

# **SUPPLIER RESPONSE – PART D QUALITY EVALUATION**

## **FURTHER COMPETITION FOR FRAMEWORK CARE AND SUPPORT AT HOME 2017-2022**

**REF: DN388887**

## **Evaluation Criteria Questions to be Scored**

There are 2 sets of evaluation questions.

The first set of questions are for the main framework, the Core Care and Support at Home Services Care Packages.

The second set of questions are for those bidding for the Extra Care Scheme, Shaftesbury Court.

For clarification on which documents need to be returned with your submission, please refer to the provider checklists in the Supplier Information document.

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

Suppliers must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible.

Please ensure that you provide sufficient detail when responding to each question. In particular, refer to the Quality Scoring Guide that can be found within the Supplier Information document (Section 8). The Quality Scoring Guide provides detail as to how your responses to each evaluation question will be scored.

If you are an incumbent supplier to the Council or have previously completed work for the Council, please do not assume this will be taken into consideration when your responses are evaluated. You must ensure that you provide sufficient information within your response that details previous work undertaken or experience that is relevant to this requirement.

### **Page Limits Per Question**

Answers should not exceed the page limits indicated for each question.

Each page limit is on the basis of an A4 page of text (font size 11) and with a maximum word count of 550 words per page. Please be aware that this limit is to text. Any drawings, diagrams or screen prints embedded into the response will not be included within the page limit.

Responses to each question should be completed on separate documents. Once the response has been completed, it should be saved 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.

Where your company does go over the page limits indicated for each question, the Council at its sole discretion may choose to either reject or accept additional pages of responses. This is at the sole discretion of the Council and suppliers are encouraged to ensure that they remain within the page limits set for each question.

### **Question Weightings**

The quality questions will be evaluated, scored and the below weightings applied to each evaluation criteria question outlined in this document. The below table can be found also within Section 7 of the Supplier Information document. However, for quick reference, the weightings to be applied to each question are shown below:

Please indicate below if your organisation is interested in bidding for the Extra Care Scheme:

Extra Care Schemes	
1	<b>Extra Care Scheme</b> Please indicate in the box below if your organisation is also interested in bidding for:
	<b>Shaftesbury Court, Extra Care Further-Competition</b> <div>Please Tick below</div> <div><input type="checkbox"/></div>

## Care & Support Evaluation Weightings

Criteria	Criteria Questions	Quality Weighting	Criteria Weighting	Sub Criteria Weighting	Minimum Score Required
<b>Mobilisation</b>	Please provide your mobilisation plan. Please explain what risks you foresee in the initial mobilisation stage and how your organisation might respond during this time.	100%	10%	100%	3
<b>Service Delivery</b>	Please provide a brief description of the business structure.		15%	10%	N/A
	Please provide evidence that your organisation has or will have a local (Dorset) office registered with CQC by the start of the contract, 1 November 2017.			25%	3
	Please explain your rationale for bidding for the postcode area/s and volume of service that you have. Please provide evidence of how your organisation will guarantee to deliver the minimum commitment in your nominated postcodes and how you will address any challenges in the area/s.			45%	3
	Please give details of any other specialist services used by your organisation in the delivery of this service.			10%	N/A
	How do you ensure that service users are informed of changes including change to a planned care worker and visit time. Please provide supporting evidence.			10%	N/A
<b>Business Continuity</b>	Please detail your approach to Business Continuity, including plans for responding to staff shortages, adverse weather and IT failures.		5%	40%	3
	Please describe your approach to managing system pressures including pressures within health services. Your answer should include reference to ensuring resilience within your organisation.			60%	N/A
<b>Workforce</b>	Please describe how your local recruitment and retention strategies will support this service and how you will guarantee to deliver the minimum hours set out in the grid.		20%	55%	3
	Describe the career pathway for your staff in order to support your employees to stay in the care industry.			20%	N/A
	Please give examples of where you have worked collaboratively with others to support recruitment and retention.			25%	N/A

