**Appendix A - Concrete Roads Framework IfT Quality Questions**

**LEW Framework Questions**

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| **Ref** | **Question** | **Your response should include:** | **Weighting** |
| Q1 | Resources:  How will your overall management and resourcing of the concrete roads lifecycle extension works framework deliver the contract objectives and needs of the schemes?  Responses should be supported with relevant and recent examples. | * A schedule of key people inclusive of the following roles as a minimum; * Framework director, * Concrete Specialist, * Pavement Engineer, * Construction Manager, * Communications Manager, * Commercial Manager, and * Health and Safety Manager   with named CVs of the proposed key people. Each CV and role profile is limited to 1 page of A4 paper (2 sides) and is not included in the page limit identified in 4.2.2.   * The key people need to have the skills and experience identified in the Quotation Information. * An organisation chart. * Demonstrate the right level of staffing and capability for the contract. * Your approach to developing skills and expertise in concrete roads, and integration with partners. * Details of the systems you intend to utilise to support delivery of the proposed approach. * Your arrangement with subcontractors, including any back to back agreements; should your approach rely on outsourcing any particular services. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 10 |
| Q2 | Customer:  How will you apply excellent customer service?  Responses should be supported with relevant and recent examples. | * How you will identify the needs of the customer and integrate those into construction planning and delivery. * Your approach to minimising disruption to road users and affected communities, and to achieving the Customer Service KPI (Listed in the Schedule of Partners.) * The use of customer feedback to enable continuous improvement through the use of lessons learnt, which can also be shared with partners working across the concrete roads frameworks. * How you will communicate the benefits of the scheme to customers and stakeholders, in line with Highways England’s standards. * Optimising stakeholder relationships, ensuring constant improvement to customer satisfaction and sharing best practice. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 15 |
| Q3 | Safety:  How will you identify and minimise health and safety risks associated with delivery and embed a culture that promotes "home safe & well"?  Responses should be supported with relevant and recent examples. | * Describe how you will baseline and ensure continual improvement in health and safety over the course of the contract. * Leadership behaviours in Health, Safety and Wellbeing and duties as Principal Contractor. * Provision of technology to improve health and safety. * How you will support the continuing improvement and maturity of health and safety activities and behaviours of your staff, supply chain, Highways England and other partners working on the concrete roads frameworks. * Arrangements for risk mitigation and management through to project completion. * Describe the mechanisms you have in place to drive health, safety and wellbeing, supervision and the empowerment of your staff to identify problems and address these. * How you will promote collaboration in order to recognise health and safety best practice and innovation, and your approach to achieving the Safety KPI (Listed in the Schedule of Partners.) * The response is to be supported by at least one SMART quality promise for each year of the framework. | 15 |
| Q4 | Collaboration:  How will you collaborate with Highways England and other partners working on the concrete roads frameworks to support the delivery lifecycle and ensure your activities work for the collective good of all those involved?  Responses should be supported with relevant and recent examples. | * How you will build, maintain and embed collaborative working arrangements with partners working on the concrete roads frameworks. * How you will apply the principles of Early Contractor Involvement (ECI). * Describe how you will bring visibility to the progress of work and maintain a common purpose to timely and quality delivery of the end product. * Your approach to facilitating ideas, techniques and technology, brought through yourselves, Highways England, specialist contractors or other partners working on the concrete roads frameworks to identify efficiencies and support raising the bar on quality and legacy benefits. * Demonstrate open and honest dialogue, and integration between your people and those of your supply chain with Highways England and other partners working on the concrete roads frameworks to build capability. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 10 |
| Q5 | Commercial:  How will you deliver the commercial management of the work?  Responses should be supported with relevant and recent examples. | * Describe your management of Work Orders and contract provisions. * Your mechanisms to ensure cost control, visibility of costs to the client and accurate forecasting, to minimise variances between out-turn cost and Work Order estimate. * How interface costs will be controlled. * Provision of early warnings and mitigating the need for Compensation Events through effective and efficient risk management, and the sharing of efficiencies. * Provision of information in a timely manner to enable payment to be made. * How whole life cost will be considered and implemented. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 15 |

