

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 60 points will be disqualified.

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

Asbestos Removals

1. Materials and Equipment

- 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 **1.5** with a total of **15 points** available for this requirement.

RESPONSE:

2. Access

- Please outline how you will carry out the No Access process as detailed in Appendix 3 – Removal Process JMS 2015. **400 word limit**

SCORING: There is a weighting of **1.0** with a total of **10 points** available for this requirement.

RESPONSE:

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3. Accreditations/Site Safety

- 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 **1.0** with a total of **10 points** available for this requirement.

RESPONSE:

4. Qualifications & Training

- The essential and desirable qualifications/training are listed in the specification – WI1100. Please describe:
 - a. How you would ensure that your company and staff are kept up to date with current industry standards?
 - b. What training is provided and at what intervals?
 - c. What is your approach to staff development?**400 word limit**

SCORING: There is a weighting of **1.5** with a total of **15 points** available for this requirement.

RESPONSE:

5. Sample RAMS & plan of work

- Please provide a recent example of each of the following,; a typical Point of Work Risk Assessment, Working Method and Plan of Work. Please describe how you would undertake these and what guidance do you issue to removal staff to ensure working methods are adhered to.
200 word limit

SCORING: There is a weighting of **1.5** with a total of **15 points** available for this

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requirement.

RESPONSE:

6. Timescales

- Please indicate how you would manage the process for an asbestos removal to meet the KPI as detailed in the specification – (W400) and Appendix 3 – Removal Process. **200 word limit**

SCORING: There is a weighting of **1.5** with a total of **15 points** available for this requirement.

RESPONSE:

7. Complaints Handling

- Please outline how you will comply with the LCC Complains Policy – Appendix 4 . Please give an example of a recent customer complaint and the outcome **400 word limit**

SCORING: There is a weighting of **1.0** with a total of **10 points** available for this requirement.

RESPONSE:

8. Emergency work

- The timescale in the specification requires attendance of an emergency removal be attended in 2 hours. Please detail what approach you would undertake for an emergency as detailed in Section 2.25 of the Specification- Emergency Call-out. Where possible please provide an example of where your company has undertaken removal work as an emergency and the process you undertook. **400 word limit**

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SCORING: There is a weighting of **1.0** with a total of **10 points** available for this requirement.

RESPONSE:

Licence

Please provide evidence of your Accreditations and 3 year licence to undertake Asbestos removal work. Also evidence of qualifications/training record of staff mentioned in the specification. – W11100

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