**TR3: Technical Quality Questions**

1. Please respond to each of the below questions.
2. Each question has a prescribed maximum response word count; and the weighing afforded that question in the tender evaluation process is noted.
3. Additional information can be submitted in support of the response to any of the below questions, subject to the following:
   1. The information is clearly referenced to the question to which it relates; and
   2. The information is provided supplementary to and in support of the response and not additional to the upper word count limit for the question to which relates.

**Question 1 Customer Care** (15%)

Please provide details below of the Customer Care proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

* Audit Process
  + Frequency of quality audits including daily, weekly, monthly, quarterly and annual checks **(750 word limit)**
  + Personnel involved in the auditing process **(750 word limit)**
  + Auditing process fully detailed **(1000 word limit)**
  + Audit software package to deliver audit information **(750 word limit)**
* KPIs to be implemented on the contract
  + Contract-specific KPIs to be implemented **(750 word limit)**
* Procedure for dealing with non-conformities
  + Procedure for dealing with any non-conformities including Health & Safety regulations and security requirements **(750 word limit)**
  + Measures to ensure that they are resolved promptly **(750 word limit)**
* Management and Supervisory provision
  + Levels of onsite supervision **(750 word limit)**
  + Supervisory structure off site **(750 word limit)**
  + Area management supervision including frequency of visits **(500 word limit)**
  + Senior management involvement **(500 word limit)**
* Rate of pay and employee Terms and Conditions
  + Rates of Pay for all employees involved **(500 word limit)**
  + Terms and conditions for all employees **(500 word limit)**
* Staff Recruitment Process
  + Confirmation of Enhanced DBS required to work at site **(500 word limit)**
  + Full vetting and security processes including right to work **(750 word limit)**
  + Electronic verification of documents **(500 word limit)**
* Staff absence procedures for both immediate absence and longer term absence
  + Immediate absence resources specific to this contract **(500 word limit)**
  + Longer term absence resources specific to this contract **(500 word limit)**
  + Specific contract location expertise and experience including contracts in the area **(500 word limit)**

**Response:** (please use as many pages as necessary)

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**Question 2 Account Management & Technical Support** (15%)

Please provide details below of the account management and technical support proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

* Mobilisation proposal
  + Contract-specific mobilisation plan including dates **(No word limit)**
  + Mobilisation team **(500 word limit)**
  + Mobilisation manager **(500 word limit)**
  + Experienced in TUPE transfers **(500 word limit)**
  + Experienced in employee transfer with Pension Entitlements **(500 word limit)**
* Term time and non-term time cleaning

**(PRESENTATION QUESTION – NO WRITTEN RESPONSE REQUIRED)**

* + Term time cleaning methodology and strategy to meet the requirements of the College
  + Non-term time cleaning methodology and strategy to meet the requirements of the College
* Cleaning productivity calculations and daily staffing levels
  + Daily staffing levels required to achieve specification including explanation **(750 word limit)**
  + Cleaning hours provided **(750 word limit)**
  + Productivity levels and demonstration on how these were calculated **(750 word limit)**

**Response:** (please use as many pages as necessary)

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**Question 3 Accreditations** (10%)

Please provide details below of the accreditations proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

• Environmental management system and processes

* + Environmental management system and processes to improve carbon footprint and sustainability **(750 word limit)**
  + How these will enhance the service delivery of this contract **(750 word limit)**

• Training

* + How training is delivered to staff **(750 word limit)**
  + Training timescales **(500 word limit)**
  + Training levels including qualifications **(500 word limit)**
  + Contract specific training **(500 word limit)**
  + Management/Supervisor training **(500 word limit)**

**Response:** (please use as many pages as necessary)

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**Question 4 Crisis Management** (5%)

Please provide details below of the crisis management proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

• Future crisis management

* + Approach for the management of any future crisis, e.g., Covid-19 breakout, which impacts the education sector **(750 word limit)**
  + Sustainability considerations during crisis management **(750 word limit)**
  + Provision of a Business Continuity Plan if available **(No word limit)**

**Response:** (please use as many pages as necessary)

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**Question 5 Added Value Requirements** (15%)

Please provide details below of the added value proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

* Community investment
  + Community investment and the form(s) of investment that you propose to offer on this contract (e.g., cash donation, staff time, gifts in kind, management time) **(750 word limit)**
* Environmentally friendly & sustainable equipment and supplies
  + Use of machinery, materials and products that would benefit the environment and sustainability of the operations for this contract **(750 word limit)**

**Response:** (please use as many pages as necessary)

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**Question 6 Innovation** (10%)

Please provide details below of the innovation proposals you propose to implement in response to the specification. Your response should detail the following minimum requirements:

* Digital innovation

**(PRESENTATION QUESTION – NO WRITTEN RESPONSE REQUIRED)**

* + Contract specific digital innovation ideas to achieve efficiency and/or cost reductions over the life of the contract. Ideas may include the introduction of a customer online portal, electronic time and attendance system, etc.
* Other innovative practices & suggestions

**(PRESENTATION QUESTION – NO WRITTEN RESPONSE REQUIRED)**

* + Innovative practices that have been successfully implemented within education establishments, including examples of cost savings achieved at other, similar contracts
  + Contract specific innovative suggestions to achieve cost reductions over the life of the contract

**Question 7 Contract Price** (30%)

Please complete the Schedule of Prices found in Appendix B which will form part of your tender submission. The Schedule of Prices MUST NOT be altered in any way. Please include any explanatory notes in relation to the contract price below:

**Response:** (please use as many pages as necessary)

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