**Appendix 2**

**Quality Questionnaire**

**Title: Bradford Fire Station Refurbishment**

**Tender Ref: WYFRS2081**

(please quote this reference on all correspondence)

Issued by: West Yorkshire Fire & Rescue Authority (WYFRA)

### Principle Address: FSHQ, Birkenshaw, Bradford, BD11 2DY

### Instructions

**Please Complete All Bidders Response boxes**

Please do not exceed word counts (where applicable). Any written response exceeding the maximum word count will not be considered or evaluated.

Please save and return this document as a word document – **do not return it as a PDF.**

Please ensure responses to each question are relevant and apply to the requirements. Please do not simply provide policies in response to any question. Additional information to substantiate or compliment the written response is permissible but must be appended to your submission with each appendix **clearly labelled with the relevant question number.**

Responses to each question will be scored applying the methodology below (detailed in the ITT).

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| **Score** | **Score Standard** | **Specification** |
| 5 | Excellent | A thorough, detailed and considered response which has covered all the areas of the question with high level, relevant and detailed information, backed up with clear evidence demonstrating a coherent and robust understanding of the service requirements with no areas of concern. |
| 4 | Good | A detailed and considered response which has covered most of the remit of the question with relevant and detailed information, backed up with evidence demonstrating a good understanding of the service requirements with limited areas of concern. |
| 3 | Satisfactory | A satisfactory response which addresses the minimum requirements but lacks detail, including some information and evidence that does not demonstrate a full understanding of the service requirements or provides adequate confidence that the requirements can be delivered. |
| 2 | Poor | Response provides limited information which has failed to address many of areas of the question and lacks detail, clarity, information and evidence regarding many areas of the question, demonstrating a poor understanding of the service requirements. |
| 1 | Very Poor | Response provides a very limited description which has failed to answer most of areas of the question with little detail, clarity, information and evidence regarding most areas of the question and has not demonstrated any understanding of the service requirements. |
| 0 | Unacceptable | An explanation or response is not provided and/or does not relate to the question asked. |

Guidance notes are provided within the Quality Questionnaire for each question to assist bidders to respond to accordingly. These guidance notes provide advice as to the minimum response required.

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| **Quality Question 1** | **Guidance** |
| **Please confirm the name(s) and e-mail address(es) to be used for initial contact if awarded the Contract. Please also provide a telephone number for your credit control/Finance department.** | Please provide the name(s) and e-mail address(es) of the personnel that will be the initial contacts if awarded the Contract. Please also provide a telephone number for your credit control/Finance department (this will be used to verify bank account details for any new supplier set process as required). **The response to this question will not be scored and Pass/Fail criterion applies.** |

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| Bidders Response  Name:    Email Address:  Credit Control/Finance Department Telephone Number: |

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| **Quality Question 2** | **Guidance** |
| **Please confirm that you are able to meet all the elements provided in the specification Appendices and tender documents** | The response must confirm that the requirements will be met as a minimum**. The response to this question will not be scored and Pass/Fail criterion applies**.  Required insurance levels are to be met and evidenced upon award of contract. |

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| Bidders Response |

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| **Quality Question 3** | **Guidance** |
| **Please confirm that you agree to the Contract Terms and Conditions (Appendices 4a and 4b) and there is no non-compliance with the requirements of this Tender.** | By submitting a response, bidders must understand that they are agreeing to the Terms and Conditions as listed in the Tender pack. Should the bidder be unable to comply with any Terms and Conditions, and/or any requirement listed in the tender documentation, the Schedule of Non-Compliance must be completed, with the Bidder setting out the areas of non-compliance, and/or any proposed changes to the Terms and Conditions they are unable to comply with.  Please note that WYFRS will not enter into discussion on any of the Terms and Conditions or requirements for this Tender, outside of this process and is under no obligation to accept any proposed changes. Any failure to return the Schedule of Non-Compliance will be deemed as an acceptance in full of all the Terms and Conditions as detailed above and compliance with all requirements for this Tender, by the bidder.  **The response to this question will not be scored and a Pass/Fail criterion applies (bids may be rejected if WYFRS are unable to accept changes to Terms and Conditions or non-compliance elements listed).** |

**Bidder’s Response (please add rows if required)**

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| **Reference** | **Description of non-compliance and /or revision** |
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| **Quality Question 4** | **Guidance** |
| **Please provide a downloaded version of your CDP (Central Digital Platform) information.** | Please confirm that you have provided a downloaded document and submitted with your bid. |

