**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 |
| (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:** |