

COMMERCIAL IN CONFIDENCE

Clarification Questions

Arco Limited

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 [Insert date]. 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 |
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| 1. Implementation and Delivery | <p>It is not clear how Arco will mobilise in the timescales.</p> <p>Please complete Annex I to show timescales for implementation, critical dependencies, training and delivery – Link to item 4 on cover letter.</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of the 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.</p> <p>We propose that an implementation plan be finalised and agree following a meeting with the DWP Contract Manager and the Arco Project Management Team, which would include the Arco Account Manager [REDACTED] the main point of contact for all the JCP advisors and management team, a member of the Arco Contract Management administration team, [REDACTED], the e-Business Manager, [REDACTED], who will be responsible for the setting up the website for e-trading, and the Arco Public Sector Sales Manager, [REDACTED], who has extensive knowledge in working with the Public sector.</p> <p>At the proposed meeting detailed information will be required of the DWP purchasing process ready for the go live date of the 1st December 2014.</p> <p>Arco will be in a position to trade from the 1/12/14 via our website, telephone orders, collection from our</p> |

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| | <p>Trade Counter network and via e-mail, as the contract requires. However, we will have a requirement to obtain important information to capture the data required i.e. Cost Centre or other data for management reports which would be sent to the DWP contract team on a monthly basis.</p> <p>Critical dependencies would be:</p> <ul style="list-style-type: none"> • One account set up to enable [REDACTED] to be the main point of contact for all the sites UK wide • DWP to notify JCP advisors of [REDACTED] contact details. [REDACTED] would be available to offer advice on product selection, web purchasing or purchasing information. • Arco will require all JCP advisors to register on the Arco website using an e-mail address and an individual password for each advisor to ensure security of purchasing • The Arco e-business dept can arrange for a bespoke Website user guide to be sent to all JCP advisors which would include contact details of our web helpline to further assist if required. |
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| <p>2. Resource</p> | <p>More detail was required on processing and monitoring of invoices.</p> <p>Please provide detail on how you will process and monitor the invoicing process- reference to the Supplier Adoption pack will inform response.</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of the 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.</p> <p>Arco Limited are able to comply with the DWP requirements as outlined in the Supplier Adoption pack. In order to achieve this we will work with a carefully 3rd party supplier, they will translate the Arco invoice output to create a file that is fully compatible with your requirements.</p> <p>As part of the above process, any failed invoices will immediately be referred back to the Arco e-Support team and who will, in the first instance, identify if the</p> |
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| | <p>fail has been caused by a technical issue with the output. Once this has been established and should the issue be of a technical nature, then a resolution will be developed and invoice resubmitted. If the invoice is required to be placed into query, this will be passed to the designated team within our Credit Control team who will monitor your account; this invoice will then follow the usual Arco invoice query process.</p> <p>Once we have fully established your order processing requirements we will begin to work with our 3rd party translator to create a test file, at this point we would like to submit a test invoice to your UAT environment to ensure a successful transmission.</p> |
| <p>3. Training and Development</p> | <p>There was no specific reference to the Retail Trade Framework, its processes or service delivery and how it would ensure staff are effectively trained to deliver services to Job Centre and its customers.</p> <p>Please provide assurance that staff will be aware of the needs of the Department and its customers. This response can be linked to the clarification required for question 8.</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of the 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.</p> <p>This response is linked to the clarification we have posted against question 8.</p> <p>[REDACTED] will arrange for a dedicated Customer Service Team Leader (to be advised) who will work alongside her and be contactable by telephone or e-mail whichever the preference, there will also be an additional 3 customer services supervisors who would be on hand to support the DWP JCP advisors, overseen by Arco Customer Service Manager [REDACTED] who manages the Yorkshire Regional Branch based in Hull. Sales Manager [REDACTED] will also be available to cover [REDACTED] annual leave. Any member of the experienced and knowledgeable customer services team dealing with your account will be fully briefed of your requirements and made aware of any changes throughout the life of the contract. We have invested</p> |



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| | <p>heavily on training and development of our staff to ensure we give excellent service putting our customers first and by working together as a partnership will give the DWP JCP advisors and customers the confidence knowing that they will get the best products and service for the applications required.</p> <p>There will be an internal announcement on our Portal system advising all Arco staff that a contract has been awarded and the responsibility for the management of the contract. All the customer service team including the web admin staff will be briefed on the processes of the awarded contract and the Retail Framework Agreement and we would publish a contact list for all Arco staff involved.</p> <p>As part of our continuous improvement plan, Arco are investing heavily in our systems and processes to further enhance our customer experience. Our divisional director for Customer Experience has recently kicked off a campaign to drive small improvements to the way we work to make dealing with Arco a pleasant simple experience every time.</p> |
| 4. Operational Flexibility | No clarification sought |
| 5. Quality | No clarification sought |
| 6. Returns and Exchange Policy and Process | <p>The Returns Policy states the supplier will “issue a credit note to the Purchaser” rather than to DWP. It could be assumed "the purchaser" is reference to DWP but this needs clarity</p> <p>Please provide assurance that you understand any credit notes will be attributed to the Department and not the JCP customer</p> <p>We can confirm that all credit notes will be attributed to the DWP and not the JCP customer, the Purchaser being the DWP.</p> |
| 7. Contract and Performance Management | No clarification sought |
| 8. Customer Care | <p>There is evidence that Arco has a customer care structure in place, but no detail how Arco will convey customer care processes to their staff and ensure that DWP customers receive the same service as other customers and are not disadvantaged or stigmatised. Nor is there reference to protection of statutory rights, including guarantees and warranties, or how Arco will ensure compliance with</p> |



equality and diversity legislation.

