

| Area | Question | Weighting |
|------|---|-----------|
| 1 | <p data-bbox="165 256 1211 320">Day to day management of service delivery and providing quality of works.</p> <p data-bbox="1559 256 1800 287">Word Limit: 2,200 words</p> <p data-bbox="165 360 1850 424">Please set out how the services are proposed to be delivered by demonstrating how you are going to achieve the Client's requirements.</p> <p data-bbox="165 461 1039 491">Your response should <i>include</i> how you will undertake the following:</p> <ul data-bbox="219 496 1245 984" style="list-style-type: none"> • Supervision of staff • Resource Management • Management of subcontractors • Voids • Right first time • Quality of work • Understanding and ensuring that customer needs are met • Customer care • Scheduling of works • Meeting and managing appointments with clients and City of London officers • Provision of a 24 hour – 365 days a year service • Out of Hours emergency works • Out of Hours call handling • Staff training, maintaining and improving skills | 30% |

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| | <u>Please provide:</u> Organisation structure chart with provision of TUPE-d staff | |
| 2 | <p>Communication Word limit: 1,600 words</p> <p>Please describe how you will communicate with the wide range of stakeholders.</p> <p>Your response should <u>demonstrate</u> how you will:</p> <ul style="list-style-type: none"> • Make sure stakeholders are kept informed at all stages of the repair/works • Ensure, where subcontractors are utilised, the communications methodology will remain consistent with those of direct stakeholders <p>Your response should also <u>demonstrate</u> your communications methodology with the following:</p> <ul style="list-style-type: none"> • Operative/supervisor - Customers • Service Provider's admin staff - Customer • Customer – Service provider • Service provider's admin staff – Subcontractors • Service provider – Client's relevant team such as: Property Services Team, Repair Service Desk and Estate Management Team • Internal – as organisation how manage communications • Operative/supervisor/admin - Third parties • Way of interactions • Continuous improvement of communication <p><u>Please provide:</u> Relevant procedures, process maps</p> | 20% |

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| 3 | <p data-bbox="165 231 539 263">IT Systems and Integration</p> <p data-bbox="1554 231 1883 263">Word limit: 1,000 words</p> <p data-bbox="165 300 1883 400">Please demonstrate how your proposed IT Systems will be fully functioning and integrated with the City’s own systems from contract commencement. Please also set out how the proposed systems will support the delivery of the service and the management of the contract from day one of the operation.</p> <p data-bbox="165 437 1234 469">Your response should <i>include</i> how the proposed system will address the following:</p> <ul data-bbox="219 505 1720 1038" style="list-style-type: none"> • Integrate or interface IT systems • Risks and their management associated to the above • Service management processes (incident management and service desk mechanisms for requesting support) • Information Security: evidence of the resilience capability; best practice security design and security management • Disaster recovery strategy, disaster scenarios, maintain service continuity • Real time information • Receiving and proceeding orders • Scheduling, resource management • Managing appointments • Capturing quality data • Reporting capability • Update about works • Managing variations • Enabling, mobile working • Compliance with GDPR <p data-bbox="165 1075 383 1107"><i>Please provide:</i></p> <ul data-bbox="219 1134 1778 1273" style="list-style-type: none"> • Service management processes including incident management and service desk mechanisms for requesting support • Privacy policy, full terms and conditions detailing ownership of data stored within the service • Confirmation of EEA hosting and provide details of the hosting/Cloud providers • Policies and procedures relevant to GDPR | 5% |

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| 4 | <p data-bbox="165 231 1895 295">Technology words</p> <p data-bbox="165 327 1895 367">We are interested in seeing a demonstration of technology that facilitates efficient management of the Works.</p> <p data-bbox="165 399 1895 438">Please <u>provide</u> your methodology for how you will utilise existing and future technology to manage the following:</p> <ul data-bbox="179 470 996 790" style="list-style-type: none"> • Vehicle tracking • Operation of Staff tracker systems (e.g. for lone workers) • Real-time communications • Handheld PDAs • Mobile working technology • Out of Hours call centre. • Appointment making. • Dissemination of asbestos information to Staff. • Access to and providing feedback to the Asbestos Register. <p data-bbox="165 821 1895 861">Please also <u>set out</u> any other relevant technology the Tenderer proposes to use on the Contract.</p> | <p data-bbox="1668 231 1895 263">Word limit: 500</p> <p data-bbox="1908 231 2089 263">5%</p> |

