**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.

* Please provide a PPM schedule for this contract
* Please supply evidence of qualifications or national association membership, either individual or for the business, relevant to this service
* Please provide a minimum of two examples of similar contracts held in Higher Education establishments.
* Please confirm your proposed technical support arrangements
* Please provide written confirmation of any certified manufacture partnerships for systems we have installed
* Please provide a copy of your Health & safety policy, environmental policy, and insurance information
* Please provide details on stock currently held by contractor

**Question 1 Service Delivery - 45%**

Proposed management and supervisory structure for the site(s) including but not limited to, onsite supervision, area management supervision and senior management involvement in the contract. In addition to the response below please provide a case study demonstrating evidence of the abilities detailed in the response below.

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| * Proposed management and supervisory structure for this site including but not limited to, onsite supervision, area management supervision and senior management involvement in the contract. |
| * Proposed staffing levels required to achieve the specification with an explanation on how the levels were reached. * Onsite staff security procedures including level of DBS required to work at the site, full vetting and security processes and any further security requirements. |
| * Proposed mobilisation plan including but not limited to a site-specific mobilisation chart, key mobilisation procedures and mobilisation team. * Details of the equipment to be used in delivery of the services. Response should outline why each piece of equipment has been selected i.e. how it benefits this Contract, which items are dedicated for use on this Contract, how and where the items are to be stored and maintained. * Proposed plan for marking and maintaining outdoor spaces. |

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| **Response** (word limit: 2000) |

**Question 2 Customer Care - 35%**

Proposals on internal contract monitoring procedures to be deployed on this contract i.e. the company’s own procedures to monitor the performance of the contract

**Response:**

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| **Response** (word limit:2000) |

**Question 3 Methodology - 20%**

e.g. Statement detailing the accreditation bodies that the Tenderer is a member of **Response:**

Details of the qualifications held and training that will be provided for those staff involved in the contract with method of delivery, timescales and level of training. Details of the equipment to be used in delivery of the Services. Response should outline why each piece of equipment has been selected i.e. how it benefits this Contract, which items are dedicated for use on this Contract, how and where the items are to be stored and maintained.

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| **Response** (word limit: 2000) |