



Department  
for Work &  
Pensions

**Invitation to Tender**

**Qualitative Evaluation Questions  
Annex U  
LOT 1**

Qualitative Questions  
Official

**[ 1 ] Implementation and Delivery**

Explain how you will Implement, deliver and meet the service requirements detailed in the specification, identifying key associated risks and assumptions, including your critical dependencies. You should also detail your risk management of service delivery processes.

Please also detail the challenges identified within the service requirements, any challenges or efficiencies you have identified which would impact service delivery, and how you would deal with these.

Please upload as **Annex I**, your detailed “overarching” Implementation and Delivery Plan in Microsoft Excel Format. The document should be clearly named;

***“Supplier Name” Overarching Implementation and Delivery Plan\_ Annex I [REDACTED]***

**A page limit does not apply to your Implementation/Delivery plan. Where possible, use universally understood terminology, or give an explanation of internally used terminology.**

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

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[ 1 ]

Upon contract award, your designated Business Development Manager (BDM) will request an initial meeting, to discuss and agree an implementation plan with you. Our BDM's are highly experienced and aim to approach all meetings with no preconceptions. A key part of Alexandra's business ethos is to work in partnership with our clients, thereby ensuring we 'get it right' first time.

As an incumbent supplier, we understand your unique service requirements and how these are currently managed by Alexandra. Whilst the current system works, we feel that, in conjunction with improvements in our business processes, we can improve and so would like to propose the following implementation plan.

Upon contract award, your designated Business Development Manager (BDM) will request an initial meeting, to discuss and agree an implementation plan with you. Our BDM's are highly experienced and aim to approach all meetings with no preconceptions. A key part of Alexandra's business ethos is to work in partnership with our clients, thereby ensuring we 'get it right' first time.

Over the past 18 months, considerable investment has been made into re-launching the Alexandra website ([www.alexandra.co.uk](http://www.alexandra.co.uk)). Phase 1, the retail site is now fully functional for our smaller customers. Phase 2 will be launched later this year and will provide the functionality we would like to offer for this contract. Each Job Centre/Region/Coach will have their own Alexandra account, accessible from our website and pre-loaded with your pricing structure. Each Coach will have their own, unique login and password. Whilst discussing requirements with a jobseeker, the Coach will be able to browse products by category, select the style, colour, size and quantity, then add the jobseeker's delivery address for despatch of goods. They can pay either by invoice, or by Government Purchasing Card (to level 3 detail), which can be lodged, if required. The goods are then picked and packed, and delivered directly to the jobseeker's home.

This functionality, including payments and credits will be fully tested before being rolled out for use by Job Centres.

We would take the opportunity, at the beginning of this contract period, to review the way your accounts are structured within our systems, and make any amendments which may now be required. For instance, purchasing is currently managed through each individual Job Centre; you may wish to regionalise this, or even drill the purchasing down to each individual Coach.

Once these items have been agreed, we will implement any changes and set up website login details for all relevant personnel. We will also agree with you, how your internal protocols will work with this ordering method, so that your data trail is complete.

We will then provide a simple step-by-step guide detailing how to place orders, which we can distribute to all relevant personnel. This guide will feature some likely FAQ's, as well as contact numbers at Alexandra for any queries, or help required.

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[1] continued

Although orders will be placed directly by your Coaches, Your Business Development Manager, supported by her Business Development Executive will oversee the account and provide day-to-day support and regular management information reports which will be reviewed at regular meetings with yourselves. Furthermore, our Contact Centre personnel will be fully trained on your account and ordering procedures so that they can offer immediate telephone support to any Coaches requiring help.

A draft critical path for the implementation of this contract has been included with our submission, entitled 'Alexandra Overarching Implementation and Delivery Plan\_Annex I'  
[REDACTED]

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**[ 2 ] Resources**

Please detail the staff resource you will need to deliver and manage the Retail Trade Framework Service across ALL aspects of service delivery to include Key Personnel for example: operational manager; administrative roles , Customer Service/or Sales Advisors. Your response should specifically refer to responsibilities with regard to processing and monitoring invoices to the Department including collation of MI to monitor the service Please upload as **Annex J** your organisational structure showing the ratios for each role in a typical store.

