

Name of Tenderer	Gilpin Environmental Ltd
Tender Reference	
ITT Reference	DN509548
Framework	Asbestos ACM Removals and associated services and associated works

Introductory information

(if you want to introduce your tender, this is optional)

Section 1. Tenderer Information and Declaration

Registered Name	Gilpin Environmental Ltd
Registered Number	2701234
Registered Address	3 Southernhay West, Exeter, Devon, EX1 1JG
Company Head Office Address (if different)	The Horsefields, Clay Pits Way, Newton Abbot, Devon, TQ12 3RR
VAT Registration Number	585 6778 70
Information supplied by	
Name	Cheryl Benstead
Telephone number	07525 123806
e-mail address	Cheryl.benstead@gilpindemolition.com
Contact for clarifications (if different to above)	
Name	
Telephone number	
e-mail address	

The Tenderer agrees that Advantage South West reserves the right to make final selection from the tenders received.

The Tenderer agrees that the statements contained within the tender are accurate and that any entry therein which is falsely made shall be justification for exclusion from the procurement process.

The Tenderer agrees that in the event of there being any uncertainty as to the intention of any portion of this ITT, particulars of such uncertainty shall be referred to the Advantage South West in writing, for clarification.

The Tenderer agrees that canvassing in any manner whatsoever shall be justification for their exclusion from the procurement process.

The Tenderer agrees that Advantage South West shall be entitled to cancel the framework and to recover from the Tenderer the amount of any loss or damage resulting from such cancellation if:

Submit by 10am 14/12/2020

- The Tenderer has offered or has given or has agreed to give to any person any gift, consideration, inducement or reward of any kind for doing or not doing any action in relation to the framework or any other framework or contract with Advantage South West.
- The acts detailed above have been done by any person employed by the Tenderer or acting on behalf of the Tenderer (whether with or without the Tenderer's knowledge).
- In relation to any framework or contract with Advantage South West the Tenderer or any person employed by the Tenderer or acting on the Tenderer's behalf has failed to disclose any conflict of interest that might result in Advantage South West contravening any statutory or regulatory obligation.

The Tenderer agrees that each and every Advantage South West Member shall be entitled to cancel a contract and to recover from the Tenderer the amount of any loss or damage resulting from such cancellation if:

- The Tenderer has offered or has given or has agreed to give to any person any gift, consideration, inducement or reward of any kind for doing or not doing any action in relation to the framework or contract or any other framework or contract with Advantage South West or a Member of Advantage South West.
- The acts detailed above have been done by any person employed by the Tenderer or acting on behalf of the Tenderer (whether with or without the Tenderer's knowledge).
- In relation to any framework or contract with Advantage South West, the Member or any other Member of Advantage South West the Tenderer or any person employed by the Tenderer or acting on the Tenderer's behalf has failed to disclose any conflict of interest that might result in Advantage South West or the Advantage South West Member contravening any statutory or regulatory obligation.

The Tenderer certifies that this is a bona fide Tender and that he has not and will not fix or adjust the amount of the Tender by or under or in accordance with any agreement or arrangement with any other person. The Tenderer also certifies that he has not done and undertakes that he will not do at any time before the end of the tender validity period any of the following acts:

- communicate to a person the amount or approximate amount of the proposed Tender, except where the disclosure, in confidence, of the approximate amount of the Tender/e-auction was necessary to obtain insurance premium quotations required for the preparation of the Tender
- enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted
- offer or pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender for the said work any act or thing of the sort described above

In this declaration the word "person" includes any persons and any body or association, corporate or unincorporated; and "any agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not

The Tenderer certifies that he has read the whole of the foregoing and that the answers provided in its Tender and accompanying information are a true and accurate response and understands that false information will exclude the Tenderer from proceeding further in this project.

To be signed by a Director of a Company or Incorporated Company, by a Partner or authorised representative respectively in his own name and on behalf of such Company or Incorporated Company in presence of a witness.

Name Nick Gambles

Signature*



For and on behalf of Gilpin Environmental Ltd

Date 11th December 2020

Witness

I hereby witness the signature and that the signature is his/her usual signature and to the best of my knowledge is authorised on behalf of the Company to submit this Tender.

Submit by 10am 14/12/2020

Name Gary Giles
 Signature [Signature]

Section 2. Postcodes

2.1 Please detail the postcodes in which you are able to provide services by using the table below:

BA	No
BH	No
BS	No
DT	No
EX	Yes
GU	No
PL	Yes
PO	No
RG	No
SN	No
SO	No
SP	No
TA	Yes
TQ	Yes
TR	Yes

