|  |  |  |
| --- | --- | --- |
|

|  |  |
| --- | --- |
|  |  |

  |
| **Fire Fighting Equipment**South London and Maudsley NHS Foundation Trust Technical Response DocumentRef: ST22-P118 |
| **Supplier Name:** [Insert Supplier Name] |

# Table of Contents

[Table of Contents 2](#_Toc118360209)

[1. **Notes to Suppliers** 4](#_Toc118360210)

[1.1. Instructions 4](#_Toc118360211)

[1.2. Responses 4](#_Toc118360212)

[1.3. Word Limits 4](#_Toc118360213)

[2. **Technical Evaluation** 4](#_Toc118360214)

[3. **Question Types and Marking** 4](#_Toc118360215)

4. **Response Questions** .………………………………………………………………………………………………………………. 5

a)  **Customer Service & Service Quality (Scored) (18% weighting)**……………………………………………..5

[4.1. Customer Service & Service Quality Question 1 (Scored) (6% weighting) 5](#_Toc118360216)

[4.2. Customer Service & Service Quality Question 2 (Scored) (6% weighting) 5](#_Toc118360217)

[4.3. Customer Service & Service Quality Question 3 (Scored) (6% weighting) 6](#_Toc118360219)

[b) **Value for Money & Added Value (Scored) (12% weighting)** 6](#_Toc118360221)

 4.4 Value for Money & Added Value Question 4 (Scored) (6% weighting)………………………………………6
 4.5 Value for Money & Added Value Question 5 (Scored) (6% weighting)………………………………………7

 c) **Continuous Improvement (Scored) (6% weighting)**……………………………………………………………………7

 4.6 Continuous Improvement Question 6 (Scored) (6% weighting)………………………………………………..7

 d) **Risk Identification & Mitigation (Scored) (12% weighting)**……………………………………………………….8

 4.7 Risk Identification & Mitigation Question 7 (Scored) (6% Weighting)……………………………………...8

 4.8 Risk Identification & Mitigation Question 8 (Scored) (6% Weighting)…………………………………….…8

[e) **Environmental & Sustainability (Scored) (12% weighting)**………………………………………………………..8](#_Toc118360236)

 [4.9 Environmental & Sustainability Question 9 (Scored) (6% Weighting)……………………………………….8](#_Toc118360237)

 4.10 Environmental & Sustainability Question 10 (Scored) (6% Weighting)……………………………………9

 [**4.11 Caveats and Assumptions** 9](#_Toc118360240)

#

# Notes to Suppliers

Suppliers should note that in evaluating responses, the Authority will only consider information provided in response to this tender. Suppliers, including incumbent suppliers must not assume that the Authority is familiar with the Bidders’ involvement in existing services, contracts or procurements.

## Instructions

* Only use this template and do not copy or paste into a new document.
* Upload your completed document as a Word document (2010 version or above).
* When answering a question please use the Arial font (size 11). This will ensure continuity between submissions and simplify the creation of any final contract.
* You can decide to embed or upload separately any supporting documents. If you embed documents the size of this document must not exceed 12mb. If you upload separate documents ensure they are cross referenced in your written answer.

## Responses

Supplier’s responses to a question will be scored as “standalone”, unless otherwise cross referenced. Therefore, information provided in other questions will not be considered when evaluators are scoring unless cross referenced. If part of a response uses information provided in a previous question, either; clearly cross reference or provide the information again, within the context of the question being answered.

## Word Limits

Unless stated otherwise there are no word limits on responses to individual questions. Suppliers should however be conscious that long “copy and paste” responses may make it difficult for evaluators to identify the substance of your answer which affect the score you receive.

Where a word limit is specified, evaluators will be told to discount those parts of the response to that are after the word limit.

# Technical Evaluation

This section evaluates your technical proposal to meet the Authority's requirement. Questions that are scored will show the marks available for that response in the question text.

**60%** of marks are available for this section.

# Question Types and Marking

At the bottom of each question the question type will be indicated there are three types of question:

**For Information Only**

These questions are for information only and are not scored.

**Pass / Fail**

These questions evaluate a mandatory requirement of the specification. Supplier’s answers are marked as to whether the solution is fit for purpose or not, there is no qualitative evaluation. **Responses marked as a Fail will be deemed not fit for purpose and the supplier’s proposal will be rejected.**

**Scored 0 to 4**

Questions will be scored using a scale of 0 to 4, with each number corresponding to a minimum level of information required in the respective response and will be measured against predetermined and objective criteria. This will then be applied to the respective weighting of the section to produce a weighted score.

