

Crewe Town Council

Crewe Town Centre Arts Trail and Arts Development

Appendix C – Quality Response Template

Instructions for Bidders

1. Bidders must respond to the quality questions set by entering their responses directly into this form. Only where specifically requested should bidders provide additional information and / or attachments.
2. Marks are awarded for clear and concise responses which are relevant to the requirement, tailored to this procurement, with examples and explanations given when applicable. Where possible responses should be structured and concise, and where appropriate clearly set out the bidder’s offer.
3. All information requested should be provided in the order and format set out in this tender. Unsolicited attachments, documentation and / or cross referencing of responses will not be evaluated unless they are expressly requested.
4. Where a specific question in the template asks for additional information, this should be uploaded with the tender submission. Such material should be clearly marked and subtitled with your organisation’s name and the question to which it relates. General sales literature or promotional brochures etc. will not be considered.
5. The word limits referred to are the maximum number of words applicable to each response. Work limits exclude titles, headings, charts, tables, and diagrams although these should not be excessively used to increase word count. Responses that exceed the word limit will only be considered up to the word limit.
6. Please note that we may request clarification of the responses provided or ask for additional information to conclude assessment.
7. All questions will be scored on a scale of 0 – 5 and will be weighted in line with the instructions provided within the ITT.

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| Name of bidding organisation: |  |

*It is not a requirement that the below template is used, but the requested information detailed below is required to ensure a valid tender submission*

Q1 – Relevant Experience

The Council is seeking to appoint a provider with extensive experience of delivering services similar to the requirements set out in the ITT, ideally within a Public Sector Setting. Please provide details of three contracts that are relevant to our requirements. Responses should give a brief description of the services provided, evidence of delivery in line with the Council’s requirements, and detail any added value delivered to the customer organisation.

Services should have been performed during the past three years. Please note that we may take up references from the contacts listed to verify the content of this qualitative response, and you should be prepared to forward any necessary details to assist with this.

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| (i) Customer organisation |  |
| Scope of contract |  |
| Start & completion dates |  |
| Approx. contract value (£) |  |
| Brief description of contract (max 200 words) including evidence of delivery in line with Crewe’s requirements. |
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| (ii) Customer organisation |  |
| Scope of contract |  |
| Start & completion dates |  |
| Approx. contract value (£) |  |
| Brief description of contract (max 200 words) including evidence of delivery in line with Crewe’s requirements. |
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| (iii) Customer organisation |  |
| Scope of contract |  |
| Start & completion dates |  |
| Approx. contract value (£) |  |
| Brief description of contract (max 200 words) including evidence of delivery in line with Crewe’s requirements. |
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Q2 – Methodology & Approach

For each aspect of the project that is proposed to be completed within your tender submission, please provide a detailed summary of your intended approach and methods

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| Bidder Response (no word limit) |
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Q3 – Contractor Team Practical Relevance (CV review)

For each aspect of the project that is proposed to be completed within your tender submission please provide a detailed summary of proposed delivery team and their associated experience.

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| Bidder Response (no word limit) |
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Q4 - Projected Timescale for completion

For each aspect of the project that is proposed to be completed within your tender submission, please provide a detailed plan of the delivery timeline to meet the fixed deadline for completion of 31/03/2025. (This may be in the form of a Gantt chart or similar if preferred or list form).

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| Bidder Response (no word limit) |
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Q5 - Local knowledge and relevance

The council has a sustainable procurement policy that recognises the value in supporting business with local knowledge, presence or experience. Please provide some understanding of how your organisations supports sustainable procurement.

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| Bidder Response (no word limit) |
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Q6 - Allocation of hours/time commitment

Please provide a breakdown of the time allocation that reflects your tender submission and the aspects of the project proposed to be delivered.

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| Bidder Response (no word limit) |
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Q7 - Accessibility of information

Tender submissions will be scored on how accessible (readily understandable) their tender submission is, therefore, it is considered of value that tender submissions should be professionally and clearly structured with the requisite and pertinent information and reasoning readily identifiable.

Scoring weighting matrix:

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| Question No. | Description | Weighting |
| Q1 | Relevant Experience & successful delivery of comparable relevant projects | 25% |
| Q2 | Methodology & approach | 25% |
| Q3 | Contractor Team Practical Relevance (CV review) | 20% |
| Q4 | Projected Timescale for completion | 5% |
| Q5 | Local knowledge and relevance | 10% |
| Q6 | Allocation of hours/time commitment | 10% |
| Q7 | Accessibility of information | 5% |