Present your response at the top of a new page, within these pre-set margins in Arial font size 12 up to **2** sides of A4, **excluding** the question text and these instructions. :

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[ 2 ]

This contract will be managed via our Retail Website and through Alexandra's main office in Bristol.

From here, teams of sales and customer services personnel will ensure the smooth running of the contract. Direct contact with jobseekers should be minimal, but all customers are treated with the utmost courtesy and professionalism at all times.

The management of the contract will be led by [REDACTED], Business Development Manager who has over 15 years experience in managing this type of contract. [REDACTED] will be further supported by [REDACTED], Head of Regional Sales.

All staff who will be involved in the management of this contract will be fully briefed on all aspects of the contract. As well as the procedures and processes required to ensure the smooth running of the contract, it will be impressed upon all personnel of the confidential nature of the information they are dealing with.

Once all aspects of your account have been confirmed, your Business Development Manager (BDM) and Business Development Executive (BDE) will ensure that the appropriate processes and procedures are instigated. They will also create an internal document, known as 'The Knowledge' which will detail the terms of your contract, along with any special instructions to ensure the smooth running of the contract. This document is updated regularly throughout the contract period.

The Knowledge is then distributed throughout the sales and customer services teams, so that all members of staff who may work on any aspect of your account are fully aware of your requirements.

This 'whole team' approach to account management works well for us, and whilst your BDM will take ultimate responsibility for your contract, queries can be answered by any member of the team, thereby ensuring optimum service levels.

Furthermore, we are continually looking for ways and methods to improve the service we offer our clients. Any improvements which are identified are then shared with all clients.

Detailed organisation charts showing the personnel who will be involved in the management of your contract have been included with our submission, entitled 'Annex J - Organisation Charts (Alexandra)'.

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**[ 3 ] Training and Development**

Clearly identify how you will provide your staff with professional and dedicated training; experienced and effective leadership; and on-going management in order to ensure that all of your stores provide, and maintain high quality customer service

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.



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[ 3 ]

On award of a new contract an overview of the terms, needs and any special conditions are discussed and issued to all members of the appropriate Account Management Team who will be directly involved with and responsible for the implementation of the contract, plus its ongoing service requirements. Full details and features of the agreement are circulated, with management procedures and contingency plans also confirmed both in-house and with the client.

Should a member of the team be replaced during the contract period, full training is provided to the new team member to ensure he or she is fully conversant with the contract details and any current issues.

Weekly internal Account Management Team meetings are held to review and discuss progress of current implementations, uniform issues or rollouts, operational performance, stock control and forecasting, any customer service issues etc, to ensure all team members are kept up to date.

Role training is done in-situ, overseen by departmental supervisors, and one to one reviews are held of progress and ability at various stages throughout the induction period. Following completion of the induction programme, competency levels are assessed. If all levels are not achieved, the initial probation period may be extended to allow for additional training and coaching in the deficient areas.

Sales and Account Management staff are required to demonstrate the achievement of set competency levels in the following specific areas:

- ERP system - ability to access and interpret information on Alexandra's office systems and use programmes as required
- Knowledge of Clients special requirements
- Product knowledge
- Communication - verbal and written
- Sales ability
- Organisational skills
- Data Protection

The productivity and development of Alexandra's staff is measured in a variety of ways.

Our bespoke management training program ensures that all staff involved in the management of key accounts and supervision of others has a consistent and adequate level of training in key management skills. The effectiveness and coverage of the training program is measured by utilising feedback forms and by recording the data in the Skills Matrix database of staff who have undergone training and in which areas.

Further training needs are then addressed and implemented as required.

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[ 3 ] continued

Alexandra's Human Resource Department is staffed by HR professionals who subscribe to various publications and academic journals, and who regularly attend employment law update seminars. In addition, they maintain close ties with ACAS, CIPD, BERR plus other relevant professional bodies in order to remain conversant with changing employee legislation.

Any required changes of policy and procedures are discussed at Senior Management meetings and are notified in writing to departmental heads. Policies and standing instructions are amended and circulated as required.

