**Appendix B – Commercial and Quality Response**

**Provider:**

|  |  |
| --- | --- |
| **Information Required** | **Supplier Response** |
| **Service Offering –** *Please outline your proposed service offering for the provision of cleaning and housekeeping services. This can include, but not limited to:** *Staffing (shift patterns/ how you intend to cover the minimum cleaning requirements).*
* *Consumables used.*
* *Response time from notification from Sirona to providing urgent deep clean assistance.*
* *Location provided – can you cover Bristol area effectively?*

*Use the service specification to support your response. You may use the space in the box to the right, or a separate document may be provided. This will be scored as part of the Quality Weighting.* |  |
| **Qualifications –** *What accreditations/ qualifications do you have (if any) that may support your bid for this contract?* |  |
| **Annual Price inclusive of applicable VAT** |  |
| **Is this value fixed annually for the duration of the contract or are there inflationary increases for the duration?** |  |
| **Communication processes (including how complaints managed)***Named contact within supplier for escalation of delivery issues, backlogs and quality impacts. Communication by exception which could include product supplier meetings if there was an issue.* |  |
| **Key Performance Indicators** |  |
| **A valid DBS document for employees** |  |
| **Employees in scope of IR35 (*If applicable)*** |  |
| **Transition Plan *(if applicable)****Outline your plan to support a safe and smooth transition from our current provider to you picking up the provision of this service.* |  |
| **Most recent audited accounts** |  |
| **Modern Slavery Statement *(if applicable)*** |  |
| **Business Continuity Arrangements** |  |
| **Confirmation of compliance with GDPR** |  |
| **Information on accessibility as set out in the Procurement Accessibility Statement Appendix D** |  |
| **Two References that can be contacted if successfully appointed** |  |