TENDER RESPONSE – PART D – QUALITY EVALUATION FOR REFUSE COLLECTION VEHICLES (RCVS) INCLUDING SUSTAINABLY POWERED OPTIONS

Strategic Procurement

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Version: v1.00

Date: 11/06/2020

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 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.

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Criteria Number	Evaluation Criteria
E1	**Bidders approach to delivery of "Desirable" elements of Specification** Appendix A1 and A2 present the technical specification. In the table below please self-assess whether you meet each of the desirable requirements and if you do not then please provide an explanation
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E1 - *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 20 A4 pages.

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Sub-Section	Item	Do you meet this requirement in full?
1.1	**Engine**	
1.1.1	280 BHP	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.2	**Transmission**	
1.2.1	Allison 6 speed auto (or equivalent)	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.2.2	Assisted Electronic Braking System	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.2.3	Rear steer disc guards not required	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3	**Safety & Body Features**	
1.3.1	Operator training and train the trainer (body and bin lift) for 4 officers	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.2	Service manuals and maintenance training (FOC) for 4 officers	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.3	LED work lights x3	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.4	LED barrier inspection light	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.5	Integrated front LED beacon and LED side and rear beacons x2	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.6	2x LED grille mounted strobes	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.7	VWS weighing system (or equivalent) linked through in cab display Auto cut out at 17.8t GVW for 18t vehicles.	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.3.8	VWS weighing system (or equivalent) linked through in cab display Auto cut out at 25.5t GVW for 26t vehicles.	**Yes / No**

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	If “No” then please explain why: <<Response>>	
1.3.9	Body access door steps c/w handles	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.10	Anti slip roof	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.11	Bi pass filtration system	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.12	Cycle guards	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.13	High Front of Body Dam	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.14	Green waste soft pack	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.15	Manganese floor	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.16	Front of body netting	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.17	Brush and shovel kit	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.18	Hopper drain valve	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.19	StoneBridge (or equivalent) smart tachograph	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.20	Back up alarm (white noise) – decibel reduction when driving lights are on	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.3.21	ISS LED Caution Worker Boards Front & Rear activated via beacons	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.4	**In Cab Entertainment (ICE)**	
1.4.1	DAB digital Radio/CD player	**Yes / No**

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	If “No” then please explain why: <<Response>>	
1.5	**Security & Comfort**	
1.5.1	Hot hand wash station	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.2	Air conditioning	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.3	Air suspension seat	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.4	External controls	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.5	Heated windscreen & Mirrors	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.6	Body & Chassis Auto lube	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.7	Eye wash	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.8	Fire extinguisher	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.5.9	Hand wipes	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.6	**Paint**	
1.6.1	Ekla White – SLUK 4890	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.6.2	Bin Lift & Frame Orange RAL2011	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.7	**Registration**	
1.7.1	Include 1st registration fee and 12 months road fund licence	**Yes / No**
	If “No” then please explain why: <<Response>>	
1.8	**Options**	

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1.8.1	CMS Supatrak's Ecotrak solution (or equivalent) - with 5-year system with bin count and live weight data (6 tiers)	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.2	ISS cycle clear system and 5-way hard drive camera system / 5th camera covering N/S activated by N/S indicator. Wi-Fi connection and hard drive recording.	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.3	ISS Reverse Radar detection system with in-cab LED Display and audible warning.	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.4	Three sets of **all** vehicle keys to be supplied	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.5	Changeable body advertising single-sided panel (Agripa mesh system or equivalent) with fixed yellow retroreflective frame fitted to both sides.	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.6	Extra 12V USB ports for passengers	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.7	Cam locks for Header lockers	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.8	Heated Driver seat	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.9	Remote locking	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.10	Rubber packer plate flap	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.8.11	Rear steer air bag guards on suspension on 26t vehicles	**Yes / No**
	If "No" then please explain why: <<Response>>	
1.9	**Passenger Accommodation**	
1.9.1	Minimum of three passengers	**Yes / No**

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	If “No” then please explain why: <<Response>>

