**Section 9 Project specific questions under Standard Questionnaire (SQ) continues:**

These are pass fail questions. Failure to response to these questions will result in disqualification.

Where there is a pass / fail question, a fail will mean you are disqualified from participating in the tender and your response will not be evaluated any further.

**Section 9 is Discretionary Pass / Fail**

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| 9.1. | Health and Safety: Applicable to: Applicable to Lot 1, Lot2 | Response |
| 9.1.1 | Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.  |   |
| 9.1.2 | Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years? If your answer to this question was “Yes”, please provide details of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The authority will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the authority’s satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.  |   |
| 9.1.3 | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? |   |

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| 9.2. | Compliance with Equality Legislation: Applicable to Lot 1, Lot2 | Response |
|  9.2.1 | For organisations working outside of the UK please refer to equivalent legislation in the county that you are located. |   |
| 9.2.2 | In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? |   |
| 9.2.3 | In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination? If you have answered “yes” to questions 9.2.2 or 9.2.3, please provide a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.If the investigation upheld the complaint against your organisation, please explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.You may be excluded if you are unable to demonstrate to the authority’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.  |   |
| 9.2.4 | If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations? |   |

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| **9.3** | **Risk Management: Applicable to Lot 1, Lot 2**  |
| **9.3.1** | Please detail how you will ensure that the needs of rough sleepers, and issues pertaining to risk management, are assessed appropriately within the timescales and how you will manage the service and provide the staff to meet these needs (500 words maximum).Note: Risk management will depend upon type of service offered. Your response should take into consideration relating to type of the service offered. p**ass=robust risk management practices fail=no or poor risk management practices**  |
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| **9.4** | **Locations: Applicable to Lot 1, Lot 2** |
| **9.4.1** | The services needs to be provided in London. Please confirm that your services will be based in London. p**ass=yes, services will be based in London fail=no, services will not be based in London** |
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| **9.5** | **Staffing: Applicable to Lot 1, Lot 2** |
| **9.5.1** | Please detail how you will ensure that all your staff are properly recruited (including vetting and referencing), trained, supported and supervised to undertake the service. (500 words maximum)**pass=robust policy or robust management practicesfail=no or poor policy or robust management practices** |
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| **9.5.2** | Please detail how you will ensure the safety of any staff and volunteers engaged in the delivery of this service (500 words maximum)**pass=robust policy or robust management practicesfail=no or poor policy or robust management practices** |
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| **9.5.3** | Please detail how you would deal with any serious or persistent transgressions of your codes of conduct or disciplinary procedures by a member of staff or volunteer (500 words maximum)**pass=robust policy or robust management practicesfail=no or poor policy or robust management practices** |
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| **9.5.4** | Please detail how you would support and protect a member of staff or volunteer who was a whistle blower (500 words maximum) **pass=robust policy or robust management practicesfail=no or poor policy or robust management practices** |
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| **9.6** | **Safeguarding & Serious Incidents: Lot 1, Lot 2** |
| **9.6.1** | Please detail how you would respond to an allegation, complaint or suspicion of abuse regarding a service user. Please also provide a copy of your Safeguarding and Serious Incident Policies and Procedures document (500 words maximum).Note: Safeguarding and serious incidents will depend upon type of service offered. Your response should take into consideration relating to type of the service offered. **pass=robust policy or robust management practicesfail=no or poor policy or robust management practices** |
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| **9.7** | **Data Protection: Applicable to Lot 1, Lot 2** |
| **9.7.1** | Please detail how you will ensure compliance with privacy and data protection legislation, and ensure the security of the personal data you hold relating to the delivery of these services will be held and processed securely. In addition, how will you ensure that CHAIN data and any other data you record in other case management system is accurate and recorded in a timely manner (750 words maximum)**pass=robust policy or robust management practicesfail=no or poor policy or robust management practices** |
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| **9.8** | **Previous Experience: Applicable to Lot 1, Lot 2** |
| **9.8.1** | Provide summary details of two (2) examples of previous work carried out of a comparable type in terms of scope and complexity – with contact details that can be contacted (750 words maximum). Note: the size of the service in terms of managing number of service users can be smaller than what GLA is seeking in through this tender, however, service should be comparable in term of scope and complexity. **pass=** **where two examples in accordance with question is providedfail=** **where two examples in accordance with question are not provided** |
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| **9.9** | **Turnover Requirement per annum: Applicable to Lot 1, Lot 2** |
| **9.9.1** | Lot 1- Rapid Response Outreach Team -Do you have minimum turnover of £1,250,000 in any of the last three years? **pass=** **Yes where you have turnover of above £1,250,000fail and disqualified=** **where you do not meet the turnover requirement****N/A- if you are not bidding for this lot.**  |
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| **9.9.2** | Lot 2- Specialist service for non-UK nationals- Do you have minimum turnover of £1,139,000 in any of the last three years? **pass=** **Yes where you have turnover of above £1,139,000fail and disqualified=** **where you do not meet the turnover requirement****N/A- if you are not bidding for this lot.** |
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