



South West

Maintenance and Response Contract

Instructions for Tenderers

Volume 2B: Quality Submission B

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1 QUALITY SUBMISSION B

1.1.1 Tenderers must submit Quality Submissions which follow the structure set out and cover the Items described in this document.

1.2 Contract Overview

1.2.1 The Contract Overview shall give a description of how the Tenderer will address the key aspects of the required service, including Area-specific risks.

1.2.2 The Contract Overview must not exceed the page limit, which is 13 sheets of A4 paper, 26 sides. This page limit includes Key People Schedule, CVs, role profiles, covers, title pages, drawings, diagrams, flow charts and annexes.

1.2.3 Tenderers may use A3 paper in lieu of A4, but each A3 sheet will be counted as two A4 sheets. Text must be presented in "Arial" font and be no smaller than 11 point, single-spaced with the margins set at 2.5cm. Text used for drawings, diagrams and flow charts must be no smaller than 8 point. The pages of the Contract Overview must be numbered. Page numbers and other header or footer information may be included in the margin space.

1.2.4 Tenderers shall describe the proposed overall management and resourcing of the contract. The Tenderer shall describe its management organisation, the systems that the Tenderer intends to utilise to support the delivery of the proposed approach, and include an organisation chart. The submission must provide confidence to the assessors that the necessary management and communication requirements will be in place to ensure that the proposals will be implemented.

1.2.5 Close working, collaboration and effective communications and decision making between the Contractor and Highways England are seen as key enablers to the on-going success of the day to day working of this contract to deliver Highway England's key objectives set out in the Scope.

1.2.6 The management organisation description shall include the proposed location of key posts and their teams. The organisation chart must identify the posts, and the skills, training and experience needed to fill those posts. The key people identified by the Contractor must include people in the following roles:

- General Manager
- Network Manager
- Commercial Manager

1.2.7 The Contract Overview must include:

- a key people schedule, including those people identified above, with named CVs of the proposed key people. No pricing information is to be included and each CV and role profile is to be limited to 1 sheet of A4 paper 2 sides.

1.2.8 The Contract Overview must also include details of the following information:

- Full time equivalent of staff
- Expected number of full time equivalents (FTEs) to deliver the whole of the Services, broken down between cyclic activities, reactive activities and management/office-based roles.
- A breakdown of labour/ staff per office/ depot location/ base of operation, providing an overview of each the numbers & FTEs, the Services they will carry out, the areas of the Affect Property they will cover, their shift patterns.
- Subcontractors and Suppliers identified as named suppliers as listed in the Contract Data during the tender period to supply services, equipment or materials for the build-up of the Prices, listed as named suppliers.

1.3 Health and Safety Statement

General

- 1.3.1 The purpose of the Health and Safety Statement is to give confidence that the Tenderer's approach to health and safety matters will align with Highways England's requirements and aspirations for improved health and safety.
- 1.3.2 The Health and Safety Statement must be presented in two separate parts: Part A, the proposed approach to the contract; and Part B, evidence from previous projects undertaken by the Tenderer that demonstrates that the proposed approach is likely to be successfully delivered.
- 1.3.3 The Health and Safety Statement must not exceed the page limit, which is 6 sheets of A4 paper, 12 sides. This page limit includes Parts A & B covers, title pages, drawings, diagrams, flow charts and annexes
- 1.3.4 Tenderers may use A3 paper in lieu of A4, but each A3 sheet will be counted as two A4 sheets. Text must be presented in "Arial" font and be no smaller than 11 point, single-spaced with the margins set at 2.5cm. Text used for drawings, diagrams and flow charts must be no smaller than 8 point. The pages of the Health and Safety Statement must be numbered. Page numbers and other header or footer information may be included in the margin space.

- 1.3.5 If the submitted Health and Safety Statement or any part of it exceeds the page limits set out in 1.3.3 above Highways England may reject the tender. If it is not rejected, the content of the pages after the limit is reached will be disregarded and will not be considered in the tender assessment procedure and Highways England may seek for the additional text (or part thereof) not to form part of any final contract. If the Tenderer does not agree, then the tender will be rejected.
- 1.3.6 If Tenderers consider that the page limit is insufficient to provide the information required by these Instructions then a tender query should be raised. No guarantee can be given that the page limit will be increased.

