

PASS / FAIL QUESTION						
Question description		Supplier response (yes / no)				
Will all operatives you provide for the supply of services to the Council under this contract be suitably qualified for the type of work undertaken?						
Are you able to provide evidence of experience of managing rail crossing and rail safety? Provide details of up to 3 previous or existing contracts.						
			TENDER SCORES AND MODEL ANSWER CRITERIA			
Question no.	Question description	Weighting	0	1	3	5
Sub section	Health and Safety	40				
1	In the event that the gates at the crossing fail to operate remotely please describe what you would do.	60	No or unsatisfactory evidence provided - a zero score on this question will result in a fail	Limited identification of risk and brief mitigation method described.	Adequate identification of risks , those affected and possible methods of risk mitigation described.	Comprehensive identification of risks, those affected, methods of mitigation, resource requirements, communication and coordination.
2	As security gaurds are working alone how do you monitor the personal safety of the security guards. What safe guards would you put in place?	40	No or unsatisfactory evidence provided - a zero score on this question will result in a fail	Limited identification of risk and brief mitigation method described.	Adequate identification of risks , those affected and possible methods of risk mitigation described.	Comprehensive identification of risks, those affected, methods of mitigation, resource requirements, communication and coordination.
Sub section	Quality and Service Delivery	50				
1	How would you ensure that the opening hours are fully covered particularly in respect of working time regulations and covering planned leave.	50	No or unsatisfactory evidence provided	General statement provided without specific reference to legislation or contingency plan.	Adequate description given of systems in place to provide cover. Consideration of the extent of resource required to cover holidays is fully demonstrated.	Coprehensive description given of systems in place to provide cover. Consideration of the extent of resource required to cover holidays is fully demonstrated.
2	In the event that there is disruption to service delivery how would you communicate with stakeholders?	20	No or unsatisfactory evidence provided	General statement provided without specific reference to process or plan.	Adequate statement provided with specific reference to process or plan.	Comrehnsive statement provided with specific reference to detailed process or plan.
3	Please can you define who the key stakeholders for the crossing are and explain the benefit that the crossing offers.	10	No or unsatisfactory evidence provided	General statement provided without specific reference to key stakeholders or the benefit that the crossing offers.	Adequate description of stakeholders and consideration given the the benefit the crossing provides to those who would otherwise not be able to cross the raillines.	Comprehensive description of stakeholders and consideration given the the benefit the crossing provides to those who would otherwise not be able to cross the raillines.
4	The security guards are front line with direct contact with the public therefore they will be the face of both your company and that of Dorset Council. How would best ensure that gaurds are appropriate in their approach to delaing with customers directly.	10	No or unsatisfactory evidence provided	Genreal statement provided without specfic reference to process or plan.	Adequate statement provided with specific reference to process or plan.	Comprehensive statement provided with specfic reference to process or plan.
5	How would you ensure the working hours of the security gaurds are automatically recorded in order for them to be audited and cross referenced against invoices.	10	No or unsatisfactory evidence provided	Genreal statement provided without specfic reference to process or plan.	Adequate statement provided with specific reference to process or plan.	Comprehensive statement provided with specific reference to process or plan.
Sub section	Security	10				
1	Please describe how you would ensure that the site remains secure during closed hours	100	No or unsatisfactory evidence provided	Basic understanding of the requirements for securing the site without specific reference to a proecess or plan.	Adequate understanding of the requirements for securing the site with specific reference to a proecess or plan.	Comrehensive understanding of the requirements for securing the site with specific reference to a proecess or plan.