

APPENDIX C – Quality Questions

The following quality questions are worth a total of 40% of the total evaluation score.

Each must be answered in full in the boxes provided and not exceed the **word limit as stated** per question.

RETURN THIS WITH YOUR TENDER SUBMISSION

Any submission not reaching a minimum score of 300 points will be disqualified.

NOTE: Please use Font Arial, size 12, when answering all questions.

Asbestos surveys

Materials and Equipment

1. As a minimum please see Specification WI2000. Please specify the tools, plant and technical equipment available for carrying out the work under the contract and how you will ensure how you will evidence that they are fit for purpose? **200 word limit**

SCORING: There is a weighting of **4** with a total of **40 points** available for this requirement.

RESPONSE:

Access

2. Please outline how you will carry out the No Access process as detailed in Appendix 4 – Survey Process JMS 2015 **400 word limit**

SCORING: : There is a weighting of **4** with a total of **40 points** available for this requirement.

RESPONSE:

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Accreditations/Site Safety

3. Outline how you ensure the safety of your staff and our customers when working in their homes as detailed in your Health and Safety Policy and list any site safety schemes that you belong to. **200 word limit**

SCORING: There is a weighting of **4** with a total of **40 points** available for this requirement.

RESPONSE:

Qualifications & Training

4. The essential and desirable qualifications/training are listed in the specification – 1.2. Please describe:
- How you would ensure that your company and staff are kept up to date with current industry standards?
 - What training is provided and at what intervals?
 - What is your approach to staff development?
- 400 word limit**

SCORING: There is a weighting of **6** with a total of **60 points** available for this requirement.

RESPONSE:

Sample Surveys

5. Please provide a recent example of the following; A Management and Refurbishment surveys that you have completed previously. in line with HSG 264
200 words

SCORING: There is a weighting of **3** with a total of **30 points** available for this requirement.

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RESPONSE:

Contract Delivery

6. It is our expectation that each contractor has the capacity to carry out a minimum of 100 surveys per week. Please detail the staffing structure to be implemented that ensures this target is achieved. **200 word limit.**

SCORING: There is a weighting of **6** with a total of **60 points** available for this requirement.

RESPONSE:

Timescales

7. Please indicate how you would manage the process for an asbestos surveys to meet the KPI as detailed in the specification – (W400) and Appendix 4 – Survey Process. **200 word limit**

SCORING: There is a weighting of **5** with a total of **50 points** available for this requirement.

RESPONSE:

Risk Assessment

8. Please provide a copy of your proposed Risk Assessment Method Statement (RAMS) to carry out Asbestos Surveying and Sampling Works, this should include for example:
- What risk they will associate for a survey i.e. working at height
 - What equipment is being used for a survey and is it fit for purpose i.e. H type vacuum certified to be used
 - What type of RPE, PPE is to be used.

SCORING: There is a weighting of **3** with a total of **30 points** available for this requirement.

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RESPONSE:

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Complaints Handling

- 9.** Please outline how you will comply with the LCC Complains Policy – Appendix 5. Please give an example of a recent customer complaint and the outcome
400 word limit

SCORING: There is a weighting of **5** with a total of **50 points** available for this requirement.

RESPONSE:

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Accreditations

- 10.** Please provide evidence of your Accreditations to UKAS to undertake Asbestos Surveying and Sampling to Premises. Also evidence of all other essential/desirable qualification mentioned in the specification (WI 100)

FOR INFORMATION ONLY – FAILURE TO PROVIDE EVIDENCE WILL RESULT IN YOUR BID BEING REJECTED.