**SCHEDULE 5 – QUALITY (METHOD STATEMENTS)**

**Submission Instructions**

Format

In order to demonstrate how you will deliver the works as detailed in the specification the Tenderer is required to include the following Method Statements with their tender submission. Please answer all of the questions detailed below in the order in which they appear. You should answer the question in the box available clearly answering and addressing the areas outlined in the Assessment guidance.

Submissions must be kept to the word limits detailed at the top of each section. In some cases, we may ask you to provide your answer as a supporting PDF and this should be labelled clearly.

You should detail how you will **meet or exceed** the specified requirements. Only the information provided in your method statements will be taken into account. Do not assume that assessors will have any previous knowledge of your organisation, including that provided in your Pre-Qualification Questionnaire. Do not cross-reference your Method Statements. Different parties may evaluate different sections of your tender. It is important therefore that all information is provided under the appropriate heading. Duplicate your answers if necessary.

This section contains a number of questions the answers of which will help LIVEWEST understand your firm’s capabilities and advantages offered compared with other contractors. This will need to be read in conjunction with the Specification document.

These questions will be scored by the evaluation team & responses will be scored in accordance with the weightings detailed below.

Failure to provide a satisfactory response to any of the questions may result in LIVEWEST not proceeding further with the Tender. The information supplied will be checked for completeness and compliance before responses are evaluated.

Evaluation Criteria

The evaluation criteria listed under each section of questions will be used to assess the extent to which the tender adds value over and above the minimum requirements set out in Schedules 2 and 3.

Tender Evaluation

Your Method Statement responses will be evaluated using the scoring system as follows:

|  |  |
| --- | --- |
| **Score** | **Definition** |
| 0 | Proposal fails to meet all of the required standards or no proposals provided |
| 1 | Proposal largely fails to meet the required standards with significant shortcomings |
| 2 | Proposal meets most of the required standards but is lacking or inconsistent in others |
| 3 | Proposal meets all of the required standards |
| 4 | Proposal meets all of the required standards and exceeds some of the required standards |
| 5 | Proposal meets and exceeds all of the required standards |

Where the individual questions carry either more or less importance than others they have been grouped and weighted accordingly. The weightings are identified at the top of each section and above each group of questions. The question or group of questions will be allocated a score of 0-5, the appropriate weightings will then be applied.

|  |  |  |
| --- | --- | --- |
| 1 | Customer Care | Weighting |
| *Word count: 1000* | How will you ensure minimal impact and intrusion to the customer: (Consider working in people's homes) | 6% |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| 2 | Defects | Weighting |
| *Word count: 1000* | In the case of a defect, how will you ensure the client and their customer concerns will be resolved fully. | 6% |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| 3 | Workmanship Quality Maintenance | Weighting |
| *Word count: 1000* | Provide details of how you will maintain workmanship quality throughout the construction phase of this project. | 6% |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| 4 | Similar Experiences | Weighting |
| *Word count: 1000* | Please outline and describe your experience of delivering 2 similar projects, within the past 24 months. | 6% |
| Response: | | |

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| --- | --- | --- |
| 5 | Workmanship Quality Evidence | Weighting |
| *Word count: 1000* | How will you evidence & document workmanship quality throughout the duration of the contract. | 6% |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| 6 | Environmental Benefits | Weighting |
| *Word count: 1000* | Please provide a written statement to describe how your organisation will ensure that opportunities under the contract will deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions, reducing water consumption and reducing waste, along with any other measures you are implementing to reduce the environmental impact of your activities. | 5% |
| Response: | | |

|  |  |  |
| --- | --- | --- |
| 7 | Community Impact | Weighting |
| *Word count: 1000* | Please provide a written statement to describe how your organisation will ensure that opportunities under the contract will influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. | 5% |
| Response: | | |

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| --- | --- | --- |
| 8 | Social Value | Weighting |
| *Word count: 1000* | Please provide a written statement detailing what areas of social value you would be interested in supporting, along with the type and volume of contribution you would propose to offer. | 5% |
| Response: | | |

**To be completed and returned with the Tender submission. Your tender may be disqualified if you do not submit this completed schedule.**