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| F1 Please detail your organisational capability to ensure operational readiness to meet the requirements of NCC’s tender including the response times in the technical specification, considering the geographical spread of our buildings. This discussion needs to include all elements of planned, remedial and reactive work.  10%  1 x A4 Page, 12 pt Arial |
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| F2 Please describe your processes and checklists which inspectors would follow to ensure compliance with NCC’s standard operating procedures (SOP) & manufacturers guidance for maintenance. Please include a copy of your routine inspection list.  We are interested in seeing:   * how you deal with fault identification, * how you ensure vital elements are picked up and recorded at each inspection interval, and finally * how you quality assure and inspect the level of work across all technical staff members.   20%  2 x A4 Pages, 12 Pt Arial |
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| F3 County Hall NCC’s HQ building has 4 sets of lifts 2 serving the north and 2 serving the south wing.  Consider the following Scenario:  You have been to site to conduct a routine maintenance inspection and have found faults that warrant the immediate shut down of the lift you were inspecting, which serves 11 floors, furthermore you have concerns that while this might be a case isolated to this one particular lift it might also be present in the other three sets of lifts.  Please describe what you would do next.  20%  2 x A4 Pages, 12pt, Arial |
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