



**DEVON &  
SOMERSET**  
FIRE & RESCUE SERVICE



**NFCC**  
National Fire  
Chiefs Council

# Framework Assessment Questions

NFCC Emergency Response Vehicle  
Framework

DS478-24

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The following questions were assessed at framework level and **must not** be repeated or assessed within Further Competitions:

Category	Subject	Question	Marking Guidelines
Technical Ability and Quality	Compliance with Standards and Regulations	<p>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.</p> <p>Appendix 2b contains the standards and legislation applicable to vehicles and supporting goods that may be procured via this framework.</p>	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Internal compliance processes</li> <li>• Issue certification/inspection by independent bodies</li> <li>• Manufacturer documented approvals for modifications</li> <li>• Compliance with relevant CE/UKCA standards e.g.: for electrical installations</li> <li>• Keeping up to date with changes/new standards and legislation</li> </ul>
Technical Ability and Quality	Vehicle Design and Manufacture	<p>Provide evidence of your capability and capacity for the design and manufacture of the vehicle type(s) that you are bidding for.</p>	<p>Suppliers shall include the following within their response:</p> <p>Capability:</p> <ul style="list-style-type: none"> <li>• Understanding customer and operational requirements to design and manufacture a fit for purpose vehicle</li> <li>• 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</li> <li>• How subcontractors are selected and managed (if used for design and/or vehicle manufacture)</li> </ul>

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			<p>Capacity:</p> <ul style="list-style-type: none"> <li>• Design and production resources and production capacity (now and in the future)</li> </ul>
Technical Ability and Quality	Quality Control and Management	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.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Customer communication and sign-off for each stage of build</li> <li>• “Snagging” or rectification process</li> <li>• Use of in house quality control systems to minimise any inspection defects</li> <li>• Confirmation of BS EN ISO 9001:2015 accreditation for Lots 1 &amp; 2 and evidence you are working towards or have the ISO 9001 accreditation.</li> </ul>
Technical Ability and Quality	Vehicle Durability and Reliability	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.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Expected minimum life of the vehicles</li> <li>• Understanding of the fire and rescue service operating environment</li> </ul>

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			<ul style="list-style-type: none"> <li>• Material choice and parts selection</li> <li>• Methods for continuous review and improvement of vehicle durability and reliability</li> </ul> <p>Note: The predicted life of an appliance and/or vehicle varies, but it is expected that the Supplier will possess sufficient knowledge to make a supported and evidenced judgement.</p>
Technical Ability and Quality	Refurbishment	Detail the processes in place to carry out a major refurbishment or re-chassis from inception to completion.	<p>Suppliers shall include the following within their response:</p> <p>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 or operational requirements.</p>
Customer Support	After Sales/Technical Support	Describe your after sales and technical support provision from order placement to end of working life of the appliance.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Evidence of after sales and technical support provision for the complete vehicle, to include major components, for example, the chassis, pump etc.</li> <li>• Explanation on response periods for your after-sales provision and an example of how you met this</li> <li>• Engineers available to resolve vehicle faults and repairs (in and out of warranty) both at the Suppliers and customers premises</li> </ul>

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			<ul style="list-style-type: none"> <li>• Provision of spare parts, including those that are critical to the operation of the vehicle</li> <li>• Ability to provide training to vehicle operators, to include fire fighters, training staff/instructors and maintenance technicians</li> </ul>
Customer Support	Customer Liaison	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.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Communications from contract award, through design, prototype (if required) to product delivery and any remedial work required</li> <li>• Documenting discussions</li> <li>• Customer relationship management and problem resolving</li> <li>• Complaints procedure and escalation routes</li> </ul>
Delivery	Project Management	Detail your project management methodology employed to ensure delivery on time in accordance with customer requirements	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Allocation of a Project Manager and use of a project management plan</li> <li>• Development of project management plan, to include critical path considerations, interdependencies and contingency plans to address slippage</li> <li>• Frequency of updates to Contracting Authority on project plans</li> </ul>

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			<ul style="list-style-type: none"> <li>• Typical project team and governance</li> <li>• Communication channels between customer and supplier and frequency</li> <li>• Risk and issue management</li> <li>• Change management</li> </ul>
Customer Support	Production Planning	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.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Example production plan for multiple customer vehicles being manufactured at the same time</li> <li>• Production planning process for an individual or group of vehicles</li> <li>• 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</li> <li>• Management of the critical path from order to delivery</li> <li>• Ensuring sub-contractors are aligned to the production plan for the provision of components and/or part of the vehicle build process</li> </ul>
Social Value	Equality and Diversity	Please describe how you will prevent discrimination and promote equality and inclusion in the following aspects of your organisation in the delivery of this contract:	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Recruitment and selection process</li> </ul>

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Category	Subject	Question	Marking Guidelines
		<ul style="list-style-type: none"> <li>• Recruitment and selection.</li> <li>• Training and promotion.</li> </ul> <p>Please ensure any commitments made within your response are captured within your Social Value Action Plan.</p>	<ul style="list-style-type: none"> <li>• Training and promotion process</li> <li>• Practices that are in place to prevent discrimination</li> <li>• Practices in place to promote equality and inclusion</li> </ul>
Social Value	Skills and Experience	<p>Please outline the opportunities for work experience, development and other similar activities under this contract including:</p> <ul style="list-style-type: none"> <li>• The development of skills and continuous professional development within the workforce and your local community.</li> <li>• Training schemes and programmes to support skills growth in the organisation and community such as apprenticeships, training schemes and work placements.</li> </ul> <p>Please ensure any commitments made within your response are captured within your Social Value Action Plan.</p>	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Training and development approaches</li> <li>• Training needs analysis</li> <li>• Work experience or similar activities which invest in people</li> <li>• Details of apprenticeship schemes</li> <li>• Skills development for staff and the local community</li> </ul>
Social Value	Carbon Emissions Reduction	<p>Please describe the measures you will take to reduce carbon emissions within your organisation and supply chain.</p> <p>Include as part of your response:</p> <ul style="list-style-type: none"> <li>• Reference to carbon emissions relating to the delivery of this contract both within your organisation and wider supply chain.</li> </ul>	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• 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)</li> </ul>