<b>Partnership Working</b>	Explain your organisation's understanding of partnership working and how it relates to A) the culture within your organisation and B) the service set out in the specification.		10%	40%	N/A
	Please provide an example of when your organisation has successfully worked in partnership with another to improve then needs of the business.			30%	N/A
	Describe and provide examples of how working in partnership has enabled you to maximise independence and improve the quality of life of people who use the Care and Support at Home Service.			30%	N/A
<b>Care Planning</b>	Describe how you will work with the Service User to coproduce a personalised care and support plan.		15%	50%	3
	How do you currently ensure staff skills are matched to service users as expressed in their care plan?			50%	N/A
<b>Customer Service</b>	Describe your organisation's approach to customer service.		5%	50%	N/A
	Please provide details of how you would deal with feedback about the service, including complaints.			50%	N/A
<b>Contract Management</b>	Please provide evidence of your organisation's ability to provide reports in accordance with the requirements of the Performance Framework and Monitoring Measures (Schedule Three).		5%	50%	N/A
	Please explain your Quality Assurance procedures.			50%	N/A
<b>IT Strategies and Systems</b>	Please give details of specialist IT and/or technical equipment used by your organisation in the delivery of services.		5%	50%	N/A
	Detail the IT strategies and systems you have in place that will be used to manage the delivery of the contract including how service users data will be protected.			50%	N/A
<b>Staff Training and Development</b>	How does your company ensure that staff are competent?		10%	35%	3
	How will you ensure that a flexible and sustainable workforce with the appropriate skills is maintained to deliver the service?			35%	N/A
	How do you ensure the effective management and supervision of all staff delivering the service?			30%	N/A

## Extra Care Weightings

Evaluation Criteria	Weighting (%)
<b>Service Delivery</b>	<b>80%</b>
<b>Workforce</b>	<b>20%</b>
<b>TOTAL:</b>	<b>100%</b>

## Care & Support Evaluation Questions

Question Number	Evaluation Criteria
1.1	<p><b>Mobilisation</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>Please provide your mobilisation plan. Please explain what risks you foresee in the initial mobilisation stage and how your organisation might respond during this time.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.1 – Supplier Name' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 sides A4.</p>
1.2	<p><b>Service Delivery</b></p> <p>Please provide a brief description of the business structure. You may wish to attach an organisation chart to illustrate the structure. Please include the number of care staff currently employed and the care hours this represents.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.2 – Supplier 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 sides of A4 (this does not include the staff structure that you may include in your response).</p>
1.3	<p><b>Service Delivery</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>Please provide evidence that your organisation has or will have a local (Dorset) office registered with CQC by the start of the contract, 16 August 2019. Satellite arrangements will be considered.</p>

	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.3 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 sides of A4.</p>
1.4	<p><b>Service Delivery</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>Please explain your rationale for bidding for the postcode area/s and volume of service that you have. Please provide evidence of how your organisation will guarantee to deliver the minimum commitment in your nominated postcodes and how you will address any challenges in the area/s.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.4 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 sides of A4.</p>
1.5	<p><b>Service Delivery</b></p> <p>Please give details of any other specialist services used by your organisation in the delivery of this service.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.5 – <i>Supplier 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 2 sides of A4.</p>
1.6	<p><b>Service Delivery</b></p> <p>How do you ensure that service users are informed of changes including change to a planned care worker and visit time. Please provide supporting evidence.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.6 – <i>Supplier 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 2 sides of A4.</p>

1.7	<p><b>Business Continuity</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>Please detail your approach to Business Continuity, including plans for responding to staff shortages, adverse weather and IT failures.</p> <p>Please attach your current Business Continuity Plan.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.7 – Supplier Name' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b> Please ensure that you do not exceed the maximum page limit for this question of 2 sides of A4.</p>
1.8	<p><b>Business Continuity</b></p> <p>Please describe your approach to managing system pressures including pressures within health services. Your answer should include reference to ensuring resilience within your organisation.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.8 – Supplier 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 sides of A4.</p>
1.9	<p><b>Workforce</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>Please describe how your local recruitment and retention strategies will support this service and how you will guarantee to deliver the minimum hours set out in the grid.</p> <p>Describe the connection between your declared postcode areas and your recruitment strategy. Include details of organisation benefits e.g. apprenticeships.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.9 – Supplier Name' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 sides of A4.</p>
1.10	<p><b>Workforce</b></p> <p>Describe the career pathway for your staff in order to support your employees to stay in the care industry.</p>

