



TENDER RESPONSE – PART D – QUALITY EVALUATION FOR PPE AND OCCUPATIONAL CLOTHING, WORKWEAR AND FOOTWEAR

Strategic Procurement

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Evaluation Criteria Questions to be Scored

This document sets out the questions asked as part of the Quality Evaluation of the procurement exercise. Bidders should therefore ensure that have read and fully understood the contents of the ITT and the evaluation approach taken to assess responses to these questions as set out in Section 5 of the Invitation to Tender.

The following Quality questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Bidders must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible. Where a Bidder fails to provide a response for a question(s) the Council will automatically award a score of "0" in respect of that question(s) and the Council reserves the right to reject that Bidder and not to consider that Bid further.

Bidders are encouraged to provide sufficient detail when responding to each question.

In providing responses to the questions set out in this document, **Bidders should not assume that the Council has any prior knowledge of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements. In evaluating responses to these questions the Council will only consider information provided in response to these questions.**

Page Limits Per Question

Responses should not exceed the page limits indicated within each question.

The page limit is based on a single side of the size of the paper indicated for each criteria in the table below. The page limit is inclusive of text, drawings, diagrams, screen prints, flow charts or any other form of presenting a response. All text should be Arial font size 11.

Responses to each question should be completed on separate documents, clearly identified as being a response to each question. Once the response has been completed, it should be saved (preferably as a PDF document) in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

Question Weightings

The quality questions will be evaluated, scored and the weightings applied to each evaluation criteria question outlined in the Section 5 of the Invitation to Tender.

Criteria Number	Evaluation Criteria
D1	<p>Bidder's approach to Product Range and Punch-Out-Catalogue 25%</p> <p>With reference to the Council's requirements described within the Specification, describe your approach to enabling sales via digital Punch-Out-Catalogue.</p> <p>Your response should include reference to:</p> <ol style="list-style-type: none"> I. mitigation of risk of tax-deductible benefits II. garments designed for females III. range of sizing IV. textile blend and weight options** V. Punch-Out-Catalogue implementation timeline VI. branded and unbranded product VII. visibility of bespoke Council pricing VIII. application of price breaks and rebates <p>** To enable the Council to evaluate proposed textile weights, as part of your bid you are required to submit a sample (in any colour) of all items where the cell is highlighted blue in column B within Tender Response - Part C - Pricing Evaluation where relevant to the lot(s) you are bidding for.</p> <p>The above samples are to be provided free of charge and delivered to: BCP Council FAO procurement@bcpcouncil.gov.uk Civic Centre Bourne Avenue, Bournemouth, BH2 6DY</p> <p>NOTE – In addition to the above, if you are bidding for Lot 7 Footwear, then note that the Council have the requirement for operatives to visit your local store to try on samples prior to ordering. Describe how you will service this additional Lot 7 requirement.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D1 - Bidder Name' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 5 A4 pages. Sales brochures are not permitted. All text should be Arial font size 11.</p>
D2	<p>Bidder's approach to Account / Contract Management 15%</p> <p>With reference to the Council's requirements described within the Specification, describe your approach to account management.</p> <p>Your response should include reference to</p> <ol style="list-style-type: none"> I. role allocation II. developing your understanding of our specific operational requirements III. review meetings IV. innovation V. KPIs

	<p>VI. MI VII. Complaints VIII. Samples IX. value for money.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D2 - Bidder Name' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages. All text should be Arial font size 11.</p>
D3	<p>Bidder's approach to Customer Service 15%</p> <p>With reference to the Council's requirements described within the Specification, describe your approach to customer service.</p> <p>Your response should include reference to providing access channels to advice, quality of advice, complaints.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D3 - Bidder Name' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages. All text should be Arial font size 11.</p>
D4	<p>Bidder's approach to Deliveries to site and returns 25%</p> <p>With reference to the Council's requirements described within the Specification, describe your approach to deliveries.</p> <p>Your response should include reference to:</p> <ul style="list-style-type: none"> I. delivery timescale for branded product II. delivery timescale for unbranded product III. delivery timescale for replacement of faulty product IV. part orders V. provision of "safe delivery" training for operatives VI. delivery notes. VII. Returns VIII. Take-back and recycling transport packaging
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D4 - Bidder Name' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages. All text should be Arial font size 11.</p>
D5	<p>Bidder's approach to Branding 5%</p> <p>With reference to the Council's requirements described within the Specification, describe your approach to applying the Council's branding guidelines.</p>

	<p>Your response should include reference to quality control for adherence to <i>BCP Council Brand Guidelines Uniform</i>, availability of branding options (i) heat-seal, (ii) embroidered patch, (iii) embroidered garment.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D5 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages. All text should be Arial font size 11.</p>
D6	<p>Bidder's approach to recycled fibres 5%</p> <p>Bidders must indicate their organisational targets regarding the proportion of product(s) by weight made of recycled fibres, i.e. fibres originating only from cuttings from textile and clothing manufacturers or from post-consumer waste (textile or otherwise).</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D6 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages. All text should be Arial font size 11.</p>
D7	<p>Bidder's approach to ethical standards in production 5%</p> <p>Bidders must provide information to illustrate that their supply chain hold independently audited and internationally recognised standards relevant to the product(s), in order to demonstrate how they are addressing ethical and social issues such as living wage provision, avoidance of child labour, application of fair-trade principles, adequate working conditions, animal welfare in the manufacture of textiles.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D7 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages. All text should be Arial font size 11.</p>
D8	<p>Bidder's approach to whole life of product including end-of-life management 5%</p> <p>Bidders should indicate how they have applied life cycle thinking to select fibres and materials that have the lowest environmental impact over the whole life of the product.</p> <p>A significant portion of old clothing is sent to landfill.</p> <p>Product labelling or take back schemes can encourage sustainable actions at the end-of-life stage. Uniforms should not include logos or names that are difficult to remove and should not use removable badges. Permanent identification for tax reasons is required, however, permanent identification should be as discreet as possible. Design of the garment and of the garment management scheme to facilitate</p>

reuse or recycling is encouraged. This can include labelling, product take-back schemes or partnerships with third parties who can reuse or recycle high proportions of the used textiles. Note – the essential HMRC tax test is whether the employee would readily be recognised as wearing a uniform by the person in the street. Therefore, a detachable badge is not sufficient to make the clothing to which it is attached part of a uniform.

Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to D8 - *Bidder Name*' and upload as part of your tender submission.

Please ensure that you do not exceed the maximum page limit for this question of 1 A4 pages. All text should be Arial font size 11.

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