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		<ul style="list-style-type: none"> <li>• Project specific carbon reduction plan including CO2 emissions reduction target, timescales, milestones and reduction methodology</li> <li>• Please include reference to the three categories of emissions sources: scope 1, 2 and 3.</li> </ul> <p>Please ensure any commitments made within your response are captured within your Social Value Action Plan.</p>	<ul style="list-style-type: none"> <li>• Process and plan for developing, implementing and maintaining a Carbon Reduction Plan</li> <li>• Commitment and target date for implementing a Carbon Reduction Plan (target date to be no later than two years after framework go-live)</li> <li>• Process and plan for monitoring, measuring and reporting on commitments within the Carbon Reduction Plan.</li> </ul>
Social Value	Waste Management	<p>Please describe how you will ensure responsible waste management through the delivery of this contract.</p> <p>Include as part of your response:</p> <ul style="list-style-type: none"> <li>• How you will minimise waste within your organisation and supply chain.</li> <li>• The recycling/reuse initiatives you will undertake.</li> </ul> <p>Please ensure any commitments made within your response are captured within your Social Value Action Plan including Waste Reduction and Management Plan and reporting measurements.</p>	<p>Supplier shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Provide a method statement on how waste is managed throughout the delivery of contract.</li> <li>• Process and plan for developing, implementing and maintaining a Waste Reduction and Management Plan</li> <li>• 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)</li> <li>• Process and plan for monitoring, measuring and reporting on commitments within the Waste Reduction and Management Plan.</li> </ul>
Social Value	Social Value Action Plan	Please provide your full Social Value Action Plan which will consist of your responses to this Social	Supplier shall include the following within their response:

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		<p>Value Response Questionnaire and the commitments made.</p> <p>This plan must contain firm commitments, performance metrics and reporting etc. This will then be incorporated into the terms and conditions at the end of the process if you are successfully awarded to this Contract.</p>	<ul style="list-style-type: none"> <li>• Provide a Social Value Action Plan which includes all the commitments made within your answers to the Social Value questions and reference the KPIs to avoid duplication.</li> </ul>
Organisation	Supply Chain Management	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?	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Evidence of robust and resilient supply routes for chassis and key components</li> <li>• Evidence of supply contracts with chassis and key components suppliers and proactive contract management</li> <li>• Details of procurement policy or processes</li> <li>• Evidence of sustainable and ethical procurement</li> <li>• Detail your supplier selection process and engagement activities</li> </ul>
Organisation	Staff within the Organisation	Provide details of the competencies and capacity of staff within your organisation to support the design, manufacture and maintenance of the vehicle.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Dedicated design team and experience</li> <li>• The number of individuals directly employed in the design, manufacture and support of the appliance build</li> </ul>

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			<ul style="list-style-type: none"> <li>• 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</li> <li>• Training practices</li> <li>• Ratio between permanent and temporary employees</li> <li>• Retention / replacement recruitment plans</li> <li>• Sub-contractors capability and capacity evaluations if used for any part of the design, manufacture and/or maintenance of the vehicle</li> </ul>
Price	Pricing	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.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Benchmarking (both your own prices and those you obtain from your suppliers)</li> <li>• Management and review of supply chain and subcontractors to ensure continual value for money</li> <li>• Research and development / continuous improvement</li> <li>• Management of raw materials and components</li> <li>• Customer liaison</li> </ul>

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Vehicle Disposal	Disposal Method	Provide details your disposal method for Emergency Response Vehicles within your organisation and ensuring compliance with governance and ethic and legal disposal.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Method of vehicle disposal from Further Competition through to transfer of ownership to new owner or scrap (and any other disposal routes). All disposal methods need to be included e.g. donation, overseas etc.</li> <li>• A list of ethical, legal and environmental considerations for disposal of vehicles</li> <li>• A list of any sub-contractors involved in vehicle disposals</li> <li>• Documentation and audits provided to the FRS</li> <li>• Equipment disposal as part of the vehicle disposal</li> </ul>
Vehicle Disposal	Security	Provide details on how you ensure that the vehicles for disposal are secure from collection to sale and how the vehicles are not used for nefarious purposes.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• Security measures in place for the Supplier including collection, depot for storage and any other properties</li> <li>• Measures in place to ensure the vehicles are not used for nefarious purposes</li> <li>• Certification provided</li> <li>• Removal of service livery, emergency service markings, sirens, beacons, response lighting,</li> </ul>

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			communication equipment and/or high security risk equipment
Vehicle Disposal	Risk Assessment and Method Statements	Provide an example risk assessment and method statement that demonstrates the security of the vehicle for disposal and narrative to explain how this meets the minimum security requirements.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• An example of the risk assessment and method statement</li> <li>• Full explanation on how the risk assessment method statement meets the minimum security requirement for Emergency Response Vehicle disposal.</li> </ul>
Vehicle Disposal	Quality Assurance for Vehicle Disposal	Provide details on how your organisation quality assure the vehicles disposal process from start to finish.	<p>Suppliers shall include the following within their response:</p> <ul style="list-style-type: none"> <li>• A flowchart shows each step for quality assurance mapped against the stage for vehicle disposal and the security requirements both local and national</li> <li>• Narrative on the quality assurance checks that place through the process of vehicle disposal</li> <li>• Narrative on quality assurance checks carried out on sub-contractors or any other third party</li> </ul>