. Any such charges will be in line with HMT guidelines and as per the provisions of the GCloud RM1557iv framework agreement.
5. QinetiQ Commerce Decisions Ltd requires 5 business days advance notice of postponement of training or consultancy. Should the customer cancel or postpone within the 5-day advance notice period, Commerce Decisions will assess a charge of 50% of the value of the training or consultancy.
6. Licences will be set up and invoiced on receipt of order. Consultancy and training will be invoiced in advance, unless otherwise agreed.
7. AWARD is licensed and supported according to QinetiQ Commerce Decisions standard terms (<http://www.cd.qinetiq.com/services/terms-conditions/>)
8. The 12 month (or other) licence term will begin from the date of order, unless otherwise agreed with QinetiQ Commerce Decisions Ltd.
9. Please refer to QinetiQ Commerce Decisions Ltd for pricing for alternative licence numbers and/or term.
10. Hosting, support and maintenance is included in the licence fees. This covers telephone and email support plus updates to AWARD during the licence term.
11. ExpertAssist is included in the licence fees.
12. Training course prices do not include provision of course venue or client PCs for course delegates (although these can be provided at an additional cost).
13. All training materials are included in the price of training courses.

PLEASE NOTE THAT QC DL STANDARD SUPPORT DAYS CONSIST OF 7.4 HOURS – PLEASE REFER TO QC DL STANDARD TERMS FOR FURTHER DETAILS <http://www.cd.qinetiq.com/services/terms-conditions/>

For further details of the training and support options, please refer to the Training section below.

Service Management and Service Levels

The AWARD SaaS web-based application is delivered through a tried and tested technological infrastructure that has a proven track record as a highly stable, scalable and secure service. The solutions are centrally hosted and managed providing the following benefits:

- No need for risky, costly infrastructure setup and roll-out which often result in delays and technical incompatibilities.
- Scalability due to optimal dimensioning of all subsystems and components (storage, web-servers, bandwidth etc.) within the service delivery architecture throughout the life of the project.
- Increased overall security of infrastructure and procedures since all potential security threats are constantly monitored and preventive/corrective action taken accordingly.
- This innovative method of delivery of software applications is commonly referred to as “Software as a Service” (SaaS) deployment.

There is no requirement for customers choosing our AWARD solution to invest any resource in additional hardware, software or IT staff to install, run, manage or upgrade the software solution.

QCDL are responsible for the following activities in relation to AWARD and in accordance with contractual service levels:

- System setup and configuration
- Hosting (hardware and connectivity)
- System maintenance
- All AWARD software upgrades
- Backup using an incremental, daily and weekly backup cycle
- Usage logs tracking all end user and administrator activities
- System performance monitoring
- Business continuity and disaster recovery (tested annually)
- Security (all relevant security protocols with yearly third-party penetration testing and security accreditation).

AWARD is delivered via a highly secure multi-tenant application delivery capability. Our customers are in a position to leverage the true benefits of SaaS while also benefiting from the highest standards of service in terms of security, availability and performance.

There are no technical capacity constraints on the use of computing resources. Technical infrastructure envisioned for the project provides all necessary technical resources to adequately address the customer requirements for global deployment of the solution.

The table below outlines some of the key characteristics of our Software as a Service (SaaS) offering

Storage Limitations	None
System availability	99% (minimum monthly measure – excludes planned maintenance window). Refer also to our standard terms: http://www.cd.qinetiq.com/services/terms-conditions/
System response time	Less than 4 seconds in 95% of typical use cases with a broadband level connection and no client induced lags
Back-up and recovery	Included
Encryption	SSL 128
Maintenance/Patches/Upgrades	Conducted during weekends only – minimum 2 week notification to customers

Please also take note of the **Data Centre** and **Availability** topics in the Information Assurance section of this document.

In addition to the technology itself, QCDL provides the following:

- The service is administered by QinetiQ Commerce Decisions staff, all of whom carry SC clearance. Management includes setting up new customers and – where requested – managing the user accounts and password resets. It is also possible for customers to self

serve once they have been configured for access.

- Customers have access to a Help Desk that operates 9.00am to 5.30pm Monday to Friday excluding UK public holidays. We offer telephone support backed up by a dedicated support email address.
- The service operates in a Tier 4 data centre with 99.9% uptime Service Level Agreement. QCDL aims to exceed 99.5% uptime during business hours and 99% uptime outside of business hours. These levels have been maintained consistently since commencement of the service in 2003.
- Our data centre provides high specification internet connection with burst capability. Backed up with modern hardware and optimised software, the design aim is to provide end-user response times of a maximum of 4 seconds for all key software operations with AWARD. Note this will be highly dependent on the action being performed; for example, in relation to customers uploading/downloading documents, document sizes will play a key part in response times.
Please refer also to QCDL's standard terms: <http://www.cd.qinetiq.com/services/terms-conditions/>
- The service is monitored by in-house and third party monitoring software that sends administrators email and SMS text alerts of issues. These include any failure or inability to connect to the service and performance degradation.
- We have in place a Quality Assurance process to ensure software is rolled out to our Cloud service without mishap. AWARD has a track record of successful rollout involving in excess of 14 major and minor revisions since 2005 on our current Cloud service - all with no disruption to customers outside of the pre-warned rollout time window. All software updates are fully tested using an extensive set of automated, manual and performance tests to ensure that there is no degradation in customer experience.
- All updates to the service infrastructure are tested in our DR site prior to live rollout.
- Our software has been designed to be easy to use and we take very few helpdesk calls from customers. Our performance response times consistently meet and exceed those required by previous GPS frameworks. It is our policy to resolve any queries/issues as soon as possible following receipt of a call. Generally calls are resolved within that initial call. Any issue that cannot be resolved on the first call is immediately directed to the appropriate team for resolution. Customer support calls take priority over all other work within our operations team. Any issue not resolved within two hours is escalated to our Operations Director who will facilitate a resolution. The customer will be updated of progress on a regular basis.

