

PROJECT SPECIFIC SERVICE QUALITY QUESTIONNAIRE DRAFT Internal and external decorations and associated pre dec repiars.				
		Score	Weighting	Max Score
Q11	<p>Please evidence (through the contract examples you have provided in Question 3 above), your capability in being able to deliver the specified works to the high professional standard required, with particular regard to:-</p> <ul style="list-style-type: none"> <li>• Undertaking works in public spaces;</li> <li>• Compact sites and with limited local parking;</li> <li>• Challenging site security issues.</li> </ul> <p>Describe how relevant challenges on one or more of these projects were overcome.</p>	0-5	4	20
Q12A	<p>Please identify (with reference to the contract examples you have provided in Question 3 above), and having considered the information provided within the bidding documents, 3 key activities that are on the critical path of this project and will require special focus during the course of the works.</p> <p>State your commitments as to how you will manage these areas, to ensure that the contract remains on programme and is completed on or before the due date; evidencing your ability to do so through the cited contract examples.</p>	0-5	2	10
Q12B	<p>Please identify (with reference to the contract examples you have provided in Question 3 above), and having considered the information provided within the bidding documents, 3 key activities that are critical to delivering the required range of services and will require special focus.</p> <p>State your commitments as to how you will manage these areas to ensure that the demand of the service is met and that all requirements are completed on or before the due dates; evidencing your ability to do so through the cited contract examples.</p>	0-5	2	10
Q12C	<p>Please evidence (through the contract examples you have provided in Question 3 above), that you are able to consistently meet the response time targets laid out in the bidding documents.</p>	0-5	2	10

Q13	<p>Please identify (with reference to the contract examples you have provided in <b>Question 3</b> above), and having considered the information provided within the bidding documents, <b>3 key additional challenges</b> that in your view will require special focus during the course of the works.</p> <p>State your commitments as to how these challenges will be managed to ensure that the contract is delivered to the client's requirements and remains on programme; evidencing your ability to do so through the cited contract examples.</p>	0-5	<b>2</b>	<b>10</b>
Q14A	<p>Please provide an organisation structure identifying staff who will be involved with the day to day management of the work. This should include operational and financial management/control. Additionally, please identify what resource will be made available to support the Contract from central sources. Please provide CVs for all key members of staff specifically those involved with the day to day running of the contract.</p>	0-5	<b>5</b>	<b>25</b>
Q14B	<p>Please identify the location(s) of the office from which the day to day management of the contract will be undertaken and describe how the requirements of SCC for a highly responsive service can be met. This should include both operational and financial management. Please identify the location of any works depot that will be used to deliver the services if separate from the day to day management function location(s).</p>	0-5	<b>5</b>	<b>25</b>
Q15	<p>There is restricted access to the working area, very limited storage facilities for materials/equipment and waste, and no on-site parking for contractor's personnel or sub-contractors.</p> <p>Outline your proposals for managing these constraints with specific reference to the subject site.</p>	0-5	<b>1</b>	<b>5</b>
Q16	<p>Please provide details of any of the works or services you intend to sub-contract to other companies; identifying the sub-contractor and the relevant works or services to be sub-contracted and an indicative proportion (%) of the total contract value.</p>	0-5	<b>1</b>	<b>5</b>
Q17	<p>Please detail (with reference to the contract examples you have provided in <b>Question 3</b> above), and having regard to the specific requirements of this particular project, how you will select and appoint sub-contractors and suppliers for this project. Even if none</p>	0-5	<b>2</b>	<b>10</b>

	are required for this particular contract, demonstrate how you will/would ensure that all stated quality standards (including the mandatory requirements and social value objectives referred to this questionnaire) will be delivered in practice, and by the due date; evidencing your ability to achieve this through the cited contract examples.			
Q18	Please detail (with reference to the contract examples you have provided in Question 3 above), your commitments to site security and the prevention of vandalism during the course of this contract; evidencing your ability to do so through the cited contract examples.	0-5	2	10
Q19	Please demonstrate (with reference to the contract examples you have provided in Question 3 above), your commitment to ensuring that health and safety shall be considered a high priority at all times; evidencing your ability to do so through the cited contract examples.	0-5	5	25
Q20	Please identify (with reference to the contract examples you have provided in Question 3 above), and having considered the information provided within the bidding documents, 3 key challenges that may require special focus during the course of the works and state your commitments as to how these shall be managed to ensure safe working; evidencing your ability to do so through the cited contract examples.	0-5	2	10
Q21	Please affirm and evidence (through the relevant experience and contract examples you have provided in Question 3 above), the measures you will commit to undertake on site to reduce waste (and land-fill), travel and energy use during the course of the contract.	0-5	2	10
Q22	Please detail (with reference to the contract examples you have provided in Question 3 above) your commitments to minimise disruption to the members of the public; evidencing your ability to do so through the cited contract examples.	0-5	2	10
Q23	Please evidence (through the contract examples you have provided in Question 3 above), your commitments to the provision of monthly and weekly written reports (as detailed in the Preliminaries); and outline which aspects of the	0-5	5	25