Section 3. Exclusion Criteria

	Heading	Detail																
3.1	Mandatory & discretionary exclusion items	As detailed within the Public Contracts Regulations 2015 Regulation 57 and contained within Section 12. Please complete Section 12 and supply with your tender submission.																
3.2	Financial Accounts	The tenderer will be subject to a financial assessment which will be calculated as follows: (Profit before tax / current liabilities) x 53 Plus + (current assets / (current liabilities + long term liabilities)) x 13 Minus - (current liabilities / total assets) x 18 Plus + ((current assets – stocks and work in progress)/current liabilities) x 16 We reserve the right to disqualify tenderers who score lower than 15.00 for the previous financial year.																
		Please detail the following information in the table for the last financial year. Please identify the period that this relates to: 2019 <table><tr><td colspan="2">Please detail for the latest fully audited annual accounts:</td></tr><tr><td>Year</td><td>2019</td></tr><tr><td>Turnover</td><td>£1,507,682</td></tr><tr><td>Profit before tax</td><td>£49,550</td></tr><tr><td>Current assets</td><td>£256,692</td></tr><tr><td>Total assets (including current assets)</td><td>£438,658</td></tr><tr><td>Stocks and works in progress</td><td>£63,206</td></tr><tr><td>Current liabilities</td><td>£262,826</td></tr><tr><td>Long term liabilities</td><td>£33,671</td></tr></table> Note: we expect you to insert the information above. Please do not write “refer to annual accounts” or similar.	Please detail for the latest fully audited annual accounts:		Year	2019	Turnover	£1,507,682	Profit before tax	£49,550	Current assets	£256,692	Total assets (including current assets)	£438,658	Stocks and works in progress	£63,206	Current liabilities	£262,826
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Current liabilities	£262,826																	
Long term liabilities	£33,671																	

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		We reserve the right to request copies of the last 2 years audited annual accounts.	
3.3	Turnover	We reserve the right to disqualify tenderers who have an average turnover of less than £500k p.a. for the previous financial year. We want to encourage participation in the framework, not restrict it, therefore please note that whilst we have specified this minimum turnover requirement our Members reserve the right at a later date to undertake further assessment of turnover to ensure that framework companies have the necessary capacity to meet their specific requirements. To this end they might require companies for their specific procurements to have higher turnover levels.	
3.4	Health & Safety policy	A Health & Safety Policy is to be provided. This must comply with current legislative requirements.	
3.5	Health & Safety	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years? If your answer to this question is "Yes", please provide details in a separate Appendix of any enforcement/remedial orders served and give details of any remedial action or changes to procedures you have made as a result. The Authority will exclude bidder(s) that have been in receipt of enforcement/remedial action orders unless the bidder(s) can demonstrate to the Authority's satisfaction that appropriate remedial action has been taken to prevent future occurrences or breaches.	No
		Is your organisation on the Safety Schemes in Procurement website? If not, we reserve the right to disqualify your tender or to request that you complete a health and safety questionnaire prior to award.	Yes
		Prior to framework award we reserve the right to ask Suppliers to submit a completed Health & Safety Questionnaire which will be analysed with a pass/fail impact on the application. We reserve the right to disqualify Suppliers who do not pass the Health & Safety Questionnaire. Members may require framework contractors to submit health and safety information during tendering or prior to receiving contract offers. Companies that do not meet the H&S requirements may not be awarded contracts by that Member.	
3.6	Insurance	Tenderer to self-certify whether it already has, or can commit to obtain, prior to the commencement of the framework, at least the levels of insurance cover indicated below: Employer's (Compulsory) Liability Insurance * = £10m Public Liability Insurance = £10m * It is a legal requirement that all companies hold Employer's (Compulsory) Liability Insurance of £5 million as a minimum. Please note this requirement is not applicable to Sole Traders.	Yes Yes
3.7	Equality Legislation	For organisations working outside of the UK please refer to equivalent legislation in the country that you are located.	
		1. In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)?	☐ No
		2. In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds or alleged unlawful discrimination?	☐ No

		If you have answered "yes" to one or both of the questions in this module, please provide, as a separate Appendix, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date. If the investigation upheld the complaint against your organisation, please use the Appendix to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring. You may be excluded if you are unable to demonstrate to the Authority's satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.																									
		3. If you use sub-contractors, do you have processes in place to check whether any of the above circumstances apply to these other organisations?	☐ Yes																								
3.8	Environmental Management	1. Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)? If your answer to the this question is "Yes", please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. The Authority will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the Authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.	☐ No																								
		2. If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?	☐ Yes																								
3.9	References	Please provide details of up to three contracts, in any combination from either the public or private sector, that are relevant to our requirement. Contracts should have been performed during the past three years. Social Housing contracts will be preferred as this will provide information on the suitability of your service for social housing. <table border="1"> <thead> <tr> <th></th> <th>Reference 1</th> <th>Reference 2</th> <th>Reference 3</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>Peter Miller</td> <td>Steve Welsh</td> <td>Dave Chudleigh</td> </tr> <tr> <td>Organisation</td> <td>Plymouth Community Homes</td> <td>Mercury Construction Ltd</td> <td>Morgan Sindall</td> </tr> <tr> <td>Contact details</td> <td>Peter.miller@plymouthcommunityhomes.co.uk</td> <td>steve@mercuryconstruction.co.uk</td> <td>Dave.chudley@morgansindall.com</td> </tr> <tr> <td>Contract period</td> <td>4 Year Framework</td> <td>Various</td> <td>3 Months</td> </tr> <tr> <td>Value of contract</td> <td>£115k per annum</td> <td>Estimated annual turnover £75k</td> <td>£125,477</td> </tr> </tbody> </table> Advantage South West requires each Applicant to send the Reference Letter contained within Appendix 1 to each Referee detailed below. It is the Applicant's responsibility to ensure that each Referee returns a completed Reference Letter directly to Neil Biddiscombe, Procurement Manager, Advantage South West, Yarlinton House, Lupin Way, Alvington, Yeovil, BA22 8WN or neil.biddiscombe@abri.co.uk by no later than 10am on 14 December 2020 References from existing Advantage South West Members are acceptable and will be assessed in the same way as those provided by non-Members.			Reference 1	Reference 2	Reference 3	Name	Peter Miller	Steve Welsh	Dave Chudleigh	Organisation	Plymouth Community Homes	Mercury Construction Ltd	Morgan Sindall	Contact details	Peter.miller@plymouthcommunityhomes.co.uk	steve@mercuryconstruction.co.uk	Dave.chudley@morgansindall.com	Contract period	4 Year Framework	Various	3 Months	Value of contract	£115k per annum	Estimated annual turnover £75k	£125,477
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Section 4. Pricing

