**Call-Off Schedule 4 (Call Off Tender)**

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| **1.1.1 Question 1 – Ordering Process** |
| Please detail your processes for ordering products. Your response must include the following as a minimum: - Details of how your online ordering system works for users and administrators including availability and performance of your system. Including but not limited to ordering system navigation; users and catalogues configuration; ordering process; delivery and receipt; maintenance - Confirm how many log ins will be available to the Authority - Detail of customer service support available for any ordering issues including how you will adhere to our KPIs/SLAs - How you will communicate and work with the Authority to highlight any changes to the catalogue. Including but not limited to notification of discontinued products or stock issues Please refer to the KPIs and SLAs within the specification to ensure that the timescales you stipulate comply. Response should be no more than 2,000 characters and must be submitted against the relevant Technical Envelope Question on the Jaggaer e-Sourcing Portal. |
| **Response** |
| **REDACTED TEXT** |
| **1.1.2 Question 2 – Delivery Process** |
| Please detail your processes for deliveries. Your response must include the following as a minimum: - Detail your delivering process to both Authority sites and home addresses, including delivery timescales and how you ensure deliveries within our allocated delivery window - How you will communicate with the Authority to notify and track deliveries, notify of any delivery issues and provide notification of successful delivery Please refer to the KPIs and SLAs within the specification for the Authority’s minimum acceptable measures and targets. If you can improve on the Authority’s measures and targets, please detail this as part of your response. Response should be no more than 2,000 characters and must be submitted against the relevant Technical Envelope Question on the Jaggaer e-Sourcing Portal. |
| **Response** |
| **REDACTED TEXT** |
| 1.1.3 Question 3 – Social Value |
| Please detail the social value measures you have or will put in place to deliver this contract responsibly.  Your response must include the following as a minimum:  - How you will ensure you minimise environmental impact when carrying out deliveries, including but not limited to the packaging of products and reducing carbon footprint. - How you will remove existing electronic office appliances when delivering their replacements, including how they will be sustainably disposed of. - How you will ensure safe and secure supply chains of the products required under this contract, making sure you address modern slavery and exploitation within your supply chains.  Response should be no more than 2,000 characters and must be submitted against the relevant Technical Envelope Question on the Jaggaer e-Sourcing Portal. |
| **Response** |
| **REDACTED TEXT** |
| **1.1.4 Question 4 - Contract Management** |
| Please detail your approach to successfully deliver this contract.  Your response must include the following as a minimum:  - How you will manage this contract to ensure that the requirement will be met in full and how you will adhere to the KPIs and SLAs within the statement of requirements - Your escalation procedures including key points of contact - Any risk you foresee (including supply risks) that may impact your ability to deliver this contract, including mitigations you have in place to address those risks Response should be no more than 2,000 characters and must be submitted against the relevant Technical Envelope Question on the Jaggaer e-Sourcing Portal. |
| **Response** |
| **REDACTED TEXT** |
| **1.1.5 Question 6 – Personal Data Processing** |
| Please detail how you will handle and process personal data, such as employee name, homes address and contact details.   Your response should include: - Contact details of your internal data protection officer - Location where your data is stored and data support services  Response should be no more than 2,000 characters and must be submitted against the relevant Technical Envelope Question on the Jaggaer e-Sourcing Portal. |
| **Response** |
| **REDACTED TEXT** |
| **1.1.6 Question 5 - Implementation** |
| Please submit your draft Implementation plan for successful implementation by the 1st of April 2021.   Your response must include the following as a minimum:   Detail of necessary steps, key milestones, and activities to a achieve a successful implementation by the 1st of April 2021.   Response should be submitted as an attachment. Your written response must be included within the attachment and should no more than 2,000 characters. Your response can include supporting graphs and charts. Your response must be submitted against the relevant Technical Envelope Question on the Jaggaer e-Sourcing Portal. |
| **Response** |
| **REDACTED TEXT** |

The above text is redacted in line with Section 43 of FOIA.