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**Invitation To Tender Quality Questions**

**BSS24005 – Works of adaptations (woa)**

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# Section G – Lot Selection

Please note: **All Tenderers are required to answer this question.**

**Section G is Weighted as per ITT.**

|  |  |  |
| --- | --- | --- |
| **Question No.** | **Description of Question** | **Answer** |
| **G – 1.**  **Information Only** | Lot 1 – Internal Adaptations  Please select the relevant Principal Area’s (or Lots) you wish to tender for, there is no limit on the number of lots a sole supplier may bid for. | |
| Lot 1.1 – Blaenau Gwent |  |
| Lot 1.2 – Bridgend |  |
| Lot 1.3 – Caerphilly |  |
| Lot 1.4 – Cardiff |  |
| Lot 1.5 – Carmarthenshire |  |
| Lot 1.6 – Ceredigion |  |
| Lot 1.7 – Merthyr Tydfil |  |
| Lot 1.8 – Monmouthshire |  |
| Lot 1.9 – Neath Port Talbot |  |
| Lot 1.10 – Newport |  |
| Lot 1.11 – Pembrokeshire |  |
| Lot 1.12 – Powys |  |
| Lot 1.13 – Rhondda Cynon Taf |  |
| Lot 1.14 – Swansea |  |
| Lot 1.15 – Torfaen |  |
| Lot 1.16 – Vale of Glamorgan |  |
|  | Please tick here if you wish to apply all lots |  |

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| **Question No.** | **Description of Question** | **Answer** |
| **G – 2.**  **Information Only** | Lot 2 – External Adaptations  Please select the relevant Principal Area’s (or Lots) you wish to tender for, there is no limit on the number of lots a sole supplier may bid for. | |
| Lot 2.1 – Blaenau Gwent |  |
| Lot 2.2 – Bridgend |  |
| Lot 2.3 – Caerphilly |  |
| Lot 2.4 – Cardiff |  |
| Lot 2.5 – Carmarthenshire |  |
| Lot 2.6 – Ceredigion |  |
| Lot 2.7 – Merthyr Tydfil |  |
| Lot 2.8 – Monmouthshire |  |
| Lot 2.9 – Neath Port Talbot |  |
| Lot 2.10 – Newport |  |
| Lot 2.11 – Pembrokeshire |  |
| Lot 2.12 – Powys |  |
| Lot 2.13 – Rhondda Cynon Taf |  |
| Lot 2.14 – Swansea |  |
| Lot 2.15 – Torfaen |  |
| Lot 2.16 – Vale of Glamorgan |  |
|  | Please tick here if you wish to apply all lots |  |

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| --- | --- | --- |
| **Question No.** | **Description of Question** | **Answer** |
| **G – 3.**  **Information Only** | Lot 3 – Stairlifts and Hoists  Please select the relevant Principal Area’s (or Lots) you wish to tender for, there is no limit on the number of lots a sole supplier may bid for. | |
| Lot 3.1 – Blaenau Gwent |  |
| Lot 3.2 – Bridgend |  |
| Lot 3.3 – Caerphilly |  |
| Lot 3.4 – Cardiff |  |
| Lot 3.5 – Carmarthenshire |  |
| Lot 3.6 – Ceredigion |  |
| Lot 3.7 – Merthyr Tydfil |  |
| Lot 3.8 – Monmouthshire |  |
| Lot 3.9 – Neath Port Talbot |  |
| Lot 3.10 – Newport |  |
| Lot 3.11 – Pembrokeshire |  |
| Lot 3.12 – Powys |  |
| Lot 3.13 – Rhondda Cynon Taf |  |
| Lot 3.14 – Swansea |  |
| Lot 3.15 – Torfaen |  |
| Lot 3.16 – Vale of Glamorgan |  |
|  | Please tick here if you wish to apply all lots |  |

# Section H – Previous Contract Experience

Please note: **All Tenderers are required to answer this question.**

**Section H is Weighted as per ITT.**

|  |
| --- |
| **Description of Question** |
|
| Please provide examples of three similar contracts that you have carried out for three different organisations within Wales in the last three years. Private sector examples may also be considered.  If you are a new organisation and you are unable to provide examples from three different organisations for completed work, you should provide three examples for current work that will demonstrate your capacity and abilities.  Barcud Shared Services will consider:  Assessment of quality of work and commitment to collaborative working within the housing sector.  That the three contracts provided are similar in nature to the subject matter of this contract. Examples provided that are not similar in nature will result in low marks being awarded.  Please keep responses relevant to the Lot(s) being applied for (Lot 1: Internal Adaptations, Lot 2: External Adaptations, Lot 3: Stairlifts and Hoists)  **Each ‘example’ will be scored as per the Scoring Rationale stated in the ITT document. The overall weighting allocation for this question is shown in Table 4 – Evaluation Questions.** |

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| **Question No.** | **Question** | | **Answer** | | |
| **Previous Contract Experience Example One** | | | | | |
| **H – 1**  Weighted  5% of Total Tender Evaluation | **Project Name:** | |  | | |
| **Client Name:** | |  | | |
| **Type of Goods:** | |  | | |
| **Client Address:** | |  | | |
| **Client Contact:** | |  | | |
| **Client Email:** | |  | | |
| Description of Contract **(Maximum 300 words)**: | | | | |
| **Contract Period:** |  | | **Contract Value:** |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Question No.** | **Question** | | **Answer** | | |
| **Previous Contract Experience Example Two** | | | | | |
| **H – 2**  Weighted  5% of Total Tender Evaluation | **Project Name:** | |  | | |
| **Client Name:** | |  | | |
| **Type of Goods:** | |  | | |
| **Client Address:** | |  | | |
| **Client Contact:** | |  | | |
| **Client Email:** | |  | | |
| Description of Contract **(Maximum 300 words)**: | | | | |
| **Contract Period:** |  | | **Contract Value:** |  |