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**[ 4 ] Operational Flexibility**

Please provide details of your organisations ability to deliver significant flexibility to meet any rapid changes in demand including detail on stock levels maintained for the goods you will be supplying. Please detail how you would ensure the Authority would always receive the quality of goods offered within your proposal.

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**[ 4 ]**

We have built long term relationships with strategic sourcing partners throughout the world. Whilst our Sourcing Team are continually researching alternative routes, we are constantly working with our existing partners to enhance the service already provided. The factors that influence our strategic direction are as follows:

- Technical Ability and Infrastructure
- Relationship of fabric source to sewing point
- Pricing including quota and duty
- Ethical considerations
- Political Stability
- Availability of skilled and reliable partners
- Logistics

All potential suppliers are subject to a supplier approval process before they can be included on our supplier list and undergo a comprehensive audit before being approved.

1. ISO 9001:2008 Accreditation - As part of the supplier audit process, we establish that the supplier has either full accreditation or has adopted the appropriate processes and procedures to gain such accreditation.
2. Factory Audits and Inspections - All potential suppliers are required to have a completed audit undertaken before they can become listed as an approved supplier. Ongoing inspections are undertaken on a 12 monthly basis by independent audit teams.
3. Quality Cost Analysis and Value Engineering - The Group Sourcing and Technical initiative has allowed us to enhance our ability to bring additional value to all our clients. Our dedicated teams are keeping abreast of the changes in technology and fabrication to be able to bring to all our clients opportunities for improving quality or product re-engineering for added value.
4. Approved Supplier System - All suppliers are monitored throughout the year against agreed key performance indicators on development, pricing, delivery and quality. These form the basis of our annual supplier review and are used as the basis of our sourcing strategy going forward.
5. Continuous Supplier Benchmarking - As part of our Group Sourcing strategy we have established primary and secondary sources of supply for all our fabric and product purchases. This ensures a competitive approach to pricing is maintained and allows flexibility within our supply chain. In addition to this we are continuously benchmarking our sourcing against some of the world leading sourcing businesses within a number of our existing clients. This process ensures we are keeping abreast of the best market pricing available not only on product but also shipping, duty benefits etc.
6. Supplier Vendor Rating Process - The Group Sourcing Team, in conjunction with the Design, Technical and Buying specialists will review suppliers.

[4]

Initial evaluation will consider:

- Financial position
- Factory visits
- Senior Management of the Supplier
- Ethical and Audit Findings
- Performance
- Innovation and development

This evaluation will then formulate the basis for our preferred supplier sourcing strategies.

The following key points illustrate Alexandra's commitment to supply chain continuation.

**Fabric material manufacturer being placed in administration or being declared bankrupt**

In order to efficiently manage stock for contract clients, Alexandra places fabric orders in advance, based on forecasted volumes and further protects clients by holding large fabric buffer stocks at our manufacturing plants. This ensures that sufficient fabric is available to cover demand while orders are switched to an alternative fabric supplier and prevents service from being unduly impacted.

Due to our policy of multiple sourcing, we have a number of fabric suppliers who offer the same or similar product ranges and as a market leader, we are able to obtain fabrics at preferential rates ensuring that pricing criteria are met and garment costs are unaffected.

**Other Raw material supplier being placed in administration or being declared bankrupt**

Raw materials in the form of thread, zips, elastic etc., are sourced through a combination of dedicated factories and nominated suppliers throughout the world who provide compatible products. In the event that products are not available from one manufacturer orders would be switched to an alternative supplier.

**Garment manufacturer being placed in administration or being declared bankrupt**

Alexandra has a policy to protect against disruption to supply for all clients and has contingency plans in place which would come into place immediately if normal supply is threatened by the closure of any subcontractor.

Product stock levels are maintained as follows:

- Work in progress
- Items ready for despatch from our factories / dedicated suppliers to our UK based distribution units
- Product in transit from our various manufacturing facilities to our UK based distribution units
- Product ranges held at our distribution units ready for despatch to the client

Our suppliers and subcontractors must comply with our Quality Audit standards which are strictly imposed and regularly checked, thereby ensuring continuity of our high standards of quality. The above actions will ensure that the total risk is minimised.