4.1	Please use the accompanying spreadsheet "Asbestos Removals DN509548 – Schedule of Rates for ITT" to submit your line-by-line prices and tender sum.
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Section 5. Qualitative Questions

You *MUST* enter your responses into the table below.

5.1	<u>Response times</u> Please describe how you will meet the service response times detailed within the Specification's Performance Requirements. Max 1 page A4
Response GEL have over 60 trained operatives, all of whom have worked on social housing projects, both void and occupied properties and the challenges these works present, which includes works carried out for Plymouth City Council and Plymouth Community Homes. All our operatives are trained and competent, and licensed trained staff either hold an L2 NVQ in Asbestos Removal or are working towards it. All our Supervisors and Operatives are empowered to make onsite decisions and judgements on working methodology in line with the GEL Standard Operating Procedures. All teams carry a company issued reactive works folder that allows site teams to produce RAMS for emergency works without requiring paperwork from the office, this places them perfectly for responding to emergency works. GEL endeavour to respond to emergency call outs within 2 hours of notification by a member of office management who will triage the case and assign resources to this to undertake the works in the allotted timescale as identified below and as per the ITT, Section 6 'Removal demand, response times and notification'. In the event of an emergency case with a significant risk to health, our remediation team would be on site to make safe the damaged material within 4-hours. Where a situation requires a more expedient response following a request from the client, GEL would look to meet these removal requirements dependant upon material type, location, condition, within the timescale agreed with the client. As per the ITT, GEL would look to complete all planned works within 14 calendar days (10 working days) of the request. In the event that licensed works are to take more than 1 day, we would look to get confirmation and agreement in place with the client as with the 14-day notification period, this would be possible to complete in 14 calendar days from the request. For works within void property, GEL would look to obtain a 'skeleton key' or 'key-a-like' for access into void properties where possible, this would give GEL the freedom to enter voids quickly to plan and undertake the works within the allotted time issued by the client. Urgent removals will be undertake the attendance and removal within the 5 days required by the client where the removal is of non-licensed and notifiable non-licensed materials. Where licensed ACM's are identified these would have the 14-day notification to the HSE submitted so they can be removed within 14-day of the request (unless duration is longer than 1 day). There may be situations where a waiver is required, in this instance GEL management would attend site to evaluate the materials, location, extent, risk to health, etc prior to submitting the waiver. Waiver are only granted by the HSE in permitting circumstances, and must be accompanied by the following information; HSE 14-day notification to the HSE A completed, suitable and sufficient Plan of Works complying with CAR2012 Written confirmation from the contractor's client that there is an emergency or equally pressing reason for the waiver request.	

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It should be noted that if the damaged asbestos can be sealed off within a building that is not under Occupation, as an example, it is unlikely in such circumstances that a waiver will be granted, but GEL will work with the client to ensure where possible, a waiver is granted. GEL have a good history of working with the local HSE offices throughout Cornwall, Devon, & Dorset, and getting waivers granted for our clients.

Emergency removals will be undertake the attendance and removal within the 24 hours (1 day) required by the client where the removal is of non-licensed and notifiable non-licensed materials. Where licensed ACM's are identified these would have the 14-day notification to the HSE submitted so they can be removed within 14-day of the request (unless duration is longer than 1 day). Waiver applications will be undertaken as described above in the section regarding Urgent Removals.

5.2	<u>Support and communication with landlord</u> Please provide details including evidence of your organisation's methods of communications with Clients (landlord's staff). Please detail how the account will be managed including names of account managers and single points of contact. Max 2 pages A4. Actual examples of reports, screenshots or outputs of online portals and data can be provided as appendices. Actual examples of reports, screenshots or outputs of online portal and data can be provided as appendices.
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Response

GEL have an experienced, knowledgeable management team. All staff have moved into their current positions within the industry having started their careers either as asbestos operatives or demolition labourers and worked their way through the ranks. We believe this is one of our greatest strengths and demonstrates the skills, knowledge, and competency of our project team overseeing and managing the asbestos removal in affected tenanted and void properties.