0 = Failure to understand and/or failure to substantial failure to provide and/or provides no confidence that the requirements will be delivered. **Responses scoring 0 for any question will be deemed not fit for purpose and the supplier’s proposal will be rejected.**

1 = Some misunderstandings and a generally low level of information and detail provided. Fails to meet the requirements in many ways and/or materially in one or more ways, and provides insufficient confidence of ability to meet and deliver the requirements.

2 = Generally understands and addresses issues appropriately. Some areas of misunderstanding, provide a low level of detail, and/or provide more of a “model answer” than a true commitment, so only provides some confidence they will deliver requirements.

3 = Good understanding of the issues, good level of detail, and demonstrated that proposals are feasible so that there is a good level of confidence that they will deliver the requirements.

4 = High degree of confidence that the Potential Provider’s proposal will meet the requirements, demonstrated through a very good understanding of the issues and what is being asked for. Proposals set out how and what will be delivered.

Scored questions also have a weighting applied to them, this helps to differentiate the importance of each question. The overall mark a supplier will receive for each question is calculated as follows:

Weighting ÷ 4 x Mark Awarded

**Worked Examples**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question** | **Question weighting** | **Markawarded****(0-4)** | **Questionoverall score** |
| Question 1 | 10% | 3 | 7.5 |
| Question 2 | 10% | 4 | 10.0 |
| Question 3 | 30% | 2 | 15.0 |
| Question 4 | 20% | 1 | 5.0 |
| **Total** | **60%** |  | **37.5** |

1. **Response Questions**
2. **Customer Service & Service Quality (Scored) (18% weighting)**

| **4.1 Customer Service & Service Quality Question 1 (Scored) (6% weighting)** Please provide an overview of your proposed approach and method of working to deliver the services within public buildings and healthcare environments. The response should include why your Organisation is best able to deliver the services as stated in the service specification(s). |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

| **4.2 Customer Service & Service Quality Question 2 (Scored) (6% weighting)** Please provide details of the organisational set up and your proposed repair and maintenance team for the contract you are bidding for. The response should include how you would manage availability of resources to ensure that staff have the right skills and professional qualifications to undertake the work and reference should be made in the response to staff availability/staff on call; night work; weekend work and public holiday work. |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting  |

| **4.3 Customer Service & Service Quality Question 3 (Scored) (6% weighting)** Describe the management systems and processes you will have in place to ensure the timely availability and continuity of supply of spare parts and spare consumables for planned maintenance work and emergency reactive maintenance. The response should specifically address stock control procedures; re-order points; re-order multiples, demand planning and lead times. |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

## Value for Money & Added Value (Scored) (12% weighting)

| **4.4 Value for Money & Added Value Question 4 (Scored) (6% Weighting)** Describe how you would ensure value for money and added value was brought to the contract without affecting the quality of the service.  |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

| **4.5 Value for Money & Added Value Question 5 (Scored) (6% Weighting)** The following KPIs have been identified in order to evaluate the provision and quality of the services provided. * Response Times
* Percentage First Time Fix
* Average Fix Time
* Employee Utilisation
* Number of Complaints
* Compliant Resolution Time

Describe how you will monitor and measure KPIs within the contract and identify any other KPIs your company would be able to measure. |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

1. **Continuous Improvement (Scored) (6% weighting)**

| **4.6 Continuous Improvement Question 6 (Scored) (6% Weighting)**Describe how you keep updated with industry practice bringing the best examples from elsewhere into your working environment. Your response should identify how you cascade new legislation, changes to guidelines and best practice to your work force and how you ensure that your work force receive the appropriate training.  |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

 **d) Risk Identification & Mitigation (Scored) (12% weighting)**

| **4.7 Risk Identification & Mitigation Question 7 (Scored) (6% Weighting)**Describe the training you will provide to your staff engaged in the provision of the services in relation to risk assessment awareness, detailing the subjects covered. |
| --- |
|  |
| Marked between 0 and 4Question weighting 6% Weighting |

| **4.8 Risk Identification & Mitigation Question 8 (Scored) (6% Weighting)**Please provide a copy of your business continuity plan. |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

1. **Environmental & Sustainability (Scored) (12% weighting)**

| **4.9 Environmental & Sustainability Question 9 (Scored) (6% Weighting)**Bidders should propose their approach to delivering the service(s) in a sustainable and environmentally friendly manner, demonstrating how proposed service delivery models adhere to environmental management standards and policies. |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting  |

| **4.10 Environmental & Sustainability Question 10 (Scored) (6% Weighting)** Describe how you will identify and prioritise risks, and measurably reduce its impact on the environment whilst carry out the services. You should specifically identify proposed measures for driving down the whole life cost of a repair and maintenance project. |
| --- |
|  |
| Marked between 0 and 4Question weighting = 6% Weighting |

| **4.11 Caveats and Assumptions**Please detail any caveats and assumptions you have made during your response. |
| --- |
|  |
| Not Marked – For Information Only |