

### Hard FM Quality Requirements

The Executive is not independently scored but bidders should be aware that their bids will be considered noncompliant without it and it will be read as part of the evaluation and should be taken into account in terms of consistency in line with other quality requirements.

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
<b>Mobilisation and Implementation:</b> Total word limit: 2,000		<b>5</b>	<b>40</b>	<b>No Response</b>	<b>Poor</b>	<b>Weak</b>	<b>Satisfactory</b>	<b>Good</b>
1	Considering all aspects of the specification please provide your Mobilisation and Implementation Plan. The Mobilisation and Implementation Plan must be produced in either Microsoft Project or in Microsoft Excel and then converted to PDF. (The word count for this question 1 does not apply to the Mobilisation and Implementation Plan document.). Include activities such as resource induction processes, site familiarisation, ensuring consumables and equipment are in place for service delivery commencement, subcontractors have received induction training and client engagement as detailed in Schedule 3, Service Level Specifications.	1	8	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Plan is very high level and does not consider resource induction, site familiarisation, subcontractors, consumables, equipment or any client engagement.	Plan considers asset register, resource, site familiarisation, subcontractors, consumables, equipment and client engagement but is high level, has gaps and does not provide any means of measuring progress. Plan requires major amendment to achieve compliance with the specification.	Plan provides a response to dealing with asset register, resource, site familiarisation, subcontractors, consumables, equipment and client engagement. Plan requires minor amendment to achieve compliance with the specification.	Plan provides detailed response to dealing with asset register, resource, site familiarisation, subcontractors, consumables, equipment and client engagement. Plan is implementable with no amendments required to achieve compliance with the specification.
2	Detail your approach for engaging with the Post Office based on your mobilisation and implementation plan and demonstrate how this will be effective. You should include examples of the proposed mobilisation and implementation practices you will adopt and in demonstrating effectiveness, you should refer to how this has been successful on other contracts you have performed.	2	16	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Response provided, high level with little detail. Not specific to the Post Office contract, no demonstration of effectiveness.	Response provided is specific to the Post Office contract but with no demonstration of effectiveness.	Response provided is specific to Post Office contract with demonstration of effectiveness that with some amendment could be adopted by the Post Office.	Response provided is specific to Post Office contract with demonstration of effectiveness that would benefit the Post Office and could be readily adopted.
3	Your engineers and technicians will receive a full site induction prior to being allowed to commence work at our Locations, especially Secure Warehouses. Please describe what induction processes you go through with the same operatives to ensure full knowledge transfer of our Locations based on the information provided in this tender and information gained during site visits.	2	16	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Induction process is high level, not specific to this contract or the Post Office and is not suitable.	Induction process is high level, covers some areas of the contract but has gaps, lacks clarity and is not Post Office specific. The process requires some major adaptations.	Induction process covers the roles and responsibilities of operatives for different contract specifics and is focussed on the Post Office but requires some minor adaptations.	Induction process is clear, covers in detail the roles and responsibilities of operatives for different contract specifics and is focussed on the Post Office. Induction process is implementable with no amendments required.
<b>Contract Management:</b> Total word limit: 4,000 for descriptive text (word count excludes organogram and internal training matrix but includes pen profiles)		<b>24</b>	<b>192</b>					

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
4	Provide the names of the key persons who will be managing this contract and detail their responsibilities in relation to contract requirements. Please include pen profiles for each key person that you propose in an appendix to your response, which highlights the person's specific skills knowledge and experience relevant to this contract. (The word limit for the pen profiles is 200 words per profile and is to be included in the total word count for this section). Please include an organogram of the team you propose to use and demonstrate who will lead that team.	2	16	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The required information is not provided in full (i.e. key persons, pen profiles, specific skills, knowledge and expertise relevant to this contract) the named persons have no experience of providing Security, Office Equipment and Business Critical services on a national contract.	Some of the required information is provided (i.e. key persons, pen profiles, specific skills, knowledge and expertise relevant to this contract) and some but not all of the named persons have experience of providing Security, Office Equipment and Business Critical services on a national contract.	All of the required information is provided (i.e. key persons, pen profiles, specific skills, knowledge and expertise relevant to this contract) the named persons have experience of providing Security, Office Equipment and Business Critical services on a national contract.	All of the required information is provided (i.e. key persons, pen profiles, specific skills, knowledge and expertise relevant to this contract) and all of the named persons have experience of providing Security, Office Equipment and Business Critical services on a national contract including delivery of the services for retail and/or finance clients (including secure warehouses)
5	Explain your internal escalation process and the triggers (from a contract management perspective) that you would apply to this contract. Who would you consider needs to be involved from a role's perspective at the Post Office? How would you ensure this remains effective over the life of the contract?	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The required information is not provided in full; the escalation process and triggers are included but no Post Office role is identified. How to ensure escalation processes remain effective are not included.	The required information is provided, the escalation process and triggers are included but generic and not specific to this contract, no Post Office role is identified. How to ensure the escalation processes remain effective is included.	The required information is provided, the escalation process and triggers are included and make reference to this contract, Post Office role is identified. How to ensure the escalation processes remain effective is included.	The required information is clearly provided, the escalation process and triggers are included and make specific reference to this contract, Post Office role is identified and how they are engaged with detailed. How to ensure the escalation processes remain effective is detailed over the life of the contract.