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| Bidders Response (delete as applicable)  Download provided (please provide title of the document submitted) - |

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| **Quality Question 5** | **Guidance** |
| **Please describe your company's approach to sustainability (Social, Economic and Environmental) and how you will apply to this contract.** | Provide details of your organisations approach to environmental sustainability and what innovative approaches you will take to achieve this on this project. Describe what organisational processes you have in place to reduce carbon emissions and construction waste once on site. It is acknowledged that this project is a fully designed project, however, could you please advise of any identifiable / measurable benefits which you feel can be offered for betterment.  Provide details of how you will ensure local subcontractors and people benefit from this project and what your quantifiable social value commitments for this project are. **Word Count maximum 750 words Arial font size 10** |

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| Bidders Response | |
| **Quality Question 6** | **Guidance** |
| **Please provide one case study of works/services that you have previously undertaken (within the last three years) which clearly demonstrates how similar services (both in terms of size and scope) have been successfully managed.** | Ideally this would be within a public sector organisation, but if this is not possible, please ensure your response clearly details the approach you will undertake demonstrating your understanding of public sector requirements.  Responses must evidence your understanding and capability to successfully deliver the required services and describe the key lessons learnt and how these will benefit this scheme. The response should include reference to relevant accreditations and legislative certification applicable to the work you have managed e.g. (but not limited to) The Environmental Protection (Duty of Care) Regulations 1991 (and subsequent amendment in 2003), Waste Carrier licencing, The Environmental Permitting (England and Wales) Regulations 2010, Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, NICEIC, Building regs etc. **Word Count maximum 1500 words Arial font size 10** |

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| Bidders Response |

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| **Quality Question 7** | **Guidance** |
| **Please provide details of your implementation plan/process and how you will proactively ensure implementation is streamlined.** | The response must include a comprehensive construction programme (please append to your submission) and how you will ensure streamlined and successful implementation, including details of how you will manage quality during the construction stage delivery of this project. Tenderers are required to submit with their tender, a preliminary construction delivery programme which acknowledges the project phasing requirements.  Provide also details of your approach to project management, outlining your organisations governance structure. Provide details of your proposed construction leads, demonstrating their suitability for this project. **Word Count maximum 500 words Arial font size 10** |

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| Bidders Response |

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| **Quality Question 8** | **Guidance** |
| **Please provide details of the Contract Management approach to be utilised in servicing this contract.** | The response should identify how you will continue to operate the service in the event of unforeseen situations and how you can service any ad-hoc requirements as they are required. In addition, please outline your approach to defect management and handover procedures including details of processes relating to the delivery of Health and Safety Information and Operating and Maintenance documentation, prior to and at project completion. **Word Count maximum 500 words Arial font size 10** |

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| Bidders Response |

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| **Quality Question 9** | **Guidance** |
| **Please provide details to demonstrate how costs will be effectively managed throughout the term of the contract, how savings will be identified and any additional/added value your company would provide to WYFRS if awarded a contract.** | The response should demonstrate your company's ability to effectively manage costs, how you may be able to propose savings and how added value can be achieved throughout the term of the contract. **Word Count maximum 500 words Arial font size 10** |

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| Bidders Response |

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| **Quality Question 10** | **Guidance** |
| **Please provide details of the Health & Safety approach to be utilised within this contract.** | Provide details of your approach to Health and Safety management and logistical proposals regarding the same. Outline your approach to delivering this project and your processes for protecting non-construction operatives and other third parties. Please describe how you will ensure your Health and Safety processes are adopted by your supply chain and working partners. Logistic diagrams must be included in this response. **Word Count maximum 750 words Arial font size 10** |

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| Bidders Response |

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| **Quality Question 11** | **Guidance** |
| **Please provide details of your approach to supply chain management.** | Provide details of your approach to supply chain selection specifically for this project. Please describe how you will manage performance of your supply chain partners and what measures you will adopt in response to declines in performance. **Word Count maximum 500 words Arial font size 10** |

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| Bidders Response | |
| **Quality Question 12** | **Guidance** |
| **Please provide details of your approach to phasing the construction.** | Provide details of your approach to phasing this project specifically. Please describe how you will ensure that non-construction operatives using the building are kept safe from works areas whilst delivering each works item effectively. Consider preferred access routes for contractor and material movements as well as proposals for the location of the contractors site office and plan for accessing welfare during each phase. Please refer to the WYFRS Phasing Plan or provide an alternative outline phasing plan depicting your preferred method of sequencing.  **Word Count maximum 750 words Arial font size 10** |

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| Bidders Response |