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**[ 5 ] Quality**

Please provide detail on the quality assurance plans and/or systems you have in place to ensure the quality of the goods you will provide. Your response should include detail to evidence that

- the goods are fit for purpose
- meet any standards for the purpose for which they were bought
- you adhere to the ISO 9000 and BS5750 standards
- adhere to a Corporate Social Responsibility policy

**Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 3 sides of A4 excluding the question text and these instructions.**

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**[ 5 ]**

Quality is built into all our products by adopting best practices and procedures throughout all areas of our business and we are fully accredited to BS EN ISO 9001:2008. Quality inspection is built into every stage of the process from raw materials/fabric production right through to final delivery to the client. By implementing the following procedures, Alexandra seeks to eliminate any quality issues.

**Documentation and specifications** - We produce and maintain detailed document-controlled technical specifications and have sealed samples of each item in our standard and bespoke garment ranges. Specifications are created to accompany all styles and represent a written confirmation of a specific garment and will relate to an individual stock code per item.

Our master garment specification comprises:

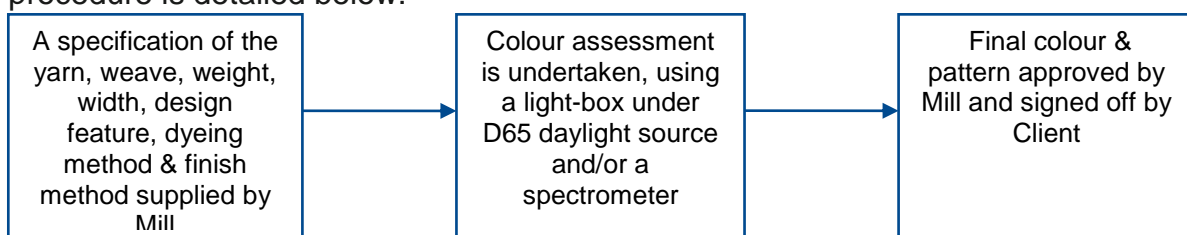
- Fabric specification
- Bill of materials the garment's component parts which have been independently tested)
- Size chart
- Make-up details
- Detailed diagram showing construction details
- Test results
- Full audit trail of agreed amendments

Should any change be required, a new specification is created on our database. The old version is withdrawn to ensure there is no confusion at the factory. This would also necessitate the production of a new sealed sample. A controlled procedure is in place should any change be required to a specification. The master garment specification, which is issued to the factories, is printed on red paper, which prevents any unauthorised copying or alterations. Each specification will also include packaging and presentation details as well as a 'Bill of Materials'.

**Quality control and testing** - We adhere to very high standards to ensure garments are cared for after manufacture, particularly in the humid conditions of some overseas environments. To this end, the following procedures are followed:

- After manufacture, garments are kept cool and dry
- All garments are packed in suitable bags and holes are punched into the bags to allow air to circulate, thus preventing mildew
- We do not vacuum-pack our garments

**Fabric and colour** - All our fabric mills have strict quality procedures in place to ensure consistency of colour, quality and design. Before any fabric is delivered into our garment manufacturing sites, a length from the bulk roll must be signed off by our fabric specialist. The procedure is detailed below:



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**[ 5 ]**

Further, ongoing fabric testing is carried out:

- MWUK Ltd visit mills periodically, as well as initiating independent testing
- All the mills carry out their own testing of batches and we then independently verify by testing the cloth to our standard during the selection process
- Testing will verify that the fabric meets the required standard on leaving the mill
- Our manufacturers carry out their own testing of the fabric internally prior to manufacture
- Testing methods are to British, European and internationally recognised processes

Garment inspection and quality - The following actions are performed to ensure the quality of the garments we provide to our clients.

- Detailed garment specifications are established by our technical team for every garment
- Our technical team visit the factories to oversee the setting up of the production line to check the quality of the pilot run and to make any necessary amendments
- Statistical process control checks are conducted at each stage of the manufacturing process by MWUK Ltd's trained Quality Managers
- A bulk sample (Black Seal) is checked and approved by MWUK Ltd and the Client
- Garments are 100% inspected at the end of the production line
- AQL 2.5 Quality Audits are conducted in the warehouse in the UK. The results are documented, reviewed and any remedial action taken

Pre-bulk production approval - Specifications are created to accompany all styles and represent a written confirmation of a specific product and will relate to an individual stock code per item. The Bill of Materials lists all of a product's component parts, which have all been independently tested. The working make-up diagram and sealed samples ensure that we retain a clear example of correct garment construction.

