

Crewe Town Council

Events Medical Cover 2024-2027

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: |  |

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 – Professional qualifications and licences within the team

*Different levels of health care professionals are required for different tiers of events. Please provide a detailed summary of the professional qualifications and licences of your current team and the number of team members at each level of health care professional.*

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| Bidder Response – no word limit  |
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Q3 – Standard of medical equipment, infrastructure, vehicles and service and audit schedule.

*We want to make sure all eventualities are covered at our events and that in the event of a medical incident we are as prepared top deal with it as possible with the best resources possible. Please give details of the resources you have available as well as details of your servicing and auditing schedule.*

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| Bidder Response – no word limit  |
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Q4 – Capacity for contingency planning

Medical cover at all of our events should be planned in line with the purple guide guidance. Where absence of staff could compromise the level of medical provision being provided please provide details of what measures you put in place to ensure our requirements are met as far as practicably possible.

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| Bidder Response – no word limit  |
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Q5 – Local Knowledge

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 – Flexibility and capacity to provide additional medical provision if requested

We will always aim to make bookings with plenty of notice however on occasions a situation may arise that means additional provision needs to be added on to an event or where first aid trained members of our the council team who were covering first aid provision for tier 1 events are no longer able to and we ask you to step in at the last minute. Please give details on your flexibility and capacity to cover last minute requests.

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| Bidder Response – no word limit  |
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Q7 – Assessment, planning and booking process

Please provide details on how your assessment, planning and booking processes work and how accessible this process is.

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| Bidder Response – no word limit  |
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Q8 – 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.

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| Question No. | Description | Weighting |
| Q1 | Relevant Experience, successful delivery and up to date knowledge of comparable relevant medical provision at events | 20% |
| Q2 | Professional qualifications and licences within the team. | 20% |
| Q3 | Standard of medical equipment, infrastructure, vehicles and service and audit schedule. | 20% |
| Q4 | Capacity for contingency planning  | 15% |
| Q5 | Local knowledge  | 5% |
| Q6 | Flexibility and capacity to provide additional medical provision if requested | 5% |
| Q7 | Assessment, planning and booking process | 10% |
| Q8 | Accessibility of information | 5% |