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
6	Considering all aspects of the specification please provide your Business Continuity and Disaster Recovery (BCDR) Plan. The BCDR Plan must be produced in either Microsoft Project or in Microsoft Excel and then converted to PDF. (The word count for this question 1 does not apply to the BCDR Plan document.). Include activities such as resource induction processes, site familiarisation, ensuring consumables and equipment are in place for service delivery commencement, subcontractors have received induction training and client engagement as detailed in Schedule 3, Service Level Specifications.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Plan is very high level and does not consider Helpdesk, Supplier's Portal, data security, contract management requirements or any other back of house function or any client engagement.	Plan considers Helpdesk, Supplier's Portal, data security, contract management requirements or any other back of house function or any client engagement but is high level and has gaps. Plan requires major amendment to achieve compliance with the specification.	Plan provides a response to dealing with Helpdesk, Supplier's Portal, data security, contract management requirements or any other back of house function or any client engagement. Plan requires minor amendment to achieve compliance with the specification.	Plan provides detailed response to dealing with Helpdesk, Supplier's Portal, data security, contract management requirements or any other back of house function or any client engagement. Plan is implementable with no amendments required to achieve compliance with the specification.
7	Describe how you will engage with the Post Office, consider the Services required (schedule 3) and the Management Information and Governance Requirements (schedule 7 and 18) of this contract. Provide details of who you will use on your team to build upon and grow the client relationship.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The required information is not provided (i.e. engagement process, service requirements of Schedule 3, MI and governance requirements of Schedule 7 and 18 team details and client relationship development). The requirements of the Schedules are not fully addressed.	Some of the required information is provided but there is a lack of clarity (i.e. engagement process, service requirements of Schedule 3, MI and governance requirements of Schedule 7 and 18 team details and client relationship development). The requirements of the Schedules are addressed but the proposed approach would require major amendments to be suitable for the Post Office.	The required information is provided (i.e. engagement process, service requirements of Schedule 3, MI and governance requirements of Schedule 7 and 18 team details and client relationship development). The requirements of the Schedules are addressed. The client relationship development requires further consideration and the proposed approach would require minor amendments.	The required information is provided (i.e. engagement process, service requirements of Schedule 3, MI and governance requirements of Schedule 7 and 18 team details and client relationship development). The requirements of the Schedules are clearly addressed. The client relationship development is well considered and appropriately linked to both the requirements of Schedules 3,7 and 18. The proposed approach is readily adoptable.

