

COMMERCIAL IN CONFIDENCE

Clarification Questions

Matalan

Written responses to these questions are required by cop Wednesday 26th November.

Your written responses should have the following paragraph inserted at the beginning:

'I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of 1st September 2014. I agree should my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below'.

Question	Rationale
1. Implementation and Delivery	<p>The narrative lacks sufficient detail on critical dependencies and risk management processes other than identifying a business risk milestone in the plan.</p> <p>Please highlight any risks and critical dependencies, if any.</p> <p>There are no known risks or dependencies as Matalan currently provide these services, so any changes to the operation would be minor – there is no implementation as such, more a continuation of current processes</p>
2. Resource	No clarification required
3. Training and Development	No clarification required
4. Operational Flexibility	No clarification required
5. Quality	No clarification required
6. Returns and Exchange Policy and Process	No clarification required
7. Contract and Performance Management	No clarification required
8. Customer Care	No clarification required
9. Accessibility	<p>You operate an online service, for home delivery or click on collect, but have not explained how multiple Jobcentre work coaches would access any web based ordering portal or how it would operate for DWP with regard to processes and payment methods operating within the framework.</p> <p>Please provide further detail on any proposed online/mail order process taking into account multiple JCP advisors usage</p>

and a centralised payment method. I.e. internet ordering capability, telephone ordering and/or facsimile. A process map to support this would be useful and this may link to your response to question 1 above.

Matalan have an online ordering facility through the transactional website. Orders can be delivered to a home address or the click and collect process allows the nearest suitable store to be selected and the goods will be delivered there. The click and collect route is free of charge. We would be interested in discussing the most suitable way to make the most of these ordering systems. A central ordering and payment method could be used by the JCP, as you would need to ensure the money is spent on actual garments for interviews etc, and not abused through rogue online spending. The returns process is similar to current in that unwanted items can be returned to the store for refund, but this refund would need to go back to a central payment card.

This applies to internet ordering – Matalan do not provide telephone ordering or via fax.