Packaging and labelling details are standardised in the technical manual, along with construction standards per product. Copies of the written specifications will be held on file.

Sample Sealing Stages - We have three defined garment sealing stages:

1. The first is a DESIGN SEAL (GREEN), which is agreed between the client and the Sales/Design team for all aesthetic properties. The signed off Green Seal, with any comments, sets the standard in which fabrics and components are chosen and independent testing can commence.
2. The second is a SEALING SAMPLE (BLUE), which is agreed between our Technical/QA departments and the manufacturer for sizing, fit and manufacture. This seal can then be signed off ahead of any bulk production commencing. The factory will not be authorised to commence production until this seal is approved. At this stage, the factory will also produce a sizing set to confirm the size chart grading. All independent testing will be completed and the results presented.



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[ 5 ]

3. The final seal is a PRODUCTION SEAL (BLACK), taken from bulk production as the final standard. Shipment of bulk production will not be authorised until the Black Seal garment, completed Sample Submission Form and Final Inspection Report are received and approved.

Ongoing quality control - Accountability for product compliance remains at the point of manufacture and is undertaken by the supplier with stringent standards put in place by the MWUK Ltd Technical Team and confirmed during the visit to set up the first production run. All factory procedures are assessed by our Technical Director or Technical Manager prior to the working with them. Inspection systems include:

- Cutting checks
- Random or statistical inspection
- End of line inspection
- Final pass and measure (usually one per bundle)
- Random or statistical inspection by Quality Managers of finished stocks

This process would be undertaken by all factories and the Quality Team at point of manufacture, and the results documented. Our quality control processes form part of our ISO 9001:2008 quality management system.

A 'Goods In' Audit is carried out by MWUK Ltd when goods are received at our Logistics Complex. The Quality Control Team will check all garments against our quality control standard (AQL 2.5) on all deliveries against the black seal prior to warehousing and shipment. This is statistically audited and all results are fully documented. All manufactured goods undergo inspection and more detailed audits are carried out on a statistical system.

In the rare instance where our quality standard is not fully met, we will ensure continuity of service to our clients by utilising our contingency plans and our flexible supply chain. Fabric is held within our manufacturing supply chain which enables us to fast track any production, which, in the case of a faulty batch, is what we would do. In this instance, we would also airfreight the completed garments to the UK, thereby reducing the transit time from 7 weeks to 1-2 weeks.

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**[ 6 ] Returns and Exchange Policy and Process**

Please provide full details of your organisations returns policy and your proposals on how this will

- identify and accommodate the requirement for any refunds to be made to the authority
- operate a strict “like for like” exchange policy
- how you will identify if any returns have been purchased via the RTF to prevent customer fraud

**Present your response at the top of a new page, within these preset margins in Arial font size 12 up to 2 sides of A4 excluding the question text and these instructions.**

[ 6 ]

**Returns policy**

If any garments are not required for any reason, we will be pleased to replace them or to refund their value provided that: (a) they are returned to us carriage paid, unused (other than for the purpose of trying on the garment), within thirty days of delivery; (b) our invoice relating to the relevant goods has been paid by the due date; and (c) a written note is enclosed quoting the invoice number and stating the reason for the garments being returned. Goods returned are done so at your risk and you are advised to use a service which provides a guarantee of delivery. This Returns Policy does not apply to altered, bespoke, and/or personalised garments, unless they form part of a signed stock underwrite agreement.

**Returns procedures**

We hope you will be pleased with our products. However, if you need to return your order or part of an order for any reason we have established procedures, including issue of relevant documentation and prompt action to replace items that may be received damaged. If you wish us to arrange a collection of the goods then a charge would apply, though this service would be free-of-charge if the reason for the collection was due to an error on our, or our carrier's, part: eg an order had been incorrectly processed / keyed by our staff, the product received was faulty (subject to subsequent inspection and report by our Quality Audit Team), the package and goods had been damaged in transit etc.