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
8	Describe how you will maintain the long term partnerships with the supply chain you propose to use to deliver the required services. How will you ensure and monitor compliance of your supply chain? Evidence should include, , details of; <ul style="list-style-type: none"> <li>Supply chain management tracking systems utilised</li> <li>Communication methods</li> <li>Relationship management approach / methods</li> <li>Setting performance goals and monitoring</li> <li>Operational excellence</li> <li>Increasing competitiveness &amp; innovation</li> <li>Managing contract lifecycle &amp; prompt payment processes (membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</li> <li>Understanding, monitoring and reporting on regulatory and policy compliance</li> </ul>	6	48	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	No evidence of long term partnership with supply chain and/or none of the following points have been fully addressed: <ul style="list-style-type: none"> <li>Supply chain management tracking systems utilised</li> <li>Communication methods</li> <li>Relationship management approach / methods</li> <li>Setting performance goals and monitoring</li> <li>Operational excellence</li> <li>Increasing competitiveness &amp; innovation</li> <li>Managing contract lifecycle &amp; prompt payment processes (membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</li> <li>Understanding, monitoring and reporting on regulatory and policy compliance</li> </ul>	Some evidence of long term partnership with supply chain and some of the following points have been addressed but require major adaptation to be appropriate for the Post Office: <ul style="list-style-type: none"> <li>Supply chain management tracking systems utilised</li> <li>Communication methods</li> <li>Relationship management approach / methods</li> <li>Setting performance goals and monitoring</li> <li>Operational excellence</li> <li>Increasing competitiveness &amp; innovation</li> <li>Managing contract lifecycle &amp; prompt payment processes (membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</li> <li>Understanding, monitoring and reporting on regulatory and policy compliance</li> </ul>	Evidence of long term partnership with supply chain has been provided and the following points have been addressed but would require minor amendments to be appropriate for the Post Office: <ul style="list-style-type: none"> <li>Supply chain management tracking systems utilised</li> <li>Communication methods</li> <li>Relationship management approach / methods</li> <li>Setting performance goals and monitoring</li> <li>Operational excellence</li> <li>Increasing competitiveness &amp; innovation</li> <li>Managing contract lifecycle &amp; prompt payment processes (membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</li> <li>Understanding, monitoring and reporting on regulatory and policy compliance</li> </ul>	Evidence of long term partnership with supply chain has been provided and the following points have been addressed: <ul style="list-style-type: none"> <li>Supply chain management tracking systems utilised</li> <li>Communication methods</li> <li>Relationship management approach / methods</li> <li>Setting performance goals and monitoring</li> <li>Operational excellence</li> <li>Increasing competitiveness &amp; innovation</li> <li>Managing contract lifecycle &amp; prompt payment processes (membership of the UK Prompt Payment Code (or equivalent schemes in other countries)</li> <li>Understanding, monitoring and reporting on regulatory and policy compliance</li> </ul> <p>The bidder has described how their current approach will be further enhanced to ensure the Post Office requirements are fully met and how the Post Office will benefit from their approach.</p>

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
9	Provide details of your proposed supply chain by identifying Contractors that will be used and their geographical spread. By engaging your supply chain to support you how will you deliver the service to satisfy the Post Office's SLAs (schedule 4) and manage the KPIs effectively? Include how you will achieve the required response times detailed in Schedule 3 for reactive service requests on a national basis.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Supply chain does not cover all services or geographic spread required by the Post Office. Achieving the SLA's detailed in Schedule 4 has not been fully answered nor has the management of the KPIs. Responding to reactive service requests has not been attempted.	Supply chain will cover all services and geographic spread required by the Post Office but only with some major augmentation of their existing supply chain. Achieving the SLA's detailed in Schedule 4 has been attempted as has the management of the KPIs but there are major gaps in the bidder's response. Responding to reactive service requests has been included but does not give confidence that compliance with the specification will be achieved.	Supply chain will cover all services and geographic spread required by the Post Office with some minor augmentation of their existing supply chain. Achieving the SLA's detailed in Schedule 4 has been attempted as has the management of the KPIs but there are further minor enhancements required to ensure their approach deals with the SLA's and KPIs consistently. Responding to reactive service requests has been included and gives confidence that compliance with the specification will be achieved.	Supply chain will cover all services and geographic spread required by the Post Office. Achieving the SLA's detailed in Schedule 4 has been fully addressed as has the management of the KPIs and approach is consistent and relevant to the Post Office requirements. Additional measures have been suggested by the bidder to benefit the Post Office. Responding to reactive service requests has been included and is clear and detailed and gives confidence that compliance with the specification will be achieved.
10	How will you assist the Post Office in the delivery of a resilient estate and provide details of an escalation procedure that you consider best practice for the Post Office.	2	16	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The response is unclear and lacks detail in how the bidder will ensure any resilience in the Post Office estate. No Post Office escalation process is included and with only a limited reference to best practice.	The response is lacks detail in how the bidder will ensure any resilience in the Post Office estate. A Post Office escalation process is included but would require major amendments to be implementable.	The bidder provides a response as to how they will ensure resilience in the Post Office estate. A Post Office escalation process is included but would require minor amendments to be implementable.	The bidder provides a clear and detailed response as to how they will ensure resilience in the Post Office estate. A Post Office escalation process is included and is readily implementable.