E2	**Bidders approach to complaints procedure** Please detail your procedure for complaints regarding, but not limited to: • vehicle quality, including delivery of a vehicle not to full specification, • vehicle durability, • variance between initial delivery promise and actual delivery. Include details of your escalation procedure if complaints are not resolved to our satisfaction including, but not limited to: • names, • roles, • contact details.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as ‘Response to E2 - *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.
E3	**Bidders approach to overdue delivery or unfit for purpose** In the event the vehicle(s) is overdue for delivery, or delivered unfit for purpose, please detail: • how you will notify the Council of impacts to the delivery resulting in delays, • your vehicle handover process, including the provision for the Council to sign-off that the vehicle is fit for purpose, • how you would compensate the Council in the event of an overdue delivery or unfit for purpose vehicle, • the business continuity options you would make available to the Council to enable service demands to be met, • relevant lead times and processes for implementing your business continuity solutions.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as ‘Response to E3 - *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.
E4	**Bidders approach to the delivery period** Due to operational requirements, these vehicles need to be delivered as soon as possible, please state your earliest possible delivery date. Please also state the delivery period for the vehicle(s) to the specification that you have tendered, from the date of our purchase order, measured in weeks. Please include details for, but not limited to: • a basic timeline, in stages, which the vehicle build will follow from purchase order to delivery,

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	• staged contact with a named Council Officer, updating them with progress reports at set stages in the vehicle build and delivery period, • parts being subject to manufacture lead times, • elements of the build which are to be sub-contracted, • your time spent on our site on delivery of the vehicle for sign-off, • your time spent on our site delivering Operator training.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E4 - *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.
E5	**Bidders approach to extended warranty options** Please provide details of any available extended warranty options for the vehicle or fitments specified within your tender response. Please include details for, but not limited to: • extended options and costs, • inclusions and exclusions, • additional costs, any costs not covered by the extended warranty chargeable to the Council.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E5 - *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.
E6	**Bidders approach to issue ownership** Please explain how you will deal with any vehicle related issues where the problem could be a failure on a contributing supplier's product. Provide contact details for major contributing suppliers.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E6 - *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.
E7	**Bidders approach to durability and longevity** We require vehicles that are durable and appropriate to the service for which they are procured, ensuring that they have been designed and manufactured with materials and finishes that minimise; corrosion, deterioration of condition, finish or reduced operational efficiency. Please provide details regarding, but not limited to: • the materials and finishes for the vehicle you have specified and their relative advantages in providing a vehicle that is durable and appropriate to the service, • your commitments to the durability and working lifespan for each vehicle and all its fitments, • any added value specific to the vehicle's design and manufacture you have specified.

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	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E7 - *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.
E8	**Bidders approach to local engineering support** Please state how you will provide after sales support. Please include details of, but not limited to: • service centres, • mobile engineers, • response times, • travelling distance, • contact information, • contact availability, • out of hours support.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E8 - *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.
E9	**Bidders approach to in-house routine maintenance and servicing** The Council wishes to carry out in-house routine maintenance and servicing utilising our own skilled staff and modern facilities. Please explain how you will support the repair team in achieving this, including, but not limited to: • your commitment to warranty validation, • repair team training, • your process for approving warranty repairs.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E9 - *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.
E10	**Bidder approach to the integration with parts supplier** The Council has an on-site and contracted parts supplier, Adams Morey, and uses a mixture of OE / OEM & factor parts to support the fleet maintenance. Please provide details for, but not limited to: • how you would ensure parts are readily available to our supplier as appropriate, • your supply network, • stock options (with our supplier), • your policy on the use of non-OE parts with regards vehicle warranty.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E10 - *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.

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E11	**Bidders approach to sustainability and social value** Describe how you will exceed Government Buying Standards (GBS) minimum mandatory standards for transport 2017 and meet the best practice standards for all vehicles of: • Zero emission at tailpipe, where applicable • Capability to monitor and report fuel/energy used, mileage and resulting emissions
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E11 - *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 2 A4 pages.

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