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**Supply and installation of planned Fire Doors replacements to Housing Solutions Properties**

2025-2029

# QUALITY & TECHNICAL CAPABILITY EVALUATION

# Appendix 4B

# (Scored – Total Weighting 60%)

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| Company Name |  |

The evaluation of tenders will be based both on the Tender Price, and the Qualitative responses to the questions posed below. The weighting will be apportioned with **60%** of the marks being awarded to this Qualitative Section and **40%** to the Pricing section.

The aim of this section is to assess the contractor‘s proposed method of delivering the supply and installation of Fire Doors described in this tender. Housing Solutions is keen for these works to be undertaken in a timely manner whilst ensuring the residents are given the best possible service and H&S is managed to the highest possible standards.

Your Qualitative Proposal(s) should be based on the scope and location of works described in the tender documents.

**The total word count for your full tender response submission is capped at 10,000 words maximum.**

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| **Quality & Technical Capability – Scored Criteria (Max Score 100% / Weighted 60%)**  |
| **4.0** | **Company Background & History (For Information Only – Not Scored)**Please provide a brief overview of your company’s background and history, including:* Short description / background of the organisation.
* Professional Awards / accolades / recognitions.
* How many years the organisation has been running.
* Experience of delivering similar works.
* Whether you have previously carried out work for Housing Solutions and whether there were any issues that needed addressing during delivery of the contract.
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| **Response:** |

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| **4.1** | **Contract Mobilisation & demand forecast planning (10%) – Weighted 6%**We expect there to be a 4 week mobilisation period, from contract award to contract start date. Please set out your mobilisation plan for this service (as a separate attachment – **labelled Appendix 9A**), assuming a contract start date of August 2025. Relevant activities and timescales should be set out in a Gantt chart or similar format.We are also interested to understand how you will produce a programme based on demand forecast information that we provide including what processes/ procedures you will follow to make amendments as the programme progresses.Housing Solutions has provided a demand forecast for the first year (See Appendix 9). Please include a draft proposed programme for the delivery of the 2025/26 demand forecast provided. You should submit your programme in Microsoft Project or Excel in PDF format, **label as Appendix 9B**, and assume a start date of August 2025, with a view to complete at least 250 doors in the first year of the contract. Along with a draft proposed programme (Appendix 9B) and mobilisation plan (Appendix 9A), please provide a response that fully covers the above. Scoring for this question will take into account the level of detail provided and the considerations taken into account within your approach.  |
| **Response:** |

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| **4.2** | **Service Delivery (13.33%) – Weighted 8%**Please tell us how you will ensure that all installations include only the right products and are installed to the manufacturers specification and installation guides.There is an expectation that the successful supplier will use full certificated door sets wherever possible (taking into account side panels, door furniture, fan lights etc as a whole cost for the replacement) avoiding the need for extra unexpected charges. Tell us how you will ensure that you capture everything when providing quoted costs as part of the survey and how you provide customers with forecast expenditure for replacements.Within your response please also provide an example of a project where you have installed multiple new fire doors within a care and/or sheltered home environment and another example where you have installed multiple new fire doors within general needs properties. |
| **Response:** |

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| **4.3** | **Staffing and Resources (10%) – Weighted 6%**Please provide a statement which details:* Your organisational capacity to deliver this contract, in respect of the availability of staff and the locality of resources.
* The number of directly employed staff available to you to support any potential works awarded under this contract and whether they are intrinsically linked to any other contract within the area.
* The number of individual fitters allocated to this contract that will hold accreditation with BMTRADA (or equivalent).
* In addition to being accredited with BMTRADA (or equivalent); the experience of the directly employed staff available to you to support any potential works awarded under this contract and assurances that they will be assigned to our requirements.
* Any additional technical and/or professional qualifications held by the organisation and the personnel who will be involved in the delivery of this contract.
* Your recruitment & vetting process for new personnel, contractors, and tradespersons. To include on site supervision.
* Ongoing supervision and management of your staff.
* Your training programme and frequency, and your process for ensuring staff are up to date on changes to best practice or legislation.
* Details of local depots, along with the location of the depot that will serve this contract.
* Waste storage facilities that will be used for this contract.

