



Tender for NPS-CFM-0092-18
NPS Provision of Furniture Solutions Framework
Technical Evaluation Response Template

Evaluation Scoring Guidance and Method Statement

Part 1	Confirm Company Name
Part 2	Confirm the Product Lots and Geographical Zones you are Bidding For
Part 3	Evaluation Scoring Guidance
Part 4	Evaluation Criteria for Non-Commercial Elements
Part 5	Method Statement Questions

Part 1 – Confirm Company Name

Please insert your Company Name Here

Company Name:

Part 2 – Confirm the Product Lots and Geographical Zones you are bidding for

Please indicate in table which Lots and Geographical Zones you will be bidding for in the boxes that apply below:- Mark as appropriate (X)

Zone (See Below)	Lot 1 Office Furniture	Lot 2 Education Furniture	Lot 3 Furniture (Reserved Lot)
Zone 1			
Zone 2			
Zone 3			
Zone 4			

The four zones are as follows:

Zone 1 – (North Wales) – Isle of Anglesey, Conwy, Denbighshire, Flintshire, Gwynedd and Wrexham

Zone 2 – (Mid Wales) – Ceredigion and Powys

Zone 3 – (West Wales) – Pembrokeshire and Carmarthenshire

Zone 4 – (South Wales) – Blaenau Gwent, Bridgend, Caerphilly, Cardiff, Merthyr Tydfil, Monmouthshire, Neath Port Talbot, Newport, Rhondda Cynon Taff, Swansea, Torfaen, and Vale of Glamorgan.

Bidders who are seeking to supply on an All Wales basis for any of Lots 1-3 will be required to confirm that they are bidding for all four geographical zones. Bidders successful in bidding for all four zones will automatically be classed as an All Wales supplier for those Lots.

Part 3 – Evaluation Scoring Guidance

This template will be used by the Evaluation Panel to score the questions that require scoring, and is being provided to bidders for guidance and completion.

Bidders are requested to read the questions carefully before considering their response.

Bidders will not progress to the next stage if they receive a score that equates to Poor Evidence (20) for two or more questions.

This technical questionnaire consists of subject area specific questions. Each section consists of the following:

- Relevant question(s)
- Word count allowance (any words provided after the acceptable word count for each question will not be evaluated)
- Marks to be allocated to the question

- A breakdown of what bidders will be expected to provide in their response
- Appendices will not be permitted

No embedded documents as part of your response will be considered.

Please do not save your response as a PDF prior to uploading to the electronic tendering system.

The evaluation methodology, which will be adopted for assessing the Technical submissions is indicated below. Please note the same Sections and Weightings will be used to evaluate bids for Lots 1, 2 and 3. The evaluation criteria and their weightings are outlined in the tables below.

Lots 1, 2 and 3

Section & Question Weightings		
Question	Section Title	Weighting
1	Account Management Structure	10%
2	Continuous Improvement	15%
3	Delivery	10%
4	Space Planning	15%
5	Installation	20%
6	Environmental Considerations	10%
7	Transport	10%
8	Social Businesses	10%
9	Community Benefits	0%

Part 4 - Evaluation Criteria for Non-Commercial Elements

Scoring Guidance - Your response is to be marked as indicated below:

	Evidence	Scores (%)
Good / Strong Evidence	<p>Strong Evidence</p> <p>To be issued when evidence exceeds expectations in terms of relevance to the area being tested and when compared to the requirements of the method statement.</p> <ul style="list-style-type: none"> • Evidence is well presented and structured; and • Evidence is consistent, comprehensive, compelling, highly credible and is directly and wholly relevant to the area being tested; and • Evidence is judged to exceed the requirements for the response 	100
	<p>Good Evidence</p> <p>To be issued when evidence fully meets expectations in terms of relevance to the area being tested and when compared to the requirements of the method statement.</p> <ul style="list-style-type: none"> • Evidence is well presented and structured; and • Evidence is convincing, credible and well aligned to the area being tested; and • Evidence is judged to fully meet the requirements of the response. 	80
Competent Evidence	<p>Competent Evidence</p> <p>To be issued when the evidence offered is sufficient in terms of relevance to the area being tested and when compared to the requirements of the method statement.</p> <ul style="list-style-type: none"> • Sufficient evidence is presented and follows a basic structure; and • Evidence is sufficiently aligned with the area being tested; and • Evidence is judged to meet the minimum requirements of the response with only minor gaps or to a small extent unconvincing or lacking credibility or relevance but is considered to show an appropriate level of competence. 	60
Poor / Unsatisfactory Evidence	<p>Unsatisfactory Evidence</p> <p>To be issued when the evidence offered is insufficient in terms of relevance to the area being tested and/or when compared to the requirements of the method statement.</p> <ul style="list-style-type: none"> • Some evidence is presented but assertions and statements are insufficiently supported, is unconvincing and lacks credibility; or • Evidence offered is only partly relevant to the area being tested; and/or • Evidence offered is/may be relevant to the area being tested but is judged to be insufficient or irrelevant when compared to the requirements of the response in terms of sophistication/complexity. 	40
	<p>Poor Evidence</p> <p>To be issued when the evidence offered is significantly below expectations in terms of relevance to the area being tested and/or when compared to the requirements of the method statement.</p> <ul style="list-style-type: none"> • Little/no evidence is presented to support assertions or general statements; or • Evidence does not correspond to the area being tested; and/or • Evidence is/may be relevant to the area being tested but is judged to be far below the required level in terms of sophistication / complexity. 	20
	<p>No Evidence attempted</p> <p>To be issued when no evidence is provided for the area being tested.</p>	0

