



Technical Response Template

Instructions to Bidders:

Please provide answers in the space provided, your response should address each question. Each question must be answered separately without cross reference to any other questions. Each response will be evaluated and scored as a standalone.

All questions must be answered in English and have a font size no smaller than 12pt Arial and submitted in Microsoft Word format or PDF.

No additional information, General marketing or promotional material from the Bidder or any subcontractor either in answer to any questions or for any other reason, should be included. Any such information will not be considered.

Bidders must ensure their response to each question is relevant and focused on addressing the question asked. Each question will be evaluated only on the information provided in the response text box(es) provided for that particular question and any specifically requested and referenced appendices. No marks will be awarded for a particular question for information given elsewhere in the submission.

The word count for each question should be limited to that identified against each question, **where suppliers go over the word limit this will not be scored.**

Any questions, which are not answered, will automatically score a 0.

Any responses that score 40 or below will automatically be excluded from proceeding to the commercial stage and therefore the bidder will be eliminated from the procurement process.

Question reference	Question theme	Weighting
1	Contract mobilization	15%
2	Contract delivery	25%
3	Health and Safety	25%
4	Resident experience and customer service	20%
5	Social Value	15%

<u>Question reference</u>	
<u>1</u>	Describe how you will mobilise this contract, from award to contract commencement, to ensure there is continuity of service
	Your response should include: • Your mobilisation of programme • Arrangements for resource • Key personnel roles and responsibilities • Risk management • Communication plan with CCHA and residents
	Bidder's response:

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	Weighting: 15% Word count limit: 1000 words
<u>2</u>	Please describe how your organisation will deliver and manage this contract to ensure a consistently high-quality, customer-focused and compliant service throughout the contract term.
	Your response should include: • Your proposed contract management structure and key personnel • Communication plan • Performance monitoring • Contract review arrangements • Complaint handling and customer satisfaction monitoring • Management of risks and service failures • Continuous improvement • Examples of successfully delivered similar contracts
	<u>Bidder's response:</u>



	Weighting: 25% Word count limit: 1500 words
<u>3</u>	Please set out your organisations proposed methodology to ensure consistent, high levels of Health and Safety
	Your response should include: • Roles and responsibilities for managing health and safety, • Arrangements for RAMS including dynamic risk assessments, • Competence and training, • Quality assurance and auditing, • Management of defective equipment, • Arrangements for the reporting and investigating of accidents incidents and near misses and the lessons learnt • Arrangements for monitoring compliance with relevant legislation
	<u>Bidder's response:</u>

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	Weighting: 25% Word count limit: 1500 words
<u>4</u>	Residents are at the heart of this contract. Describe how you will provide an excellent customer experience when delivering services within their homes.
	Your response should include: • Appointment management • Supporting vulnerable resident • Safeguarding • Complaint handling • Resident satisfaction • Continuous improvement
	Bidder's response: Weighting: 20%

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	Word count limit: 1000
<u>5</u>	Please describe how your organisation will deliver social value through the delivery of this contract and support the Association's communities throughout the contract term.
	Your response should include: • Specific social value commitments that will be delivered as part of this contract • How you will monitor, measure and report the delivery of your social value commitments throughout the contract, including the outcomes and benefits achieved
	Bidder's response: Weighting: 15% Word count limit: 1000 words



SCORING METHODOLOGY:

Capability	Evidence	Remark	Scores
Bidder is likely to be able to meet the needs of the project.	Evidence is consistent, comprehensive, compelling, directly relevant to the project in all respects and highly credible (by being substantiated by independent sources where possible.)	Absolute Confidence	100
	Evidence is sufficient, convincing, and credible.	Confidence	80
Small risk that Bidder will not be able to meet the needs of the project.	Evidence has minor gaps, or to a small extent is unconvincing, lacks credibility or irrelevant to the project.	Minor Concerns	60
Moderate risk that the Bidder will not be able to meet the needs of the project.	Evidence has moderate gaps, is unconvincing.	Moderate Concerns	40
Significant risk that the Bidder will not be able to meet the needs of the project.	Evidence has major gaps, is unconvincing, lacks credibility, or irrelevant to the project.	Major Concerns	20
Bidder will not be able to meet the needs of the project.	No evidence or misleading evidence.	Not acceptable	0