GEL's Technical Manager, Rob Burley, is an active member of our trade association ACAD which enables us to keep up to date with changes to legislation and best practice, learn about new processes, techniques, and advances in equipment. This ensures that we can continuously improve the way we safely remove asbestos containing materials complying to industry best practice.

We have commercial and social locally based knowledge. This gives us a huge advantage with local suppliers and trades who we have spent many years building relationships. Our team know the landscape of the area ensuring a swift response to any location.

As a multi-functional company offering asbestos removal and disposal, demolition services, scrap metal recycling, and waste management facilities at our depot, this ensures that we have complete control of the contract, including cradle to cradle with our waste management. As such we do not need to outsource any of our works, providing PCH with peace of mind and mitigate any potential contract risks such as reputation and delays that may come with sub-contracting.

GEL have two fully qualified face fit technicians enabling us to provide consultations and fit testing on both half face and full face RPE.

At least one Director from the Gilpin Group is on call 24 hours a day, 7 days a week in the event of an emergency. What benefits this contract is all our Directors and senior office management live within 35 miles of Plymouth.

Our asbestos removal teams have worked together for many years even prior to joining the Gilpin team. This is a huge strength for the company as a successful team who have been working together and

understand each other's methods and processes are much more productive, particularly on small short duration projects like many Client tenanted properties, where quick turnaround deadlines must be met. . Our team remains stable and the company maintains good staff retention. Should this change we would recruit similarly qualified and trained staff. GEL' s organisational structure as stated within the PQQ and within question 1 of Schedule 5 of this tender, we do not expect this to change prior to the commencement of this contract or during it

GEL will implement a Project Communication Matrix to manage the communication between Gilpin and the Client. A project Communication Matrix is a straightforward and easy to follow process to manage communications on long-term projects to ensure the correct communication channels are followed, such as the example below. A secondary person has been including in the Gilpin Responsibility field who will take control in the absence of the primary person.

Reason for Communication	Responsibility (Gilpin)	Communication Method	Frequency	Recipient
Day to Day issues	Project Manager	Telephone	Daily	Client Contact
Weekly Progress	Project Manager/Senior Operations Manager	Telephone/Email	Weekly	Client Contact
Monthly Progress	Project Manager/ Senior Operations Manager	Face-to Face/ Teams or other virtual communication system (during COVID-19 Pandemic)	Monthly	Client Contact
Arranging Site Visit	Project Manager/ Technical Manager	Telephone followed up by Email	As required with works	Client Contact
Submitting Plans of Works	Project Manager/ Technical Manager	Email	As required	Client Contact
Submitting Waste Transfer Notes	Office Administration Project Manager	Email	As required	Client Contact
Contract Issues	Commercial Manager/ Senior Operations Manager	Email or Telephone	On a job to job basis	Client Contact

Gilpin Environmental Management team and contact details;

- Nick Gambles – Director (07711 984 904) – nick.gambles@gilpindemolition.com
- Duncan Rudall – Health & Safety Director (07916 301 479) – duncan.rudall@gilpindemolition.com
- Ryan Weir – Senior Operations Manager (07703 562 280) – ryan.weir@gilpinenvironmental.com
- Ian Triggs – Project Manager (07804 587 531) – ian.triggs@gilpinenvironmental.com
- Robert Burley – Technical Manager (07803 628 324) – rob.burley@gilpinenvironmental.com
- Cheryl Benstead – Commercial Manager (07525 123 806) – cheryl.benstead@gilpinenvironmental.com

GEL allot 1 Account Manager to 20% of our client base, with a geographic coverage of 100 miles from our office base in Newton Abbot.

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5.3	<u>Support and communication with tenant</u> Please explain the process for making appointments, gaining access to occupied properties within the timescales required by the Specification and engaging with tenants around the removal of asbestos within their home. Please include any innovative measures adopted in response to communication difficulties experienced on previous contracts. Max 2 pages A4. Actual examples of communications can be provided as appendices.
<u>Response</u> Upon a project being issued by the Client, our Project Manager will attempt to make contact with the tenant by telephone to arrange their earliest availability for access to plan the works, arrange a suitable date to undertake the works with the tenant, and collect all necessary information about the works such as building layout, take photographs, locations of water feed and electricity outlets. The site meeting will be the Project Manager's opportunity to explain the works to the tenant and make them aware of any areas that will be out of bounds during the works, what rooms they can use, and the likely duration. The Project Manager will also use this meeting to explain to the tenant any items/furniture that will need to be moved ready for when our works commence. The site meeting will be followed up by an email, or where the tenant does not have an email, a letter will be delivered, that will explain everything that has been discussed regarding the works and any requirements for movement of items or furniture and confirm the start date of the works. A copy of this letter will also be emailed to our Client contact so that all parties are subject to the same communication. This will allow the Client to organise any relevant disconnections and/or isolations and schedule their contracted analyst attendance for the project. During the planning stage if our Project Manager is unable to contact the tenant via telephone, we will attempt access by knocking on the door. In the event that no access or contact is gained whether from being unable to contact the tenant or being refused entry, the Project Manager will hand deliver a letter to the property stating that we have been unable to make contact with our contact details and ask that they make contact at their earliest availability. Where this is unsuccessful, Client will forward this to their non-access team. Where defects or damage are identified, this could be asbestos that hasn't been removed, tools or equipment left on site, or cosmetic damage such as dirty carpets, scuffs on walls, etc, at Gilpin we would aim to rectify all defects within 48 hours in void properties or same day in tenanted properties, this would be dependent upon the time of the complaint and when access can be agreed with the tenant. We have mitigation procedures in place to reduce such occurrences by having the Supervisor walk around the works upon completion, photograph the working area and any areas used, including any surfaces where fixing have been attached such a poly and tape. The supervisor identifies any potential damage or issues and remedies if possible or reports to the office. This is covered on the Statement of Cleanliness report form at the end of the works. These potential issues will be highlighted to the tenant and client during the planning phase of the works so that the Client can factor in the remedial works upon completion of the asbestos removal.	
5.4	<u>Skills and Training</u> With reference to the requirements of the specification please provide details of staff skills, qualifications, training and accreditations for those staff who would be directly involved in the provision of services. Max 1 pages A4. Please include a training matrix as an appendix and note that we require focused responses and do not wish to read multiple CVs looking for relevant information.