Service Constraints

- The software is available 24x7x365 except for planned maintenance periods.
- The software is updated on average twice per year. For this and any other maintenance work, customers receive a minimum notice period of two weeks and all work is undertaken during weekends in order to ensure minimal disruption to the service.
- Typical system downtime for planned maintenance is 2 to 4 hours.
- Software changes are designed and planned in consultation with our customers and services teams via account managers directly working with customers and via customer user groups. We have an internal product roadmap in which we identify technology and governance changes that need to be reflected in AWARD as well as general product improvements based on feedback from customers and our services team. Release-specific roadmaps are planned and shared with customers with roadmap targets refined in consultation with customers and internal stakeholders.
- Our policy with software updates is to ensure there is no negative impact to the customer's experience, nor degradation of the service when an upgrade is applied. All new feature improvements are built to be additive and customers can opt to start using them at a time of their choosing. Over the last six years we have rolled out in excess of 12 major and minor revisions to AWARD with no disruption to customer experience.
- A release note is issued to all customers outlining the additions and changes to the software at least two weeks prior to rollout.
- In the event of a release with significant new functionality we will run awareness programmes and training sessions well in advance of the release date.
- We also routinely apply security patches to our infrastructure and this is verified annually during the re-verification and re-accreditation of the RMADS, via internal and external penetration tests.

Financial Recompense

Unless otherwise agreed, QCDL's standard terms and conditions apply, see <http://www.cd.qinetiq.com/services/terms-conditions/>

Product Roadmap

A high level view of the current roadmap is provided below.

Release 5.4 – August 2013

This will be a maintenance release of the software exploiting the successful feature set introduced in AWARD 5.3 during 2012

Release 5.5 – April 2014

Maintenance release of AWARD with features under consideration including:

- Enhancements to the AWARD reporting
- Ongoing improvements to support new/updated browser technologies and security considerations
- Improvements to product in line with legislative changes, as required

Next major release TBA

Training

QinetiQ Commerce Decisions deliver a comprehensive support desk service that is available UK working hours - 09.00 to 17.30 – Monday to Friday (excluding UK Public Holidays). In addition to this we offer comprehensive training and support services. Our consulting service provision provides through-life support for all levels of procurement from AWARD tool support to the provision of the intellectual support required to turn requirements into effective tender criteria and evaluation models. Our consultants are expert advisors to some of the most significant procurement exercises in the UK public sector. Our knowledge and provision is backed up by an extensive training programme covering both best practice and use of the AWARD software.

Product Training

Through a 'hands-on' approach, supported by tutorials and interactive classroom teaching, our product training courses give attendees a practical working knowledge of the key capabilities of AWARD for the various stakeholders exposed to it.

Taking procurement evaluation as the most commonly delivered example:

- The AWARD practitioner course addresses the training requirements of evaluators, team leaders, project managers, project administration staff and decision-makers. It provides the grounding to allow them to undertake all those day-to-day activities delivered to them within the AWARD service.
- The evaluator users will be trained to evaluate proposals, submit clarifications and to access documents in AWARD and manage RFP and proposal documents. This is most commonly achieved via a briefing rather than classroom training.
- It is recommended that administrators and project managers undertake more comprehensive training, particularly on an organisational deployment. Such training would include activities such as AWARD configuration, implementing evaluation models in the AWARD tool, setting up users and their responsibilities, managing RFP and proposal documents and reporting.
- QinetiQ Commerce Decisions also supports the organisational rollout of AWARD with the provision of Train-The-Trainer workshops - these allow us to equip key customer personnel with a more in-depth understanding of AWARD in order to support internal users.
- In addition, the AWARD capability can be delivered in re-usable templates, reducing the training overheads and total cost of ownership to our customers.

Process/domain training

QinetiQ Commerce Decisions has built an unparalleled level of expertise in the areas of bid evaluation and contractor down-selection, having supported projects totalling in excess of \$100 billion. Various best practice training is available – this is tool/service independent but is often delivered as part of the project or organisational rollout plan for the AWARD service.

We can provide bespoke support to individual projects or organisational rollout, as required by the customer.

These services include:

- Development of the evaluation plan
- Facilitating criteria development and weightings
- Conducting pre-evaluation sensitivity analysis
- Facilitating evaluation dry-runs to validate and optimise the approach
- Development of appropriate scoring scales for the technical, commercial and soft-issue criteria
- Conducting post-assessment sensitivity
- Production of evaluation reports
- Conducting bidder debriefings, with appropriate justification and traceability to the bid documents
- Implementation of the all aspects of the AWARD tool, ensuring time savings and quality benefits with minimal learning curve
- Support with organisational roll out

Training option summary:

Evaluator Briefing, Bespoke and Standard: For customers who wish to adopt AWARD whilst making use of support from QinetiQ Commerce Decisions to configure the software for the specific procurement project we offer *evaluator briefings* – a short training session designed to show the (potentially large group of) people involved in a supplier evaluation how to make effective use of the software. There is a standard version, and a bespoke version, the latter being tailored to the project's requirement.