Please return the items unworn or unused:

- with postage paid
- within 30 days of receipt – giving reason for return
- enclosing the Returns Section of the despatch note(s)

Please send the returns to:

Alexandra Returns  
Unit E Acton Close  
Acton Road Industrial Estate  
Long Eaton  
Nottingham  
NG10 1FZ,

or call the Alexandra Help Line on 0333 6001111 to arrange collection.

We have established procedures should products need to be returned, including issue of relevant documentation and prompt action to replace items that may be received damaged. If you wish us to arrange a collection of the goods then a charge would apply, though this service would be free-of-charge if the reason for the collection was due to an error on our, or our carrier's, part: eg an order had been incorrectly processed / keyed by our staff, the product received was faulty (subject to subsequent inspection and report by our Quality Audit Team), the package and goods had been damaged in transit etc.

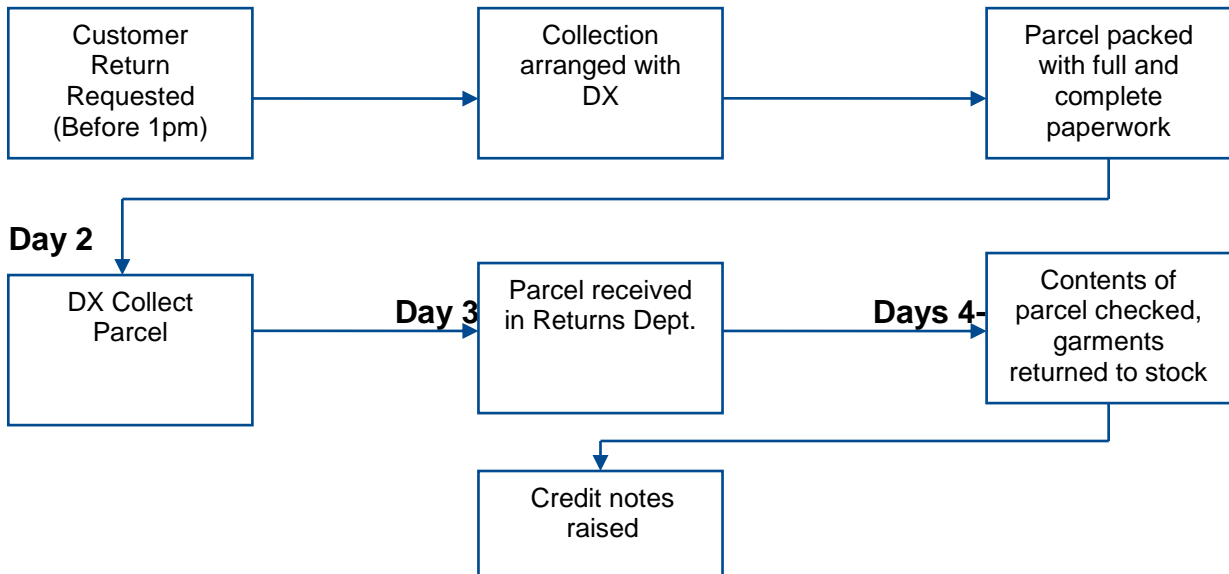
Alexandra has a dedicated Returns Department whose prime function is to check any items that are received and to raise the associated credit notes. All products returned are inspected

[ 6 ]

before being returned to stock and a 'reason for return' code allocated to the items. This could be due to a number of reasons, eg staff member left, incorrect size, no longer required etc.

In order that effective control of all returns is maintained, the information provided on the 'Reason for Return' form is recorded for future analysis against each core product. Any item found to be defective is forwarded to our Quality Team for full audit. All returns are tracked with information available from either our Customer Services Team or our Online Service.

**Returns process:**



**[ 7 ] Contract and Performance Management**

Please provide details of the processes you will adopt in the areas of contract management, performance management, resource forecasting and continuous service development and improvement.

Present your response at the top of a new page, within these preset margins in Arial font size 12 up to **3** sides of A4, **excluding** the question text and these instructions.