**Lot questions**

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| **Lot 1 Joint repairs** | | | |
| **Ref** | **Question** | **Your response should include:** | **Weighting** |
| 1.1 | Delivery:  How will you undertake the delivery of joint repair schemes?  Responses should be supported with relevant and recent examples. | * Supply chain management and site management as Principal Contractor. * Utilising skills required for the work. * Your approach to ensuring quality of work and to achieving the Delivery KPI milestones (Listed in the Schedule of Partners.) * How you will coordinate works to avoid conflicts with other activities on the network and maximise the use of network occupancy to minimise disruption. * Your approach to delivering efficiencies across the programme of work. * Installation to design details and compliance to relevant standards and processes, and how you will manage any changes to the design details during the construction phase. * How you will deliver defect free schemes to target cost and programme, ensuring shifts do not overrun and delay road reopening. * How you will manage resources, plant and materials at site. * Manage risks and opportunities effectively. * How you proactively measure, monitor, manage and audit performance to ensure contract compliance. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 20 |
| 1.2 | Environment:  Describe how you will protect and enhance the environment?  Responses should be supported with relevant and recent examples. | * Describe how you will you seek to reduce the impact of schemes on the surrounding community, road network and infrastructure. * How carbon outputs will be reduced. * How recycled materials will be utilised, and your approach to achieving the Environment KPI (Listed in the Schedule of Partners.) * How you will benefit an environmental legacy – for example but not limited to, improve air quality and reduce noise. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 15 |

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| **Lot 2 Bay replacement and slab levelling** | | | |
| **Ref** | **Question** | **Your response should include:** | **Weighting** |
| 2.1 | Delivery:  How will you undertake the delivery of bay replacement and slab levelling schemes?  Responses should be supported with relevant and recent examples. | * Supply chain management and site management as Principal Contractor. * Utilising skills required for the work. * Your approach to ensuring quality of work and to achieving the Delivery KPI milestones (Listed in the Schedule of Partners.) * How you will coordinate works to avoid conflicts with other activities on the network and maximise the use of network occupancy to minimise disruption. * Your approach to delivering efficiencies across the programme of work. * Installation to design details and compliance to relevant standards and processes, and how you will manage any changes to the design details during the construction phase. * How you will deliver defect free schemes to target cost and programme, ensuring shifts do not overrun and delay road reopening. * How you will manage resources, plant and materials at site. * Manage risks and opportunities effectively. * How you proactively measure, monitor, manage and audit performance to ensure contract compliance. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 20 |
| 2.2 | Environment:  Describe how you will protect and enhance the environment?  Responses should be supported with relevant and recent examples. | * Describe how you will you seek to reduce the impact of schemes on the surrounding community, road network and infrastructure. * How carbon outputs will be reduced. * How materials will be recycled, or recycled materials utilised, and your approach to achieving the Environment KPI (Listed in the Schedule of Partners.) * How you will benefit an environmental legacy – for example but not limited to, improve air quality and reduce noise. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 15 |

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| **Lot 3 Surface treatments** | | | |
| **Ref** | **Question** | **Your response should include:** | **Weighting** |
| 3.1 | Delivery:  How will you undertake the delivery of surface treatments?  Responses should be supported with relevant and recent examples. | * Supply chain management and site management as Principal Contractor * Utilising specialist services/skills required for the work. * Your approach to ensuring quality of work and to achieving the Delivery KPI milestones (Listed in the Schedule of Partners.) * How you will coordinate works to avoid conflicts with other activities on the network and maximise the use of network occupancy to minimise disruption. * Your approach to delivering efficiencies across the programme of work. * Installation to design details and compliance to relevant standards and processes, and how you will manage any changes to the design details during the construction phase. * How you will deliver defect free schemes to target cost and programme, ensuring shifts do not overrun and delay road reopening. * How you will manage resources, plant and materials at site. * Manage risks and opportunities effectively. * How you proactively measure, monitor, manage and audit performance to ensure contract compliance. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 20 |
| 3.2 | Environment:  Describe how you will protect and enhance the environment?  Responses should be supported with relevant and recent examples. | * Describe how you will you seek to reduce the impact of schemes on the surrounding community, road network and infrastructure. * How carbon outputs will be reduced. * How recycled materials will be utilised, and your approach to achieving the Environment KPI (Listed in the Schedule of Partners.) * How you will benefit an environmental legacy – for example but not limited to, improve air quality and reduce noise. * The response is to be supported by at least one SMART quality promise for each year of the framework. | 15 |