Training day: These can be used to support procurement activities as required by the customer. For example, a customer may wish to make use of the existing built-in templates (or modified versions created for individual customers) - QCDL offer *template-based training* to the smaller number of evaluation managers who will be involved in configuring the software for a supplier evaluation.

AWARD Practitioner, Bespoke or Project: For customers who wish to be able to make more extensive use of the features of the software to configure and / or administer projects requiring a more bespoke configuration we offer *AWARD Practitioner training*. There is a standard version, and a bespoke version, the latter being tailored to the project's requirements.

On-boarding/Off-boarding and Termination

AWARD is a specialist service and QinetiQ Commerce Decisions has over 10-years track record in delivering the Service and supporting consulting, training and account management to our customer base in UK Public Sector. Six of these included being a respected and trusted provider on the OGC Buying Solutions eSourcing Managed Service/Framework whilst this service was in place (it no longer exists).

On-boarding

- A customer wishing to place an order will be contacted by an AWARD account manager. On agreement of the level of service required, an order may be placed via the catalogue. If appropriate, an implementation plan will be agreed to include the necessary training or support services.
- Service activation occurs on receipt of a valid order, unless otherwise requested – the customer nominated points of contact are issued with username(s) and password(s), and given access to the service in a dedicated account. Licence extension or modification is also agreed via the account manager and licence changes can be applied within minutes.
- Upon activation of the service, customers have the option of administering the service themselves, or using the QCDL Help Desk for basic administration tasks. As enhanced ExpertAssist service is available for support with features such as templates and reporting (see bullet point below). Support/training services can be purchased for assistance in the management of the system whilst executing projects.
- Where consulting has been purchased, an agreed plan of work will begin with the appointment of the lead consultant and, if required, a kick-off day to initiate the project. The nature of the support required by customers is wide-ranging and varied. Customers can choose from a set of available training, support and consulting programmes (see training section above). Alternatively, QCDL can put together a bespoke programme of support to address any specific requirements of the customer.
- Many customers make use of our **ExpertAssist** service. This comprises training and support to enable customers to rapidly adopt and deploy the software across an organisation. This service is based around the use of one of the pre-configured AWARD templates which can be adapted to specific customer requirements. It also includes regular reviews and training updates and the ability to call the ExpertAssist service via our Help Desk to obtain consulting level support over the phone.
- Where the nature of the project is such that the built-in templates are not appropriate, or a customer wishes to outsource the configuration of the software, bespoke templates can be configured, and/or a package of support can be provided.

Termination and Off-boarding

- Customers can sign up on a project specific or time- expiry based licence with a given number of users.
- On expiry or termination of a licence, the customer data is held within the service in read-only format. This is free of charge - generally for the duration of the relevant contract or Framework. Additional read-only access may be agreed beyond framework/contract

termination – actual terms to be agreed on a case-by-case basis.

- Customers have the ability to export data in Excel or HTML format and extract documents from the service if they wish for backup or archival processes.
- Where a customer wishes to contract the work, QCDL provides a data archival service that customers can contract as part of initial contract or on termination.

Data Restoration/Service Migration

- See Backup section above for QCDL's backup policies. In the event of data loss QCDL are able to restore data to any point in time using the data backup and archives outlined above. Data is recovered in the DR site and then transferred to the live site.
- A charge may be levied for the data restoration service should extensive recovery work be required as a result of the data being lost through the action of the customer.
- Should the customer wish to transfer data to an alternative service, they are able to extract documentation held within AWARD via ZIP based export and extract other data in either HTML or Excel format.

Technical Requirements

- Technical requirements are minimal. Customers require only a supported browser and an internet connection to use the service. All versions of Microsoft® Internet Explorer Version 6 onwards are supported. Other browsers such as Firefox and Safari are also supported. A supported browser list is published with each version of the software and any withdrawal of support is notified six months in advance. To date, only support for Internet Explorer 5.5 has been withdrawn.
- AWARD makes no use of plugins such as ActiveX or Java – AWARD is a HTML-based application. AWARD also allows a 'script free' option that excludes all scripting for highly locked down environments. AWARD also complies with W3C accessibility standards and carries a See-It-Right accreditation from the RNIB as evidence of supporting accessibility.

Trial Service

- During account initiation (see On-boarding) a trial service can be set up for the purposes of proving infrastructure, technology, accessibility and testing. There would be no charge for this. Trial services or testing "sandboxes" can also be made available to active customers, usually at no charge.

Detailed response to Additional Service Questions

Below is a table outlining how our service meets specific criteria.

	Features	Our Response
Q-G19	Networks to which the service is connected (directly)?	The AWARD service is run from a secure data centre and accredited to handle data to Impact Level 3. It is not connected to any other network. Access is over the internet using HTTPS with the connectivity compliant to Manual T.
Q-G20	'API' access available, documented and supported?	The business functions AWARD supports do not generally require significant integration. It is possible to provide "behind the firewall" integration where needed and appropriate. This is generally initiated based on assessment of customer demand. Also, the AWARD service is run from a secure data centre and accredited to handle data to Impact Level 3. For security reasons it is a closed service and no API access is available.
Q-G21	Open Standards supported and documented?	Standards supported within the application are based on pragmatic real-world customer requirements. For example support is provided for data from the commonly used MS Office applications, other industry standards such as PDF etc. Data for integration is provided in Excel format. There has so far been little customer demand for support for Open Standards beyond this.
Q-G22	Open source software used and documented?	We make use of Open Source software. Documentation is available on the components and 3rd party applications that are used. We can provide this on an as-needed basis. Where licenses terms stipulate that the use of open-source components are publicly declared, we do so within our Help System.
	Service Management	
	Technical boundaries/interfaces of the service documented?	The AWARD service is in a secure data centre and accredited to handle data to Impact Level 3. It carries an RMADS which identifies the technical boundaries and fully documents the risks, mitigations and residual risks. The RMADS is accredited by GPS and has been in place, renewed annually, since 2005. The RMADS itself is a Restricted document with commercially sensitive and security related information. We have not supplied the RMADS with this bid