[ 7 ]

Should Alexandra be awarded the contract, a full network of support would be in place to ensure the successful implementation of your corporate uniform programme and a smooth transition into a fully managed service.

A **Business Development Manager** (BDM) will be allocated to your account and they will be supported by a Business Development Executive, Customer Services Administrator and Order Administrators. It will be your BDM's responsibility to:

- Attend regular contract review meetings with key personnel to discuss ongoing requirement, performance and to ensure that your requirements are being met
- Monitor performance/service levels
- Maintain and grow the relationships between Alexandra and yourselves, working with personnel from Senior Management, to those at site level
- Liaise with our Customer Service Team to ensure that all KPI's are met and that there is continuous service improvement
- Review and develop the range, as required
- Liaise with Design to provide samples to your specification
- Attend internal and external meetings to present on-going development and feedback on implemented strategies

The BDM is supported by an **Account Executive** (AE) and a **Business Development Executive** (BDE). Full contact details (names of all staff involved with the contract, telephone and fax hot lines, mobile telephone numbers, email and postal addresses etc) will be confirmed on contract award.

The AE will ensure that the following is instigated and maintained:

- Required ordering and invoice structure is established
- Complaints are managed
- Liaison with Distribution to ensure that the product is delivered within the agreed timescales
- Communication with the BDM to prioritise tasks and meet the contract performance targets
- Co-ordination with internal departments to provide additional services as required (eg Marketing, IT, Finance)
- Proactive customer service to allocated accounts Monitoring bespoke stock profiles, ensuring sufficient products are manufactured to support the contract

[ 7 ]

The BDE is responsible for maintaining contact with relevant individuals at site level and ensuring that their uniform and workwear requirements are met.

Other support team members and their responsibilities are as follows:

**Customer service administrators**

- Responsible for processing and resolving telephone orders and queries including all paper queries, aiming for first contact resolution where possible
- Providing reactive customer service in a timely manner
- Ensuring that Management Information/Reports are provided as per contract requirements

**Order administrators**

- Responsible for processing orders in a timely and accurate manner
- Liaising with clients to resolve order queries
- Maintaining order files in a consistent way

Your BDM will provide regular management information reports to support the management of your contract.

We understand that the key to an open and transparent relationship is the sharing of information in the form of written or on-line management reports. All aspects of your uniform programme from deliverables to decisions yet to be taken, can be shown using our management reports. We would work with you to understand your reporting requirements, the reasons behind them and the elements you want to monitor.

We can provide information about any aspect of your account from stock levels, to delivery performance. The information we use is the information you see, this means we can offer reports that are:

- Convenient – direct access at your fingertips from your own PC / laptop any time night or day
- Easy – simple set up and use
- Secure – password security for your data
- Current – the latest information always available updated automatically each working day
- Bespoke – your information and calculations based on your company structure, financial periods, budgets and formats
- Relevant – programmed to display the data you want to see. Able to track and report on key performance indicators and the exceptions you want highlighted
- Accessible – able to see the overview and then easily index right down to the individual supporting transactions
- Clear – easy to view presentation including the use of colour and multiple graph options
- Adaptable – able to be quickly adapted as your requirements change and develop

[ 7 ]

If you are able to define the exceptions you look for within the reports, we can normally build in the logic to automatically identify those exceptions for you. We would then tailor the reports to your requirements.

The reports can include combinations of the following factors:

- Time – actual date or summarised in months, quarters or financial/calendar years
- Amounts – by value and or units
- Sales – overall, region, division, area, branch, employee and individual order.
  - by garment or garment size
  - against your budget data
- Stock – in hand and on order with date new stock available
  - by garment or garment size
- Orders – order details and date items dispatched
- Call Centre – volume of calls received and reasons



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**[ 8 ] Customer Care**

Please provide detail on your customer care procedures and proposals for dealing with Jobcentre Plus customers.

You should also detail how you will facilitate and ensure smooth interaction with Jobcentre Plus advisors who may be required to make contact with you on behalf of the customer.

