  

**Contract for:**

**THE PROVISION OF A REPAIRS AND MAINTENANCE SERVICE FOR COMMUNAL LAUNDRY EQUIPMENT AND DISHWASHER EQUIPMENT, CITYWIDE, THROUGHOUT NEWCASTLE UPON TYNE**

**Invitation to Tender**

**Contract Reference: C-012000**

**ITT Schedule 6 - Quality Questionnaire**

**Clients: Newcastle City Council, Your Homes Newcastle and Leazes Homes**

**Nominated Representative: Your Homes Newcastle Limited**

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| **Tender Response – Award Questionnaire**  |
| **Organisation Name** |  |
| **Date of Submission** |  |

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**QUALITY QUESTIONNAIRE**

**INTRODUCTION**

* + Tenderers are advised to read all tender documentation carefully **BEFORE** completing this Quality criteria Questionnaire. This contains instructions on how to complete a tender response and guidance on the marking scheme.
	+ Tenderers must answer all questions in the space provided. **No other attachments will be considered or scored (other than related charts, drawings, flowcharts and plans).**

**SCORING MATRIX**

* + All scored questions will use the following Scoring Matrix

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| **Marking Scheme** | **Evaluation Guidance** |
| 100 | Exceptional response in all areas |
| 90 | Exceptional response with some minor shortcomings, or very good response with some exceptional elements |
| 80 | Very good response in all areas |
| 70 | Very good response with some minor shortcomings, or good response with very good elements |
| 60 | Good response in all areas |
| 50 | Good response with some minor shortcomings, or acceptable response with good elements |
| 40 | Acceptable response in all areas |
| 30 | Acceptable response with some minor shortcomings, or poor response with some acceptable elements |
| 20 | Poor response in all areas |
| 10 | Very poor response that is significantly below expectations in all areas |
| 0 | No response, or inappropriate response in all areas |

Quality Questions

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| **Q1 – ABILITY TO DELIVER THE PROJECT** | **SCORED 0-100** |
| **Weighting 50%** |
| The Client seeks assurances that the work requirements for this project will be properly delivered. Please provide a detailed demonstration of your ability to provide the requirements and outputs described in the tender specification, including your ability to deliver to our exact timescales. (Any added value can be identified within this response).As such, please provide details of how you propose to deliver this repairs and maintenance Contract including the following information;* Process map from the initial report of a fault to the final completion to show how the report is documented, passed to an engineer, attended, and completed indicating timelines between each step.
* An overview of your job booking / ordering process – whether this includes telephone and on-line booking process.
* Contact methods between Contractor and Client when asking for authorisation for high cost repairs or machine replacement.
* The reporting mechanism for the closure of repairs after completion.
* Ability to purchase and install new parts to the laundry equipment / dishwashers (supply chains, any time restrictions, etc).

**WORD LIMIT – 2500 words (maximum)** |
| **Response:**      |

Continued…

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| **Q2 - EXPERIENCE** | **SCORED 0-100** |
| **Weighting 20%** |
| The Client seeks assurances that the project will be properly resourced and managed. Please provide details, specific to this project, of resources that will be committed and how they will be managed. Please also provide evidence of proven experience in delivering the required services identified within the specification, to Organisations of a similar size and type (ie Technical Capacity). Please detail all relevant qualifications and accreditations.Please also provide your Company Structure, identifying all appropriate roles and individuals linked to this Contract.**WORD LIMIT – 1500 words (maximum)** |
| **Response:**      |

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| **Q3 – CUSTOMER CARE & CUSTOMER SERVICE**  | **SCORED 0-100** |
| **Weighting 30%** |
| Please provide full details evidencing your customer care and customer service linked to the requirements and outputs described in the tender specification.It is important that during this repairs and maintenance contract, the wellbeing of the Client and Customers are considered and maintained. In the response to this method statement, tenderers are required to state how they will address the following:-* How your approach secures and maintains a high standard of Customer care and trust. How will Customer Satisfaction be measured and, how will it be reported back to the Client?
* It is important that at all stages the Customer is kept informed and, has all of the information that they may need, (for example - to keep the Client / Customer informed of any expected repair dates and times when carrying out major repairs or replacements).
* Identify your complaints procedures and, how will you deal with any complaints / claims from the Clients’ Customers or the public in general. We are looking for a high level of responsiveness, and for any claim to be completed in a timely manner (identify your timescales for resolution).
* How you maintain respectable and safe standards of dress / workmanship ( are staff provided with uniforms and photographic ID badges), ensuring that everyone on site should show the upmost respect for the area and surrounding areas they are working in at all times, (this is a specific reference to ‘Safeguarding’ and ‘DBS approval’).
* How a zero tolerance for improper conduct, behaviour and language will be maintained and dealt with.
* Confirmation of your compliance with all current Covid-19 Government guidelines

**WORD LIMIT – 2000 words (maximum)** |
| **Response:**      |