		document set, but will supply it to accreditors and to security officers of our customers.
	Services available to other suppliers so they can use them to provide services to government?	<p>We do work alongside partners in delivery of the AWARD service and associated support/consultancy services as part of a wider offering and are open to working with additional government suppliers in this way as needed by particular customer(s).</p> <p>The AWARD service is in a secure data centre and accredited to handle data to Impact Level 3 and provides a specialist service for UK Government procurement. Security considerations and the specialist nature of the service mean that it is not available for general use by other suppliers.</p>
Q-G26	on-boarding process e.g. moving on to the service?	<p>AWARD has a simple on-boarding process - our account management team engages with customers and will determine licensing needs and provide proposals, quotations etc. and license sign off. Once this is done, a customer account can be switched on and made available in a matter of minutes. As part of the service provision we provide a business-hours Help Desk and consulting services to provide either training, ramp-up or "run the system for you" services to assist customers in deploying use of AWARD onto individual projects or cross-organisational rollout. To enable quick adoption, our services include Template and "Kick Start" packages allowing customers to achieve success quickly and with low levels of investment/cost of ownership.</p>
Q-G27	off-boarding process e.g. moving off the service?	<p>Customer data is held online in read-only format on expiry of licenses. This is free of charge generally for the duration of the relevant contract or Framework. Customers can extract data in Microsoft Office and HTML formats as well as extract any documentation stored on the service. We provide a costed data archival service as an option. When the contract/Framework expires, customers can contract separately to retain data online.</p>
Q-G28	Data extraction/removal criteria met?	See above.

Q-G29	Data processing and storage locations defined?	The data is run from highly secure (Tier 4/TIA-942) UK data centres. There are two physically separate data centres, a Primary and Disaster Recovery. The two are connected by a secure data link. There is no off-shoring of data. An RMADS and accreditation to IL3 exists.
Q-G30	Data location option can be defined by user?	We provide the service from our UK located data centres - the service is accredited to store data to Impact Level 3 and the security implications mean we provide a fixed and closed service. Options for other locations are not provided although we are amenable to supporting internal installation within customer locations or on alternative hosted infrastructure if this desirable to the customer. Customers also have the option of an unaccredited system in a separate data centre where IL2/IL3 is not required.
	Data held in Safe Harbour (if applicable)?	This is not applicable. The AWARD service is in a secure data centre and accredited to handle data to Impact Level 3 and all data including DR is stored entirely within the secure UK data centres.
Q-G31	Data centre(s) used adhere to best practices described by the EU Code of Conduct for Data Centre Operations?	Our data centre provider is compliant. It is ISO 27001 compliant and also holds an ISO4001 accreditation as proof of compliance with Environmental and Carbon Trust Standard guidelines and meets or exceeds these guidelines
Q-G32	Data centre tier?	Tier 4 under TIA-942 definition
Q-G33	Support boundaries/interfaces of the service documented?	Yes. We run a Business Hours Help Desk based on telephone and email support. There is clear separation of Service Administration and Customer Support roles and operational policies in place for the support we offer and interaction with customers. Our Support team is responsible for providing software support and help with use of the software to achieve particular goals. Our Services team is responsible for providing best practice advice and support to customers and for executing projects on the customers behalf. Our package definitions, engagement and project management approach with customers clearly identifies the organisational support roles they can expect from us and delineates areas of responsibility.

<p>Q-G34</p>	<p>Service roadmap provided?</p>	<p>Yes. We work with our customers to define customer and market requirements and changes to the software to meet those requirements. This is via individual contact with our Help Desk and Consultants and via User Groups/Forums. All changes to the product are carefully specified and built to ensure no operational change to existing data or end-user experience. The product release cycle includes early notification of planned features, formal release notes delivered to customers prior to rollout and advanced warning of any downtime to provide system updates. All planned downtime is carried out outside of UK business hours. A summary of our current roadmap is available above in the Service Definition.</p>
<p>Q-G35</p>	<p>Performance attributes defined and documented?</p>	<p>Our design aim is to provide end user response times of 4 seconds or less for all major operations given a broadband level internet connection. We use a Tier 4 data centre with a high level of internet connectivity and capacity to provide the backbone to deliver this.</p> <p>To ensure we achieve targeted performance levels we benchmark all server side operations and these form part of an acceptance load test.</p> <p>Prior to each release AWARD is tested under simulated loads that exceed those experienced in Production systems and at each release we ensure no degradation against performance; taking any remedial action that is necessary.</p> <p>Additionally we monitor production system performance to ensure target loads are achieved.</p>
<p>Q-G36</p>	<p>Backup & Disaster Recovery?</p>	<p>A full backup and disaster recovery policy is in place. This is documented in the Service Definition.</p>
<p>Q-G37</p>	<p>Is a support service provided and documented?</p>	<p>We provide a telephone based Help Desk during UK working hours between 9am to 5.30pm Monday to Friday, excepting UK Public Holidays. Email based support is also available at these times. We also provide training and specialist consulting services which often form part of the customer engagement with us. All contact details, support messages and mechanisms are displayed to users via the service home pages</p>

