SECTION D – AWARD

D1 AWARD QUESTIONS

In order for MDDC to evaluate your quality submission fairly, we have identified some questions which are relevant to the delivery of the service and which match MDDC objectives.

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| **TENDER QUALITY QUESTIONNAIRE** | | |
|  | Registered name of Contractor ……………………………………………………  Registered Number………………………..  Company Address…………………………………………………………………..  VAT Registration No………………………  Information supplied by (name, position, e-mail & telephone) ……………………..  ………………………………………………………………………………………. | |
|  | **Quality Questions** | **Answer** |
| 1.  2.  3.  4a.  4b.  5.  6. | Please explain how you intend to mobilise and deliver high standards of customer service and cleaning services for each Lot being bid for across our Corporate Assets?  (10%) Max 1500 Words  How might you deal with an abusive internal/external customer that is not happy with your service delivery?  (10%) Max 1500 Words  Describe how you have dealt with an issue of conduct/poor performance with a member of staff?  (10%) Max 1500 Words  How will you cover sickness, absence and holidays, do you have replacement staff?  (5%) Max 1500 Words  In the event of a cleaner failing to come to the site for a shift, explain how you will be able to cover the shift on that day and communicate the solution to the Corporate Facilities Manager?  (5%) Max 1500 Words  Can you please provide any suggestions on how you will complete the monitoring of these services and let us know your preferred method of communicating results with us, including challenges, solutions and learning points?  (10%) Max 1500 Words  How does your service delivery model account for its environmental impact, technical innovation, including supply chain arrangements to reduce our costs whilst maintaining quality services to our customers?  (10%) Max 1500 Words |  |