	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.10 – <i>Supplier 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 2 sides of A4.</p>
1.11	<p><b>Workforce</b></p> <p>Please give examples of where you have worked collaboratively with others to support recruitment and retention.</p> <p>Include examples of innovative ways of working and commitment to local campaigns.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.11 – <i>Supplier 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 2 sides of A4.</p>
1.12	<p><b>Partnership Working</b></p> <p>Explain your organisation's understanding of partnership working and how it relates to A) the culture within your organisation and B) the service set out in the specification.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.12 – <i>Supplier 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 2 sides of A4.</p>
1.13	<p><b>Partnership Working</b></p> <p>Please provide an example of when your organisation has successfully worked in partnership with another to improve then needs of the business. E.g. recruitment, training or shared purchasing.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.13 – <i>Supplier 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 2 sides of A4.</p>
1.14	<p><b>Partnership Working</b></p> <p>Describe and provide examples of how working in partnership has enabled you to maximise independence and improve the quality of life of people who use the Care and Support at Home Service.</p> <p>May include informal carers, voluntary sector, wider community, Commissioning Partnership. Must include examples from current business delivery.</p>

	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.14 – <i>Supplier 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 2 sides of A4.</p>
1.15	<p><b>Care Plan</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>Describe how you will work with the Service User to coproduce a personalised care and support plan.</p> <p>Please provide examples of anonymised care plans that you are currently using. Describe how you will engage with relevant people. How will you ensure that personal outcomes for Service Users are met, dependency is reduced and independence is maintained? How do you ensure service users are treated with dignity and respect?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.15 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 sides of A4.</p>
1.16	<p><b>Care Plan</b></p> <p>How do you currently ensure staff skills are matched to service users as expressed in their care plan?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.16 – <i>Supplier 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 2 sides of A4.</p>
1.17	<p><b>Customer Service</b></p> <p>Describe your organisation's approach to customer service.</p> <p>Consider your organisation's individual culture. How do your carers engage with all sections of the community in a courteous and professional manner? Detail how you would take a positive approach when dealing with challenging behaviour.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.17 – <i>Supplier 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 4 sides of A4.</p>

1.18	<p><b>Customer Service</b></p> <p>Please provide details of how you would deal with feedback about the service, including complaints.</p> <p>Explain your recording and governance procedures for complaints and compliments.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.18 – <i>Supplier 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 2 sides of A4.</p>
1.19	<p><b>Contract Management</b></p> <p>Please provide evidence of your organisation's ability to provide reports in accordance with the requirements of the <b>Performance Framework and Monitoring Measures (Schedule Three)</b>.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.19 – <i>Supplier 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 2 sides of A4.</p>
1.20	<p><b>Contract Management</b></p> <p>Please explain your Quality Assurance procedures.</p> <p>Demonstrate how they will align with <b>Schedule Three</b>.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.20 – <i>Supplier 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 2 sides of A4.</p>
1.21	<p><b>IT Strategies and Systems</b></p> <p>Please give details of specialist IT and/or technical equipment used by your organisation in the delivery of services.</p> <p><b>Explain how they may be able to integrate with the Commissioning Partnership systems, if relevant.</b></p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.21 – <i>Supplier 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 2 sides of A4.</p>

1.22	<p><b>IT Strategies and Systems</b></p> <p>Detail the IT strategies and systems you have in place that will be used to manage the delivery of the contract including how service users data will be protected.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.22 – <i>Supplier 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 2 sides of A4.</p>
1.23	<p><b>Staff Training and Development</b> (<i>Evaluation question has a minimum score requirement.</i>)</p> <p>How does your company ensure that staff are competent?</p> <p>Describe the training provided to all levels of staff involved in the deliver of the contract, to ensure they can meet the requirements of the specification, and how you ensure staff stay up to date with legislation, including statutory and mandatory training.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.23 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 4 sides of A4</p>
1.24	<p><b>Staff Training and Development</b></p> <p>How will you ensure that a flexible and sustainable workforce with the appropriate skills is maintained to deliver the service?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.24 – <i>Supplier 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 2 sides of A4</p>
1.25	<p><b>Staff Training and Development</b></p> <p>How do you ensure the effective management and supervision of all staff delivering the service?</p>

	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q1.25 – <i>Supplier Name</i>' and upload as part of your tender submission.</p>
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	<p>Please ensure that you do not exceed the maximum page limit for this question of 2 sides of A4</p>
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## EXTRA Care Evaluation Questions (Shaftesbury Court)

