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**NFCC Transport Officers Group (TOG) and**

**Fire Commercial Transformation Programme (FCTP)**

**Framework Agreement for UK Fire and Rescue Emergency Response Vehicles**

**(Pumping Appliances, Aerials and Special Vehicles)**

Reference: DS339-20

**INVITATION TO TENDER**

**Section 4, Schedule 1**

**Framework Assessment Questions**

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# Section One: Guidance for Framework Assessment Questions

Bidders should read the following guidance prior to completing this schedule:

1. **All Bidders must provide a response to each of the questions within this schedule.**
2. Provision has been made within this schedule to provide separate responses depending on the vehicle type(s) being bid for. A response is required for each vehicle type that you are bidding for. Where your response to a particular assessment question is also applicable to another vehicle type then please clearly state “as detailed at “vehicle type”” in the relevant box and provide any further supplementary information. Where this is not stated the information will not be incorporated into the evaluation for that vehicle type.
3. Responses provided against each vehicle type shall apply to the following lots:

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| **Vehicle Type** | **Lots** |
| Pumping Appliances | * Lot 1 - Light Pumping Appliances (GVW 3t and ≤ 7.5t) * Lot 2 - Medium Pumping Appliances (GVW of more than 7.5t and ≤ 16t) * Lot 3 - Super Pumping Appliances (GVW of more than 16t) |
| Aerial Appliances | * Lot 4 - Aerial Appliances |
| Special Vehicles | * Lot 5 – Special Vehicles |

1. The questions within this schedule are split into two different categories:
   1. Pass/Fail – A Bidder must pass all pass/fail questions for the vehicles types they are bidding for. The pass/fail marking guidelines are provided in section 2.1. A fail against any assessment question for a particular vehicle type will constitute a fail for that vehicle type;
   2. Scored – The Bidders responses to these questions will be scored 0-4, using the marking guidelines provided in section 2.2. A score of 0 against any question will constitute a fail. A fail against any assessment question for a particular vehicle type will constitute a fail for that vehicle type. Each question has a weighting of high, medium or low. The score awarded to a Bidders response shall be multiplied by 5 for a high weighted question, 3 for medium and 1 for low. A minimum overall weighted score of 84 must be achieved against the scored questions for the Bidder to pass the scored questions. For the avoidance of doubt, a score of less than 84 will result in a failed bid and exclusion from the Framework Agreement.

To be successful with this element of the evaluation, Bidders must:

* + Pass all pass/fail questions,
  + Score 1-4 against all scored questions (a 0 against any constitutes a fail), and;
  + Achieve the minimum overall weighted score against the scored questions

1. Each vehicle type will be evaluated separately. Bidders bidding for more than one vehicle type may fail against one vehicle type but still be successful against another.
2. The marking guidelines provided with each assessment question are provided as a guide for what is expected to be included within the Bidders response. Bidders should also consider the requirements of the Framework Agreement when writing their response.
3. Each response (per vehicle type) shall be limited to 750 words maximum. All words exceeding the 750 word cut-off point will not be considered in the evaluation of the response, please take the word count into consideration if you are providing any further supplementary information to a response that also includes “as detailed at “vehicle type””. The Evaluation Panel will review the wording within the response box first. If the response is less than 750 words and supplementary information has been provided, then the available words will be used to review the supplementary information (up until the 750 word limit is reached).
4. Supplementary information must be clearly cross-referenced to be considered as part of the evaluation.
5. Contracting Authorities will be able to apply their own weightings at the Further Competition stage. The Ordering Procedure for Call-Off Contracts is provided as Schedule 4 of the Framework Agreement Terms and Conditions.

# Section Two: Marking Guidelines

Scoring of responses shall be as defined in the marking guidelines below, unless otherwise stated in the documentation.

## 2.1 Marking Guidelines for the Pass/Fail Questions

The pass/fail questions shall be scored against the following marking guidelines:

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| **Score** | **Marking Guidelines for the Pass/Fail Questions** |
| Pass | The response meets the required minimum expectations. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. |
| Fail | The response fails to meet the required minimum expectations or significant issues are apparent. No response shall also constitute a fail. For the avoidance of doubt, a 'fail' against any mandatory pass/fail question will result in a failed bid and exclusion from the Framework Agreement |

## 2.2 Marking Guidelines for the Scored Questions

The scored questions shall be scored against the following marking guidelines:

