

Clarification Questions

Argos Business Solutions

Written responses to these questions are required by cop Wednesday 26th November.

Your written responses should have the following paragraph inserted at the beginning:

'I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of [Insert date]. I agree should my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below'.

Question	Rationale
1. Implementation and Delivery	No clarification is required.
2. Resource	<p>It is not clear how Argos for Business will ensure the people within the organisational structure have the appropriate skills, experience and management other than by acknowledging that they are already involved in supplying DWP under the current contract.</p> <p>Please provide assurance that all staff will have the appropriate skills to deliver the RTF - can be linked with clarification response to question 2.</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of 2nd of September 2014. I agree should my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below:</p> <p>All processes supporting the management of the DWP scheme have been documented and trained in by managers to the relevant colleagues. Processes are spot checked and performance is measured against SLA's. Any errors/ complaints are recorded and root cause analysis performed by the managers taking the appropriate steps with</p>

	<p>underperformance or process improvement. All colleagues are highly trained in their relevant roles by various means, such as Colleague inductions, on the job training, training courses where applicable, team briefings. Managers are on-boarded after a rigorous interview process where their skills have been evaluated through testing and demonstrable experience.</p>
<p>3. Training and Development</p>	<p>Leadership is supported by the Account Manager role but it is not clear how the organisation will ensure that trainers have appropriate knowledge of the Retail Trade Framework.</p> <p>Please provide assurance that all staff will have the appropriate skills to deliver the RTF – can be linked with clarification response to question 1.</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of 2nd of September 2014. I agree should my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below:</p> <p>Store Managers have or will receive the relevant briefings (information about the RTF, processes, and expectations) and as part of their role, are expected to brief their own teams. Regular communication are carried out with the stores and internally regarding any process changes/improvements and service is continually monitored against the procedures issued. Any non-conformance which has been highlighted either through errors or complaints are addressed immediately with the specific store in question with the offer of additional training if required.</p>
<p>4. Operational Flexibility</p>	<p>Bid indicates DWP will benefit from offers and price reductions but does not provide clarity</p>

	<p>as to how these will be communicated to JCP staff or customer prior to agreeing or collecting a purchase.</p> <p>Please provide assurance that the Department will benefit from in store offers and price reductions</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of 2nd of September 2014. I agree should my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below:</p> <p>The Department will indeed benefit from in store offers and price reductions as items processed through the till will be processed with that days' offer and invoices to the DWP at that's day price (price reductions included). We do not however have means to inform the Department prior to the offers going live.</p>
<p>5. Quality</p>	<p>No clarification required</p>
<p>6. Returns and Exchange Policy and Process</p>	<p>No clarification required</p>
<p>7. Contract and Performance Management</p>	<p>No clarification is required</p>
<p>8. Customer Care</p>	<p>Clarification received during the tendering round. Therefore no further clarification is required</p>
<p>9. Accessibility</p>	<p>The evidence mentions that an online/telephone ordering service is available, but does not provide any information about how this operates.</p> <p>Provide detail on any online/telephone ordering processes taking into account multiple JCP advisors usage and a centralised payment method. I.e. internet ordering capability, telephone ordering and/or facsimile. A process map to support this would be useful if proposed.</p> <p>I would like to clarify minor aspects of my offer to deliver the Retail Trade Framework submitted in tender document of 2nd of September 2014. I agree should</p>

my clarification be accepted by DWP, I will be bound by all details contained in the original proposal pack and to the additional points below:

The process proposed is solely based on an in-store process as the end customer would need to hand-in the form set out and completed by Jobcentre Plus. This type of ordering therefore cannot be supported by phone or online ordering.