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11	Provide a copy of your internal training matrix (anonymised for GDPR purposes) in the appendix to highlight the training measures you will employ to keep your staff up-to-date on legislation and regulations to support this contract, including how you will ensure your resource base will remain appropriately trained for Post Office specific locations. How will you ensure your subcontractors are up-to-date with training prior to attending activities to support this contract? (The word limit for this question does not apply to the training matrix to be included, but please be as succinct as possible).	2	16	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Training matrix has been included but does not cover all regulatory and legislative training requirements to support the contract. The way in which staff are kept updated is either missing or incomplete. The way in which subcontractors are communicated with is absent.	Training matrix has been included but does not cover all regulatory and legislative training requirements to support the contract. The way in which staff are kept updated is incomplete. The way in which subcontractors are communicated with is not clear.	Training matrix has been included and covers all regulatory and legislative training requirements to support the contract. The way in which staff are kept updated is completed. The way in which subcontractors are communicated with has been included. Subcontractors are not trained at the same time as directly employed resource. There is no reference as to how the service delivery is enhanced as a result of the training.	Training matrix has been included and covers all regulatory and legislative training requirements to support the contract. The bidder treats staff and subcontractors the same and training is undertaken for both groups at the same time to ensure the training approach is efficient and consistent. The method used to ensure staff and subcontractors are kept up to date is clear and details ways in which the service delivery could be enhanced as a result of the training as well.
<b>Technical Delivery of Hard FM Services: Total word limit: 8,000</b>		<b>29</b>	<b>232</b>					
12	What do you consider to be the 3 maintenance activities that pose the biggest risk to business as usual for the Post Office across the different Locations? Provide sample risk assessments on how these will be mitigated and include the methodology you will use.	5	40	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Three maintenance activity risks are included but they are generic and do not consider business as usual for the Post Office across the different Locations. There is no sample risk assessment provided and there are no mitigation methods with supporting methodologies.	Three maintenance activity risks are included but are not fully aligned to business as usual for the Post Office across the different Locations. There is a sample risk assessment provided with mitigation methods with supporting methodologies, but these would require major amendments to be suitable for the Post Office.	Three maintenance activity risks are included which, are aligned to business as usual for the Post Office across the different Locations. There is a sample risk assessment provided with mitigation methods with supporting methodologies, but these would require minor amendments to be suitable for the Post Office.	Three maintenance activity risks are included which, are fully aligned to business as usual for the Post Office across the different Locations. There is a sample risk assessment provided with clearly detailed mitigation methods with supporting methodologies and would be suitable for the Post Office.

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13	Provide a method statement for the delivery of Business as Usual Services, Business Support Services and Secure Warehouse Services as detailed in Schedule 3 Services. Create an inspections table (compliance) provided in the Price Book to support your answer, demonstrating how you will maintain statutory compliance and achieve an efficient service delivery model for the Post Office.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The response does not consider all three service areas as provided in Schedule 3, the response is generic. The inspection table has gaps and does not ensure statutory compliance through the delivery of an efficient service model.	The response does considers all three service areas as provided in Schedule 3, the response would require major adaptation to be suitable during service delivery. The inspection table has no gaps and ensures statutory compliance but there is a lack of clarity on how efficient the service model would be.	The response does considers all three service areas as provided in Schedule 3, the response would require minor adaptation to be suitable during service delivery. The inspection table has no gaps and ensures statutory compliance through the delivery of an efficient service model.	The response does considers all three service areas as provided in Schedule 3, the response is clear and detailed. The inspection table has no gaps and ensures statutory compliance through the delivery of an efficient service model. The response provides examples of an efficient service delivery model that would benefit the Post Office.
14	How will you deliver an efficient and effective service for the Post Office? Detail the benefits that the Post Office will receive and how these will support its business models.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The way in which the service is delivered is generic in the bidder's response. Efficiency and effectiveness is not considered. Benefits to the Post Office are not addressed and supporting their business models absent.	The way in which the service is delivered is provided. Efficiency and effectiveness is considered but would require major adaptations to be suitable. Benefits to the Post Office are addressed but generic and supporting their business models lacks clarity.	The way in which the service is delivered is provided. Efficiency and effectiveness is considered but would require minor adaptations to be suitable. Benefits to the Post Office are addressed and supporting their business models included.	The way in which the service is delivered is provided. Efficiency and effectiveness is considered, and methods suggested are readily adoptable. Benefits to the Post Office are clear and detailed and supporting their business models clearly understood by the bidder.
15	Describe how you will undertake the asset register verification process effectively, efficiently and accurately and how you will ensure that the asset register in conjunction with the Continuous Improvement register ensure the Post Office has the most efficient service delivery model whilst ensuring a resilient estate.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The asset verification process is generic and lacks efficiency and any measures to ensure accuracy. The Continuous Improvement register is not fully discussed and ensuring a resilient estate is absent.	The asset verification process is provided but requires major amendments to be practical. There is a lack of efficiency and only limited measures to ensure accuracy. The Continuous Improvement register is discussed and ensures a resilient estate is provided.	The asset verification process is provided but requires minor amendments to be practical. There is efficiency in the process described to deliver the asset verification process and measures to ensure accuracy. The Continuous Improvement register is discussed and ensures a resilient estate is provided.	The asset verification process is clearly detailed along with methods to ensure delivering this activity is both efficient and accurate. The Continuous Improvement register is discussed and ensures a resilient estate is clearly detailed. The bidder provides methods to ensure that resilience and continuous improvement are part of the service delivery.