Response

We have uploaded our training Matrix's as appendices.

Training Matrix Export Demo
Training Matrix Export GEL

Please also refer to GELResource Statement_001 for skills and qualifications.

We have included the Demo Training Matrix as we have a number of operatives that are trained to remove non-licensed asbestos.

Nick Gambles - Director

As Director of Gilpin Environmental Ltd (GEL) Nick Gambles oversees all aspects of the running of the business having worked within the industry for over 30 years. Over the past two years Nick has been overseeing our Plymouth City Council framework which includes working with tenanted social housing properties as well as occupied council buildings and many other property types within the council's property portfolio.

Ryan Weir – Senior Operations Manager

Ryan has 20 years' experience in the asbestos industry and has worked for various asbestos companies as a Supervisor, he managed many social housing projects working within tenanted and void properties for a number of social housing organisations. Ryan has been with GEL for over 4 years and is responsible for the day to day operations of the business. Ryan directly manages the teams and liaises with clients and tenants for all our works within domestic and social housing contracts, primarily our works with Plymouth City Council and Plymouth Community Homes. Ryan works directly with our clients to ensure all works are carried out in line with industry guidance and best practice and deals with any issues efficiently to the satisfaction of tenant and client.

Rob Burley – Technical Manager

Having been with GEL since 2011, Rob's primary responsibilities are the planning of each contract and producing the site-specific method statements and risk assessments. A plan of works document has been developed by Rob to cover all requirements and potential risks that can be expected working within a tenanted or void residential property. Rob attends quarterly industry meetings with ACAD to remain current and aware of industry changes and developments with equipment that could add value to our processes working within domestic premises. An example of this is the introduction of a welfare decontamination unit to our fleet for social housing works so our team never need to rely on using tenants' facilities supporting best practice in the ongoing COVID-19 pandemic. Rob is a qualified Mental Health First Aider through Mental Health First Aid England. Having qualified MHFA's within our team enables us to work with our clients and support their tenants professionally and also be able to identify red flags whilst working in tenanted properties and report to the relevant individuals.

Ian Triggs – Project Manager

Having worked for GEL for almost 4 years as an asbestos operative, Ian came from a management position where he was responsible for several employees in an industrial environment. Having recently joined the office management team, Ian manages our frameworks in his role as Project Manager. Whilst working on site Ian spent the last two years working in a team on social housing projects and has proven to be very good at communicating and dealing with tenants in a professional manner. Due to Ian's experience in his management role and his excellent interpersonal skills with tenants, this made him a perfect candidate to bring on board to manage our frameworks.

Duncan Rudall – Health & Safety Director

Duncan has been working in the demolition and asbestos industry for over 30 years and joined the Gilpin Demolition Group as Health & Safety Director just under three years ago. Duncan is Vice Chairman for the NFDC (National Federation of Demolition Contractors) and a Fellow of the IDE (Institute of Demolition Engineers). One of Duncan's roles for the company is training and Duncan has been delivering training to all our site operatives such as Working in Domestic Premise. Duncan will be primarily responsible for the safety of operatives and tenants and ensuring that all site paperwork is compliant NEBOSH

Sharon Rudall – Office Administrator

Sharon manages the office administration for GEL joining the team following the successful award of the Plymouth City Council Lot 4 asbestos surveying and removal framework contract. Sharon has a wealth of experience in an administrative role and brings her knowledge and organisation skills to the team. Since joining GEL Sharon's dedicated role has helped streamline the back-office admin to ensure that pre project paperwork is collated efficiently and post project completion paperwork, such as waste consignment notes, is passed onto our clients in a timely manner to meet stakeholder KPI's.