<p>Q-G38</p>	<p>'Real time' management information available?</p>	<p>Customers can get real time information about current users of the system against license counts, active projects and activity/progress information about projects within AWARD. Information available is in keeping with the licensing model of the service allowing customers to optimise license usage. "Unit consumption" type reporting is not relevant to the service.</p> <p>Detailed information about utilisation, including end user actions and data such as procurements run, documents managed ...etc are available as monthly reports that can be supplied to customers or reported in an aggregated fashion to GPS. This is similar to the reports delivered during the original eSourcing Framework.</p> <p>This type of reporting is deliberately not in real time and is in keeping with the IL3 accreditation and within Data Protection policies, ensuring that we provided aggregated and sanitised information only.</p>
	<p>Reports include each billed unit?</p>	<p>Yes – various options in this area are available. However, the AWARD service is most commonly billed in advance, so this is not routinely provided. Bills will generally indicate the units and numbers of units purchased/delivered</p>
<p>Q-G39</p>	<p>Self service provisioning/de-provisioning?</p>	<p>The specialist nature of the service means that there is no self-service provisioning/de-provisioning</p>
<p>Q-G40</p>	<p>Indicative time for provisioning/de-provisioning documented?</p>	<p>Customers work with our account management team to agree licensing and delivery approach. Following receipt of purchase order, it is possible to activate the service for a customer in a matter of minutes on our SAAS foundation. We have a series of predefined packages for self-service (with training) or consulting led use ranging from project specific to organisation wide rollout of the service. We work with customers to understand their needs and provide a suitable standard or custom model. User competence is obtained in anything from 1 hour (for simple evaluator access) to several days training and some weeks experience (for more complex configuration tasks).</p>

	3rd party service monitoring tool access?	We use internal and third party monitoring of the service. Internal monitors assess the performance of the various elements of the service from database through to web servers against defined thresholds and notify administrators of any issues. 3rd party monitoring of the service from remote locations will identify any downtime and inform administrators via email and SMS.
Q-G41	Service Desk can be used by 3rd party suppliers for their services - e.g. small SaaS provider?	No. The specialist nature of our service and our organisational size precludes the user of our Help Desk by 3rd party suppliers.
	Commercial	
Q-G42	Unit based pricing model?	AWARD is often priced on an annual, per user, pricing model. Many other models are available and will be selected and depending on the nature of the engagement (project – SML, organisational SML etc) .Please refer to the pricing tables in the Service Definition for more detail or the QCDL account manager for the most appropriate option.
Q-G43	Aggregated billing options?	Yes, AWARD service billing can be aggregated across accounts or multiple users / cost centres in an account.
Q-G44	Minimum Contract/Billing Period?	One month
Q-G45	Free option?	No
Q-G46	Trial Option?	Yes in certain circumstances – refer to ‘Trial Service’ in the Service Definition
Q-G47	Termination costs?	Customer data is held online in read-only format on expiry of licenses. This is free of charge for a period as defined in the contract. Customers can extract data in Microsoft Office and HTML formats as well as extract any documentation stored on the service. We provide a costed data archival service as an option. Should the Framework expire, customers can contract separately to retain data online. Costs vary according data volumes/timeframe etc.
Q-G48	Supplier contract terms jurisdiction?	Contract terms are under English law.
Q-G49	Payment Options?	Purchase Order, Credit Card, BACS. Refer to pricing section in Service Definition.
Clients		-

Q-LOT3-2	Web browser interface?	<p>The software supports all version of Internet Explorer from Version 6 onward. Firefox is supported. Other browsers such as Chrome and Safari and those on mobile devices can also be used via our "Lightweight Platform" which provides full capability, withdrawing only formatted text editing capabilities.</p> <p>A list of supported browsers is published with each version of our software. Changes are noted within Release Notes. Any withdrawal of support is notified at least 6 months in advance. In the course of the last 6 years delivery, only Internet Explorer 5.5 has been withdrawn.</p>
Q-LOT3-3	Supported web browsers documented?	Supported browsers are as above. There are no plugins or other browser extensions needed to use AWARD
Q-LOT3-4	Details of other thin client modes documented?	There are no other client requirements for AWARD, only a web browser is needed.
Q-LOT3-5	Other client software documented?	As above
Q-LOT3-6	Smartphone Access?	The software can be accessed from Smartphones, but due to the nature of the application there is not currently customer demand for Smartphone access and this is not formally supported. This is reviewed regularly to assess whether future support is required.
Q-LOT3-7	Off-line working & synching?	<p>It is possible for assessors using AWARD to complete their work offline using an Offline Answer Sheet - this is a HTML or Microsoft (r) Word (r) document that allows them to enter scores and rationale which can then be loaded into the AWARD software.</p> <p>Where AWARD is used for Document Collaboration AWARD provides check-in/check-out facilities, allowing users to work with Documents offline.</p> <p>AWARD can also be loaded and used on laptops and AWARD projects can be taken off the cloud service, run on laptops and then restored to the cloud service as needed.</p>