Part 5 – Method Statement Questions for all Lots

Account Management Structure	
Question 1	Weighting: 10%
<p>Account Management Structure</p> <p>Tenderers should provide a method statement, in no more than 500 words, outlining their account management structure to be implemented to support this Agreement.</p>	
<p>Response Guidance</p> <p>Tenderers responses must include:</p> <ul style="list-style-type: none"> a) Approach to Framework Management; b) Complaints Management Process including Escalation Procedures <p style="text-align: right;"><i>Responses are limited to 500 Words</i></p>	
[1] Response Template	

Continuous Improvement

Question 2

Weighting: 15%

Continuous Improvement

Tenderers should provide a method statement, in no more than 1000 words, outlining how they will provide continuous improvement and identify and implement new or potential improvements to the service provided throughout the period of the Framework Agreement.

Response Guidance

Types of improvements must include, but are not limited to:

- a) Quality;
- b) Value for Money; and
- c) Customer Service

Responses are limited to 1000 Words

[2] Response Template

Delivery**Question 3****Weighting - 10%****Delivery**

Tenderers should provide a method statement, in no more than 300 words, detailing their delivery procedures to service this Framework Agreement.

Response Guidance

Tenderers responses must include:

- a) Confirmation of maximum three week Delivery lead time for core items;
- b) Returns Policy.

Responses are limited to 300 Words

[3] Response Template

Space Planning**Question 4****Weighting: 15%****Space Planning**

Tenderers should provide a method statement, in no more than 1000 words, detailing how they would provide a space planning service for NPS customers.

Response Guidance

Tenderers responses must include:

- a) Procedures for carrying out space planning;
- b) Site Surveys; and
- c) Service capabilities (e.g. 2D spaceplans; 3D walkthroughs etc.)

Responses are limited to 1000 Words

[4] – Response Template

Installation**Question 5****Weighting: 20%****Installation**

Tenderers should provide a method statement, in no more than 1000 words, detailing their processes and procedures for the installation of furniture on a Customers site.

Response Guidance

Tenderers responses must include:

- a) How the Supplier ensures employees can be clearly identified when working on site;
- b) How the Supplier will ensure employees are appropriately vetted for working with vulnerable persons;
- c) Health and Safety Procedures followed during ad-hoc delivery and installation;
- d) The procedures followed to manage a full fit-out of the site.

Responses are limited to 1000 Words

[5] – Response Template

Environmental Considerations**Question 6****Weighting: 10%****Environmental Considerations**

Tenderers should provide a method statement, in no more than 1000 words, detailing how whilst maintaining the necessary levels of hygiene, safety and acceptance for delivery of product, you will keep the amount of product packaging used to a minimum?

Response Guidance

Tenderers responses must include:

- a) Details of any processes and/or actions taken to reduce the impact of your operation on the environment including the impact of how CO2 emissions will be minimised; and how consumption of fuel is minimised
- b) Details of procedures for limiting the use of packaging and/or avoidance of landfill
- c) Do you use recycled materials in new furniture production?

Responses are limited to 1000 Words

[6] Response Template

Transport**Question 7****Weighting: 10%****Transport**

Tenderers should provide a method statement, in no more than 1000 words, detailing their transport and fuel management plan to mitigate the impact, as much as possible, the delivery of Goods under this Framework Agreement has on the environment.

Response Guidance

Tenderers response must include:

- a) How the impact of CO2 emissions will be minimized for goods delivered to customers;
- b) How the impact of CO2 emissions will be minimized for goods delivered to your premises.

Responses are limited to 1000 Words

[7] Response Template

Social Businesses**Question 8****Weighting: 10%****Social Businesses**

Tenderers should provide a method statement, in no more than 500 words, detailing how they will engage with Social Businesses who are able to deliver services within Wales.

Response Guidance

Tenderers should include:-

- a) How you will identify potential partners.
- b) The role they could play in your supply chain.

Responses are limited to 500 Words

[8] Response Template

Community Benefits

Question 9

Weighting: 0%

Community Benefits

Tenderers should provide a method statement, in no more than 1000 words, detailing their Community Benefits plan which sets out how you propose to deliver Community Benefits on a cost neutral basis throughout the life of the Agreement.