Capacity & Resources

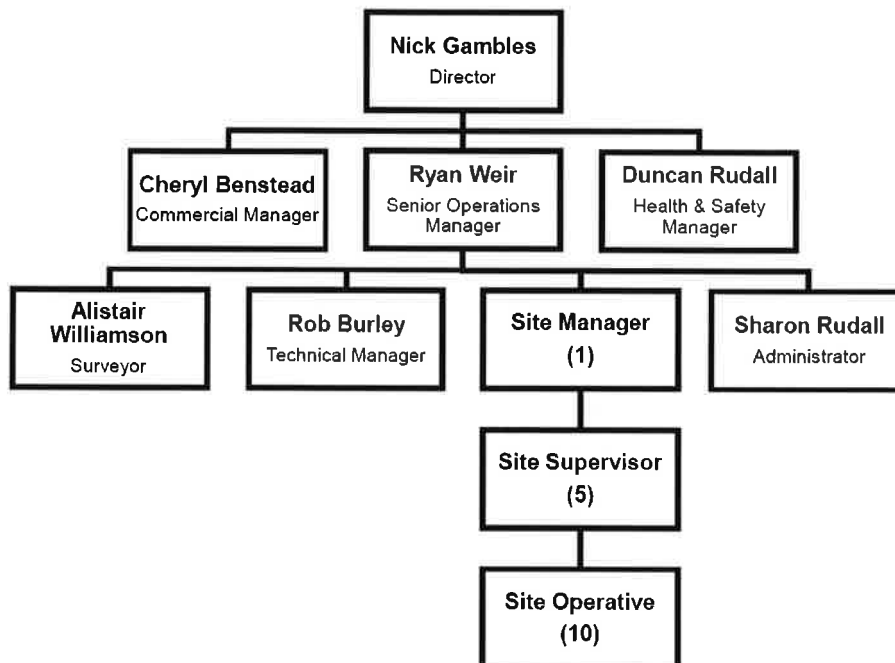
Please detail the current and maximum number of ACM removal operatives that you could make available for this framework.

(For information only)

Please provide an organisational structure.

Please provide details of the number of employed operatives that you have living in each of the following postal areas who might be used on this framework:

Please see below Gilpin Environmental Ltd Organisational Structure.



Area	Operatives	Area	Operatives
BA	0	RG	0
BH	0	SN	0
BS	0	SO	0
DT	0	SP	0
EX	10	TA	4
GU	0	TR	6
PL	22	TQ	14

	PO	0		
Max 2 page A4				
<u>Response</u> The total number of operatives per area also include for non-licensed operatives from our sister company Sam Gilpin Demolition Ltd (refer to Demo Training Matrix)				
5.6	<u>Issue resolution</u> How will you deal with problems and complaints ensuring that they are resolved expediently and to the satisfaction of all affected parties? Max 1 pages A4			
<u>Response</u> GEL has a robust working methodology that seeks to undertake asbestos removal works under best practice and industry guidance at all times. Our teams are competent, trained and experienced in the role required of them. Should a complaint be received, it will be acknowledged and investigated within 24 hours, dependent upon availability of the tenant and access to the affected property. We would aim to close out the complaint within 3 working days of acknowledgment. The investigation will be the responsibility of a nominated complaint manager who will take ownership of complaint management, meeting timescales and keeping the complainant informed of progress. The Senior Management Team will be available with expert advice and guidance throughout the investigation. The Complaint Manager undertake a case review to establish the full facts of the complaint as follows: • Contacting the customer by telephone or in person to establish why they are dissatisfied • Reviewing the complaint file, electronic records, and any other relevant information. • Collate statements from all persons involved in the project to form part of the final report. • If necessary, carrying out a site visit. The Complaint Manager will send the complainant a full response in writing within 5 working days. Any response should incorporate any learning points for GEL the company and where appropriate, our staff and sent to the Senior Management Team for validation before it is sent. If a full response cannot be provided within 5 working days, an interim call or email/letter will be sent to the complainant explaining why. If the complainant confirms that they are satisfied with the resolution the case will be closed. If the complainant does not respond within 20 working days, the Complaint Manager should contact the complainant to establish that the matter is resolved before closing the case. It is the responsibility of the Complaint Manager to make sure that all the recommendations from their own investigation are carried out within the specified timescales. If the complainant requests escalation to a manager complaint review, this must be agreed if evidence can be provided that the complaint is not fully resolved.				
5.7	<u>Code of conduct</u> Please provide evidence of how your organisation currently ensures that the behaviour of on-site operatives is conducive with working in and around occupied properties and how this is monitored on existing contracts. Max 1 pages A4			
<u>Response</u>				

Gilpin Environmental have vast experience working in domestic premises throughout the South West working for housing associations such as Plymouth Community Homes (PCH)

All staff are trained on working in domestic premises in-house by our experienced safety team

Tenants are always informed of planned work commencement dates in writing, but verbal contact will also be made to ensure that the tenant received the written communication and that they understand it.

Working areas to be cleared of personal items prior to works commencing by others. Gilpin employees are not to touch any items unless authorised to do so.

Employees must remain professional at all times and be respectful with use of verbal language and body language.

Gilpin vehicles, DCU's, or Skips will not obstruct access for neighbouring properties, and where unavoidable this will be discussed with all affected tenants prior to works commencing and an agreement must be received in writing.

To help manage Mental Health in the workplace, Gilpin Environmental have two qualified Mental Health First Aiders trained through Mental Health First England.

