**Engineering Inspection Services (EIS)**

**Quality Questions**

**Instructions to Tenderers**

Please enter your company name below, your responses in the “TEXT RESPONSE” boxes below and return the form

**Company Name:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Q PHASE** |  | **QUESTION** | **RESPONSE** | **MODEL ANSWER** | **WEIGHTING – Total 60%** |
| **0 – CAPACITY - 1** | Overall Strategic Approach and Capacity | Please describe your management structure - organogram | TEXT RESPONSE | N/A | Info Only - Mandatory |
| **0 – CAPACITY - 2** | Overall Strategic Approach and Capacity | Please provide details of your Competent Person, for **EACH** Workstream you are applying for | TEXT RESPONSE | N/A | Info Only - Mandatory |
| **0 – CAPACITY - 3** | Overall Strategic Approach and Capacity | Please provide evidence of the Competent Person’s qualification, for **EACH** Workstream you are applying for | TEXT RESPONSE | N/A | Info Only - Mandatory |
| **0 – CAPACITY - 4** | Overall Strategic Approach and Capacity | Please provide evidence of your Inspector’s qualification, for **EACH** Workstream you are applying for | TEXT RESPONSE | N/A | Info Only - Mandatory |
| **0 – CAPACITY - 5** | Overall Strategic Approach and Capacity | Please identify your equipment and arrangement for calibration and management | TEXT RESPONSE | N/A | Info Only - Mandatory |
|  |  |  |  | **What your response should cover/include** |  |
| **0 – CAPACITY - 6** | Data Management | Please provide copies of your privacy, ICT security and GDPR policies | TEXT RESPONSE | Ensure you are compliant with current GDPR regulations including data retention periods and include the method of destruction of information. Personal information that has been gathered cannot have an unknown deletion date and must have a date set, or be deleted when no longer required.To provide evidence of policies and procedures when dealing with data breaches, loss of data and reporting incidence of data breaches. | **3.5%** |
| **0 – CAPACITY - 7** | Data Management | Please provide description of your ICT systems used | TEXT RESPONSE | Provide evidence of License agreements, status of ICT competences, and confirmation of ICT staff currently outsourced.Provide documentation for all aspects of systems. Provide evidence of levels of security, scalability and standardisation.Having substantive assurance of, business continuity, and provide evidence of Cyber essential plus. | **3.5%** |
| **0 – CAPACITY - 8** | Data Management | What is your turnaround time for amending your ICT system to accept and receive client data and output in a format defined by the client? | TEXT RESPONSE | That information can be provided in a format that is acceptable to the client within days and can be modified in a timely manner when requested. Make sure the system can be adapted to suit the needs of the organisation and can be upgraded via software or hardware when the need arises. | **3.5%** |
| **0 - CAPACITY - 9** | Data Management | Information requests from the client should be completed within 5 working days | TEXT RESPONSE | Information should be provided within the 5 day period, and if not, the client must be informed with adequate notice and reason as to why. | **3.5%** |
|  |  |  |  | **Themes being evaluated in this question** |  |
| **1 - SCENARIO 1** |   | A Not-For Profit Community Interest Company, supported by the local authority, has been set-up in a deprived inner city to re-open a launderette and commercial laundry. It has been organised and is **managed by an artist’s collective**. The objectives are to; * provide a much needed local service;
* create local employment in the commercial laundry;
* provide a community drop-in centre; and
* create studio space in the some of the redundant upper parts of the premises.