General Features		
Q-LOT3-8	Attachment support?	AWARD supports the ability to load documents - its primary purpose is access to and evaluation of bid documents. It has full attachment support of any type of document/file.
Q-LOT3-9	Anti-virus protection?	The service has full Anti-Virus protection.
Q-LOT3-10	International Language Support?	The software is capable of operating in any language including far-eastern multi-byte character sets. The captions and online help system within the software can also be translated into any language including far-eastern multi-byte languages. Currently, other than English, the AWARD interface is translated into Welsh.
Q-LOT3-11	Workflow facilities?	AWARD supports workflow to aid evaluation processes. AWARD has process steps that guide a user through the steps of an evaluation process - for example Evaluation followed by Consensus. AWARD also supports work flow in issue management tracking, guiding users through management processes that can be configured either via templates, or as one off to suit specific projects. Users are guided to the tasks they need to perform by the software and via email alerts that lead to the correct entry point in the software.
Q-LOT3-12	Importable taxonomy?	AWARD has a tagging mechanism known as 'References' that allows both configurers and end-users to tag content - specifically the documents that are being evaluated. This allows identification and classification of content by content type in line with the goals the Service needs to achieve. AWARD References are importable from simple text or Excel files
Q-LOT3-13	Folksonomy support?	As above
Q-LOT3-14	Taxonomy facilities?	As above
Q-LOT3-15	plug-in / extension ready?	AWARD is a specialist system for evaluation of tender documents and supplier interaction. There are no significant integration requirements leading to the need for plugins or extensions. The AWARD service is internet facing and offers the ability to manage data to Impact Level 3 (RESTRICTED) and has extensive firewall protection. For security reasons we do not make use of plugins/extensions. We have provided behind the firewall integration in the past and are potentially open to doing so in the future if there

		is a business case to do so.
Q-LOT3-16	plug -in / extension marketplace?	See above – not generally applicable
Q-LOT3-17	Syndication?	We do not make information available to other sites. AWARD is a secure system accredited to Impact Level 3 (RESTRICTED)
Q-LOT3-18	Native search?	AWARD will provide search of upload HTML, Microsoft Word and PDF documents. It has a further mechanism that allows suppliers sending documents to provide 'tagging' of their content that is also searched by AWARD to assist in the evaluation/review process. Combined with the References capability it provides a powerful feature to aid evaluation/review managers and assessors in locating relevant content.
Q-LOT3-19	Native support of bulk input / export of data & meta-data in standard formats?	AWARD supports import and export of this data in Microsoft Excel and HTML formats.
Q-LOT3-20	Link Management?	When formulating data in AWARD, in particular guidance or instructions and in other areas, it is possible to enter links to either data in AWARD, or to any external and accessible web content. This can be done by users entering either full web site addresses or creating formal HTML "links" - i.e. tying a link to a piece of text such as "click here". AWARD can also auto-generate links to other content held inside the AWARD repository.
Business Continuity		-
Q-LOT3-21	Separated environments: Publishing / Editing / Search?	Whilst the breakdown in the question is not strictly applicable to our service, we have a complete DR facility in place with real time data replication to a physical separated UK DR data centre. This is described in our Service Definition
Q-LOT3-22	Caching?	As above - live replication of data to a DR site.
Authorisation, Authentication and Personalisation		-

Q-LOT3-23	Integration with Identity Systems?	The AWARD service is run from a secure data centre and accredited to handle data to Impact Level 3. It is not connected to any other network. Access is over the internet using HTTPS with the connectivity compliant to Manual T. Security considerations mean that there are currently no links to Identity Systems. A "behind the firewall" type link to ID systems or future secure integrations is a future possibility
Q-LOT3-24	User profile page?	It is possible to record details of users in line with the needs of our service.
Q-LOT3-25	Comment on item?	The software has extensive features to provide comments against data that is being collected or processed. These are configurable, with predefined configurations included in templates. Comment facilities include collaborative discussion threads.
Integrated Communications tools		-
Q-LOT3-26	Instant Messaging?	The service is accredited to Impact Level 3 (RESTRICTED) and integration with these services is not considered compatible with this level of accreditation in the context of the AWARD service.
Q-LOT3-27	eDiscovery?	The AWARD service provides an extensive set of audit logs that are compressed, encrypted and archived indefinitely. These range from database binary logs to web server access and logs of execution of individual commands, each date/time stamped and with the unique id of the user. This information can be used to provide forensic analysis of actions taken within AWARD down to the actions of individual users. The database binary logs can also be used to reconstruct data to points in time for detailed analysis where needed.
Q-LOT3-28	Migration Tools Available?	<p>Yes – AWARD provides import and export capabilities in Excel format that allows customers to import data into the service or extract data for use in another or related service.</p> <p>Additionally, since a prime purpose of the service is the management of bid documents AWARD</p>

		<p>provides mass import/export capability via zip files.</p> <p>Finally data can also be extracted in HTML and XML formats.</p>
Q-LOT3-29	Video Conferencing?	The service is accredited to Impact Level 3 (RESTRICTED) and integration with these services is not considered compatible with this level of accreditation in the context of the AWARD service.
Q-LOT3-30	Social Networking?	The service is accredited to Impact Level 3 (RESTRICTED) and integration with these services is not considered compatible with this level of accreditation in the context of the AWARD service.
Q-LOT3-31	Social Networks?	The service is accredited to Impact Level 3 (RESTRICTED) and integration with these services is not considered compatible with this level of accreditation in the context of the AWARD service.
Q-LOT3-32	Calendars?	The service is accredited to Impact Level 3 (RESTRICTED) and integration with these services is not considered compatible with this level of accreditation in the context of the AWARD service.
Q-LOT3-33	Contact Management?	The service is accredited to Impact Level 3 (RESTRICTED) and integration with these services is not considered compatible with this level of accreditation in the context of the AWARD service.
Q-LOT3-34	To Do Management?	Users of the service are given To-Do lists of projects and tasks within projects based on their user assignments. The system also supports on line and email based alerting - users are alerted to tasks they need to complete and can follow a link that accesses their data via secure login to the Service.
User Generated Content		-

