

<p>Q1</p>	<p>Experience</p> <p>What experience does your organisation have of providing the type of responsive Drainage & Water Mains Repair services that are required by the Council?</p> <p>Your response should set out details of the following,</p> <ol style="list-style-type: none"> 1. Core business details 2. Number of years your company has been trading 3. your experience of providing similar services particularly to clients within the social housing sector. 4. Evidence of any relevant accreditations, certificates and memberships of nationally recognised bodies and trade associations. 5. Please include completed references from three clients for whom you are providing or have provided similar services.(see Reference Form in ITT pack) <p>2 x A4 page limit</p>	<p>15%</p>	<p>An excellent answer will give the council the confidence that the applicant has the relevant experience required to implement and undertake a service contract of the type being procured in accordance with the specification.</p>
<p>Q2</p>	<p>Methodology</p> <p>With reference to the "Employers' Requirements" included in the tender documentation, how will you deliver the efficient, effective and professional services that are required by the Council?</p> <p>Your response should set out in detail your processes for the below areas of business,</p> <ol style="list-style-type: none"> 1. Planning of works 2. Managing works 3. Carrying out works on site 4. Your use of Method Statements 5. Your use of Risk Assessments. <p>To demonstrate your methodology, please include examples of Method Statements, Risk Assessments and the types of reports that you typically produce for clients.</p>	<p>7%</p>	<p>An "Excellent" response shall demonstrate and evidence appropriate methodologies and business processes for effectively planning and delivering the required services to the agreed standard and programme. It should also indicate that business processes exist within the organisation that will focus on the key deliverables that are associated with service delivery and that will minimise and mitigate potential risks.</p>

	2 x A4 page limit		
Q3	<p>Responsiveness: Given the nature of the required services, how will you deliver a consistent and effective service that will meet the Council's required response periods for both routine and urgent repairs?</p> <p>Your response should set out your procedures for the below areas</p> <ol style="list-style-type: none"> 1. Receiving and Processing work 2. Planning work, 3. Managing work 4. Reporting follow-on works / variations for works required 5. Reporting completions of works received from clients along with Issuing of completion reports and photographic evidence <p>1 x A4 page limit</p>	6%	An "Excellent" answer will demonstrate that your organisation has effective procedures in place for responding to requests and will provide confidence to the Council that its requests will be actioned in the required timescales and that you will be able to provide and update the necessary progress reports.
Q4	<p>Resources and capabilities: What resources will be made available to support and manage the type of services required by the Council? What assurances can you give the Council as to their responsiveness, their experience and competency?</p> <p>Your response should include the following,</p> <ol style="list-style-type: none"> 1. Resource profile for your organisation including the numbers and qualifications of employees that are directly involved in providing drainage services. 2. It should also include details of the total numbers employed by your organisation (management, administration, supervision and operatives) 3. Office location(s) 4. Size of your vehicle fleet. <p>Whilst subcontracting will only be permitted by prior agreement, please describe how your organisation selects its subcontractors and then manages and</p>	6%	An "Excellent" answer will demonstrate an optimal level of resource to effectively deliver the services required. It shall also provide evidence that the proposed Services team demonstrates the capability and capacity to undertake the Services required.

	<p>controls them to ensure they comply with your requirements on cost, competency, quality, health and safety and the environment. You should also describe how do you manage your supply chain and make reference to any arrangements that you have in place with suppliers.</p> <p>1 x A4 page limit</p>		
Q5	<p>Health and Safety:</p> <p>As Health and Safety is of paramount importance to the Council, how will your organisation ensure that drainage and water main services are provided safely and with due regard to the Council's residents and to the general public at all times?</p> <p>Your response should explain the following,</p> <ol style="list-style-type: none"> 1. Health and safety culture within your organisation 2. How it is managed, describe how your organisation obtains expert advice on health and safety and set out how this is disseminated, including updates as necessary, to those employees directly involved in providing services. 3. It should also include information on how your organisation records and investigates accidents and incidents plus details of the incidence, if any, of major injuries (over 3-day injuries and reportable cases of ill health and dangerous occurrences) over the last three years. 4. Provide details of any enforcement action that has been taken against your organisation by the Health and Safety Executive in the last five years. <p>Your response should also include details and evidence of your registration with nationally recognised health and safety schemes such as Constructionline and</p>	6%	<p>An "Excellent" answer will demonstrate a culture within the organisation that puts the management of health and safety as fundamental to the business and also indicates that there are effective systems in place that will ensure safe working.</p>

	<p>CHAS, if any, plus a copy of your organisation's Health and Safety Policy and Code of Conduct, where these exist.</p> <p>1 x A4 page limit</p>		
Q6	<p>Social & Environmental</p> <p>Please provide any information applicable for your companies social and environmental areas of business, as detailed below</p> <ol style="list-style-type: none"> 1. How do you intend to reduce your Carbon Footprint on this contract 2. How are you going to managing the Environmental aspects of waste control on this contract 3. What are your proposals in regards to the purchasing of ethically sourced materials on this contract. 4. Please also evidence association or links with charitable or voluntary works and how you can help improve local labour opportunities. 5. Please also indicate your proposals on recruiting locally and providing apprenticeship opportunities and how many? <p>Max 1 A4 sides</p>	10%	An excellent response will show the Applicant has the required processes, procedures and strategy to address both local and national initiatives in regard to Corporate Social Responsibility and the need to reduce Carbon omissions.
	Total available	50%	