



Part 4 Award Questionnaire

Contract Reference

TCOS2218

Contract Title

Radio Link Service

Maximum Period of Contract

Five Years

Return Date

Friday 21 September 2018

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

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Stage Two – Award

Section A. Method Statements

Applicants are required to submit Method Statements. They should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Method Statement Number	Method Statement	% Score
1	<p>Approach</p> <p>Please describe your proposed approach to radio provision within the Torbay area. Your response should include but not be limited to the following:</p> <ul style="list-style-type: none">• The specification of the proposed digital system and the advantages and disadvantages that it has over the current system assuming it is not the same;• Whether the equipment off site used to support the radio network will be dedicated to this Contract or will be shared with other contracts;• Details around your proposed staff training, whether standard or bespoke training for this Contract, specifically in respect of Customer Service. Please evidence how you will ensure your staff understand the importance of promoting the good reputation of Torbay.• Details of services that would not be available on Day 1 of the Contract, and when they will come on stream.• Your process to ensure customers are not lost during the Contract change stage	20%
Response:		

<p>2</p>	<p>Resilience</p> <p>Please explain how the service will be managed so as to achieve a high level of resilience, making it reliable for customers. Your response should include but not be limited to the following:</p> <ul style="list-style-type: none"> • How you will minimise the risk of loss of availability of staff or equipment; • How you will prevent any issues regarding the availability of staff and equipment from impacting on client service; • How you would ensure that the service could adapt if there were any significant changes that affected operations; • Please provide your Business Continuity and Disaster Recovery Policy; • How service delivery will change as the number of clients wanting radios increases; and • How you will resource the expansion of the service. 	<p>10%</p>
<p>Response:</p>		
<p>3</p>	<p>Customer Service</p> <p>Please describe how you will ensure that all business customers and Torbay Council have a very high quality experience of interacting with you. Your response should include but not be limited to the following:</p> <ul style="list-style-type: none"> • Details of the resources you will deploy to deal with customer enquiries, where they will be based and how your solution will feel tailored to Torbay customers; • Details of sales resources and approach you will deploy, include the frequency of visits and customer engagements, along with policies for dealing with complaints; • Details of the approach you will take to interacting with Torbay Council and its staff; 	<p>20%</p>

	<ul style="list-style-type: none"> ▪ Please specify the KPIs to which you would expect to be held by Torbay Council and how these will contribute to demonstrating the economic and customer service performance of the Contract; ▪ How you will ensure that the Authority can hold you to this performance standard; ▪ Any information on how the monthly contract review meetings will be conducted and any information to be included in the weekly exception reports; and <ul style="list-style-type: none"> • How you would work with the town centre business communities to maximise their involvement in the radio system and how information/intelligence/news can be disseminated to them potentially through a system such as Littoralis or a similar system, with the aim of better engagement and retention of their business. 	
Response:		

Section B. Technical Questions

Applicants are required to submit their response to the following Technical Question. It should be drafted in such a manner so as to be able to form part of the Contract. It should be submitted containing sufficient detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification.

Responses must be relevant to the question and appropriate in length. Supporting information may be submitted, provided that it is clearly referenced in the question to which it relates and appended to the main submission.

The evaluation of the response will not go beyond the word limit that has been set, if applicable.

Technical Question Number	Technical Question	% Score
1	<p>Please describe how you are going to operate this Contract to ensure that the following required outcome detailed in 2.17 of Part 2 Specification will be met:</p> <ul style="list-style-type: none"> • The Contractor shall undertake a survey of businesses and review the economic viability of installing new digital base stations in Brixham, St Marychurch and The Willows, to ascertain if the extension into these three areas is economically viable; • If the extension is found to be economically viable, the Contractor will be required to install the above base stations, so that the viable projects are completed within 12 months of the Contract start date; and • A written report of the survey and economic viability shall be provided to Torbay Council within six months from the start of the Contract, unless agreed otherwise between the parties. 	10%
Response:		