

Health and Safety: How would you ensure the safety of Authority members of staff whilst carrying out work at the premises?

Typical Response

We always ensure that our staff work carefully at our customer premises and complete risk assessments where required.

Tender Victory Response

In order to ensure the safety of Authority members of staff whilst carrying out work at the premises, **Tender Victory** engineers shall conduct a thorough risk assessment upon arrival at the Authority's premises.

A written risk assessment and method statement for the work is then generated by the engineer. In the process of assessment the engineer shall also request access to the building's Asbestos Register and the Safety File and also familiarise himself with any COSHH implications that might be present in the working area. Our Site Safety Checklist is also completed.



If the engineer fully satisfies himself that his work can proceed, he shall begin to prepare the working area in the usual way. If high risks are identified that cannot be reduced to an acceptable level using proven risk control mechanisms, the engineer will contact the Authority's Representative to alert them to this and to discuss and agree the best way forward.

In the majority of cases, we anticipate that after conducting their risk assessments and completing their method statements, our engineers shall be in a position to continue with work as usual. In order to prepare a safe working area for Authority staff, our engineers use signage, cones, tape and barriers to cordon off their working area. Our engineers are recognisable to the Authority's members of staff from their uniform. They also carry and wear high visibility vests for working in areas where high visibility is required.

On completion of works at a customer's premises, our engineers ensure that they leave the working area clean and tidy by removing all equipment, parts, tools, spares, cabling, barriers, signage and tape.

If during the course of their work an engineer needs to leave the area they are working in, perhaps to retrieve something from his van or for a comfort break, they always tidy away any tools or equipment being used. Our engineers never leave out tools, cabling, parts or spares.

As an accredited contractor under the Safecontractor scheme, at **Tender Victory** we fully understand our Health and Safety responsibilities when working at client and customer premises. In addition, our Engineering Manager **[Name]** has also achieved the IOSH Managing Safety Certificate. **[Name]** cascades such training to the other engineers on the team. The electric tools utilised by our engineers are Portable Appliance Tested (PAT) twice annually.



Copies of our Site Safety Checklist, Risk Assessment and Method Statements are attached for your reference (please see attached T8 Risk Assessment, T8 Method Statement and T8 Site Safety Checklist).

Supply Chain: Provide detail on how you select suppliers and subcontractors and ensure that they have and maintain appropriate qualifications and experience.

Typical Response

At Tender Victory we only trade with suppliers that are known to us and that we trust. We have often worked with such suppliers for many years.

Tender Victory response:

Suppliers and sub-contractors to **Tender Victory** are selected on the basis of their ability to meet our specific requirements measured against a comprehensive set of criteria. We aim to identify three potential suppliers to investigate, in order to give us a good opportunity to understand the market area and select the most robust supplier against our criteria. Assessing three potential suppliers also enables us to identify suppliers that may be suitable for secondary sourcing, should our preferred supplier fail to deliver. This manages supply risks for **Tender Victory**, as we have the option of dual supply. Any potential supplier that scores poorly indicates to us that there may be a potential risk in our engaging with them, accordingly we investigate them further. The checks that we undertake and risk score our potential suppliers against, include:

1. Financial Grading, through a credit report
2. 2nd Party Assessment
 - a. Reviewing their existing customer list
 - b. Taking up of references
3. Considering their length of time trading
4. Investigate the industries and markets they supply
5. Assessing the number of quality rejects they have incurred over a period of time
6. Considering the number of customer complaints they have received
7. Delivery/lead times
8. Location from where the business operates
9. Site visits
10. Their Continual Improvement Policy
11. 3rd Party Certification, such as:
 - a. Quality Accreditation or Management System in operation
 - b. Environmental Policy or Accreditation
 - c. Other relevant standards or accreditation (specific to their product or service) that they have in place

Once all of the above checks have been undertaken we review all of the information gathered. If we are happy in each area, we will negotiate appropriate pricing and terms with the suppliers and engage with them. For existing suppliers, we review these criteria on an annual basis in order to continue to trade with them. If there is any element of our checks which report unsatisfactorily to us, we seek alternative sources of supply. Where an alternative is not possible for a sole supply product, we will work with the supplier to improve their practices in order for them to meet an acceptable level within our checks.

The Public Services (Social Value) Act 2012 came into force on 31st January 2013, making it a legal obligation for local authorities and other public bodies to consider the social good that could come from the procurement of services before they embark upon it. The Authority question in this example is a typical question that may be included in tenders you respond to. The numbers, examples and accreditations referred to using [] are included for indicative purposes. When drafting your response, try to offer innovative ideas and commitments to the Authority.

Social Value: With regards the nature of the proposed contract being procured through this tender opportunity, please provide details of the Social Value that your organisation already delivers and will deliver during the duration of the contract term to include social, economic and environmental benefits.

Typical Response

We employ local people wherever possible, we monitor our fuel usage and actively encourage our staff to use public transport or car share as a means by which to travel to work. We also sponsor our local youth football team and recycle as much of our waste as is practicably possible.

Tender Victory Response

At **Tender Victory** we are committed to developing our Social Value offering. Currently we are members of **[ABC]** local development/awards scheme. We intend to extend this existing commitment by also committing to **[XYZ]** scheme. Social Value that we have delivered to date on existing contracts includes **[making donations to the local Fire Service for the purchase of fire alarms]**. In addition all staff are encouraged to carry out charitable works and support projects in their community by being given a day per year (in addition to their annual leave) in which to volunteer for such works or projects.

Any resulting contract would represent an increase in our revenue and in order to service the contract over the contract term, it is our intention to employ **[two]**, possibly **[three]** new members of staff. **[Two]** of this number would be employed in our **[operations/warehouse/service delivery division/department]** and these roles would be suitable for an apprentice. We have strong links with the local **[enter name]** college and regularly attend job fairs at which school leavers are often present. We do and will provide full training as we would with any member of staff with a direct manager being assigned to oversee their work and provide support where required. We would also incentivise them in line with our company policy.

Tender Victory would be pleased to consider long-term unemployed and ex-offenders for these roles. For other vacant positions, we recruit locally wherever possible and use an online job search website to advertise as well as the local press and our own website.

We encourage flexible working and several members of staff in management and administration roles are able to work remotely and/or from home using IT provided by us, which ensures they have a good work life balance (contributing to our very low attrition rates) and also reduces the commuting and carbon emissions associated with the operation of our business.

We measure the social value delivered in our contracts by establishing a base line at

the start of each individual project/initiative and then assessing on a quarterly basis what has been delivered against the original objectives of the project/initiative.

Should we be successful in this tender process, we will work with the Authority to agree a plan for delivering Social Value. Our **[name Account Manager/Business Development Manager]** shall take responsibility for overseeing the development and management of social value in this contract and will report progress to the Authority in our quarterly review meetings. The delivery and monitoring of social value shall be a standing agenda item at such meetings. We would be delighted to work with you to contribute to the development of the Authority's organisation-wide recording and reporting of social value, perhaps through the creation of case studies and the support of PR initiatives.