

Examples of Good and Poor Responses to Tender Questions

Question 1

Provide examples of your historical involvement in generating employment and training opportunities on new apprenticeships.

Adequate Answer

XXX Construction regularly employ young apprentices and have had a long history of doing so. XXX Construction currently employ five bricklaying apprentices, five joinery apprentices and two mechanical apprentices. XXX currently employ four operatives who served their apprenticeship with X XX Construction. Various apprentices have won regional and national awards in their respective trades.

Evaluator Comment: The answer meets the requirement of the question which scores it 50% but does not explain fully how the process is controlled, and planned as the following answer does

Excellent Answer

Apprentices are a cornerstone of our business with our commitment to their recruitment and employment highlighted in our Young People's Strategy. We recruit and train apprentices on an ongoing basis with a current headcount of 83 at various stages in their development. We take apprentice recruitment very seriously, first checking that we can provide continuity of employment to existing apprentices before taking on new starts.

Apprentices can be recruited from a wide range of sources and have often completed work experience placements with us. We will work with local agencies to identify suitable candidates to fulfil the commitments made. We are currently working with CITB to develop a "Shared Apprenticeship" pilot scheme. As the principle stakeholder, xxx Council will employ the apprentices who can then work on xxx Council projects or those being delivered by other stakeholders. Our apprentice scheme is part funded by CITB who also assess and certify apprentice performance. Training is delivered by a wide range of accredited bodies together with local colleges. We engage both trade and modern apprentices who undertake fully accredited SVQ training. An example of generating employment can be taken from the Project XXX for The Scottish Government. In response to our contractual obligations, Supplier XXX developed an Employment and Skills Plan – the plan delivered the following: A three-week work placement; Started a Trainee Quantity Surveyor through this project; Started a Trainee Estimator through this project; Started an apprentice steel erector and cladder (through supply chain); 4 apprentices worked on the project. We have got similar commitments to xxx Council and xxx Council with regards to working with Employment and Skills Plans. We employ a Community Benefits Coordinator, who coordinates the delivery of our community.

Evaluator Comment: The answer fully meets the requirement of the question and shows total commitment of the company to their investment in apprenticeships and the long-term future of the industry within the region.

Question 2

Provide details of asbestos awareness safety training provided to all direct employees, with stated dates and names of trainer including associated qualifications.

Poor Answer

XXX Construction has provided operatives with training which is due to expire soon. A refresher course has been scheduled for January 2014. When a project is likely to encounter asbestos, toolbox talks are carried out and the risk is highlighted by the Site Manager during the induction. All staff fully trained in asbestos awareness

Evaluator Comment: The answer above does not explain fully how Asbestos Awareness is delivered to the organisation's staff. No information has been provided on the Trainer and their qualifications as asked in the question.

Good Answer

Employees have received UKATA approved asbestos awareness training. Our employees received their training on separate days which are the 20th March, 29th April and 30th April 2013. The training carried out on the 20th March was by xxx MSc CoCA of OHS. The training on the 29th & 30th of April was carried out by Ferncroft Environmental. We regularly host in house refresher courses for asbestos awareness as this is a major health risk. As part of site induction before work commences on site we identify and mark areas of asbestos. We then remind employees of the key points of their asbestos awareness training.

Evaluator Comment: The answer meets the requirement of the question and gives the name of Trainer, qualifications and dates when training was carried out.

Question 3

Provide examples of your company's historical involvement in the development of trade skills within your existing workforce.

Poor Answer

All staff are encouraged to develop their skills.

Evaluator Comment: The answer is too brief and offers no insight into the historical involvement that the contractor has had in developing trade skills within the organisation.

Excellent answer

Supplier XXX are dedicated to the continued professional development of their staff. The company focuses on the development and improvement of self and others at both organisation and individual levels.

Supplier XXX believe that CPD is an integral tool in enabling the company to meet the demands of the ever-changing working environment. Supplier XXX have strong links with local further education colleges, universities and private education centres. The Supplier XXX Learning Officer (LO) works closely with the Department of Learning (DEL) and industry bodies to assess the courses available.

Periodical review allows senior management to assess staff training and identify areas for improvement. The LO advises management on the most beneficial education options available. This practice delivers the most up to date information on available education. The LO liaises with employees to devise personal learning plans (PLP) based on their individual needs. The employee is informed of the most appropriate option for their requirements and support is tailored to complete the plan.

Trade employees are required to have completed an apprenticeship alongside their professional qualification. In the case where trade staff do not have a professional qualification they must to commit to an apprenticeship and achieving relevant qualification.

Supplier XXX operate a mentoring system in conjunction with the apprenticeship scheme whereby juniors are paired with an experienced worker to improve their skills and knowledge. Together with this Supplier XXX provide internal education, training and transfer knowledge at all levels within the company.

Alongside their professional qualification all trade employees will have a minimum of: CSR Card (CSCS), Working at heights, Abrasive Wheels, Fire Safety Awareness, Manual Handling, Asbestos Awareness. Alongside the above all project leaders will also have a minimum of: Building Site Supervisor Gold Card, Essential Health & Safety for Managers Award.

Evaluator Comment: The answer fully meets the requirements of the question and gives examples of historical involvement.

Question 4

Confirm how your company intends to deal with urgent reported defects on this project based in XXX, including typical reactive timescales

Poor Answer

24Hr call out 265 days a year

Evaluator Comment: The answer is too brief and doesn't give any information on the management of defects or reactive timescales expected by the company.

Excellent Answer

With all installations of this type, Supplier XXX will guarantee the installation against defects for a period of 12 months from the date of handover. During the installation of the project Supplier XXX would envisage that our installation team would stay locally until the project was completed, commissioned and handed over to the client.

As part of the project installation Supplier XXX's Project Engineer, (who would lead the installation) would normally meet with the client once per week, to review progress and discuss/resolve and issues during the project installation. Before the project installation is completed, the project engineer would meet with the client to compile a "snagging" list, to ensure the project is completed to the client's requirements.

Where a potential issue arises from a defect or breakdown of the installed equipment, Supplier XXX have a 24/7, 365 call out Support system in place for all our clients. The defect should be called into our dedicated call out support number, where the call handler will determine the nature of the fault, confirm the client and dispatch a suitably qualified engineer to attend the call and rectify any fault with the equipment. Currently Supplier XXX have six suitably qualified engineers within a 1-hour radius of xxx, therefore we have no hesitation in stating that an engineer can be on site within 1 hour of the call receipt.

Evaluator Comment: The answer fully meets the requirements of the question, and fully details how the company intends to handle any defects that