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[ 8 ]

Our Customer Care Team has been carefully selected and trained to ensure that we have the right people, who will work hard to ensure that the professional and caring image of Alexandra is maintained and projected to all our customers regardless of size or level of spend; every customer is equally as important to us.

To this end, the Customer Care Team work to defined Key Performance Indicators:

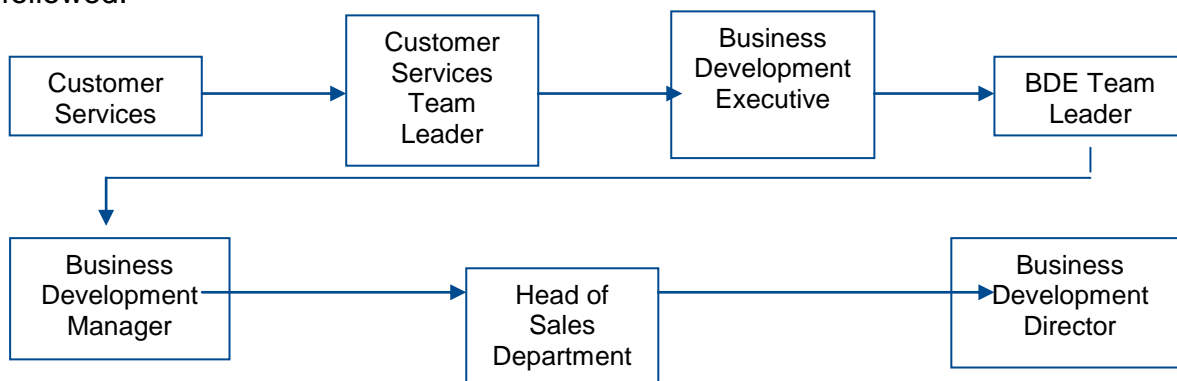
#### Telephone calls

80% of calls are answered within 20 seconds. Indeed, having analysed our customer call patterns, we have recently instigated a new shift pattern for our Customer Care Team to ensure the most efficient staffing levels at all times, in order to achieve this KPI.

#### Telephone queries

We have established procedures and a clear escalation path in place for the management and prompt resolution of any complaints.

Over 90% of complaints are resolved within minutes by our highly trained Customer Services Team. However, if they are unable to resolve a query, the following escalation path is followed:



#### Email queries

All email enquiries and queries are answered within two working days from receipt.

#### Orders

All orders are processed within two working days from receipt.

All KPI's and procedures are subject to continuous review and improvement measures. It is our intention to provide 'more than just a service' to our customers by getting to know your needs and wants, proactively working to anticipate requirements, innovate and continuously improve our end to end contract management.

Alexandra is committed to treating colleagues, clients and other members of the public with whom the Company comes into contact, with respect and dignity and in such a way as not to cause any disadvantage irrespective of sex, age, marital status, civil partnership, pregnancy, disability, sexual orientation, gender reassignment, race, colour, ethnic or national origin, nationality, religion, or belief.

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**[ 9 ] Accessibility**

As set out within the specification suppliers are expected to have a high street/local presence in the area for which you are bidding

Please detail how you will achieve this including any mitigation for lack of a local presence in a particular area. Make reference to your completed Annex K

**Please complete and upload the attached stencil annex K with details of the available stores for each of the Jobcentre Plus Districts within the Group you are bidding for**

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[ 9 ]

Over the past 18 months, considerable investment has been made into re-launching the Alexandra website ([www.alexandra.co.uk](http://www.alexandra.co.uk)).

Phase 1, the retail site is now fully functional for our smaller customers.

Phase 2 will be launched later this year and will provide the functionality we would like to offer for this contract.

Each Job Centre/Region/Coach will have their own Alexandra account, accessible from our website and pre-loaded with your pricing structure.

Each Coach will have their own, unique login and password. Whilst discussing requirements with a jobseeker, the Coach will be able to browse products by category, select the style, colour, size and quantity, then add the jobseeker's delivery address for despatch of goods.

They can pay either by invoice, or by Government Purchasing Card (to level 3 detail), which can be lodged, if required. The goods are then picked and packed, and delivered directly to the jobseeker's home.

Our delivery service is 1 – 2 days and is a free service to you.