**Appendix 4**

**Quality Submission**

Quality will have a weighted score of 40% and will be evaluated as follows:

|  |  |  |
| --- | --- | --- |
| **Score** | **Classification** | **Award Criteria** |
| 5 | Excellent | A response that inspires confidence; specification is fully met and is robustly and clearly demonstrated and evidenced. Full evidence as to how the contract will be fulfilled either by demonstrating past experience or through a clear process of implementation. |
| 4 | Good | A response supported by good evidence/examples of the Bidders’ relevant ability and/or gives the council a good level of confidence in the Bidders’ ability. All requirements are met and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation. |
| 3 | Satisfactory | A response that is acceptable and meets the minimum requirement but remains limited and could have been expanded upon. |
| 2 | Weak | A response only partially satisfying the requirement with deficiencies apparent.  Not supported by sufficient breadth or sufficient quality of evidence/examples and provides the council a limited level of confidence in the Bidders’ ability to deliver the specification. |
| 1 | Inadequate | A response that has material omissions not supported by sufficient breadth and sufficient quality of evidence/examples. Overall the response provides the council with a very low level of confidence in the Bidders’ ability to deliver the specification. |
| 0 | Unsatisfactory | No response or response does not provide any relevant information and does not answer the question. |

**Questions 1.1 to 1.7 below will be scored.**

Please answer the quality questions in the table below. Please only answer the questions in this document, please do not use a separate document. Tenderers should also be mindful to refer to the Service Specification (Appendix 1) when considering their responses to the questions posed.

Please note standard marketing brochures will not be acceptable for the purposes of this exercise.

Please remember that the following questions require sufficient detail in order for us to assess your capability and are scored only on the information you provide in this document. If you already have contracts with the Council you should not assume that we already know how you operate.

This completed Form of Tender must be submitted via the supplyingthesouthwest.org.uk portal within the contract to which it applies.

**Questions**

(Please expand boxes as necessary).

|  |  |
| --- | --- |
| 1.1 | On request from the council or member of the public, suppliers are expected to attend and collect a reported stray dog within 2 hours. Please demonstrate how you will consistently meet these timescales. |
| A. |  |
| 1.2 | Please detail your processes and procedures for collecting and transporting a stray dog to your kennels, which may include information about the equipment or vehicles used, any health and safety measures in place and staff training. |
| A. |  |
| 1.3 | Please provide details of your facilities for the collection, handling, kennelling and transport of stray dogs. |
| A. |  |
| 1.4 | Please provide details of how you would care for a dog in your kennels and detail any welfare measures that you have in place. |
| A. |  |
| 1.5 | Please detail your processes and procedures for serving notice to dog owners that their dog is at your kennels, including how you would keep accurate and up-to-date records of the dogs in your kennels. |
| A. |  |
| 1.6 | Please demonstrate how you would go about rehoming a stray dogs that has not been reunited with its owner and how you would work collaboratively with the council to undertake this task. |
| A. |  |
| 1.7 | Considering the Public Services (Social Value) Act 2012, what added/social value do you feel you could offer with regards to the delivery of this contract?  Please detail any additional value you are able to offer through the delivery of this contract that would benefit North Somerset. This should take the form of tangible and specific commitments relating to this particular service, which may include but is not limited to the following outcomes:   * Increased employment to local people * Increased employment to those most removed from the labour market * Increased employment to young people * Increased use of local supply chain * Reducing negative and promoting positive environmental impacts * Increased health and wellbeing for all * Supporting schools and life-long learning * Developing cultural heritage * Stronger local voluntary/community sector   More information about Social Value is available in Appendix 5. |
| A. |  |

The following table outlines weighting of each of the questions.

|  |  |
| --- | --- |
| **When answering questions 1.1- 1.5** | |
| Question | Weighting |
| 1.1 | 10% |
| 1.2 | 20% |
| 1.3 | 25% |
| 1.4 | 10% |
| 1.5 | 15% |
| 1.6 | 10% |
| 1.7 | 10% |
| Total | 100% |

**Declaration:**

|  |  |
| --- | --- |
| Name |  |
| Role in organisation |  |
| Date |  |
| Signature |  |