



Part 4 Award Questionnaire

Contract Reference

TCUS0619

Contract Title

**Re-Issue of Enforcement Agency
Services**

Maximum Period of Contract

Six Years

Return Date

Monday 2 September 2019

Return Time

12:00 Noon

Return To

www.supplyingthesouthwest.org.uk

Applicant Name

Contents

Stage Two - Award	3
Section A. Pass / Fail Criteria	3
Section B. Method Statements.....	5
Section C. Technical Questions	7

Stage Two – Award

Responses must be submitted in the documents and in the format provided unless Appendices are specifically allowed in each section.

Section A. Mandatory Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail. In order to achieve a Pass Applicants must satisfy the minimum requirements within each Question.

Question Number	Questions	Response
1	<p>Please confirm that your organisation is a member of CIVEA</p> <p>Minimum Requirement to achieve a Pass is for the Applicant to respond Yes, or confirm in the Comments box that it will be a member of CIVEA by the start date of the Contract</p>	Yes / No
Comments:		
2	<p>Please confirm that your organisation has national coverage in England and Wales to collect debt in line with section 2 Minimum Requirements of Part 2 Specification</p> <p>Minimum Requirement to achieve a Pass is for the Applicant to respond Yes or to demonstrate that it will have national coverage by the start date of the Contract</p>	Yes / No
Comments:		
3	<p>Please confirm that your organisation has a policy to identify vulnerable debtors and that all staff dealing with this Contract will have received appropriate training.</p> <p>A copy of the policy must be provided as an Appendix to the Tender submission.</p> <p>Minimum Requirement to achieve a Pass is for the Applicant to respond Yes and provide the Policy</p>	Yes / No

4	<p>Please confirm that your organisation has the capacity to accept and supply transaction data through all the interface file formats generated by the Council's back office IT systems as detailed in Appendix C Interface Files;</p> <p>Minimum Requirement to achieve a Pass is for the Applicant to respond Yes or provide information on how it accepts and supplies transaction data if a different format is used.</p>	Yes / No
<p>Comments:</p>		

Section B. Method Statements

Applicants are required to submit Method Statements within these documents unless Appendices are specifically provided for. They should be drafted in such a manner 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 permitted and 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>Services</p> <p>Applicants should provide a Method Statement demonstrating how the Service Requirements from 3.1 to 3.7 of Part 2 Specification will be delivered effectively and efficiently.</p> <p>Word Limit: 5000 Ariel Font 12 no appendices</p>	20%
Response:		
2	<p>Provider Requirements</p> <p>Applicants should provide a Method Statement demonstrating how the Provider Requirements at 3.9 of Part 2 Specification will be delivered effectively.</p> <p>The response should include but not be limited to:</p> <ul style="list-style-type: none"> • an outline implementation programme, which may be submitted as a separate clearly referenced Appendix; • what help and information you require from the Council during the implementation period; • how you ensure that the services will be delivered through directly employed staff in customer facing roles; • how you will ensure that no work is subcontracted without the Council's written approval in advance. 	5%

	Word Limit: 500 Ariel Font 12	
Response:		
3	<p>Customer Service</p> <p>Applicants should provide a Method Statement demonstrating how the Customer Service Requirements at 3.16 of Part 2 Specification will be delivered effectively.</p> <p>The response should include but not be limited to:</p> <ul style="list-style-type: none"> • how you identify a vulnerable Customer; • what actions are taken to support this vulnerable group of Customers; • how you ensure that Customers have the maximum opportunity to contact you and to make payments; • how you will ensure that the Customer receives excellent Customer Service; • describe your complaints procedures and how complaints are resolved – you may submit your organisation’s complaints policy as a separate Appendix <p>Word Limit: 500 Ariel Font 12</p>	5%
Response:		

Section C. Technical Questions

Applicants are required to submit their responses to the following Technical Questions. They should be drafted in such a manner 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.

Technical Question Number	Technical Question	% Score / Weighting
1	Please describe any initiatives you are proposing to the Council to deal with persistent debtors and evaders including out of area cases across all debt types Word Limit: 500 Ariel Font 12 no appendices	5%
Response:		
2	Please explain on the basis of the debt information provided, how many Agents you are proposing to dedicate to the enforcement and collection of debts for this Contract in Torbay, and how many hours per week each Agent will be engaged in collection. Please describe your rationale for the information you are providing. Word Limit: 500 Ariel Font 12 no appendices	5%
Response:		
3	Please describe the process you would follow for each debt type within 120 days of receiving the Council's debt data. Word Limit: 750 Ariel Font 12 no appendices	3%
Response:		

4	<p>Please confirm how you will ensure you meet the Specification requirements at section 3.33 relating to administrative requirements.</p> <p>Word Limit: 750 Ariel Font 12 no appendices</p>	7%
Response:		
5	<p>When considering differing legislation and timescales, please explain how you will manage a variety of debts for the same person.</p> <p>Word Limit: 500 Ariel Font 12 no appendices</p>	5%
Response:		
6	<p>Please describe how your staff are trained in accordance with legislation.</p> <p>Your response should include but not be limited to:</p> <ul style="list-style-type: none"> • the induction process you have in place for all staff including Enforcement Agents, back office and managers; • how the different members of your organisation are kept up to date with changes in legislation within the industry; • details of any external agencies used to provide the training and their professional standing; • demonstrate how you will ensure the Continuing Professional Development of all your staff (include specific training courses offered and schedules of training undertaken by staff members). <p>Please note that proof of training for all staff members working on this contract may be requested throughout the duration of the contract.</p> <p>Word Limit 500 Ariel Font 12 no appendices</p>	5%

Response:		
7	Please provide details of any added value and social value that you are offering to the Council in line with Section 8 of Part 2 Specification.	10%
Response:		

Pricing Question	Please demonstrate your rationale for the proposed Collection Rates in Part 5 Guaranteed Collection Rates and explain what actions you will implement mid-year to ensure that the proposed Collection Rates are met. Word Limit 1000 Ariel Font 12 no appendices	10% Weighting 3
Response:		