Qualified Mental Health First Aiders are;

- Rob Burley – Technical Manager
- Andrew Beech – Compliance Manager

Mental Health First Aid England provide all their first aiders with lots of handout materials to help raise awareness.

Having qualified MHFA's really enables us to work with our clients and support their tenants professionally and also be able to identify potential red flags whilst working in tenanted properties and report to the relevant individuals.

All operatives work in line with Gilpin Demolition Group Code of Conduct Policy.

Safeguarding

5.8

Please confirm that if successful you will become a signatory to the Chartered Institute of Housing's Make a Stand initiative (<http://www.cih.org/makeastand>). Please provide a copy of your Safeguarding Policy. If you do not have a Safeguarding Policy, please confirm that you will adopt the Client's Safeguarding Policy.

Response

We confirm that we will adopt the Clients Safeguarding Policy

5.9

Risk Assessment

Please provide for evaluation a risk assessment for a licensed asbestos removal within a tenanted property (a flat within a multi-storey premise).

Please refer to document attachment "194 Lynher House Overview POW_001"

5.10	<u>Job Method Statement</u> Please provide for assessment a job method statement for a licensed asbestos removal within a tenanted property (a flat within a multi-storey premise). Please refer to document attachment "Kitchen AIB Panel_Enclosure_POW_001"
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Section 6. Specification

6.1	Please detail your compliance with our specification as detailed in Schedule 6 in all material aspects. You are to confirm this or identify any areas of non-conformity. We reserve the right to determine whether any non-conformity is material.																																																				
	<u>Response</u> <table border="1"> <tr> <td>Our tender is (delete as applicable)</td><td></td></tr> <tr> <td>Service</td><td></td></tr> <tr> <td>• Scope of Works</td><td>Compliant</td></tr> <tr> <td>• The site</td><td>Compliant</td></tr> <tr> <td>• General</td><td>Compliant</td></tr> <tr> <td>• Framework specifics</td><td>Compliant</td></tr> <tr> <td>• Workforce</td><td>Compliant</td></tr> <tr> <td>• Removal demand (void, programmed, ad hoc and emergency), response times and notification</td><td>Compliant</td></tr> <tr> <td>• Making good</td><td>Compliant</td></tr> <tr> <td>• Hours of work</td><td>Compliant</td></tr> <tr> <td>• Site security and protection</td><td>Compliant</td></tr> <tr> <td>• Waste disposal</td><td>Compliant</td></tr> <tr> <td>• Reporting requirements</td><td>Compliant</td></tr> <tr> <td>Performance Conditions</td><td></td></tr> <tr> <td>• Contract management</td><td>Compliant</td></tr> <tr> <td>• Sub-contracting</td><td>Compliant</td></tr> <tr> <td>• Insurance</td><td>Compliant</td></tr> <tr> <td>• Health & Safety</td><td>Compliant</td></tr> <tr> <td>• Risk assessment and method statements</td><td>Compliant</td></tr> <tr> <td>• Personal protective equipment</td><td>Compliant</td></tr> <tr> <td>• Plant, tools & equipment</td><td>Compliant</td></tr> <tr> <td>• Disclosure Barring Service basic checks</td><td>Compliant</td></tr> <tr> <td>Business Continuity</td><td>Compliant</td></tr> <tr> <td>Non-performance</td><td></td></tr> <tr> <td>• As relating to future works</td><td>Compliant</td></tr> <tr> <td></td><td></td></tr> </table> <u>Explanation of any non-compliance identified in the table above</u>	Our tender is (delete as applicable)		Service		• Scope of Works	Compliant	• The site	Compliant	• General	Compliant	• Framework specifics	Compliant	• Workforce	Compliant	• Removal demand (void, programmed, ad hoc and emergency), response times and notification	Compliant	• Making good	Compliant	• Hours of work	Compliant	• Site security and protection	Compliant	• Waste disposal	Compliant	• Reporting requirements	Compliant	Performance Conditions		• Contract management	Compliant	• Sub-contracting	Compliant	• Insurance	Compliant	• Health & Safety	Compliant	• Risk assessment and method statements	Compliant	• Personal protective equipment	Compliant	• Plant, tools & equipment	Compliant	• Disclosure Barring Service basic checks	Compliant	Business Continuity	Compliant	Non-performance		• As relating to future works	Compliant		
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Section 7. Framework Agreement Terms and Conditions

Submit by 10am 14/12/2020

7.1	Please confirm your acceptance of the Framework Agreement Terms and Conditions contained within Schedule 7.	Yes
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Section 8. Contract Management

8.1	You are to confirm your compliance with Schedule 8 - Contract Management	Yes
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Section 9. Additional Information

9.1	Please state the nature of any work you propose to sub-let and the proposed sub-contractors. In the event of a Framework Agreement and any subsequent Contracts being issued to you as a result of this process you will still be required to apply in writing to the Member for permission to sub-let and the fact that this declaration is completed in no way implies the automatic approval or the granting of permission to sub-let the listed works.	
	<u>Response</u> We will not be sub-letting any of the works	
9.2	You may supply any additional information that you consider to be relevant.	
	<u>Response</u>	

Section 10. Conditions of Contract

10.1	Please confirm your acceptance of the Conditions of Contract information contained within Schedule 10.	Yes
	<u>Details:</u>	

Section 11. Conflict of interest

11.1	Has any Director, Partner or Associate or their relative been an employee of one of the Members of Advantage South West's procurement consortium? If 'yes', please give details below.	No
	<u>Details:</u>	

Section 12: Exclusion Grounds

Please answer the following questions in full. Note that every organisation that is being relied on to meet the selection must complete and submit the Part 1 and Part 2 self-declaration.