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16	Which 3 assets/equipment do you consider pose the greatest risk to business as usual for the Post Office? Provide a sample risk assessment per asset on how these will be mitigated and include the methodology you will use.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	No consideration to the Post Office operations when proposing assets and equipment that represent risk to business as usual. Generic response. Risk assessments have gaps as do mitigation methodologies.	Consideration is given to the Post Office operations when proposing assets and equipment that represent risk to business as usual. Risk assessments have been provided with mitigation methodologies, but these require major amendments to be practical to the Post Office.	Consideration is given to the Post Office operations when proposing assets and equipment that represent risk to business as usual. Risk assessments have been provided with mitigation methodologies, but these require minor amendments to be practical to the Post Office.	Clear and detailed consideration is given to the Post Office operations when proposing assets and equipment that represent risk to business as usual. Risk assessments have been provided with mitigation methodologies that would be readily adoptable by the Post Office.
17	How will you help increase the Post Office's levels of statutory compliance and reduce its operational risks over the life of the contract. Provide details of how you will measure the levels of compliance and describe the metrics and methods you will use to demonstrate this compliance.	6	48	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	No consideration is given to increasing the levels of compliance or reducing operational risks. Generic metrics are identified to demonstrate compliance. Measurement methods are limited in detail with no reference made to the proposed technology solution.	Consideration is given to increasing the levels of compliance but not consideration is given to reducing operational risk. The proposed methods would require major adaptation to be suitable to the Post Office and to ensure compliance with the specifications. Metrics are identified to demonstrate compliance. Measurement methods included but no reference is made to the proposed technology solution.	Consideration is given to increasing the levels of compliance whilst decreasing operational risk. The proposed methods would require minor adaptation to be suitable to the Post Office and to ensure compliance with the specifications. Metrics are identified to demonstrate compliance. Measurement methods included including reference to the proposed technology solution.	Detailed consideration is given to increasing the levels of compliance whilst decreasing operational risk. The proposed methods are readily adoptable by the Post Office are compliant with the requirements in the specifications. Metrics are identified to demonstrate compliance. Measurement methods included. Response links methods of service delivery to proposed technology solution.
18	How would you plan and carry out mechanical system maintenance in occupied or busy areas during the Post Office's normal working hours to make sure daily operations are not disrupted in any way and maintenance schedule frequencies are not compromised?	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The bidder's response to carrying out mechanical system maintenance in occupied or busy areas during normal working hours fails to ensure daily operations are not disrupted. Solution compromises service delivery and/or business as usual for the Post	The bidder's response to carrying out mechanical system maintenance in occupied or busy areas during normal working hours does address methods that could reduce the impact and disruption upon daily operations. Solution would require major amendment to	The bidder's response to carrying out mechanical system maintenance in occupied or busy areas during normal working hours does address methods that could reduce the impact and disruption upon daily operations. Solution would require minor	The bidder's response to carrying out mechanical system maintenance in occupied or busy areas during normal working hours does clearly details methods that would reduce the impact and disruption upon daily operations. Solution requires no amendments, ensures



