



Selecting best value

A manual for organisations awarding contracts for
private aviation security services

Frequently Asked Questions
(FAQ)

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1 WHY IS QUALITY SO IMPORTANT IN RELATION TO AVIATION SECURITY SERVICES?

1.1 Why is quality so important for aviation security services?

Concerns about aviation security have increased significantly over the last decade. This has been mirrored in enhancements in EU and international regulations governing the provision of such services. As a result of more stringent controls, public perception about the quality security services at airports in particular is increasing and is having an impact on consumer choice. As a result, quality is becoming an ever more important concern in selecting a provider for aviation security services.

1.2 How can the Best Value Manual help me to improve quality? As a client? As a provider?

As a client of aviation security services, the manual can help you to define the key quality criteria which are most important to the delivery of your service. It will allow you to embed them in your tender specifications and the best value assessment tool can help you select a provider which best meets your quality concerns.

As a provider of aviation security services, the manual can help you to raise awareness of the importance of quality in aviation security services. Use of the tool by clients can provide a clear indication of the importance accorded to quality standards in the selection of a provider.

2 HOW CAN THE TOOL BE USED?

2.1 How can the tool be used?

The tool can be used in order to:

- Raise awareness on what quality is in relation to aviation security services and why it is important
- Help me to draft a call for tender/specifications
- Help me to analyse bids in relation to quality
- Help me to compare bids according to my own quality criteria
- Help me to choose the bid that corresponds best to my quality criteria

3 I AM LOOKING FOR A SECURITY SERVICES PROVIDER

3.1 I am thinking of using ASSA-I's "Best Value in Aviation Security Services" Online Assessment Tool. What's in it for me?

The ASSA-I Best Value Manual and assessment tool allows you to procure security services based on a balance of quality and price criteria. If you are new to procuring aviation security services (or even if you have some experience in the field), the manual provides a quick overview of the most important factors which influence quality in the delivery of aviation security services and therefore help you define which aspects of quality in service provision are most important to you. The online tool offers a simple system of defining your own quality and price priorities, as well as a way of analysing bids received, thus taking the guess work out of determining which tender provides the best balance of quality and price.

3.2 Does the tool have a legal basis? How does it relate to EU and national regulations about public procurement?

The tool has been created with EU procurement legislation in mind and therefore emphasizes the possibility (set down in EU legislation) to select the most economically advantageous tender (MEAT). However, the tool has not been created to interfere with EU, national or local rules on public procurement. It is a tool to inspire the definition of quality selection criteria and to assist in bid assessment in a very practical way.

3.3 Will ASSA-I's "Best Value in Aviation Security Services" Online Assessment Tool limit me to a certain number of providers; i.e. the member companies of ASSA-I?

No. ASSA-I's Best Value online tool is an independent guide to procuring the "most economically advantageous tender" (MEAT). It does not restrict your choice of bidders / security services providers. You can add as many bids as you wish and make the final choice based on the criteria that you set yourself.

3.4 Is ASSA-I's "Best Value in Aviation Security Services" Online Assessment Tool flexible? What are the possible ways to use it?

Yes, the tool is entirely flexible and can be adapted to your specific needs for specific tenders. The manual simply guides you through the most important factors to consider when defining and assessing quality, but allows you to make your own decisions about the quality factors most relevant to the task to be carried out and most in line with your organisation's security philosophy. The tool allows you to determine your price and quality priorities for each tender procedure.

3.5 What is the advantage of using ASSA-I's tool over any other tender assessment system?

This tool is unique in the sense that it is tailored to the specific requirements of the aviation security industry, bearing in mind the specific regulations which pertain to the sector. It is also the only tool which puts you in charge of setting your priorities and provides an **objective**, electronic way of assessing bids based on these criteria.

4 I AM USING ASSA-I'S BEST VALUE ONLINE TOOL

4.1 Am I obliged to take quality into account or can I still choose the cheapest provider?

The online tool does not oblige you to take quality criteria into account. When filling out the tender assessment specifications, you are entirely free to attribute more or less importance (points) to each criterion as you see fit for your business. If you wish to choose the lowest price bidder, you may allocate the highest number of points to the price criterion. ASSA-I obviously believes that quality is important in service provision. Taking this into account, the tool allows you determine yourself what share of the total quality points available a bidder has to achieve in order to go forward to the final stage of tender evaluation. Therefore, if quality is important to you, the tool allows you to eliminate bidders which do not meet your minimum quality standards.

4.2 Can I change the criteria after I have entered the bids into the online assessment tool?

Theoretically, yes you can. However, it is important to bear in mind that under EU procurement regulations, if you chose to select bids on the basis of the criterion of the most economically advantageous tender, you have to clearly set out in your tender specifications how you have weighted price and different technical merit criteria (usually by indicating the number of points to be awarded for each category of technical merit). You will therefore be able to change the allocation of points within individual categories of technical merit, but only in so far as this stays in line with the award criteria you published with your tender. The purpose of the manual and the tool is therefore to encourage you to think about the price and quality criteria which are most important to you at the outset (when planning the tender), rather than when bids are received. This not only ensures transparency, but allows us you to use the tender specifications as the basis for your service level agreement to be concluded with the successful bidder.

4.3 If I experience problems, where can I get help?

If you have technical problems relating to the manual or the online assessment tool, please contact tina.weber@ghkint.com.

5 I AM WORRIED ABOUT INTERNET SECURITY

5.1 Is the information which is stored in ASSA-I's "Best Value in Aviation Security Services" Online Assessment Tool protected?

By registering your details at first use, the information you enter in the online tool will be available only to you, through your log-in details. Any attempts to access your user profile with the wrong password will lead to a lock-out (after three attempts of using the wrong password). A high degree of security has been applied to the web-tools (as indicated by the https, which appears in your web browser as soon as you log into the assessment tool). This means that this information is subject to multiple levels of encryption, similar to a secure e-commerce site.

You can further protect your tenders and bids by giving them pseudonyms in the online tool; e.g. "Bid01", "Bid02", etc. according to your own needs.

We suggest that once the assessment of bids for a specific tender process is complete, you download it as an Excel file (through the facility provided) and delete the tender procedure (the simple guide to the online tool, which can be downloaded from the opening page of the "best value assessment tool" screen of the website, explains how to do this).

5.2 Can I use the tool off-line?

Yes, you are able to download an excel sheet which allows you to do the same things as the web-tool (define your priorities in terms of price and quality; allocate different points to different quality criteria and to assess bids to select the most economically advantageous tender). This is designed to allow you to use the tool without internet connectivity. This tool is also available on the dedicated website.

The web-tool has the advantage of guiding you through the process with prompts and giving you access to your assessment wherever there is a computer with internet connectivity. It also provides you direct access to the manual and links to relevant regulations.

6 HOW ABOUT MY PRIVACY?

6.1 Is it legal to store this kind information online?

Yes. This information can be stored securely online. It is not accessible to ASSA-I or the administrator. We recommend that upon completion of a bid assessment, the information is downloaded and the assessment procedure deleted from the web-tool (see also the answer to Question 12).