

1. INTRODUCTION

- 1.1 This Appendix D sets out the questions that will be evaluated as part of this Procurement.
- 1.2 The following information has been provided in relation to each question (where applicable):
 - 1.2.1 Weighting – highlights the relative importance of the question.
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response.
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

- 2.1 You **must** provide a response to every question. Please provide your response via the esourcing portal as a separate document at each question. All responses must be provided as either Word or PDF documents using Arial font, no less than size 11
- 2.2 You **must not** submit any additional information with your Tender other than that specifically requested in this document or Appendix B – Service Description.

3. RESPONSE GUIDANCE

1 Company Information	
1.1	Please state your full company name.
1.2	Please state your registered office address.
1.3	Please state your company or charity registration number.
1.4	Please state whether your company is a SME.
1.5	Please state whether your company is a voluntary, community or social enterprise organisation.
1.6	Please state the name of your immediate parent company.

2 Tender Contact	
2.1	Please state the contact's name.
2.2	Please state the contact's address, Postcode and Country.
2.3	Please state the contact's telephone number.
2.4	Please state the contact's mobile number.
2.5	Please state the contact's e-mail address.

3 Mandatory Requirements		Pass/Fail
<p>Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer ‘Yes’, their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.</p>		
3.1	Do you agree, without caveats or limitations, that in the event you are successful in this Procurement, you will unreservedly sign the Terms and Conditions of Contract as set out at Appendix C upon award of the Contract?	

4 Conflict of Interests		Information
<p>Please Note: Question 4.1 is a Yes / No question and will dictate whether or not the following question needs to be answered.</p> <p>Question 4.2 is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to suitably demonstrate that they have suitable safeguards to mitigate any risk then their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.</p>		
4.1	Please confirm whether you have any potential, actual or perceived conflicts of interest that may be relevant to this requirement.	
4.2	We require that any potential, actual or perceived conflicts of interest in respect of this mandate are identified in writing that companies outline what safeguards would be put in place to mitigate the risk of actual or perceived conflicts arising during the delivery of these services.	

5 Safe Contractor Scheme		Pass/Fail
<p>Please Note: The following question is a Pass / Fail question, therefore if a Potential Provider cannot or is unwilling to answer ‘Yes’, their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.</p>		
5.1	Potential Provider is to confirm that they hold all qualifications as indicated in Appendix B section 7.4.	

6 Capability		Weighting 40%
Guidance:		
<ul style="list-style-type: none"> Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below. Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3,000 word limit and be submitted in Word / PDF format. The maximum score available for this questionnaire is 500. 		
Question:		
	Max Score	Weighting %

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6.1	Potential Providers should detail their capability in providing at least 2 x engineers with training and experience in working on Airedale Air condition units, from an operational site based within the M25.	100	25
6.2	Potential Providers should detail their capability to ensure that they are able to respond on site within 4 hours and deliver a proposal to deliver remedial solutions work.	100	25
6.3	Potential Providers should detail and describe at least two examples of services that they have provided to a similar organisation, showing how this has given the provider the experience and skills required to deliver the requirement as detailed in Appendix B.	100	15
6.4	Potential Providers should detail who will be assigned as a supervisor to the project, along with a CV of no more than two pages font Arial, size 10. The proposed supervisors must have the appropriate experience and skills to deliver the requirement as detailed in Appendix B. Potential Providers must also confirm that any future replacements will be vetted and CVs checked by the Authority.	100	20
6.5	Potential Providers to detail their capability and experience to provide a monthly report on power loading on the UPS.	100	15

7 Service Delivery and Approach		Weighting 35%	
Guidance:			
<ul style="list-style-type: none"> • Provide a detailed proposal for how you will deliver the work outlined in Appendix B Service Description. • Potential Providers should attach one document at the questionnaire level that forms their response to the set questions below. • Potential Providers should clearly label the response against each of the questions within the attachment and the document must not exceed a 3,000 word limit and be submitted in Word / PDF format. • The maximum score available for this questionnaire is 500. 			
Question:			
		Max Score	Weighting %
7.1	Potential Providers should describe their approach and processes which will ensure that they are able to respond on site within 4 hours at all times.	100	20
7.2	Potential Providers should describe their approach to ensuring that they are able to provide a quarterly Supervisor visit and subsequent report.	100	20

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7.3	Potential Providers should declare whether they plan to use their own in house resources, their own preferred sub-contractors or continue with existing sub-contractors. Details of this must be included within the proposal.	100	15
7.4	Potential Providers should describe how over the life of the contract they plan to improve performance, minimise risk and aid communication.	100	15
7.5	Potential Providers should provide details of their approach to the following (as detailed in paragraph 7.2 of the Service Description): <ul style="list-style-type: none"> - What Customer Care training is provided to staff - How the contract will be managed - Ensuring the availability of Site trained relief staff - Policies regarding uniform and discipline standards 	100	30

Marking Scheme:

The following marking scheme will be used to assess the response provided to the qualitative questions set out above at 5 and 6 etc.:

0	Failed to meet any aspect of the requirements. An unacceptable response with serious reservations.
25	A Poor response with reservations. The response lacks convincing detail with risk that the proposal will not be successful in meeting all the requirements.
50	Meets the requirements – the response generally meets the requirements, but lacks sufficient detail to warrant a higher mark.
75	A Good response that meets the requirements with good supporting evidence. Demonstrates good understanding.
100	An Excellent comprehensive response that meets the requirements. Indicates an excellent response with detailed supporting evidence and no weaknesses resulting in a high level of confidence.

8 Price Weighting 25%

Guidance:

The Authority requires the Potential Provider to provide a total capped price to deliver the requirements set out in Appendix B – Service Description.
Prices should be submitted in Pound Sterling inclusive of expenses but exclusive of VAT.

Question:

Potential Providers are required to attach one document at the questionnaire entitled price which provides a transparent breakdown of cost.

Marking Scheme:

The maximum mark available for Price will be 100. This mark will be awarded to the lowest priced Potential Provider. Remaining Potential Providers will receive a mark out of this maximum mark on a pro rata basis dependent on how far they deviate from the lowest price.
The calculation that will be used to determine marks is as follows:

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$$\text{Score} = \frac{\text{Lowest Tender Price}}{\text{Tender Price}} \times 100 \text{ (maximum mark available)}$$