

Buyer: The Secretary of State for the Home Department acting through Border Force

**STATEMENT OF EQUIREMENTS**

**SUPPLY OF ISO/SOLAS APPROVED MATTRESSES, MATTRESS TOPPERS, AND MATTRESS PROTECTORS**

**Project\_18726**

February 2025

#### OFFICIAL

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**Annex A - Template for Question Responses**

Bidder responses to Technical Questions and acceptance of terms should be submitted using this template.

|  |  |  |  |
| --- | --- | --- | --- |
| **Question Number** | **Question, Options and Weighting** | **Score** (max 100) | **Bidder** **Offer** |
|  |  |  |  |
| 11. | Bidding  (Mandatory, bidder must confirm) |  |  |
|  |  |  | Tick to Confirm |
|  |  |  |  |
| 11.5 | The Supplier shall confirm that they accept the UK Government Short Form Terms and Conditions for Goods and Services. | Pass /Fail |  |
|  |  |  |  |
| 11.6 | The Supplier shall confirm they will comply with all sections of this Statement of Requirements. | Pass /Fail |  |
|  |  |  |  |
| 14. | Technical Criteria Assessment Questions  (10% in total) |  |  |
| **12.1.** | **Product Quality & Durability**  (maximum 4% for score of 100) |  |  |
|  |  |  |  |
| 12.1.1. | How long is the estimated lifespan of your product under high-frequency usage conditions? |  | Tick one |
| 12.1.1.1. | 5+ years | 100 |  |
| 12.1.1.2. | 3-5 years | 75 |  |
| 12.1.1.3. | 1-3 years | 50 |  |
| 12.1.1.4. | 6 months to 1 year. | 25 |  |
| 12.1.1.5. | No lifespan stated. | 0 |  |
|  |  |  |  |
| **12.2.** | **Delivery Lead Time**  (maximum 3% for score of 100) |  |  |
|  |  |  |  |
| 12.2.1. | What is the standard delivery lead time you offer? |  | Tick one |
| 12.2.1.1. | 10-15 business days. | 100 |  |
| 12.2.1.2. | 15-21 business days. | 75 |  |
| 12.2.1.3. | 21-30 business days. | 50 |  |
| 12.2.1.4. | 30+ business days. | 25 |  |
| 12.2.1.5. | No business days stated. | 0 |  |
|  |  |  |  |
| **12.3.** | **After-Sales Support**  (maximum 3% for score of 100) |  |  |
|  |  |  |  |
| 12.3.1. | What type of after-sales support do you provide for your products? |  | Tick one |
| 12.3.1.1. | 24/7 customer support via phone, email, and live chat, with immediate resolution for urgent issues. | 100 |  |
| 12.3.1.2. | Dedicated support team available during business hours (9 am – 5 pm) for inquiries. | 75 |  |
| 12.3.1.3. | Email and online ticket support with a guaranteed response within 48 hours. | 50 |  |
| 12.3.1.4. | No formal after-sales support; customers must rely on self-service resources like FAQs and user manuals. | 25 |  |
| 12.3.1.5. | No after-sales support stated. | 0 |  |

**Annex B - Template for Price Quotations**

Price quotations should be submitted using this template by completing each ‘Price offered’ column.

The vessels are qualifying ships under VAT Notice 744C and zero rated for VAT. Quotes should therefore not include VAT.

**Items**

Covering requirements in section 3. General Requirements.

|  |  |
| --- | --- |
| **Items** | **Price offered** (GBP) |
| Mattress | £ |
| Mattress Topper | £ |
| Mattress Protector | £ |
| Delivery price | £ |

**Quality Standards**

Please state the quality standards the mattresses, mattresses toppers and mattresses protectors adhere to.

|  |  |
| --- | --- |
| **Requirement** | **Summary Description** |
| Quality Standards |  |

**Warranty**

Please specify the warranties provided by your company, along with any additional costs associated with them.

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Summary Description** | **Price offered** (GBP) |
| Warranty |  | **£** |

**Annex C – Template for Any Additional Comments**

Please use the table below to state any further comments and any additional prices these are associated with. Please extend the table as required. Quotes should not include VAT.

|  |  |  |
| --- | --- | --- |
| **Item** | **Description** | **Additional Price** |
| 1. |  | £ |
| 2. |  | £ |
| 3. |  | £ |
| 4. |  | £ |
| 5. |  | £ |
| 6. |  | £ |
| 7. |  | £ |
| 8. |  | £ |
| 9. |  | £ |
| 10. |  | £ |