

Q1	Trained Cover What methods would you use to ensure sufficient personnel are in place to provide the required rostering arrangements including trained cover for annual leave and sickness? 1 A4 page limit	1-5	3%	An excellent answer will fully demonstrate the tenderer has a clear methodology and process in place in regards to ensuring sufficiently trained and experienced cover can be made available to back fill posts when required.
Q2	Conflict Management Due to the nature of the contract there will be occasions when members of the public must be removed from the premises which may at times be of a sensitive nature. How will you assure Hillingdon that evictions will be carried out in a way that will be construed as non-biased? What method of assessment do you use when determining the eviction of a member of the public? 1 A4 page limit	1-5	3%	An excellent answer will demonstrate that the Tenderer has the correct approach to conflict management and its staff have had sufficient training to manage conflict in the an appropriate manner.
Q3	Staff Retention Staff retention is important in any business how do you intend to measure employee satisfaction & what incentives are in place that encourages the retention of staff. Please provide evidence. 1 A4 page limit	1-5	3%	An excellent answer will demonstrate the Tenderer has the ability to incentivise its staff sufficiently in order to encourage high levels of retention.
Q4	Mobilisation Please demonstrate how your organisation has the ability to mobilise for a new contract within tight time frames and provide a detailed mobilisation plan that you would propose for this contract given the associated timetable. Include actions required to affect the TUPE transfer of staff and provide an example of where you have implemented a similar transfer.	1-5	3%	An excellent answer will demonstrate the Tenderer is prepared to mobilise within given timescales and has a clear vision of how it would implement their proposed mobilisation plan.

	1 A4 page limit			
Q5	<p>Emergency Procedures</p> <p>Please detail an example of your Emergency Procedures from a previous or current contract. The example must include Fire, Vehicle Accident & Bomb Threats amongst others. Also provide your operational strategy once such an alert has been activated and what your proposals would be for this contract if you were successful</p> <p>1 A4 page limit</p>	1-5	4%	An excellent answer will demonstrate that the tenderer has previous experience in regards to implementing emergency procedures and an operational strategy that would be appropriate to in scope for this procurement.
Q6	<p>Added Value</p> <p>What value would your company add to this contract and what actions will you take to remain proactive throughout the life of the contract, please provide examples from previous contracts.</p> <p>1 A4 page limit</p>	1-5	3%	An excellent answer will demonstrate the tenderer can provide added value to the contract over its term.
Q7	<p>Continuity Plan</p> <p>Provide evidence and summarise your organisations business continuity plan, detailing how in the event of disaster, major or minor, or flu epidemic where a number of staff are absent, you will continue to provide the desired level of service.</p> <p>1 A4 page limit</p>	1-5	4%	An excellent answer will show the tenderer has sufficient contingency plans in place that would enable the tenderer to continue the service delivery in any event.
Q8	<p>Alarm Response</p> <p>What measures and processes will you employ to ensure a 30 minute response time for any alarm activation? Also demonstrate the key holding operation you intend to deploy and what method of storage will you have for the safe keeping of the keys.</p> <p>1 A4 page limit</p>	1-5	5%	An excellent answer will demonstrate the Tenderer has the relevant processes and procedure in place to attend and record alarm responses within the specified timescales and safe storage of keys.
Q9	<p>Illegal Incursions & Raves</p> <p>Please demonstrate and provide 3 examples of your previous experience in regards to managing</p>	1-5	5%	An excellent answer will demonstrate the Tenderer has the processes, procedures,

	<p>Illegal incursion and Raves. Please demonstrate how you have implemented a process that effectively takes ownership of the situation until its positive conclusion.</p> <p>1 A4 page limit</p>			<p>experience and knowledge to manage illegal incursions and Raves.</p>
Q10	<p>Previous Experience</p> <p>Please provide details of up to three (3) contracts in any combination from either the public or private sector that are relevant to Hillingdon's requirement. Contracts should have been performed during the last three (3) years.</p> <p>The details should include:</p> <ul style="list-style-type: none"> i name and address of customer organisation; ii point of contact in customer organisation, their position in the organisation and their <u>email</u> address; iii contract start date and completion date (if relevant); iv estimated contract value; v in no more than 500 words, please provide a brief description of the contract delivered including evidence of your technical capability in this market; and vi name(s) of sub-consultants and/or consortium members and their role. <p>3x A4 page limit</p>	1-5	7%	<p>An excellent answer will address each of the points of the question and demonstrate the Tenderer has the relevant experience to deliver on a contract of the scope of this procurement.</p>
	Total marks available	40	40%	