### DOCUMENT 05

### TECHNICAL RESPONSE

**Underwater Inspections and Services**

**for the Maintenance of Highway Structures Assets**

**Technical Submission Requirements**

Method statements must include any identified risks with proposed mitigations.

Tenderers should include within their responses evidence from projects to support and demonstrate how the proposed approach outlined will meet the requirements set out by the Client and lead to successful delivery of the services in this contract.

**Structure of Submission**

The table below identifies the Technical Submission criteria and weightings. The Technical Submission must be structured to follow the headings in the table, using the same numbering system.

| **Technical Submission Criteria** | | **Tender Weighting** | **Word Limit** |
| --- | --- | --- | --- |
| 1 | Customer Complaints | 10% | 1 x A4 |
| 2 | Records & Communication | 10% | 1 x A4 |
| 3 | Competency | 15% | 2 x A4 |
| 4 | Programme Delivery | 15% | 2 x A4 |
| 5 | Method Statement – Houghton Bridge | 50% | 4 x A4 |

**Customer Complaints**

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| Question [1.] |
| 1. The Tenderer should explain how they will manage customer complaints and ensure that the integrity of the client is not compromised in the delivery of this Service. |
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| Tenderers should consider the following within their response:   * How you will implement clear and effective communications with Client * How you will implement clear and effective communications to deal with the public (residents, businesses and visitors to the county) * How you will enhance the public perception of the service * How you will manage complaints arising from your service delivery. * How your staff will be trained to deal with working within public space |

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| **BIDDER RESPONSE:** |
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**Records and Communication**

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| Question [2.] |
| The Tenderer should set out what information will be recorded on site whilst meeting the client’s requirement and demonstrate how this will be presented. |
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| Tenderers should consider the following within their response:   * How you will record job specific information on site. * How you will provide such information to the client * How you will ensure the accuracy of information recorded |

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| **BIDDER RESPONSE:** |
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**Competency**

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| Question [3.] |
| The Tenderer should demonstrate what competency and skills they possess to ensure the client’s requirements are met in the delivery of this Service. |
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| Tenderers should consider the following within their response:   * What qualifications your staff hold and how they are trained to carry out the relevant service * How you will monitor any subcontractors engaged * How you will assess and ensure high quality standards of service and works are achieved |

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| **BIDDER RESPONSE:** |
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**Programme Delivery**

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| Question [4.] |
| The Tenderer should demonstrate how they will be able to deliver the full programme required and where they have successfully completed works of a similar nature. |
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| Tenderers should consider the following within their response:   * How the scale and scope of previous works are similar to the Clients Requirements for this tender * What challenges and solutions are envisaged in delivering this service * How you will manage the engagement with authority bodies and/or other interested organisations |

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| **BIDDER RESPONSE:** |
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**Method statements**

Question [5.]

Through tenderers responses West Sussex County Council is seeking clear demonstrations of high levels of competence and planning.

Tenderers are required to complete an outline method statement for the scenario set out in the table below. The Tenderer should highlight how their experience of delivering similar jobs will inform service delivery in West Sussex.

Further information regarding the method statement is available in the Data Room.

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| **Method Statement** | **Tender Weighting** |
| Houghton Bridge – Principal Inspection: underwater | 50% |

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| Method Statement |
| The Tenderer is required to set out an outline method statement covering its approach to planning, resourcing and carrying out the works. Consideration should be given to;   * Staff resource and competency requirements; * Engagement between the Client and the Tenderer and with other relevant parties; * How the works will be programmed, managed and monitored * What Traffic Management, equipment and plant will be deployed and how * What constraints and risks have been identified by the Tenderer * How parts and materials to deliver the works will be sourced and secured |

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| **BIDDER RESPONSE:** |
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