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					Office.	ensure service delivery requirements were met and Post Office could continue business as usual activities at its Locations.	amendment to ensure service delivery requirements were met and Post Office could continue business as usual activities at its Locations.	service delivery requirements are met and Post Office could continue business as usual activities at its Locations.
19	Describe your approach for the delivery of the Reactive Maintenance of Hard Services in order to satisfy the requirements of the Service Specifications. State how you would ensure compliance with the Post Office's response times (as per Schedule 3) and collaboration with Post Office internal staff to minimise disruption and ensure that feedback is provided to the Post Office on the job status Note: When developing these processes, Bidders should consider the following issues: o Different service delivery methods required to deliver in the Post Office's different Location types; o How your offer will fit with the business ethos and principles of the Post Office; o Increasing first time fix rates o Reducing costs o Your supporting technology solution	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The response is generic, does not fully address complying with the appropriate reactive response times and does not discuss minimising disruption to business as usual or detail methods of feedback to the Post Office. Different Location types are not considered, the business ethos is not discussed and reference to the supporting technology solution is generic.	The response references how the bidder will comply with the appropriate reactive response times and references minimising disruption to business as usual as well as providing methods of feedback to the Post Office. Different Location types are considered in conjunction with business ethos and the supporting technology solution is discussed. The bidder's response demonstrates a lack of understanding of the Post Office's business ethos. Major amendments would be required to certain aspects of the approach.	The response details how the bidder will comply with the appropriate reactive response times and references minimising disruption to business as usual as well as providing methods of feedback to the Post Office. Different Location types are considered in conjunction with the business ethos and the supporting technology solution described in terms of supporting responses to reactive service requests. Minor amendments would be required to certain aspects of the process.	The response clearly details how the bidder will comply with the appropriate reactive response times and focuses on minimising disruption to business as usual as well as providing methods of feedback to the Post Office. Different Location types are considered in conjunction with the business ethos and the supporting technology solution is shown to provide benefits to the Post Office via its functionality.
<b>Helpdesk and Supplier's Portal:</b> Total word limit: 1,500		<b>11</b>	<b>88</b>					
20	The Post Office will require a helpdesk with supporting Supplier Portal and will require the Supplier to provide an IT solution that will act as the main repository for all Locations. The information captured in this solution will cover planned and reactive services, quality of service delivery and measurement against SLA's detailed in Schedule 4 and will support daily operations undertaken and completed, will measure statutory compliance levels.	6	48	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The solution proposed does not provide the required functionality.	The solution proposed provides some of the required functionality with some major manual interventions to be able to undertake the required data outputs for reporting on performance and providing the relevant management information	The solution proposed provides the required functionality with some minor manual interventions to be able to undertake the required data outputs for reporting on performance and providing the relevant management	The solution proposed provides the required functionality and is fully automated in terms of data outputs for reporting on performance and providing relevant management information. The response includes clearly detailed benefits to the Post Office relevant to the Services.

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	Describe the functionality of the system you propose to use and how the Post Office will benefit from the features included within this system. If different systems/platforms describe in detail the integration or otherwise between the systems/platforms and the effects on the MI outputs						information.	
21	How will you ensure that the Post Office has regular access to its building data contained within the Supplier's Portal? Specifically, job statuses, closures and remedials not just from a dashboarding perspective. In addition, describe how the data will be updated and maintained and made available to support Post Office's regulatory reporting requirements.	5	40	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Post Office will not be able to access the data. It is not clear how solution will support monthly reporting requirements.	Post Office will be able to access the data. Solution will not be able to support monthly reporting requirements without significant manual intervention and some major amendments to the proposed solution.	Post Office will be able to access the data. Solution will not be able to support monthly reporting requirements without some manual intervention and minor amendments to the proposed solution.	Post Office will be able to access the solution. Solution will be able to support monthly reporting requirements via automation.
<b>Quality &amp; Performance Management:</b> Total word limit: 750		<b>4</b>	<b>32</b>					
22	Describe how performance related to the delivery of the day-to-day operational activities will be accurately measured and evidenced against the SLA's categorised as red and amber in Schedule 4. How will you ensure compliance with your existing accreditations via your supply chain?	4	32	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Unclear how day-to-day operational activities will be measured and evidenced against the SLA's categorised as red and amber. Not clear how compliance against existing accreditations via supply chain will be achieved.	The way in which day-to-day operational activities will be measured and evidenced against the SLA's categorised as red and amber has mostly been provided but with some of the SLA's missed. The way in which compliance against existing accreditations via supply chain will be achieved is provided but very brief and generic.	The way in which day-to-day operational activities will be measured and evidenced against the SLA's categorised as red and amber has been provided. The way in which compliance against existing accreditations via supply chain will be achieved is provided.	The way in which day-to-day operational activities will be measured and evidenced against the SLA's categorised as red and amber has been clearly explained and the use of systems, data and technology have been referenced. The way in which compliance against existing accreditations via supply chain will be achieved is included and the supply chain management process clearly referenced.