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| **Score** | **Marking Guidelines for the Scored Questions** |
| 0 | No response. Question not attempted or answered. The response is unsatisfactory. Insufficient evidence provided to evaluate the response.  ***A score of 0 against any question shall constitute a fail.***  For the avoidance of doubt, a 'fail' against any scored question will result in a failed bid and exclusion from the Framework Agreement. |
| 1 | Poor. The response meets elements of the requirement but gives concern in a number of significant areas. There are reservations because of one or all of the following:  - There is at least one significant issue needing considerable attention.  - Proposals do not demonstrate competence or understanding.  - The response is light on detail and unconvincing.  - The response makes no reference to the applicable sector but shows some general market experience. |
| 2 | Satisfactory. The response broadly meets what is expected. There are no significant areas of concern, although there may be limited minor issues that need further exploration or attention later in the procurement process. The response therefore shows:  - Satisfactory understanding of the requirements.  - Satisfactory competence demonstrated through relevant evidence. |
| 3 | Good. The response meets the required standard in all material respects. There are no significant areas of concern or minor issues identified. The response therefore shows:  - Good understanding of the requirements  - Sufficient competence demonstrated through relevant evidence |
| 4 | Excellent. The response exceeds what is expected. Leaves no doubt as to the capability and commitment to deliver what is required. The response therefore shows:  - Very good understanding of the requirements.  - Excellent competence demonstrated through relevant evidence. |

# Section Three: Framework Assessment Questions

**Bidder Name**

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| **Bidder**  **to insert name:** |  |

## 3.1 Technical Ability and Quality

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| **Reference** | Q1 | | |
| **Subject** | **Compliance with Standards and Regulations** | | |
| **Assessment Question** | **Please detail systems and processes in place for the verification to Contracting Authorities that the vehicles and supporting goods you will provide under this framework will meet the relevant standards and legislation contained within the Statement of Requirements.**  **ITT Section 3, Appendix 1 contains the standards and legislation applicable to vehicles and supporting goods that may be procured via this framework.** | | |
| **Pass/Fail or Scored Question?** | **Pass/Fail** | **Question Weighting:** | **Not applicable to pass/fail questions** |
| **Marking Guidelines** | The answer to this question shall be scored against the pass/fail marking guidelines provided in section 2.1  Bidders shall include the following within their response:   * Internal compliance processes * Issue certification/inspection by independent bodies * Manufacturer documented approvals for modifications * Compliance with relevant CE/UKCA standards e.g.: for electrical installations. * Keeping up to date with changes/new standards and legislation | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q2 | | |
| **Subject** | **Vehicle Design and Manufacture** | | |
| **Assessment Question** | **Provide evidence of your capability and capacity for the design and manufacture of the vehicle type(s) that you are bidding for.** | | |
| **Pass/Fail or Scored Question?** | **Pass/Fail** | **Question Weighting:** | **Not applicable to pass/fail questions** |
| **Marking Guidelines** | The answer to this question shall be scored against the pass/fail marking guidelines provided in section 2.1  Bidders shall include the following within their response:  Capability:   * Understanding customer and operational requirements to design and manufacture a fit for purpose vehicle * Vehicle measurement and evaluation i.e.: detail how you work with partners in the development of an emergency response vehicle to be used legally in the UK * How subcontractors are selected and managed (if used for design and/or vehicle manufacture)   Capacity:   * Design and production resources and production capacity (now and in the future) | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q3 | | |
| **Subject** | **Quality Control and Management** | | |
| **Assessment Question** | **Please detail and evidence the inspection and testing regime prior to, during and after the build to ensure that the complete vehicle (including any installed equipment) meets the design specification, is fully functional and is free from defects.** | | |
| **Pass/Fail or Scored Question?** | **Pass/Fail** | **Question Weighting:** | **Not applicable to pass/fail questions** |
| **Marking Guidelines** | The answer to this question shall be scored against the pass/fail marking guidelines provided in section 2.1  Bidders shall include the following within their response:   * Inspection process for each stage of build, to include documentation for each stage, to ensure it meets the relevant standards, legislation, customer specification, is fully functional and free from defects * Customer communication and sign-off for each stage of build * “Snagging” or rectification process * Use of in house quality control systems to minimise any inspection defects * Confirmation of BS EN ISO 9001:2015 accreditation | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q4 | | |
| **Subject** | **Vehicle Durability and Reliability** | | |
| **Assessment Question** | **Provide evidence of how the vehicle design and build (including any installed equipment) is sufficiently durable and reliable to withstand the operating environment and rigours of the Fire and Rescue Service.** | | |
| **Pass/Fail or Scored Question?** | **Pass/Fail** | **Question Weighting:** | **Not applicable to pass/fail questions** |
| **Marking Guidelines** | The answer to this question shall be scored against the pass/fail marking guidelines provided in section 2.1  Bidders shall include the following within their response:   * Expected minimum life of the vehicles * Understanding of the fire and rescue service operating environment * Material choice and parts selection * Methods for continuous review and improvement of vehicle durability and reliability   Note: The predicted life of an appliance varies, but it is expected that the Bidder will possess sufficient knowledge to make a supported and evidenced judgement. | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q5 | | |
| **Subject** | **Refurbishment** | | |
| **Assessment Question** | **Detail the processes in place to carry out a major refurbishment or re-chassis from inception to completion.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Low** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Provide evidence of types of refurbishments. i.e.: explain how you might adapt the current body to meet the demand of a new chassis or adapt the vehicle to fit new technology requirements. | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q6 | | |
| **Subject** | **Equality and Diversity** | | |
| **Assessment Question** | **Provide details of how through your use of engineering and design processes, you aid customers in meeting their equality and diversity assessments.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Use of how proprietary software programs that assist in developing the stowage of loose equipment meet the needs of a diverse workforce (please detail software used) * Equality impact analysis processes * Manual handling assessments | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