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| --- | --- | --- | --- | --- | --- |
| **Question No.** | **Question** | | **Answer** | | |
| **Previous Contract Experience Example Three** | | | | | |
| **H – 3**  Weighted  5% of Total Tender Evaluation | **Project Name:** | |  | | |
| **Client Name:** | |  | | |
| **Type of Goods:** | |  | | |
| **Client Address:** | |  | | |
| **Client Contact:** | |  | | |
| **Client Email:** | |  | | |
| Description of Contract **(Maximum 300 words)**: | | | | |
| **Contract Period:** |  | | **Contract Value:** |  |

# Section I  – Contract Delivery

Please note: **All Tenderers are required to answer this question.**

**Section I is Weighted as per ITT.**

|  |  |
| --- | --- |
| **Question No.** | **Description of Question** |
|
| **I – 1.**  Weighted  5% of Total Tender Evaluation | Please explain how your methods of working will successfully deliver upon contract requirements and meet the requirements as per the Specification.  Answers should include:     * How you will successfully deliver works to meet Barcud Shared Services standards and requirements in relation to the information provided in the Specification and Tender Brief. * How you will manage the variable workload over the duration of the agreement and what priority arrangements you can put in place to ensure projects received from Barcud Shared Services Clients will be successfully fulfilled. * Your ability to react to emergency requirements within a 24hr period and a right first time approach.   **(Maximum 500 words)** |
| **Response:** |

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| --- | --- |
| **Question No.** | **Description of Question** |
|
| **I – 2.**  Weighted  5% of Total tender Evaluation | Please explain your procedures for working safely, respectfully, and efficiently within occupied domestic homes. Your response should focus on practical, day-to-day methods your follow to minimise disruption and manage safety.  Your answer must include (but not be limited to):   * How you plan and coordinate site activities to reduce tenant disruption * Daily routines for setting up, securing, and cleaning occupied work areas * How your operatives are briefed and supervised to ensure respectful behaviour and safeguarding * Specific procedures for working in homes of tenants who are vulnerable, have disabilities, or have additional needs * How do you coordinate with tenants and housing staff before, during, and after the works   **(Maximum 500 words)** |
| **Response:** |

|  |  |
| --- | --- |
| **Question No.** | **Description of Question** |
|
| **I – 3.**  Weighted  5% of Total Tender Evaluation | Please explain how you will continuously improve your service delivery throughout the life of the Framework Agreement and bring added value services to BSS clients.    Answers should include (but not be limited to):     * Clear, tangible and innovative ideas/products that will lead to an improved relationship and service to add value. * Sharing of technical updates, training and benchmarking. * How you can support BSS clients decarbonisation programme to become more sustainable in terms of our material usage and processes. * Other matters not specifically covered in this ITT which you feel would distinguish your services from those of other Tenderers   **(Maximum 400 words)**: |
| **Response:** |

# Section J – Skills and Qualifications

Please note: **All Tenderers are required to answer this question.**

**Section J is Weighted as per ITT.**

|  |  |
| --- | --- |
| **Description of Question** | |
|
| Please provide information (in the form of a table or outlining CV) of the existing qualifications and experiences of the employees within your organisation that will be assigned to the Framework Agreement, regarding both the management of the Framework Agreement and the physical undertaking of the works required in relation to Lot 1 & 2 and 3 WOA.    Answers should include:     * Job title; qualifications relevant to the lot; date that they joined your company; current and previous work experience in the relevant sector. * Location base of staff. * Staff involved in the management of the Framework Agreement and the staff that physically undertake the services.   **(Maximum 500 words)**:  *Additional 500 words allowed if bidding for all 3 lots.* | |
| **J – 1**  Weighted  5% of Total Tender Evaluation | **Response:** |

# Section K  – Customer Care and Quality of Work

Please note: **All Tenderers are required to answer this question.**

**Section K is Weighted as per ITT.**

|  |  |
| --- | --- |
| **Question No.** | **Description of Question** |
|
| **K – 1.**  Weighted  5% of Total Tender Evaluation | Please explain how you ensure high-quality workmanship and a positive customer experience when delivering works in occupied properties. Your response should include how you monitor quality, gather feedback, and take corrective action where needed.  In particular, explain:   * Your process for inspecting and signing off work internally before handover to the client * How you track and respond to tenant feedback or complaints during and after the work * Your approach to continuous improvement of workmanship based on past lessons learned * How you ensure that work is delivered respectfully and professionally, particularly in homes occupied by vulnerable or disabled residents   **(Maximum 500 words)** |
| **Response:** |

# Section L  – Community Benefits

Please note: **All Tenderers are required to answer this question.**

**Section L is Weighted as per ITT.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Question No.** | **Description of Question** | **Answer** | |
| **Yes** | **No** |
| **L – 1.**  **Pass/Fail** | Barcud Shared Services is committed to contributing to the social, economic and environmental well-being of its clients communities. Consequently Community Benefits clauses will be considered as part of any proposed procurements as ‘Non-Core’ to address socio-economic and/or environmental issues.  The ‘Core’ approach means that Community Benefits are being ‘bought’ as part of the subject matter of the contract.    Do you confirm that your organisation is willing and committed to the delivery of Community Benefits through the life of any awarded contracts for the relevant housing association?  **Please self-certify by answering ‘Yes’ or ‘No’ that you meet the requirements set out. Yes – Pass, No – Fail.** |  |  |