1	Not Used	
2	Grounds for mandatory exclusion	
Question number	Question	Response
2.1(a)	Regulations 57(1) and (2) The detailed grounds for mandatory exclusion of an organisation are set out on this webpage, which should be referred to before completing these questions. Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below and listed on the webpage.	
	Participation in a criminal organisation.	Yes ☐ No ☒ If Yes please provide details at 2.1(b)
	Corruption.	Yes ☐ No ☒ If Yes please provide details at 2.1(b)
	Fraud.	Yes ☐ No ☒ If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	Yes ☐ No ☒ If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	Yes ☐ No ☒ If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	Yes ☐ No ☒ If Yes please provide details at 2.1(b)
2.1(b)	If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction, Identity of who has been convicted If the relevant documentation is available electronically please provide the web address, issuing authority, precise reference of the documents.	N/A
2.2	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion ? (Self Cleaning)	Yes ☐ No ☐ N/A
2.3(a)	Regulation 57(3) Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	Yes ☐ No ☒

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2.3(b)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid, or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	N/A

Please Note: The authority reserves the right to use its discretion to exclude a potential supplier where it can demonstrate by any appropriate means that the potential supplier is in breach of its obligations relating to the non-payment of taxes or social security contributions.

3	Grounds for discretionary exclusion	
	Question	Response
3.1	Regulation 57 (8) The detailed grounds for discretionary exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation.	
3.1(a)	Breach of environmental obligations?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1 (b)	Breach of social obligations?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1(d)	Bankrupt or is the subject of insolvency or winding-up proceedings, where the organisation's assets are being administered by a liquidator or by the court, where it is in an arrangement with creditors, where its business activities are suspended or it is in any analogous situation arising from a similar procedure under the laws and regulations of any State?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1(e)	Guilty of grave professional misconduct?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1(g)	Aware of any conflict of interest within the meaning of regulation 24 due to the participation in the procurement procedure?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	Yes ☐ No ☒ If yes please provide details at 3.2
3.1(i)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination	Yes ☐ No ☒ If yes please provide details at 3.2

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	of that prior contract, damages or other comparable sanctions?	
3.1(j)	Please answer the following statements	
3.1(j) - (i)	The organisation is guilty of serious misrepresentation in supplying the information required for the verification of the absence of grounds for exclusion or the fulfilment of the selection criteria. The organisation has withheld such information.	Yes ☐ No ☒ If Yes please provide details at 3.2
3.1(j) - (ii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	Yes ☐ No ☒ If Yes please provide details at 3.2
3.1(j) - (iii)	The organisation has influenced the decision-making process of the contracting authority to obtain confidential information that may confer upon the organisation undue advantages in the procurement procedure, or to negligently provided misleading information that may have a material influence on decisions concerning exclusion, selection or award.	Yes ☐ No ☒ If Yes please provide details at 3.2
3.1(j)-(iv)		
3.2	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	N/A

Appendix 1 – Reference letter

STRICTLY PRIVATE AND CONFIDENTIAL: PLEASE RETURN BY 10:00 14 December 2020

Reference for Pre-Qualification Purposes

COMPANY REFERENCE IS FOR:

PROJECT:

Asbestos ACM Removals and associated works and services

Ref.		Score*
EM	Experience and Management:	
1	Applicant's ability to manage the contract adequately?	
2	Applicant's provision of information on the progress of the project?	
CC	Capability and Capacity:	
3	Applicant's appropriate level of resources to support you?	
4	Problem and dispute resolution to sort issues quickly and in a satisfactory manner?	
TC	Technical Competence:	
5	Applicant's appropriate professional and technical ability to support you on this contract?	
6	Quality of ACM removal works?	
7	Were you satisfied with the response times and time to complete works?	
UD	User Involvement and Diversity?	
8	Did the Applicant at all times act in a professional and courteous manner?	
9	Applicant's level of customer care?	
P	Satisfaction:	
10	Please detail the overall percentage satisfaction rating for this contract (average over its duration)	_____ %
O	Other:	
11	Would you use this company again? (Yes / No)	
12	Overall how do you rate the services provided by the Applicant?	
13	If you have any further information to add please attach on a separate sheet	

*Please insert overall score based on the following: **1** = very poor, **2** = poor, **3** = satisfactory, **4** = good, **5** = excellent. If you have answered "very poor" to any of the above questions please give a brief explanation.

NAME: **POSITION:** **ORGANISATION**

SIGNED: **DATED:**

Please return to neil.biddiscombe@yhgc.co.uk

Submit by 10am 14/12/2020