## 3.2 Customer Support

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| **Reference** | Q7 | | |
| **Subject** | **After Sales/Technical Support** | | |
| **Assessment Question** | **Describe your after sales and technical support provision from order placement to end of working life of the appliance.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **High** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Evidence of after sales and technical support provision for the complete vehicle, to include major components, for example, the chassis, pump etc. * Engineers available to resolve vehicle faults and repairs (in and out of warranty) both at the Bidders and customers premises * Provision of spare parts, including those that are critical to the operation of the vehicle * Ability to provide training to vehicle operators, to include fire fighters, training staff/instructors and maintenance technicians | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q8 | | |
| **Subject** | **Customer Liaison** | | |
| **Assessment Question** | **Detail your process for managing and documenting planned, ad-hoc and periodic discussions including; key stage meetings and reviews with the customer to ensure all parties understand the current, planned and future position of ordered appliances and the management of relationship between the customer and your organisation.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **High** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Communications from contract award, through design, prototype (if required) to product delivery and any remedial work required * Documenting discussions * Customer relationship management and problem resolving * Complaints procedure and escalation routes | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

## 3.3 Delivery

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| **Reference** | Q9 | | |
| **Subject** | **Project Management** | | |
| **Assessment Question** | **Detail your project management methodology employed to ensure delivery on time in accordance with customer requirements.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **High** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Allocation of a Project Manager and use of a project management plan * Development of project management plan, to include critical path considerations, interdependencies and contingency plans to address slippage * Typical project team and governance * Communication channels between customer and supplier * Risk and issue management * Change management | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q10 | | |
| **Subject** | **Production Planning** | | |
| **Assessment Question** | **Specific to your manufacturing methods, detail how you plan and control the production line and sub-contractors to ensure delivery times and vehicle requirements are met.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **High** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Example production plan for multiple customer vehicles being manufactured at the same time * Production planning process for an individual or group of vehicles * Evidence of how production plan is flexible to allow for upturns/downturns in demand or issues such as late delivery of the chassis are managed * Management of the critical path from order to delivery * Ensuring sub-contractors are aligned to the production plan for the provision of components and/or part of the vehicle build process | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

## 3.4 Social Value

Please see section 1.8 of the Invitation to Tender for further information on Social Value and the use of the Social Value Model developed by the UK Government Commercial Function.

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| **Reference** | Q11 | | |
| **Subject** | **Social Value Theme 2 - Tackling economic inequality –Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications** | | |
| **Assessment Question** | **Please outline the opportunities that will be made available under this Framework Agreement, for training, work experience and other similar activities which invest in people/develop your workforce, including any:**   * **Apprenticeships** * **Training schemes** * **Work placements** * **Skills development for staff and the local community** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Training and development approaches * Training needs analysis * Work experience or similar activities which invest in people * Details of apprenticeship schemes * Skills development for staff and the local community | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q12 | | |
| **Subject** | **Social Value Theme 3 - Fighting climate change - Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions.** | | |
| **Assessment Question** | **Please provide a method statement stating:**   1. **When your organisations scope 1 and 2 emissions will be calculated by;** 2. **how your organisation will develop, implement and maintain a Carbon Reduction Plan (to include a net zero carbon target and year on year carbon reduction targets (as a percentage));** 3. **when the Carbon Reduction Plan will be implemented by; and,** 4. **how your organisation will monitor, measure and report on the commitments included within the Carbon Reduction Plan.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Commitment and target date for scope 1 and 2 emissions to be calculated by (target date to be no later than one year after framework go-live) * Process and plan for developing, implementing and maintaining a Carbon Reduction Plan * Commitment and target date for implementing a Carbon Reduction Plan (target date to be no later than two years after framework go-live) * Process and plan for monitoring, measuring and reporting on commitments within the Carbon Reduction Plan. | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q13 | | |
| **Subject** | **Social Value Theme 3 - Fighting climate change - Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.** | | |
| **Assessment Question** | **Please provide a method statement stating:**   1. **how your organisation will develop, implement and maintain a Waste Reduction and Management Plan that applies the Waste Hierarchy;** 2. **when the Waste Reduction and Management Plan will be implemented by; and,** 3. **how your organisation will monitor, measure and report on the commitments included within the Waste Reduction and Management Plan.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Process and plan for developing, implementing and maintaining a Waste Reduction and Management Plan * Commitment and target date for implementing a Waste Reduction and Management Plan (target date to be no later than two years after framework go-live) * Process and plan for monitoring, measuring and reporting on commitments within the Waste Reduction and Management Plan. | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

