**Method Statements (Quality Evaluation) – Fiche Scanner Contract 15% of overall score**

The Method Statements and evaluation criteria are below. When completing the response Tenderers are asked to:

* Ensure responses are relevant to the requirements;
* Ensure responses are factual and can be evidenced within the stated word count; and
* Ensure responses are sufficiently detailed whilst remaining direct and concise.

Each response and associated document(s) shall be clearly cross-referenced to the relevant Method Statement Question.

The quality evaluation will be scored as follows:

Each scored question/section will be allocated a score between 0 and 5 in accordance with the table set out below. Any scores of 2 or under will be discounted.

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| Scoring Matrix for Quality Criteria |
| Score | Judgement | Interpretation |
| 5 | Excellent | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response.  |
| 4 | Good | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 3 | Acceptable | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 2 | Minor Reservations | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 1 | Serious Reservations | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0 | Unacceptable | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

All Providers should answer the following questions:

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| **Question 1.** Can you provide information around your installation process? | **Quality Weighting****4%** | **Your response should include:*** Do you offer onsite installation?
* Handover process
* Troubleshooting
* How will training be given
* Advice on best practice
* Maximising machines capabilities
* Packaging – reuse/recycling
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| (maximum 1000 words – words in excess of the word count limit will not be evaluated)  |  | **Service Provider Response:** |
| **Question 2.** Please provide information around ongoing technical support  | **Quality Weighting****9%** | **Your response should include:*** Response times
* Service desk operating hours
* On site response times
* Repairs, how you deal with spares and repairs
* Do you keep stock of spare parts
 |
| (maximum 500 words – words in excess of the word count limit will not be evaluated)  |  | **Service Provider Response:** |
| **Question 3.** Please provide information around machine disposal at the end of the contract.  | **Quality Weighting****2%** | **Your response should include:*** At the end of the contract what will happen with disposal of the machine
* Do you offer a buy back scheme
* Will you be able to offer an extension to the maintenance if required
 |
| (maximum 250 words – words in excess of the word count limit will not be evaluated)  |  | **Service Provider Response:** |