Q-LOT3-35	Solution provides Blogging capabilities?	This is not considered applicable to the business processes supported by AWARD.
Q-LOT3-36	Solution provides wiki capabilities?	This is not considered applicable to the business processes supported by AWARD. However, within the software there is structured support for user instructions, communication and collaboration.
Q-LOT3-37	Solution provides forum capabilities?	Within the software there are is structured support for user instructions, communication and collaboration in a forum type manner. The service is accredited to Impact Level 3 (RESTRICTED) and use of general forum services is not considered to be compatible with this level of accreditation.
Q-LOT3-38	Solution provides content rating capabilities?	Content rating capabilities are not relevant to this service.
Q-LOT3-39	Solution provides content recommendation capabilities?	Content recommendation capabilities are not relevant to this service.
Q-LOT3-40	Solution provides social media sharing e.g. tweet this?	Social media capabilities are not relevant to this service and the use of social media sharing is not considered compatible with the IL3 accreditation.
Q-LOT3-41	Solution provides automated stop word filtering?	Stop word filtering is not appropriate for the nature of our service
	Un-listed service	-
	What is the name for the service (if different from response in "About your Services" section)?	As per the "About your Services" section
Q-G23	Price for most common configuration (i.e. Supplier's best selling or expected best selling configuration)?	A common unit priced package comprises 10 annual AWARD user licences. This package of support is referenced as AP2 (AWARD Package 2) in the Service Definition and is priced at £17,500, excluding VAT. This price includes the annual maintenance charge, which gives access to the AWARD Help Desk, ExpertAssist and product updates for the licence term.
Q-G24	Minimum service unit pricing interval?	One month, subject to one year minimum contracting period, unless otherwise agreed with QinetiQ Commerce Decisions Ltd

Q-G18	Is the service Public or Private?	The service is an internet facing "Public Cloud" service. It is possible for the service to be installed on specific customer sites or as part of a Private cloud installation - this last case would require 3rd party product licences for dependent products such as the database which would be chargeable.
Q-G16	Impact Levels (ILs) at which the service is accredited to process and/or store information (actual or target)?	The service is accredited to Impact Level 3 (RESTRICTED) - actual. It carries a full RMADS and is accredited by the Government Procurement Service. The accreditation has been in place since 2005 and is renewed annually. QCDL are also able to provide non-IL3 accredited AWARD service configurations as required.
	Has the service been accredited?	The service is accredited to Impact Level 3 (RESTRICTED) - actual. It carries a full RMADS and is accredited by the Government Procurement Service. The accreditation has been in place since 2005 and is renewed annually. QCDL are also able to provide non-IL3 accredited AWARD service configurations as required.
Features		
Q-LOT3-47	How would you categorise the service e.g. Billing / Social Media etc?	Electronic management of project evaluation and review processes
Q-LOT3-48	Short description (summary) of the service?	The service manages the involvement of multiple stakeholders in the evaluation/review of (normally) documentation to support business process such as project tender evaluation, options analysis, maturity assessments, performance review etc. It also incorporates data room and multi-party collaboration functions. The most common application is bid evaluation which has been delivered as a cloud service to UK public sector since 2005.
LOT 4 - Specialist Cloud Services		

<p>Q-G17</p>	<p>Service Description</p>	<p>Yes. Our company provides AWARD software-as-a-service and our consulting/services team provides specialist support in two areas. Firstly tool support, providing support to customers in use of the AWARD tool and specialist services such as developing of re-usable templates, guidance and training. Secondly "expert advice" and support to assist customers in designing and implementing evaluation and review processes. This is most commonly applied to major procurement exercises resulting in high quality, efficient and legally compliant procurements, particular where compliance with OJEU is needed.</p> <p>We can also provide more embedded, long-term support to the customer, as a manager or facilitator of the evaluation processes. In this scenario we would join your team for an agreed period, and facilitate the evaluation process, bringing together many services into a cost-efficient package. This enables the project teams to focus their domain expertise on the evaluation of the bids and bidders, knowing that the assessment is being conducted in an efficient and auditable manner and in accordance with recognised best practice.</p>
<p>Q-LOT4-1</p>	<p>Do you provide vendor specific services ?</p>	<p>Our service is not specific to any particular vendor.</p>
<p>Q-LOT4-2</p>	<p>If the vendor(s) have accreditation, are you accredited?</p>	<p>Our service is not specific to any particular vendor.</p>
<p>Q-LOT4-3</p>	<p>Vendor accreditations?</p>	<p>Our service is not specific to any particular vendor.</p>
<p>Ref: Q-D3 Rate Card (SFIA) and Q-D4 Pricing Document</p>	<p>If your services are unit priced, price for most common configuration (i.e. Supplier's best selling or expected best selling configuration)?</p>	<p>There is a variety of different pricing/delivery models including both unit priced and resource based. A common unit priced package supports a small to medium sized procurement evaluation and involves up to 8 days plus tool training and assessor briefing. Please refer to the Pricing document for further details.</p> <p>This package would support a small/medium sized procurement evaluation, which is defined as follows:</p> <ul style="list-style-type: none"> • It does not have a very large number of criteria (i.e. less than 200) • All criteria apply equally to all bidders (i.e. there

