**Quality Questions - Method Statements (Lots 1 & 3)**

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| 9.1 | **Procedures (Max 1500 words)**  Please clearly describe the processes and procedures that will be implemented to enable you to meet the requirements set out in the specification.  Your response should include how your organisation will consistently collect and/or detain stray dogs within the timescales, what processes are in place for the collection and transportation of dogs, the type(s) of vehicle and equipment used, how owners are notified/reminded and record keeping.  Include in your answer any relevant evidence such as:   * Documented Procedures * Process Maps * Pictures to evidence answers | 8% |
|  | Bidders Response (Word Count Max 1500): |  |
| 9.2 | **Facilities and Animal Welfare (Max 1000 words)**  Please provide details of the facilities you have available to meet the requirements of the specification and provide details on how these facilities will ensure the welfare of the animals in your care.  Your response should include reference to the number and size of kennels available and contingency arrangements if demand exceeds available space. | 8% |
|  | Bidders Response (Word Count Max 1000): |  |
| 9.3 | **Rehoming Dogs (Max 1000 words)**  Please state the full process for rehoming dogs in detail if dogs are not collected by the registered keeper after being taken into the kennels.  Your response should include, for example, reference to marketing, fostering schemes, home checks, success rates, etc, and how you would work proactively with the council to ensure successful rehoming. | 6% |
|  | Bidders Response (Word Count Max 1000): |  |
| 9.4 | **Training/Competency (Max 1000 words)**  Please detail how you ensure staff are fully trained and competent to carry out the requirements set out in the specification. Include in your answer any relevant evidence such as:   * Qualifications * CV’s * Staff organisation structure * Staff training programme | 8% |
|  | Bidders Response (Word Count Max 1000): |  |
| 9.5 | **Social Value**  Please complete and return **Appendix 5** included in the tender pack with your Social Value commitments | 10% |
|  | **Relevant Attachments:**  You **are** permitted to attach the following to your response:   * Any relevant Staff Qualifications * Staff CV’s * Staff Organisation Structure * Staff Training Programme * Documented Procedures * Process Maps * Pictures to evidence answers |  |