**Tender Questions**

**Tender for the Provision of Linen Hire Services in Derbyshire Adult Care Residential Establishments**

#### Reference SSD 17 02



**TENDER QUESTIONS**

**SSD 17 02 – Provision of Linen Hire Services in Derbyshire Adult Care Residential Establishments**

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| For information on the scoring of the Tender Questions, please refer to the Instructions for Bidders.**Word Limit –** Maximum **5000** words in total.Please ensure your answers to the tender questions do not exceed this word limit. Any information given beyond the 5000 words shall be disregarded for the purpose of marking and could affect the overall score.Please answer the questions in the order that they are presented.Please DO NOT attach any Corporate policies and procedures or other appendices, unless they are specifically requested within a question. These documents will not be scored, only the narrative given in answer to each question and specific documents that have been requested will be scored.You may cross reference responses within the Tender Questions document, however please do not cross reference to the Selection Questionnaire or any other documentation as this information will not be scored.**Please read the Specification (Schedule 1) and Schedule 2 prior to completing the Tender Questions.**The responses to the Tender Questions should specifically relate to how the tenderer proposes to undertake the contract as summarised in the Service Specification and other tender documents. The responses should not be a re-submission of general “company policy” and should be specific to the service for which you are tendering. |

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| **NAME OF ORGANISATION:**  |

1. The Council will expect up to twice weekly deliveries throughout the year to locations across the Derbyshire region. Describe how you will manage deliveries to meet the expectations of Council, including what your opening hours are.

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1. Please supply details of all prosecutions relating to effluent disposal over the last two years.

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1. Describe your proposals for methods of communication with the Council in situations where urgent contact is required outside of operating hours.

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1. The Council will need to ensure that there is continuity in place for the supply of linen to all end users. Describe any contingency plans you will make to ensure continuity of supply to the Council during any possible chain interruption, e.g. holidays periods or unexpected occurrences.

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1. Describe the Quality Assured system you have in place to ensure a good quality service is delivered from collection to return.

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1. On occasions, the Council may need to return items not meeting the quality standards. In such circumstances, advice on your policy concerning returns and timescales around replacements is required?

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1. Describe the systems you have in place which ensure that there is no cross contamination between infected, soiled and clean items at any stage of the process, including collection, washing, drying, pressing and delivery.

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1. Detail the process that the Adult Care staff at each establishment would have to follow to return soiled and infected items to the laundry and order new supplies, including samples of any including samples of any documentation they will be required to complete.

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1. The number of residents at each establishment can vary on a weekly basis as can the requirement for linen hire items. Describe the system you would operate to ensure that this service is sufficiently flexible in meeting weekly variations whilst remaining cost effective.

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1. Please provide an implementation plan to successfully implement the service with a start date of 1 April 2018. This must include a description of the key actions you will complete with defined timescales, risk assessment and contingency planning to mitigate identified risks.

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