Part A

- 1.3.7 Part A is to set out the proposed approach to deliver the contract objectives by maximising health and safety performance and managing the health and safety risks listed in table 2B.1 below. The proposals are to set out how the people, partnering and processes to be implemented on the contract will control the identified risks. Under each risk heading, the statement should deal with the issues listed.

Part B

- 1.3.8 Part B is to identify the evidence from other projects to provide Highways England with confidence that the proposed approach is likely to be successfully delivered. The evidence required is for work in a high speed traffic environment of the same or similar nature to the work described in the Part A Proposal and should be backed up with details and factual data, not simply provided in the form of unverifiable statements.
- 1.3.9 Part B is to consist of verifiable statements showing how the approach proposed in Part A has been developed and has contributed to the successful delivery of similar services. Where there are shortfalls in previous experience, or there are risks associated with the Services which have not been managed before, there shall be an explanation detailing how these shortfalls will be overcome that provides confidence that the risks will be adequately managed. The Tenderer shall state if they believe there to be no shortfall in previous experience.
- 1.3.10 Detailed examination of the approach referred to in Part A and the evidence referred to in Part B will form part of the validation process in Stage 4.
- 1.3.11 The evidence does not necessarily have to be Highways England specific in all areas. However, it is expected that Highways England's particular requirements will be addressed.
- 1.3.12 A schedule outlining details of all projects used to provide evidence should be included at the end of Part B. It should include the following details:
- Project title

- Client
- Value
- Role tenderer undertook
- Dates

Structure of Health and Safety Statement

- 1.3.13 Table 2B.1 below identifies the health and safety criteria and lists certain risks to meeting those criteria. The Health and Safety Statement must be structured to follow the headings and sub headings in the table below, using the numbering system in the table, and cover each numbered risk separately using the appropriate numbering system in the table. There must be a Part A and Part B for each risk. Any approach set out in any Part B (other than explaining how shortfalls in knowledge or experience will be met) and any evidence set out in any Part A will not be marked.
- 1.3.14 Some issues will be common to several items; duplication should be avoided by the use of cross references.
- 1.3.15 There should be clear linkage between approach proposals (Part A) and corresponding evidence (Part B) by the use of cross referencing. The absence or lack of effective cross referencing may adversely affect the marks awarded. The layout should separate each specific risk with the approach proposals (Part A) for that risk followed directly by the corresponding evidence (Part B) statement, as depicted below. Tenderers must comply with the page limits set out in paragraph 1.3.2.

Risk eg Organisational arrangements do not deliver the required health and safety performance

Approach (Part A)

(Insert text)

Evidence (Part B)

(Insert text)

Table 2B.1 – Health and Safety Statement

No.	Specific Risks	Issues to be Addressed	Weighting
1	Organisational arrangements do not deliver the required health and safety performance.	<ul style="list-style-type: none"> Effective health and safety management system Arrangements to ensure that staff are competent for their role Initiatives that encourage the reporting and escalation of all H&S incidents and near misses. Effective root cause analysis of all H&S incidents and near misses and identification of appropriate mitigating actions. 	20%
2	Duties under CDM Regulations 2015 are not fully discharged	<ul style="list-style-type: none"> Effective arrangements to fulfil the duties under CDM (including collaboration, communication and early planning with the <i>Employer</i>, other CDM duty holders and other suppliers) to maximise safety and welfare of road users and road workers. 	20%
3	The H&S risks associated with delivering the services are not fully identified and/or mitigated	<ul style="list-style-type: none"> Arrangements for risk mitigation and management from identification to activity/project completion Identifying the key specific health and safety risks associated with the services under this contract and proposing suitable mitigation for them. 	20%
4	Resources are not adequate to deliver the services safely or healthily	<ul style="list-style-type: none"> The roles to deliver the full range of H&S activities from management to site roles have been identified. The resources for delivering these roles are detailed 	20%
5	Health and safety performance (for road users and road workers) does not continually improve	<ul style="list-style-type: none"> Supporting the <i>Employer</i> in achieving a world-class, best practice approach to H&S. Continual improvement of H&S policies, processes and practices. Initiatives to improve H&S performance 	20%
		Total	100%

1.4 Service Plan

The Service Plan shall outline the first three years forecast of work and must be provided in accordance with the requirements in the Service Information Annex 15.