**Quality Submission Instructions**

Bidders must answer all of the questions below.

Bidders can answer in the text box provided underneath each question and expand the space given dependent on the length of the response. Bidders may also choose to answer these questions in a separate document. If doing so, please ensure that you label the document clearly. It is the Bidders responsibility to ensure that the submission is provided in an easy to read and find format.

If you wish to include attachments as part of your response (for those questions where there is no maximum word count) you may do so, but please ensure that these are clearly marked in order that the evaluators can refer easily to the document. Failure to do this may mean that the attachment is disregarded.

Marketing brochures will not be accepted as fulfilling any of these questions

**Quality Submission**

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| --- | --- | --- |
| **Question Number** | **Question** | **Weighting** |
| **1** | **Accommodation Standard**How will you fuflill and maintain the requirements stated in the Accommodation Standard element of the Specification? *Your answer should include, but need not be limited to:** *How you will maintain standards between inspections;*
* *How you will ensure all rooms are clean, tidy and adequately and appropriately furnished;*
* *Your systems for getting repairs carried out in a timely manner;*
* *Confirmation of any previous inspections, certification and accreditations of the property/s.*

**Word Limit**: **400 words** | **35%** |
|  |
| **2** | **Management Standard** How will you ensure effective overall management of the service delivered to the Council and it’s Homeless Households to meet the standards set out in Part 2 of the specification- “Management Standard”? *Your answer should include, but need not be limited to:** *Your booking in/out procedures;*
* *How you will ensure effective communication with the Council;*
* *How you will manage and mitigate safeguarding risks (this should include your safeguarding procedure/s);*
* *How you will ensure equality is provided across all Homeless Households, treating all with the the same high level of respect.*

**Word Limit: 400 words** | **35%** |
|  |
| **3** | **Administration Standards**How will you maintain strong administration standards, in line with Part 3 of the specification- “Administration Standard”? *Your answer should include, but need not be limited to:** *Your data storage and protection procedures;*
* *Your complaints and escalation procedures;*
* *Your ability to meet the Key Perfomance Indicators.*

**Word Limit: 400 words** | **15%** |
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| **4** | **Added Value**What could you offer in the way of Added Value to Homeless Households whom the Council places in your accommodation? *This could include non-specified feutures that would benefit the Homeless Household. We would also like to know how you could meet the needs of a household where one or more member has a disability.***Word Limit: 400 words** | **15%** |
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The following scoring matrix will be used when evaluating the Quality submission. As stated in the SQ, A minimum quality score of 3 or above for any question is required. Any tenderer receiving a score of 2 or less for any quality question will be considered to have failed and the remainder of their submission will not be evaluated.

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| **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. |