Criteria	Criteria Questions	Quality Weighting	Criteria Weighting	Sub Criteria Weighting	Minimum Score
Service Delivery	Please provide a detailed mobilisation plan, which identifies the risks and how your organisation will respond taking into account the high number of clients this will affect.	100%	80%	15%	
	Please provide a separate communication plan, which sets out how your organisation will manage a sensitive and complex situation including clients, other care providers, and landlords.			15%	
	What's your understanding and experience of the service required in an Extra Care Scheme and how it differs from Care and Support in the community?			20%	
	How will you ensure that clients receive the appropriate amount of care within the Extra Care setting?			15%	
	How will you prioritise clients when faced with competing needs within the Extra Care setting?			10%	
	How will you encourage social engagement within the Extra Care setting?			15%	
	What tools have you used in the past to facilitate Service users interaction with the wider community?			10%	
Workforce	Please describe the staffing structure to meet the needs of the Extra Care Scheme.		20%	40%	3
	How will you ensure that you can provide staff, with appropriate specialist skills for the range of needs of older people living an extra care setting?			30%	
	What particular characteristics will you look for in staff working within the Extra Care setting?			30%	

Question Number	Evaluation Criteria
<b>2.0</b>  <b>(15%)</b>	<b>Service Delivery 80%</b>  Please provide a detailed mobilisation plan, which identifies the risks and how your organisation will respond taking into account the high number of clients this will affect.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q2.0 – <i>Supplier Name</i> ' and upload as part of your tender submission.  Please ensure that you do not exceed the maximum page limit for this question of 3 sides of A4 pages.
<b>2.1</b>  <b>(15%)</b>	Please provide a separate communication plan, which sets out how your organisation will manage a sensitive and complex situation including clients, other care providers, and landlords.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q2.1 – <i>Supplier Name</i> ' and upload as part of your tender submission.  Please ensure that you do not exceed the maximum page limit for this question of 3 sides of A4 pages.
<b>2.2</b>  <b>(20%)</b>	What's your understanding and experience of the service required in an Extra Care Scheme and how it differs from Care and Support in the community?
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q2.2 – <i>Supplier Name</i> ' and upload as part of your tender submission.  Please ensure that you do not exceed the maximum page limit for this question of 4 sides of A4 pages.
<b>2.3</b>  <b>(15 %)</b>	How will you ensure that clients receive the appropriate amount of care within the Extra Care setting?
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q2.3 – <i>Supplier Name</i> ' and upload as part of your tender submission.  Please ensure that you do not exceed the maximum page limit for this question of 2 sides of A4 pages.
<b>2.4</b>  <b>(10%)</b>	How will you prioritise clients when faced with competing needs within the Extra Care setting?

	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q2.4 - <i>Supplier 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 2 sides of A4 pages.</p>
<p><b>2.5</b> <b>(15%)</b></p>	<p>How will you encourage social engagement within the Extra Care setting?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q2.5 – <i>Supplier 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 2 sides of A4 pages.</p>
<p><b>2.6</b> <b>(10%)</b></p>	<p>What tools have you used in the past to facilitate Service users interaction with the wider community?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q 2.6 – <i>Supplier 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 2 sides of A4 pages.</p>
<p><b>3</b> <b>(40%)</b></p>	<p><b>Workforce 20%</b></p> <p>Please describe the staffing structure to meet the needs of the Extra Care Scheme.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q3 – <i>Supplier Name</i>' and upload as part of your tender submission.</p> <p><b><i>Tenderers must get a minimum score of 3 (three) against this evaluation question, Tenders that do not meet this minimum requirement will result in the whole Tender being rejected.</i></b></p> <p>Please ensure that you do not exceed the maximum page limit for this question of 3 sides of A4 pages.</p>
<p><b>3.1</b> <b>(30%)</b></p>	<p>How will you ensure that you can provide staff, with appropriate specialist skills for the range of needs of older people living an extra care setting?</p>

	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q3.1 – <i>Supplier 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 2 sides of A4 pages.</p>
<p><b>3.2</b> <b>(30%)</b></p>	<p>What particular characteristics will you look for in staff working within the Extra Care setting?</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to Q3.2 – <i>Supplier 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 2 sides of A4 pages.</p>