Please provide a Staff Structure and a copy of your waste carrier licences. |
| **Response:** |

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| **4.4** | **Supply Chain & Sub Contractor Management (11.67%) – Weighted 7%**Lead times for surveys and fire door sets and use of sub-contractors and their staff are important to us. Please provide a statement which details:* Your relationship with manufacturer/s, how often you meet and how you work together to keep lead times down.
* Lead times for all fire doors and accessories within scope of this contract.
* Lead times for survey and scope of new door installations.
* If you anticipate using sub-contractor(s) on this contract, what percentage of works will be covered by the sub-contractor(s).
* How your subcontractors are sourced and managed to ensure quality work, and will adhere to our specification requirements to include our contractor standards.
* Confirmation that all individual fitters allocated to this contract will hold accreditation with BMTRADA (or equivalent) and tell us about any other technical and/or professional qualifications held by your sub contractors and the personnel they will employ to be involved in the delivery of this contract.

Please also provide an example door ordering form and explain communication process with us in the ordering process.  |
| **Response:** |

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| **4.5** | **Contract Management & Support** **(8.33%) – Weighted 5%**Please demonstrate how you envisage to maintain management of the contract?Please provide details of: * Your dedicated point(s) of contact for the contract.
* The monthly contract review and progress meetings with Housing Solutions and the financial information you will prepare like invoice variations and forecasting against works to complete.
* The content of monthly management information reports and your proposed means of reporting e.g. hard copy, service portal, email, other.
* Suggesting of additional KPI’s to the specification (to be included in an agreed SLA). This should include suggestions on the measure / associated service credit for failing to meet the additional KPI’s.
* Please provide two examples of management reports that you have provided to similar contracts.
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| **Response:** |

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| **4.6** | **Access, Communication & Appointments (11.67%) – Weighted 7%**Housing Solutions require the successful contractor to fully manage all access arrangements in the completion of the fire door replacement works. Please outline your capability and approach when organising access for surveys, installation, any return visits to make good / remedial works and include detail on how no-access will be prevented and/or managed, bearing in mind that the successful contractor will bear the cost of abortive visits for no-access. Your response should give full detail on the infrastructure and methods you will use to set and manage appointments where necessary and include detail on how you will communicate with Housing Solutions customers and stakeholders throughout all stages of contract delivery.  |
| **Response:** |

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| **4.7** | **Health and Safety (11.67%) – Weighted 7%**Please provide a statement of your organisations Health & Safety practices, and how you ensure all works are delivered safely and compliantly.Within your response, please provide copies of Method Statements and Risk Assessments for all services and works required (as specified in the tender documents) and detail your methods of supervision of staff and works. Please provide information relating to any accidents, to include RIDDOR reportable events, within the last 12 months. Along with the process of recording near miss incidents. |
| **Response:** |

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| **4.8** | **Quality Control (10%) – Weighted 6%**Please provide details of your QA system and how you assess the quality of your workmanship, and how you ensure that all works completed are done so to a high standard. Please provide details of quality checks on doors prior to installation, any defects or quality issues resolved with manufacturer. Provide a copy of your record of installation and explain how any issues of quality are dealt with and rectified.Please also confirm how you will provide excellent customer care in relation to the following: * Managing and resolving complaints, including:
* Details of your complaints procedure.
* What you do when you receive a complaint relating to the services or workmanship.
* What precautions you take in order to prevent things going wrong.
* What you do when something does go wrong.
* How you will avoid the same thing going wrong again.
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| **Response:** |

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| **4.9** | **Warranties & Guarantees Offered**  **(5%) – Weighted 3%** Please tell us about the warranties and guarantees that you will be applying to these works, including what if any assurances you provide in the event of business failure / closure during the period of cover. We would also benefit from understanding what advice and/or approaches you can offer our organisation to assist us in avoiding unintentionally invalidating a warranty. Please also detail what information / guidance you will provide to our residents (like a list of do’s and don’ts) to help them from invalidating any warranties in place. |
| **Response:** |

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| **4.10** | **Social Value** **(8.33%) – Weighted 5%** Housing Solutions provide housing to a small geographical area based largely in Maidenhead, and it is important to us that we provide social value to the local community. This could be in the form of local employment/training courses/ apprenticeships, community improvement programmes, volunteering days, contributions to local and/or nominated charities, donations of fire equipment for events and training, providing workshops/roadshows/classes, reducing carbon footprint, using local suppliers, rebates based on annual contract spend etc.Please ensure your response is specific and quantified, detailing exactly what your organisation will offer and how you will monitor its impact on social value throughout the life of the contract.Please refrain from comments such as ‘this will be agreed during mobilisation’, as scoring for this question will take into account the commitment you put forward.  |
| **Response:** |