		<p>are no “lots”, “regions” or “options” to be evaluated)</p> <ul style="list-style-type: none"> • A small number of different scoring scales will be used to evaluate the entire set of evaluation criteria (i.e. 5 or less scoring scales) • The evaluation will not take a long time (i.e. less than 2 months) • The evaluation team will comprise less than 15 individuals. <p>Support is focussed on the configuration and use of AWARD with the minimum support for preparation and other activities.</p> <p>Please note that QCDL support day is 7.4 hours. For further details, please refer to QCDL standard conditions at http://www.cd.qinetiq.com/services/terms-conditions/</p>
Q-G25	If your services are resource based, priced SFIA table provided?	<p>Yes. Please refer to QinetiQ Commerce Decisions’ SFIA Definitions & Rate Card. Please note that the SFIA rates quoted are for 8 hours, as per the SFIA specification. The SFIA rates therefore vary from the QCDL rates because they have been pro-rated to reflect the additional half hour.</p>
	Un-listed Service	
	Please complete if your service does not fall into the categories listed below in the Services section	
Q-LOT4-26	What is the name for the service (if different from response in "About your Services" section)?	As per the "About your Services" section
Q-LOT4-27	Short description (summary) of the service?	As per the "About your Services" section
	Services	
Q-LOT4-5	Design Authority?	We undertake the role of Design Authority only in respect of the AWARD Software and own the design and implementation of the software product.

	Project / Programme Management?	Our consulting team uses structured engagement processes, adapted to fit specific customer requirements. Project plans are agreed and regularly reviewed as part of the engagement cycle. We can take responsibility for or integrate with overall programme management. Project programme management tasks can be undertaken at a project, programme or organisational level.
Q-LOT4-6	Business Analysis?	An early part of all customer engagements involves greater or lesser amount of business analysis. We are recognised expert provider of evaluation, procurement and review advice and will use this expertise combine with the analysis to ensure effective delivery of the business processes in association with the AWARD service.
Q-LOT4-7	Design and Development?	In the context of our specialist consulting service we design and develop evaluation/review models for customers. This can be done on a one-off basis for specialist projects or via re-usable models and templates. We also design and develop end-to-end methodologies to facilitate definition of criteria, process models and evaluation/review of end results.
	Testing?	<p>Within our specialist consulting service, our delivery package includes testing/quality assurance of both the development of procurement models and verification of the process/data prior to execution of decision making processes, including independent peer review using a different member of our team.</p> <p>Our software system also undergoes extensive quality assurance including software based unit tests, regression testing using a suite of automated tests and manual scripted verification for critical features and performance/load testing. Software is also rolled out Beta and Pre-Production on services for verification in "live" environments and for customer verification/training and early experience access to new features. This is not provided as a service to be delivered externally to customers.</p>
Q-LOT4-8	Project Specification	We do not believe this is relevant to the service we

	and Selection?	offer.
	Service Integration?	There has been no customer demand for service integration. This combined with the fact that the AWARD service is run from a secure data centre and accredited to handle data to Impact Level 3 means the service is offered as-is and there is no real need for Service integration. We have provided behind the firewall integration when offering as part of a broader suite and this is provided on a one-off basis supported by our internal product management and development team where needed
Q-LOT4-9	Deployment?	Our services offering includes deployment services ranging from training to development of re-usable templates for customers. Note that no technical support is required for deployment - the service requires only a browser with no additional plugins or software to operate.
Q-LOT4-10	Transition Management (including rapid inter cloud service data/service migration)?	Our service offering includes support in migrating data from other services. Data from other sources can be prepared and imported via Excel. Data can also be exported in Excel format for integration to other cloud services. This is rare though due to the specialist nature of our service.
Q-LOT4-16	Service Management?	Our service is managed by SC cleared operational staff. Management of individual customer's data including users and projects can be carried out as agreed via our Help Desk or via our consultants. Where authorised to access individual customers' data, we do so via specific logins on the customer's account to segregate accountability and audit. Services in excess of these are sometimes provided as one of the services under a contracted support/consultancy package within the customer organisation.
Q-LOT4-11	User Management?	User Management can be carried out by the customer (using nominated Administrators) or via our Help desk. This service is also sometimes provided as one of the services under a contracted support/consultancy package within the customer organisation.

	<p>Training?</p>	<p>We provide a number of training courses – please refer to Pricing and Training sections in the Service Definition. These range from formal training in all aspects of the product to training packages developed in conjunction with standard re-usable templates that make use of commonly used procurement model - these allow for streamlined and low-cost training and lead to faster implementation and deployment. Our offering includes the ability to take our standard templates and modify them to suit specific customer needs, again offering a low cost option for rollout. More detail is provided in the service description section.</p>
	<p>Editorial?</p>	<p>This is not applicable except in the context of the user/organisation configurable help/guidance and process support contained within the AWARD tool itself.</p>
	<p>Application management and support?</p>	<p>Our service is managed by SC cleared operational staff. Management of individual customer’s data including users and projects can be carried out as agreed via our Help Desk or via our consultants. Where authorised to access individual customers' data, we do so via specific logins on the customer’s account to segregate accountability and audit. This service is also sometimes provided as one of the services under a contracted support/consultancy package within the customer organisation.</p>
	<p>Strategy and implementation services?</p>	<p>Many customer engagements involve a degree of strategy and implementation services associated with the change programme leading to the delivery of the AWARD service. This will either be complete oversight or integrating with our customer and/or their other advisors Our consulting team are recognised experts in the evaluation, review and procurement space, particularly in relation to running OJEU compliant procurements both in terms of overall strategy, compliance with legal frameworks and the use of Electronic Tools to streamline the procurement and manage costs and timescales.</p>