**APPENDIX 5**

RESPONSE TO THE SPECIFICATION**(To be completed by the Bidder)**

The Customer’s requirements are detailed in Section 4, this Appendix 5 and the Specification. Bidders are required to provide details about their proposed approach by answering the questions in this section.

In the event that the same response is given to more than one question, please do not cross-refer to another answer, but copy and paste the response accordingly. This will help the evaluation panel to make sure they are evaluating the appropriate response.

1. **Method Statements –**

Bidders’ responses to these questions will be evaluated and scores allocated according to the weightings shown. These scores will in total comprise the Bidder’s score for service delivery. These scores will be reviewed and adjusted as appropriate following the Bidders presentations.

**PLEASE NOTE:**

* **Written responses for each question 1 to 7 should not exceed more than 2 sides of A4 using a 12pt font. Any material provided over this stated page limit will NOT be evaluated. Please provide images or artwork if they are referenced in your response (these are not included in the page limit).**
* **Responses should specifically reference the requirement in this RFQ - DO NOT include generic marketing or promotional material as part of your response. This will NOT be evaluated.**

**Rejection Thresholds**

If the response to any individual question is scored 0, or if the total weighted score for service delivery (technical) is less than 7.5% out of 30%, the Quote shall be rejected in its entirety. See section 4 of this Invitation to Quote for further information on evaluation.

**A1** - **Overview (Scored) (30% weighting)**

Overall proposed approach, evidence how you will deliver the requirements, criteria to include but not limited to:

|  |  |
| --- | --- |
| **Overview Question 1 (Scored)** | **Weighting** |
| Overall maintenance service proposal.    **(Maximum Word Count: 1,000 words)** | 20% |
| ***Bidders must write their response in this box*** |  |

|  |  |
| --- | --- |
| **Overview Question 2 (Scored) (10% Weighting)** |  |
| What parts are included the service?      **(Maximum Word Count: 1,000 words)** | 10% |
| ***Bidders must write their response in this box*** |  |

**B1** **Technical and Qualitative Requirements (Scored) (60% weighting)**

|  |  |
| --- | --- |
| **Service Quality Question 3 (Scored) (20% Weighting)** |  |
| Response times    ***(Maximum Word Count: 1,000 words)*** | 10% |
| ***Bidders must write their response in this box*** |  |

|  |  |
| --- | --- |
| **Service Quality Question 4 (Scored) (20% Weighting)** |  |
| Spare genuine parts availability    ***(Maximum Word Count: 1,000 words)*** | 10% |
| ***Bidders must write their response in this box*** |  |

|  |  |
| --- | --- |
| **Service Quality Question 5 (Scored) (10% Weighting)** |  |
| Fully qualified technicians    ***(Maximum Word Count: 1,000 words)*** | 10% |
| ***Bidders must write their response in this box*** |  |

**C1** **Social Value (Scored) (10% weighting)**

|  |  |
| --- | --- |
| **Environmental and Social Value Question 6 (Scored) (5% Weighting)** |  |
| Please outline your strategy to achieve a sustainable and environmentally friendly approach.  Explaining how you will:   * Minimise and deal with waste within the site. * Encourage, support and ensure environmental considerations throughout your supply chain.   ***(Maximum Word Count: 800 words)*** | 5% |
| ***Bidders must write their response in this box*** |  |
| **Environmental and Social Value Question 7 (Scored) (5% Weighting)** |  |
| Please describe how you will recruit a diverse workforce ensuring equality and fair pay.  ***(Maximum Word Count: 500 words)*** | 5% |
| ***Bidders must write their response in this box*** |  |