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<b>Health &amp; Safety:</b> Total word limit: 2,500		<b>10</b>	<b>80</b>					
23	Provide details of your approach to health and safety when delivering the services in Schedule 3. Please explain in your response who will be responsible from your contract team for health and safety issues during the delivery of the required services. Your response should be consistent with regards to the roles you have provided in response to question 4.	4	32	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Health and safety response is provided but is generic and not relevant to the services required in Schedule 3. No reference is made in terms of the response to question 4.	Health and safety response is provided but is limited and not entirely relevant to the services required in Schedule 3. Reference is made in terms of the response to question 4.	Health and safety response is provided and makes reference to the services detailed in Schedule 3. The roles detailed in question 4 are referenced.	Health and safety response is provided and is bespoke to the delivery of the services detailed in Schedule 3. The roles detailed in question 4 are clearly referenced and the way in which the Post Office will benefit from the approach and roles clearly detailed.
24	What systems and processes will your company put in place to monitor and manage the health and safety of your staff and subcontractors when delivering the required service? Detail how they will contribute to a safe working environment for all building users.	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Systems and processes to monitor and manage health and safety of staff and subcontractors are unclear and are not specific to the overall delivery of the services detailed in Schedule 3.	Systems and/or processes to monitor and manage health and safety of staff and subcontractors are generic with limited reference to the overall delivery of the services detailed in Schedule 3.	Systems and processes to monitor and manage health and safety of staff and subcontractors are provided with reference to the overall delivery of the services detailed in Schedule 3.	Systems and processes to monitor and manage health and safety of staff and subcontractors are clearly detailed and how they will be applied to the overall delivery of the services detailed in Schedule 3 are well documented. The systems and processes used clearly demonstrate how the service delivery will benefit from their application.

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
25	What information would you need to complete an accident/ incident report? How will you create a safety program and ensure it is actually achieving the correct results? What data will you need to monitor to keep the Locations safe for all?	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Information used to create an accident/incident report is unclear, limited or absent. A safety program is provided but how it will achieve the required results is unclear. No identification of data that requires monitoring to ensure Location safety.	Information used to create an accident/incident report is limited. A safety program is provided but how it will achieve the required results is not specified. The data that requires monitoring to ensure Location safety is provided.	Information used to create an accident/incident report is provided. A safety program is provided including how it will achieve the required results. The data that requires monitoring to ensure Location safety is provided.	Information used to create an accident/incident report is clearly detailed. A safety program is provided and how it will achieve the required results is detailed with specific reference to the Post Office. The data that requires monitoring to ensure Location safety is provided and corrective actions are included. The use of technology, systems and data are described.
<b>Sustainability:</b> Total word limit: 1,500		<b>8</b>	<b>64</b>					
26	How will you contribute to Post Office's Social Value in delivery of this contract?	4	32	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Response does not provide clarity on how the bidder proposes to support the Post Office with regards to Social Value. No consideration is given to the detailed requirements (i.e. activities in scope and ways in which to benefit the communities that the PO locations are situated).	Response states how the bidder proposes to support the Post Office with regards to Social Value, but it will require major amendments to be applicable. Limited consideration is given to the detailed requirements (i.e. activities in scope and ways in which to benefit the communities that the PO locations are situated).	Response provides clarity on how the bidder proposes to support the Post Office with regards to Social Value, but minor amendments will be required to be applicable. The response covers all of the detailed requirements (i.e. activities in scope and ways in which to benefit the communities that the PO locations are situated).	Response is clear and detailed in how the bidder proposes to support the Post Office with regards to Social Value. The solution is readily deployable. Clear consideration is given to the detailed requirements (i.e. activities in scope and ways in which to benefit the communities that the PO locations are situated).