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| 5 | <p>Contract Management and Collaborative working words</p> <p>Word limit: 1,200</p> <p>Please set out your approach to contract management.</p> <p>Your response should <i>include</i> how you will manage the contract in terms of:</p> <ul style="list-style-type: none"> • Collaborative working/partnering • Pro-activity • Achieving and monitoring continuous improvement • Lessons learnt • Managing and follow-up complaints <p><i>Please provide:</i></p> <ul style="list-style-type: none"> • Management Organisational chart • Full CVs of Contract Manager and Deputies proposed for the Contract. | 15% |
| 6 | <p>Contract Mobilisation words</p> <p>Word limit: 500</p> <p>How will you manage the mobilisation of the contract?</p> <p>Please <i>include</i> in your response:</p> <ul style="list-style-type: none"> • Management of TUPE transfer • Backup plan in the event of TUPE staff decide not to transfer <p><i>Please Provide:</i> Contract Mobilisation Plan</p> | 5% |

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| 7 | <p data-bbox="165 231 1895 263">Health & Safety Word limit: 800 words</p> <p data-bbox="165 300 1895 400">Please set out how you will comply with Health and Safety Laws and the requirements of this Contract in relation to health and safety, including your understanding of and proposals to mitigate the potential hazards to Customers and Staff which may arise in connection with the Works.</p> <p data-bbox="165 437 925 469">Your response should <i>include</i> your proposed approach to:</p> <ul data-bbox="185 505 510 715" style="list-style-type: none"> • Risk assessments • Staff Training plan • Monitoring • Procedures • Toolbox talks • Unexpected incidents <p data-bbox="185 751 1536 783"><u>Please provide:</u> Health & safety training competencies of relevant staff highlighting fire safety awareness</p> | 10% |

8

Social Value**Word limit: 800 words**

10%

Please **download** the 'Social Value Employment, Skills and Training Menu' from the ITT documents and **complete** as per the instructions provided below.

This Employment, Skills and Training (EST) Menu provides a range of options for bidders to choose from as part of their offering for the City Corporation's contract. The aim is to present a standardised, robust requirement (i.e. EST outcome weightings must add up to 100), which at the same time provides flexibility for different business sizes, resources and expertise, business models and pre-established schemes.

A) Please review, complete and upload the table with the combination of work-related opportunities you choose to offer as part of your bid. Any combination may be selected but please note that weightings are doubled for targeting socially excluded groups. Your total must add up to at least 100 or you will score an automatic 0% for this question. No additional points will be given for totals over 100 as the objective is for the successful contractor to deliver high quality as opposed to numerous work-related opportunities.

Example:



B) Please describe your approach to delivering your chosen combination of opportunities

Bidders will be scored on the criteria **detailed** below:

- Why the selected combination of opportunities have been chosen
- The nature of the work-related opportunities (incl. any associated qualifications)
- How the candidates will be recruited/ trained
- When during the contract they will be introduced
- Which if any partner organisation(s) the bidder will work with and why
- Why any particular demographics of focus have been chosen (e.g. NEETs, ex-offenders etc.)

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| | <ul style="list-style-type: none"> • How candidates will be supported/ mentored by the bidder or third party • Any sustainable employment opportunities available to the candidates as a consequence of their work on this contract. | |
| 9 | <p>Air Quality</p> <p>As it has now been classified as an Air Quality Management Area, it is a strict requirement that within the Square Mile engines must be switched off when vehicles are stationery on a delivery for longer than one minute. As part of the City Corporation’s Air Quality Strategy, all relevant contractors to the City Corporation are now being asked to put additional measures in place to help reduce air pollution, as part of the delivery of contracts. This has become an unavoidable requirement due to the fact that the quality of the London’s air is now considered to be harmful to health.</p> <p>The City Corporation is taking a flexible approach by providing a menu of options that Service Providers may select from, to be initiated within the first six months of contract commencement. The selected action will not be scored, it will be discussed as part of contract mobilisation and subsequently monitored over the lifetime of the contract.</p> <p>Please select one of the options detailed below, which your organisation will commit to undertaking as part of the delivery of this contract:</p> <ul style="list-style-type: none"> • Set ambitious targets for the reduction of NOx and PM10 emissions from vehicles over the life of the contract • Trial a zero emission (capable) vehicle with the support of the City of London Corporation • Set a target for a reduction in the no. of vehicle trips that form part of the contract • Develop a plan, with the City of London Corporation, for reducing the air quality impact on days of ‘high’ and ‘very high’ air pollution • Develop a logistics approach that avoids deliveries during peak congestion and pedestrian footfall times, 7am–10am, 12–2pm, 4–7pm. • Green driver training for the majority of staff used on our contract, offer safer urban driving courses to drivers • Retrofit and/or trial a new technology that supports air quality improvement e.g. gear shift indicators, stop-start ignition, software to monitor green driving • Another innovative action to support the Air Quality Strategy that CoL would reasonably deem of an equivalent level of ambition | N/A |

