

Schedule 5 - Quality Questions

The following Technical Questions must be completed and uploaded in the Technical Envelope of the eTenderwales Portal

Tenderers must demonstrate how their proposal meets the specification. Your answer should explain your understanding of the requirement, the proposed processes, procedures and quality measures to meet the requirement.

Please ensure that the response to each question is relevant and focused on addressing the question asked. The answer to each question will be evaluated on information provided in the response to that question, you may provide referenced appendices in support of your response. No marks will be awarded for a particular question for information given in response to any other question or elsewhere in the submission.

Please limit your response to the word count indicated in each of the questions. The word count does not apply to the attachments however Tenderers must ensure that any relevant detail in the attachments are clearly referenced, referred to in the response and relevant to the question.

For example, if you provide a copy of a policy to support your response to a question you must ensure that it is clearly identified which part of that policy relates to supporting your response (i.e. refer to section 4 of the policy)

Project Management 10%

Question 1

Please describe how you propose on managing this Contract, include details of:

- Your current capacity;
- The number of personnel you propose to allocate;
- The proposed Contract manager and key personnel to be allocated (are they dedicated staff members);
- The key personnel's roles and responsibilities throughout the Contract (their experience and qualifications);

Response: - **Word Count: X / 1000**

Project Management 10%**Question 2**

Please explain how your organisation can meet the anticipated time scale for the works as indicated in the specification.

- Describe your methodology for how you intend on programming and managing the works focusing on;
 - Breaking the project down into key milestones
 - Tenderers can provide a Gantt chart to assist.
 - Provide examples of recent projects with similar scopes where your company have delivered within the tendered timeline and budget.

Response: - **Word Count: X / 1000**

Health & Safety 10.00%**Question 3**

- Please give details of who you propose to take overall responsibility for Health and Safety for this Contract:
 - What their relevant experience and qualifications are;
 - How they propose to manage health and safety;
 - Who will be their contingency should they not be available?
- Please describe what Health and Safety measures you propose on implementing during the term of this Contract based on the PCI information provided in the tender pack, include what measures you will put into place to ensure the safety of:
 - Your employees;
 - Our customers;
 - Our employees;
 - General public.

Response: - **Word Count: X / 1000**

Quality 10.00%

Question 4

Please explain the quality assurance and control measures you propose to implement during the term of this Contract. Your response shall include, but not be limited to:

- The measures in place to ensure the quality of the product supplied and its compliance with the requirements of this Specification
- Details of the proposed lift equipment, including key components, manufacturers and system design, and how these meet or exceed the Specification requirements
- Identification of any deviations from the Specification, together with full technical justification and any associated impacts on performance, maintenance or lifecycle
- Arrangements for inspections and audits during manufacture, installation and following completion
- Management of staff conduct on site
- Staff training and competency, both prior to and during the works
- How you will ensure that the finished installation meets the required standards prior to handover

Response: - **Word Count: X / 1000**

Warranty & Technical Support 10.00%

Question 5

The Client requires a minimum of 12 months defect work on any goods/services or work provided to the Client.

Please explain what your proposed process for managing any defects and warranty work during the Contract term include:

- Who do you propose to be responsible for this area of the Contract;
- How will you determine responsibility and what action will you take;
- How will you manage and rectify complaints from the Client and/or tenants relating to both the standard of workmanship and any defective work.
- What term is included and what that will mean for the Client
- Detail any call out response times.
- Availability of spares/resources and lead times.

Response: - **Word Count: X / 1000**

Sustainability 5.00%

Question 6

The Client is moving towards supporting sustainability across all the services it provides:

- Focusing on the project itself and the type of works it involves please describe what measures you will put in place to promote sustainability;
 - How will you reduce your carbon footprint?
 - Are there materials you can reuse?
 - Looking at your waste procedures, how will you recycle materials?
 - Have you considered your supply chain?

Give details on how you can evidence any improvements you can undertake on this Contract.

Response: - **Word Count: X / 750**

Social Value 5.00%

Question 7

- Please detail what added value your organisation will deliver to CCHA's Community Benefits commitment to our tenants, residents and communities. What will you offer and how will you monitor and measure this throughout the course of the contract? The answer must include but not limit to:
 - CCHA and the need identified
 - Proposed Action
 - Expected Outcomes
 - Monitoring and communication plan

Response: - **Word Count: X / 750**