It started out by re-commissioning the existing laundry plant, dryers, ventilation, pressing plant and self-service washing machines.It has been operating for a year, with some technical support from the council, and the management team is proving to be very professional. Although they do not have engineering backgrounds, they have participated in training provided by equipment suppliers and some on-line courses. It has received a lot of media interest and the local Premier League football teams and some prestigious hotels have awarded it contracts. The company remained operational throughout the Covid-19 Crisis providing large scale service washes to NHS staff. Despite some members of the team having to remain at home to care for dependents, **it has been working two shifts a day to handle demand.**On the basis of this success the company **has invested in innovative eco-dry cleaning plant** and expanded its commercial laundry. This has created several new jobs, and the company is now able to provide work experience opportunities to local NEETs. It hopes to build upon this to create more training and employment opportunities.Your company has won the contract for Engineering Inspection Services, **please describe how you would approach the contract, support the management team to operate a safe environment and what "Value Added" could your company provide to assist the client attain its objectives.** | TEXT RESPONSE | Client awarenessCustomer serviceAdded Value | 14% |
| **1 - SCENARIO 2** |   | Your company has successfully bid for a contract with a newly established **housing association** (NEHA) NEHA has been created following the rationalisation of portfolios by several housing associations that had dispersed portfolios that were proving difficult manage effectively. The assets were transferred by the housing associations to NEHA, together with some locally based staff.The NEHA portfolio is composed of individual terraced and semi-detached properties, medium and high rise properties and some sheltered accommodation, totally approximately 15,000 units. The age of the properties ranges from 1930’s houses and tenements, 1960’s tower blocks and some recently built medium density developments.Your company had a contract with one of the housing associations and you are confident that the **asset register and inspection regime** are to a high standard. However**,** anecdotally you have been led to believe that that **this was not matched elsewhere, and that the NEHA’s portfolio is a “mixed bag” in this respect.**The client management team’s focus is on building the customer service and responsive repairs into a coherent and cohesive whole as residents have not had a positive experience in the past. Also the rationale for creating the NEHA and bringing these locally based properties to together is to contain the **significant cost overruns on maintenance programmes**.**The engineering inspection contract is managed by the H&S lead, who is based in the HR department.**How would you approach this contract to ensure that the risks are minimised and assets are properly managed? | TEXT RESPONSE | Customer InformationOffice capacityBudget planLessons learnt from previous projectsTransitional processesRisk control measures | 14% |
| **1 - SCENARIO 3** |   | Your company has successfully bid for a contract with a community health centre that is supported by the local NHS Trust. The health centre is over **100 miles from your regional offices**.The premises have undergone extensive development to combine four large Edwardian semi-detached houses. The premises are managed by a team composed of medical professionals representing the occupying organisations. These are;* Local well-established GP Practice
* Physiotherapy unit
* A GP Hub serving minor injuries and out of hours emergencies for town central area
* A midwifery practice including ante & post-natal services
* Mental health and wellbeing centre

Due to the nature of the business, **management meetings are held out of hours.** The management group is solely responsible for all health & safety and risk management and the maintenance of equipment. Ownership of the assets in each area is with the respective organisations, and the GP Practice owns the premises. Your daytime site contact is the Head Receptionist who is only authorised to provide access.How would you approach this contract and establish **communications** to ensure that key information is presented effectively to decision makers, and coordinate your activities to minimise operational impact? | TEXT RESPONSE | Decision making processesCompetent ManagementDemonstrate flexibilityRisk awareness | 14% |
| **1 - SCENARIO 4** |   | A local authority leisure department with a very diverse portfolio of assets has awarded your company a **contract at a single price per annum** to carry out inspections. The portfolio includes;* 4 Libraries, a small museum and an art gallery
* Two leisure centres that are leased out, but as landlord the authority has responsibility for HVAC assets
* Several parks with traditional and modern playground equipment, and including a small zoo / city farm that functions as sheltered workspace for people with learning difficulties
* A small coastal dock within a larger port facility

The authority provided **highly detailed asset registers, as part of the tender pack, organised by type of asset**.On your first round of inspections you attend the dock facility and discover among the detailed list of assets two entries for heavy lifting cranes that **exceed the competence of your team**, and your company does not have anyone qualified to carry out these inspections.It is evident to you that the bidding team failed to identify this at the point of tender, and **have not factored these cranes into the price.**The local authority has a very robust contract management practice.How would you address this to ensure that the appropriate inspections are carried out, and the contract is delivered? | TEXT RESPONSE | Integrity towards problem solvingInformation transferCompetent staffNon complacency | 14% |

**Scoring Matrix for Q Phase questions**

**The Bidder’s response to the Q Phase questions will be scored on the basis of the scoring matrix below**

| **Score** | **Response Requirement** | **Elemental Breakdown** |
| --- | --- | --- |
| 5 | Meets all the requirements of the question and further indicates innovation and creativity | Response fully complies with the obligation to score 4 AND in addition provides innovation and creative solutions |
| 4 | Meets all the key requirements of the question | Fully complies with the subject of the question and provides a robust answer. |
| 3 | Largely meets the requirements of the question | Demonstrates most of the question, but the response is not comprehensive and does not cover all the elements/points of the required response set out in the question. |
| 2 | Meets some of the requirements of the Question | Indicates some of the elements/points of the required response set out in the question. |
| 1 | Falls short of meeting the requirements of the Question | Demonstrates an understanding but significantly fails expectation, the response does not demonstrate in any detail how the requirement would be met. |
| 0 | No submission or irrelevant response | No answer provided or response provided is irrelevant or inappropriate. |