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
27	Provide details of the processes you will use (based on ISO 26000 or the equivalent) whilst delivering this contract to support the Post Office with regards its environmental performance (energy, waste, water). Describe how the Post Office would benefit from you assisting them via the overall delivery of the services detailed in Schedule 3.	4	32	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	The bidder has provided details of the processes they will use whilst delivering this contract to support the Post Office with its environmental performance. The bidder has not attempted to describe the benefits to the Post Office. The response demonstrates a lack of understanding of the Post Office's business model.	The bidder has clearly provided details of the processes they will use whilst delivering this contract to support the Post Office with its environmental performance. The bidder has attempted to describe the benefits to the Post Office, but they lack clarity, are generic and not Post Office orientated. The response demonstrates a lack of understanding of the Post Office's business model.	The bidder has clearly provided details of the processes they will use whilst delivering this contract to support the Post Office with its environmental performance. The bidder clearly describes the benefits to the Post Office, and these are Post Office orientated. The response demonstrates a clear understanding of the Post Office's business model.	The bidder has clearly provided details of the processes they will use whilst delivering this contract to support the Post Office with its environmental performance. The bidder has made credible suggestions of how they will assist the Post Office in achieving and exceeding their own targets. The bidder has provided clear and measurable targets to work towards within realistic timescales. The solution is readily applicable to the Post Office.
<b>Innovation:</b> Total word limit: 2,000		<b>9</b>	<b>72</b>					
28	The Post Office is committed to ensuring its Locations and those who use the facilities benefit from innovative and forward-thinking initiatives. Explain how the services you will be responsible for will satisfy such requirements? How will you demonstrate the innovations are cost effective to the Post Office? In order to demonstrate effectiveness of your proposals provide an example initiative based on the understanding you have developed of the Post Office's Estate and the overall services required in Schedule 3. Refer to an initiative that does <b>not</b> require capital investment, is not related to energy consumption savings and does not occur as a result in a changing portfolio or a reduction in the services delivered.	6	48	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Response provides no clear method for how innovations will be measured in terms of their cost effectiveness nor how the benefits to the Post Office will be measured in terms of service delivery quality improvements. The proposed initiative lacks understanding of the Post Office's Estate and the overall services required in Schedule 3.	Response provides methods for how innovations will be measured in terms of their cost effectiveness but not how the benefits to the Post Office will be measured in terms of service delivery quality improvements. The proposed initiative demonstrates a limited understanding of the Post Office's Estate and the overall services required in Schedule 3 and the example initiative would require major	Response provides methods for how innovations will be measured in terms of their cost effectiveness and how the benefits to the Post Office will be measured in terms of service delivery quality improvements. The proposed initiative demonstrates an understanding of the Post Office's Estate and the overall services required in Schedule 3 but the example initiative would require minor	Response provides detailed and clear methods for how innovations will be measured in terms of their cost effectiveness and how the benefits to the Post Office will be measured in terms of service delivery quality improvements. The proposed initiative demonstrates a clear understanding of the Post Office's Estate and the overall services required in Schedule 3 and is readily implementable

		Section Weighting	Maximum Available Score	Score 0	Score 2	Score 4	Score 6	Score 8
						amendments to be suitable for implementation.	amendments to be suitable for implementation.	
29	How will you deliver continuous improvement and maximum benefit through the service delivery model whilst targeting cost savings?	3	24	No response at all or insufficient information provided in the explanation such that it is totally un-assessable and/or incomprehensible.	Methods for delivering continuous improvement via service delivery are not clear. No specific reference to cost savings are included in the response.	Methods for delivering continuous improvement via service delivery would require major amendment to ensure compliance with the specifications Specific reference to cost savings are included in the response.	Methods for delivering continuous improvement via service delivery would require minor amendment to ensure compliance with the specifications. Specific reference to cost savings are included in the response.	Methods for delivering continuous improvement via service delivery demonstrate clear compliance with the specifications. Specific reference to cost savings are included in the response.