The successful Supplier(s) will be expected to work with the Contract Manager to maximise Community Benefits such as developing training and employment opportunities and maximising supply chain opportunities for SMEs.

Response Guidance

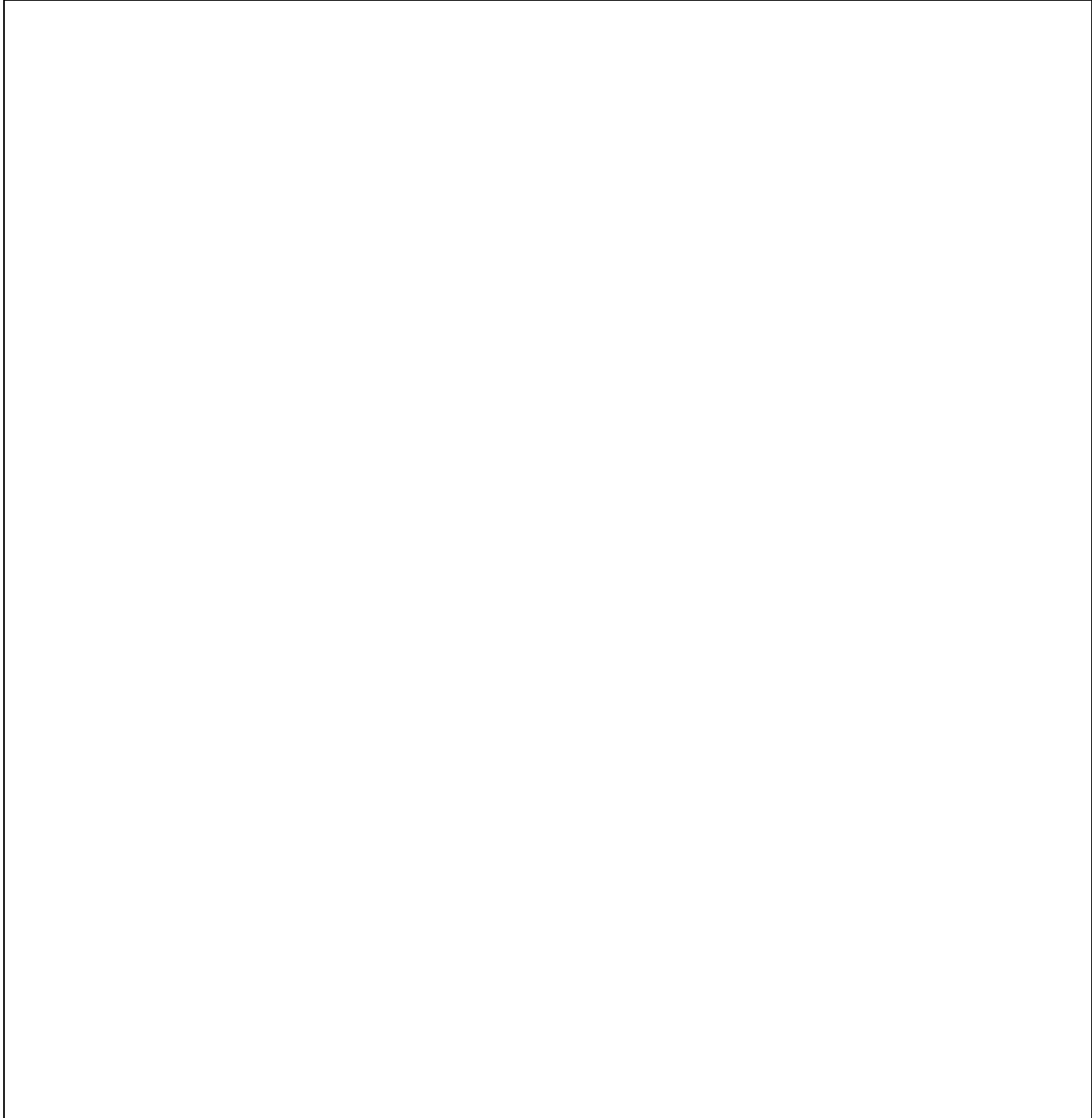
Tenderers responses may include:

- a) How opportunities to recruit and train economically inactive persons as part of the workforce in the delivery of this Agreement can be achieved;
- b) How SMEs are able to bid for 2nd and 3rd tier supply chain opportunities arising from this Agreement and how they can be developed;
- c) Opportunities that will benefit the community you will be operating within, such as working with local schools and colleges to provide work experience opportunities and work placements;
- d) How you would contribute to community regeneration schemes and the opportunities for donations of equipment and in kind labour; and
- e) Details of any environmental benefits such as help with recycling initiatives or development of wildlife habitats.

Please Note: Your response for this question will not be scored. However, the successful Supplier(s) will be expected to deliver the Community Benefits detailed in their method statement throughout the life of the Framework Agreement.

Responses are limited to 1000 Words

[9] Response Template



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