**TR3: Technical Quality Questions - The Provision of Snacks and Soft Drinks Ref CA15779**

1. Please respond to each of the below questions.
2. Each question has a prescribed weighting and the weighting 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.

**Question 1 Customer service and account management** **(10%)**

Please provide details of how you will provide excellent customer service and account management throughout the life of the contract.

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| **Response:** |

**Question 2 Delivery and Product Condition (10%)**

Tenderers must be able to deliver the full range of products required from the commencement date of the contract in excellent condition and with a suitable shelf life.

Please give details of how this will be achieved by your organisation, paying particular attention to how damage will be limited by means of suitable packaging, internal handling processes and during delivery to the College’s premises.

Please provide details of how you will ensure the College will receive products which carry an adequate shelf life and how you will deal with potential issues if products are delivered which are found to be damaged or short dated.

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| **Response**: |

**Question 3 Social value** **(5%)**

Please provide details of how your organisation addresses the 3 key areas of social value:

* economic (e.g. employment or apprenticeship/training opportunities)
* social (e.g. activities that promote cohesive communities), and
* environmental (e.g. efforts in reducing carbon emissions)

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| **Response**: |