Please provide assurance that staff will be aware of the needs of the Department and its customers. This response can be linked to the clarification required for question 3.

I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of the 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.

This response is linked to the clarification we have posted against question 3.

All Arco staff are trained in customer care to ensure compliance of equality and diversity.

Arco Limited is an equal opportunities employer and will therefore promote equality of opportunity in the recruitment, promotion, appraisal, training and development of its staff and otherwise treat them on the basis of their relative merits and abilities. The law requires that no job applicant; member of staff or customer, will receive less favourable treatment on the grounds of race, colour, nationality, ethnic or national origins, sex or marital status. Where the law does not prescribe, every effort will be made to avoid discrimination on grounds of disability, religion, political belief, socio-economic background, parental status, age (subject to normal retirement conventions) and sexual orientation.

We are an equal opportunity employer and, as such, follow the recommendations of the Race Relations Code of Practice. We will not tolerate racial discrimination, and aim to ensure that no job applicant, employee, trainee or customer is treated unfairly on the grounds of their race, colour, nationality, ethnic origin, gender, disability, sexual orientation, age or religion; having regard to the individual's aptitudes and abilities and the requirements of the job. We will take disciplinary action where there is evidence of racial discrimination, abuse or harassment.

We will ensure all managers and staff are aware of their responsibilities under the Race Relations Act 1976, Disability Discrimination Act 1995 and the company's Equal Opportunities Policy. The overall owner of this policy is HR Director Jo Lloyd, who provides board level influence and support throughout



the business. In addition, we have annualised reviews to ensure the policy is effective and encouraging the required behaviour.

Guarantees and warranties - Arco are happy to comply with our vendor warranty periods which are generally indicated in the literature enclosed.

For Arco branded products we accept faults may occur and, within a reasonable amount of time will be replaced at no cost to the DWP Retail Framework Agreement. When we think that the period of use has exceeded what we believe to be a reasonable time, we would be happy to discuss the situation to find an agreeable solution.

We can confirm that products quoted correspond with the description and specification described, are fit for purpose and comply to European laws where specified – for example BS EN471.

The lifespan of any garment or PPE product will vary depending on how the product is used and cared for. Key factors influencing product life are: Quality, Environment, User, and Frequency of use. Arco products are designed to be fit for purpose. Care labels are provided on all garments.

The Arco team can offer help in selecting the correct product and quality for different circumstances to ensure that the DWP gets best value for money.

Arco are proud of our reputation of providing, fit for purpose, quality products that ensure our Partners are safer in their working environments. We ensure a consistent quality in our entire range, by working to a Quality Management System that complies with and is certified to BS ISO9001:2008. In addition to this we have a quality assurance team based at our National Distribution Centre that carries out random checks on all of our range to ensure consistency and vendor accuracy at all times.

As part of our drive for continuous improvement in our already well established products processes we have introduced our own in house [REDACTED] located within our National Distribution Centre. This substantial investment has enhanced our capacity to monitor our products against British and European standards on an ongoing basis and to further improve quality throughout our product range and supply chain. The Arco product assurance laboratory aims to provide the DWP Retail Framework agreement a level of confidence which is second to none in our industry. The laboratory has become independently accredited by SATRA and has now achieved an ISO 17025 standard accreditation. Accreditation means that we have a quality system in place that covers every aspect of our work, from training staff to communicating with customers. Procedures will be documented to ensure our service levels are consistent and that all work is carried out by trained, competent staff. The [REDACTED] will be overseen and audited regularly to adhere to our strict quality



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| | management systems. |
| <p>9. Accessibility</p> | <p>Well detailed evidence provided which fully meets the requirement. The evidence would have been further strengthened with reference to how Arco will provide access for multiple Jobcentre Plus advisors.</p> <p>Please provide further detail on your proposed online/mail order process taking into account multiple JCP advisors usage 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.</p> <p>Please also supply postcodes and addresses for your proposed trade counters</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of the 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.</p> <p>Arco would encourage the DWP JCP advisors to register on the Arco web site using their own e-mail address and individual password, full details of how to use will be sent to advisors as a website user guide highlighting the benefits of using the web site and including information on how to track purchase orders.</p> <p>We would suggest using one account number for all locations, with delivery address manually entered for flexibility of sending direct to the DWP customer or direct to the JCP site.</p> <p>We can arrange for the cost centre/purchase order to be entered as a data capture field for monthly reporting.</p> <p>All products quoted on the tender will be shown as fixed net prices excluding VAT with an across the board discount (20%) for all other products on the website.</p> <p>We can also offer a click and collect service from our trade counters, a full listing of our Trade Counter</p> |



addresses has been forwarded as a separate attachment.

JCP advisors can also telephone, fax or email an order through to the Hull Regional Sales Office and from where the order will be processed as per the Retail framework Agreement guidelines.

