**Volume Three**

**Quality Questions**

**Commencing:** Upon Award

**Contract Term**: 24 Months

**NOTE:** Before preparing to submit a bid, you are advised to complete the SSC document in Volume 2. The SSC contains both mandatory and discretionary grounds for exclusion which will determine whether you are eligible to submit a bid.

**Form of Tender Letter**

**Form of Quotation**

**Invitation to tender for: Provision of Supported Bus Services**

To: West of England Combined Authority.

I/We the undersigned, having read the Conditions of Contract and Specifications do hereby offer to complete the supply of goods/services required to be performed in the carrying out of the above contract in accordance with the above documents, to the criteria as appended to this form of quotation.

I/We, hereby undertake to enter into a Contract incorporating such Conditions of Contract, Specification, drawings and this Quotation, and I/We hereby agree that in the event of my/our Quotation being accepted, until such Contract be executed, the said Conditions of Contract, Specification, and Quotation, together with the acceptance thereof in writing, shall constitute a Contract. I/We agree that my/our offer shall remain open for acceptance for a period of twelve weeks from the date fixed for return of quotations.

I/We agree that my/our quotation remains open for consideration for a period of 120 days from the date fixed for lodgement of quotes. I/We declare that insurance, Contract Particulars is currently maintained by me/us and shall be maintained in accordance with the Contract Particulars.

I/We confirm that I/we have the capability and resources to meet all requirements of the brief in terms of quality, cost and time.

Signed:

Designation:

(Duly authorised to sign tenders and give such certificate for and on behalf of:

Tenderer

Date:                                             Address:

**Evaluated Quality Questions (70%)**

Please respond to the questions below observing the word limits where stated.

The information provided to in response to these questions will be used to inform the qualitative evaluation using the criteria set out further below.

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| --- | --- | --- | --- | --- | --- |
| **Section - TECHNICAL WEIGHTING 70%**  **Response Guidance**  Potential Bidders MUST answer ALL the following questions. The method of response, page limit on attachments and evaluation criteria is set per question.  Unless otherwise specified, response must be uploaded as Attachments.  Attachments may be submitted in Microsoft Word, Excel. PDF format and must be in Arial font size 11. Page limits include the use of headers footers and diagrams. Upload ONLY those attachments we have asked for – any other supporting evidence, certificates for example, will be requested separately by us  **No costings should be included in responses to this Questionnaire.** | | | | | |
| **Question Number** | **Question** | **Your Response** | **Minimum Acceptable Score** | **Maximum Available Score** | **Weighting** |
| 6.1 | **APPROACH**  Please answer this question in no more than 400 words.  **Describe how you will organise and perform the service as outlined in the “Service Specification” section of this document, including:**   * How you would design and organise your service. Include the number of businesses supported and the time devoted to each intervention. * Identify how you propose to identify and then implement selection and procurement of third parties to deliver support to SMEs * Details of how you would work with the West of England Growth Hub and its partners in 1) Marketing & promotions of the programme and 2) Onboarding of businesses onto the programme from a range of referral sources | Attachment | 3 | 5 | 30% |
| 6.2 | **QUALITY OF PERSONNEL / MANAGEMENT**  Please answer this question in no more than 300 words  **Detail the experience and quality of the personnel you will assign to this contract. In your responses we will be looking for evidence of the following:**   * The principle contact for the service has direct experience of managing technology adoption projects within the last two years. (A copy of their CV is required to be submitted with the tender). * The qualifications, skills and knowledge base of the principle contact and their team are relevant to managing a technology adoption programme | Attachment | 3 | 5 | 15% |
| 6.3 | **KNOWLEDGE & EXPERIENCE**  Please answer this question in no more than 200 words.  **Demonstrate your knowledge and experience of business support in the region by outlining your:**   * Knowledge of the local economy and business needs across the West of England sub-region. * Knowledgeand experience of working with a range of businesses and community groups in the West of England * Knowledge of the West of England business support environment and how your service will work with established WECA business support projects and programmes. | Attachment | 3 | 5 | 20% |
| 6.4 | **MONITORING AND EVALUATION**  Please answer this section (4) in no more than 200 words.  **Describe how you propose to monitor and evaluate the impact of the service. In your responses we will be looking for evidence of the following:**   * That there will be systems and processes in place to record and store accurate information on clients using the service, which would enable the effective monitoring of the delivery of the required outputs and outcomes for this service * Details of how you would gather client feedback and evaluate the impact of the service (and make improvements where necessary) | Attachment | 3 | 5 | 15% |
| 6.5 | **SOCIAL VALUE**  Please answer this section in no more than 200 words.   * Please describe how the service will deliver social value to the region. |  |  |  | 10% |
| 6.7 | **ADDITONALITY**  Please answer this section in no more than 200 words.   * Please describe what additionality you will bring to the project above that stated in the specification. |  |  |  | 10% |