	project you would be including within these reports.			
Q24	Demonstrate (with reference to the contract examples you have provided in <b>Question 3</b> above), and having considered the information provided within the bidding documents, how you will ensure that <b>all relevant stakeholders</b> remain informed on work progress, and of any impact upon them with respect to noise, vibration, smell, etc; evidencing your ability to do so through the cited contract examples.	0-5	<b>5</b>	<b>25</b>
Q25A	Please explain (with reference to the contract examples you have provided in <b>Question 3</b> above), how you as a company are working towards the goal of "zero defects", your degree of success, the specific challenges you have in meeting this requirement (and why). Include details of your commitments to the rectification of latent defects; evidencing your ability to deliver these through the cited contract examples.	0-5	<b>5</b>	<b>25</b>
Q25B	If a defect does occur during the defects period please describe how you ensure an appropriate response is provided to rectify the issue	0-5	<b>5</b>	<b>25</b>
Q26	Demonstrate (with reference to the contract examples you have provided in <b>Question 3</b> above), how the management processes you will adopt on this contract will ensure that the works are delivered to the required programme and standards; so that the facility will be fully operational at Practical Completion, with no requirement to address snagging items post contract.  Outline your commitments to ensure that the <b>Health &amp; Safety File and the Operation &amp; Maintenance Manuals</b> are completed in full prior to handover; evidencing your ability to deliver your commitments these through the cited contract examples.	0-5	<b>4</b>	<b>20</b>
Q27	Outline your commitment to providing an effective defects management service, with regard to:- <ul style="list-style-type: none"> <li>o the appointment of a designated person responsible for managing and reporting weekly on all defects, snagging items, etc;</li> <li>o work undertaken by sub-contractors;</li> <li>o supporting the role of SCC response repair call centre.</li> </ul> evidencing your ability to do so through the contract examples you have provided in <b>Question 3</b> above.	0-5	<b>3</b>	<b>15</b>

Q28	Demonstrate (with reference to the contract examples you have provided in <b>Question 3</b> above), how your senior management input will be utilised to ensure that robust responsibility exists for managing and controlling all aspects of this contract, to deliver the project on time and to the required quality; evidencing your ability to deliver these through the cited contract examples.	0-5	<b>5</b>	<b>25</b>
Q29	Having considered the information provided within the bidding documents, outline what you regard as the <u>3 most important measures of success</u> for delivering this project. Evidence through the relevant experience and contract examples provided in <b>Question 3</b> above, that your organisation is structured and resourced to deliver these identified measures of success.	0-5	<b>3</b>	<b>15</b>
Q30	Evidence through the contract examples you have provided in <b>Question 3</b> above, that you are able to ensure that you employ mainly directly employed staff (ie. in excess of 90%).	0-5	<b>5</b>	<b>25</b>
Q31	N/A			
Q32	Evidence through the contract examples you have provided in <b>Question 3</b> above, the extent to which your directly employed staff are paid the UK Living Wage (as defined by the Living Wage Foundation - <a href="https://www.livingwage.org.uk/calculation">https://www.livingwage.org.uk/calculation</a> ) as a minimum.	0-5	<b>1</b>	<b>5</b>
Q33	Evidence through the relevant experience and contract examples you have provided in <b>Question 3</b> above, how you as a company, support your workforce through apprenticeship and other paid work experience opportunities.	0-5	<b>1</b>	<b>5</b>
Q34	Evidence how you as a company, (whilst recognising that the needs of the work and/or service requirement must be given priority), actively supports flexible working to enable operatives to achieve a practical work-life balance.	0-5	<b>1</b>	<b>5</b>
Q35	Evidence how you as a company, actively support the use of SMEs through your supply chain.	0-5	<b>2</b>	<b>10</b>

	Maximum available score:			