**Quality Submission Instructions**

Tenderers should answer all of the questions below.

Tenderers can answer in the text box provided underneath each question and expand the space given, dependent on the length of the response. Tenderers 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 Tenderers 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, 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 | Overall Weighting | Sub Weighting |
| **Technical Suitability for the Contract** | |  |  |
| **1** | The Council requires a Supplier with the technical experience to meet its requirements and respond to priorities.  A method statement should be provided that clearly sets out the following: | **40** |  |
| **a)** | How the Supplier would use its experience of providing similar energy management consultancy services contracts operating within public / commercial properties to deliver the scope of the work as set out in the specification, Appendix A.  Please reference examples of where you have used these methods in previous contracts to demonstrate proven success and demonstrate how these examples will assist you in effectively delivering the specification.  **Word Count: Maximum 700 Words** |  | 20 |
|  | | | |
| **b)** | Please outline the range of reporting and breadth of formats the supplier would make available to the Council, including how your experience of reporting data has informed your proposals (e.g. M & T for sites, contract and programme reporting, statutory reporting, benchmarking and advisory notes).  Please provide evidence of attendance at MEUC (Major Energy User Council) & ESTA meetings.  **Word Count: Maximum 500 Words** |  | 10 |
|  | | | |
| **c)** | Please provide evidence of your competency and ability in completing tendering services for energy supplies on behalf of the client, including demonstrating your market knowledge and ability to advise clients on the ‘best time to buy’.  **Word Count: Maximum 500 Words** |  | 10 |
|  | | | |
| **Project Team Organisation** | |  |  |
| **2** | The Council requires a Supplier with suitably skilled and knowledgeable staff with clear reporting and management structures. A method statement should be provided that clearly describes the following: | **10** |  |
| **a)** | Details of responsible contract/ project manager:   * Qualifications and experience * Length of Service * Direct relevant experience of monitoring and targeting and energy advisory services * Bill validation, Statutory reporting and Energy Advice   **Word Count: Maximum 500 Words** |  | 6 |
|  | | | |
| **b)** | Qualifications, training, skills and experience of other personnel relevant to the contract:   * Suitably trained and specific experience of similar projects/ contracts * Direct relevant experience of database development and management; data collection, monitoring, targeting and analysis * Bill validation, Statutory reporting and Energy Advice   **Word Count: Maximum 300 Words** |  | 4 |
|  | | | |
| **Proposals for managing the contract** | |  |  |
| **3** | The Council requires a Supplier with appropriate and robust methods and tools for programme management.  A method statement should be provided that clearly describes the following: | **12** |  |
| **a)** | Procedures for planning and programme management  **Word Count: Maximum 200 Words** |  | 2 |
|  | | | |
| **b)** | Risk Management  **Word Count: Maximum 200 Words** |  | 2 |
|  | | | |
| **c)** | Communication arrangements  **Word Count: Maximum 200 Words** |  | 2 |
|  | | | |
| **d)** | Quality Plan  **Word Count: Maximum 200 Words** |  | 2 |
|  | | | |
| **e)** | Proposals for review and improvement  **Word Count: Maximum 200 Words** |  | 2 |
|  | | | |
| **f)** | Proposals for, and engagement in, Key Performance Indicators and Performance Management proposals  **Word Count: Maximum 200 Words** |  | 2 |
|  | | | |
| **Procedural Processes** | |  |  |
| **4** | The Council requires a Supplier with appropriate and robust methods and tools for delivering the scope of work.  A method statement should be provided that clearly describes the following: | **20** |  |
| **a)** | Procedures for maintaining the database and managing tenancy agreements  **Word Count: Maximum 200 Words** |  | 4 |
|  | | | |
| **b)** | Procedures for monitoring and targeting, including analysis, benchmarking and reporting  **Word Count: Maximum 200 Words** |  | 4 |
|  | | | |
| **c)** | Procedures for bill validation  **Word Count: Maximum 200 Words** |  | 4 |
|  | | | |
| **d)** | Procedures for proactively providing advice  **Word Count: Maximum 200 Words** |  | 4 |
|  | | | |
| **e)** | Procedures for providing general and statutory reporting  **Word Count: Maximum 200 Words** |  | 4 |
|  | | | |
| **Social Value** | |  |  |
| **5** | 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? (See Appendix G for guidance)  **Word Count: Maximum 300 Words** | **6** | 6 |
|  | | | |
| **Additional / Ad-hoc Call Off Services** | |  |  |
| **6** | The Council requires a Supplier who has the capability and capacity to undertake additional / ad-hoc call off services.  A method statement should be provided that clearly describes the following: | **12** |  |
| **a)** | Evidence of reactiveness during an emergency situation i.e. contractor cutting through an electrical cable in error.  **Word Count: Maximum 250 Words** |  | 4 |
|  | | | |
| **b)** | Evidence of efficient communication with other relevant contractors or service providers i.e. WPD  **Word Count: Maximum 250 Words** |  | 4 |
|  | | | |
| **c)** | Evidence of completing ad-hoc services outside main contract i.e. DEC Surveys, advice relating to new/amended services for capital schemes.  **Word Count: Maximum 250 Words** |  | 4 |
|  | | | |

The following scoring matrix will be used when evaluating the Quality submission. As stated in ITT Volume 1, 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, including question A.3 of ITT Volume 2, will be considered to have failed and the remainder of their submission will not be evaluated.

|  |  |  |
| --- | --- | --- |
| **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. |