## 3.5 Organisation

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| **Reference** | Q14 | | |
| **Subject** | **Business Continuity** | | |
| **Assessment Question** | **Please describe your arrangements to ensure business continuity and to enable disaster recovery, including their scope, validation, risk treatment and leadership in these areas.** | | |
| **Pass/Fail or Scored Question?** | **Pass/Fail** | **Question Weighting:** | **Not applicable to pass/fail questions** |
| **Marking Guidelines** | The answer to this question shall be scored against the pass/fail marking guidelines provided in section 2.1  Bidders shall include the following within their response:   * Overview of business continuity provisions in place at present * Commitment to provide Business Continuity Plan that complies with terms and conditions (clause H8 Business Continuity and Disaster Recovery of the Framework Agreement terms and conditions) * Risk assessments in place regarding premises, ICT, infrastructure, documentation, materials and equipment. * Documentation established regarding business continuity and disaster recovery procedures and arrangements embedded throughout your organisation * Details how the organisation will carry out its policy and how arrangements are communicated to the workforce * Details of how second tier suppliers and subcontractors are managed regarding business continuity arrangements * Demonstrate how and when records are backed up in the event of a debilitating incident i.e. flooding * Processes in place for reviewing and testing business continuity plans, risk assessments and time schedules. | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q15 | | |
| **Subject** | **Security and Information Management** | | |
| **Assessment Question** | **Provide details of the security and information management arrangements for the Contracting Authorities assets and information to ensure compliance with their relevant legislation and requirements.** | | |
| **Pass/Fail or Scored Question?** | **Pass/Fail** | **Question Weighting:** | **Not applicable to pass/fail questions** |
| **Marking Guidelines** | The answer to this question shall be scored against the pass/fail marking guidelines provided in section 2.1  Bidders shall include the following within their response:   * Risk assessments in place * Detail the onsite security arrangements for all premises. * Detail security arrangements/checks when employing staff and for their continued employment * Details of security measures to ensure that the Contracting Authorities assets and information remain secure whilst in your possession * Security arrangements of premises/personnel working on the appliances with access to key equipment, data and information such as: Mobile Data Terminal (MDT's) etc., to include sub-contractors * Location of cloud servers for your data held which is applicable to the Contracting Authority | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q16 | | |
| **Subject** | **Supply Chain Management** | | |
| **Assessment Question** | **How will you manage your supply chain to ensure continuity of supply (in particular for the chassis and key components) and ensure that procurement within the supply chain is being carried out in a sustainable and ethical manner?** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Evidence of robust and resilient supply routes for chassis and key components * Evidence of supply contracts with chassis and key components suppliers and proactive contract management * Details of procurement policy or processes * Evidence of sustainable and ethical procurement | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

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| **Reference** | Q17 | | |
| **Subject** | **Staff within the Organisation** | | |
| **Assessment Question** | **Provide details of the competencies and capacity of staff within your organisation to support the design, manufacture and maintenance of the vehicle.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Dedicated design team and experience * The number of individuals directly employed in the design, manufacture and support of the appliance build * Breakdown the number of individuals assigned to each skill (design, manufacture and maintenance) and how those skills are kept up-to-date and competencies measured and maintained * Training practices * Ratio between permanent and temporary employees * Retention / replacement recruitment plans * Sub-contractors capability and capacity evaluations if used for any part of the design, manufacture and/or maintenance of the vehicle | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |

## 3.6 Price

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| **Reference** | Q18 | | |
| **Subject** | **Pricing** | | |
| **Assessment Question** | **Detail how you will ensure that your pricing for vehicles, equipment, replacement parts and consumables, repairs outside of warranty and other supporting services remains competitive for the duration of the Framework Agreement.** | | |
| **Pass/Fail or Scored Question?** | **Scored** | **Question Weighting:** | **Medium** |
| **Marking Guidelines** | The answer to this question shall be scored against the marking guidelines for scored questions, provided in section 2.2  Bidders shall include the following within their response:   * Benchmarking (both your own prices and those you obtain from your suppliers) * Management and review of supply chain and subcontractors to ensure continual value for money * Research and development / continuous improvement * Management of raw materials and components * Customer liaison | | |
| **Bidder’s Response** | Pumping Appliances: | | |
| Aerial Appliances: | | |
| Special Vehicles: | | |