

No.:Group\_CIS-PP\_IT-Professional Services\_001

Ref.: IT Professional Services Framework Tender

Question Area	Associated Bidder Question	Assessment Focus	Weighting (%)	Score 1	Score 2	Score 3	Score 4
<b>A. Delivery Capabilities</b>			<b>50%</b>				
<b>Q1 – Resource Skills</b>	Please confirm your ability to deliver all capabilities listed in the following sections of Schedule 10 (IT Professional Services) - <b>Section 2 ('Application Development / System Integration')</b> - <b>Section 3 ('Application Maintenance');</b> - <b>Section 4 ('Quality Assurance')</b> - <b>Annex 1 ('Specialised Skill Sets')</b> . Please highlight particular capability strengths as well as also identifying any gaps or areas of partial compliance	Extent to which bidder demonstrates comprehensive coverage of required skills and experience relevant to delivery of the listed IT Professional Services	40%	Insufficient evidence of relevant skills/resources	Some relevant skills/resources but with gaps against requirements	Adequate resources and skills aligned with requirements	Broad, highly skilled team with strong relevant experience aligned with requirements
<b>Q2 – Resource Availability</b>	Please describe your approach and typical timelines for onboarding (roll-on) and offboarding (roll-off) resources for roles under the framework.	Ability to provide resources promptly and flexibly to meet changing project needs.	10%	Provides limited or unclear evidence of a structured approach to resource deployment. Flexibility to respond to changing needs appears low or unproven	Demonstrates a basic resource management process with some ability to respond to demand. Flexibility is present but onboarding / offboarding timeframes are relatively long.	Shows a well-defined and repeatable process for resource deployment. Evidence of adaptability to project changes and varying demand is clear and credible, including relatively short onboarding / offboarding timeframes	Demonstrates a mature, proactive resource management approach. High flexibility and responsiveness to client needs are evident, indicated by relatively very short onboarding / offboarding timeframes
<b>B. Methodology</b>			<b>25%</b>				
<b>Q3 – Methodology and Approach to Application Development / System Integration</b>	Outline your methodology for application development and system integration. Please include stages, risk management strategies, quality assurance processes, change management, governance and how your approach ensures timely, cost-efficient and technically effective delivery.	Quality and completeness of proposed delivery methodology	15%	No structured methodology or methodology is generic/lacks detail	Methodology described but missing detail on lifecycle stages/risk management	Clear structured methodology covering all lifecycle stages and risk management	Comprehensive methodology with detailed proven processes including examples / samples
<b>Q4 – Methodology and Approach to Application Maintenance</b>	Describe your approach to application maintenance. Include details on best practices employed, including incident management, continuous improvement, and how you ensure system reliability and user satisfaction over time.	Quality and completeness of proposed delivery methodology	5%	No structured methodology or methodology is generic/lacks detail	Methodology described but missing detail on lifecycle stages/risk management	Clear structured methodology covering all lifecycle stages and risk management	Comprehensive methodology with detailed proven processes including examples / samples
<b>Q5 - Methodology and Approach for Quality Assurance</b>	Outline your approach to quality assurance. Include details on testing strategies, defect management, performance monitoring, and how you ensure compliance with standards.	Quality and completeness of proposed QA methodology.	5%	No structured QA methodology or methodology is generic/lacks detail.	Methodology described but missing detail on lifecycle stages/risk management	Clear structured methodology covering all lifecycle stages and risk management	Comprehensive methodology with detailed proven processes including examples / samples
<b>C. Fee/ Price</b>			<b>25%</b>				
<b>Q6 – Weighted Average Daily Charge</b>	N/A	Assessment of total daily charges,	25%	<p><b>Weighted Average Blended Rate:</b> The average blended rate, factoring the weightings per service category, is compared for all bidders.</p> <p><b>Point Evaluation:</b> 4 points are awarded to the bid with the lowest weighted average value. 0 points are awarded to a bid with 2 times the lowest average weighted value. All bids above this also receive 0 points. For bids in between, the points are evaluated using linear interpolation. The point value is rounded to two decimal places.</p>			