

Name of Tenderer	Nichol Associates Limited
Tender Reference	DN509548 Asbestos Removals, Associated Services and Associated Works
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	Nichol Associates Limited
Registered Number	05101702
Registered Address	19, Blue Sky Way, Monkton Business Park South, Hebburn, Tyne and Wear. NE31 2EQ
Company Head Office Address (if different)	As above
VAT Registration Number	869704182
Information supplied by	
Name	Tony Sprague
Telephone number	0182 245 8547
e-mail address	tonysprague@nicholassociates.co.uk
Contact for clarifications (if different to above)	As above
Name	As above
Telephone number	As above
e-mail address	As above

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:

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- 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 Tony Sprague

Signature* 

For and on behalf of Nichol Associates Limited

Date 9th December 2020

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Witness

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

Name Kenneth Darby - Commander RN

Signature



Section 2. Postcodes

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

BA	Yes
BH	Yes
BS	Yes
DT	Yes
EX	Yes
GU	Yes
PL	Yes
PO	Yes
RG	Yes
SN	Yes
SO	Yes
SP	Yes
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:						
		<table><tr><td colspan="2">Please detail for the latest fully audited annual accounts: 1st April 2019 to 31st March 2020</td></tr><tr><td>Year</td><td>2019-20</td></tr><tr><td>Turnover</td><td>£1,789,712.00</td></tr><tr><td>Profit before tax</td><td>£110,981.00</td></tr></table>	Please detail for the latest fully audited annual accounts: 1 st April 2019 to 31 st March 2020		Year	2019-20	Turnover	£1,789,712.00
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		<table><tr><td>Current assets</td><td>£598,652.00</td></tr><tr><td>Total assets (including current assets)</td><td>£785,275.00</td></tr><tr><td>Stocks and works in progress</td><td>£12,000.00</td></tr><tr><td>Current liabilities</td><td>£569,904.00</td></tr><tr><td>Long term liabilities</td><td>£140,066.00</td></tr><tr><td colspan="2">Note: we expect you to insert the information above. Please do not write “refer to annual accounts” or similar.</td></tr></table>	Current assets	£598,652.00	Total assets (including current assets)	£785,275.00	Stocks and works in progress	£12,000.00	Current liabilities	£569,904.00	Long term liabilities	£140,066.00	Note: we expect you to insert the information above. Please do not write “refer to annual accounts” or similar.	
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Note: we expect you to insert the information above. Please do not write “refer to annual accounts” or similar.														
		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. Please see Attachment 3.4 Health and Safety Policy, Responsibilities and Arrangements												
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.												

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		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? 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.	No	
		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? However, Nichol Associates Ltd will NOT use Sub-Contractors nor Sub-Contract Labour to deliver any part of this contract. We apply checks to all suppliers of equipment and materials.	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 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? However, Nichol Associates Ltd will NOT use Sub-Contractors nor Sub-Contract Labour to deliver any part of this contract. We apply checks to all suppliers of equipment and materials.	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.			
			Reference 1	Reference 2	Reference 3
		Name	Mr. Iwan Van Den Berg	Mr. Paul Herron	Mr. Nigel Robson
		Organisation	Wiltshire Council	North Tyneside Council	Wakefield District Housing
		Contact details	iwan.vandenberg@wiltshire.gov.uk	paul.herron@northtyneside.gov.uk	nrobson@wdh.co.uk

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		Contract period	August 2017 to July 2021 with options	January 2019 to December 2021 with options	November 2018 To October 2020 Extended
		Value of contract	£400,000.00 per annum	£450,000.00 per annum	£280,000.00 per annum
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.					

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
<u>Response</u> Nichol Associates Ltd (NAL) provides asbestos surveying, analytical and removal services throughout England, Scotland and Wales. Our head office is in Hebburn, Tyne and Wear covering the north of England, Scotland and the East Midlands and our South- West Regional Office is in Bristol covering contracts in the West Midlands, Wales, South Central and the South West. We do not currently have any term-contracts in London or the Greater London Area. It is our policy to have a local depot to serve each contract as a storage and service facility and a place from where we can administer the more distant areas of each of our more remote contracts. Each contract is managed by a dedicated contract/project manager (CPM) who is the first point of contact for each Client, their managers and staff. The CPM will be an experienced, qualified asbestos specialist with excellent interpersonal and man management skills. The CPM has extensive experience of work-load planning which is done in close co-operation with the Client. We employ local asbestos abatement operatives so that we are able to attend to the routine, urgent or emergency works in a timely compliant manner. We understand that Advantage South-West Clients have requirements for asbestos removal works in unoccupied (void) properties as well as programmed works in occupied properties and other ad hoc requirements. NAL are used to making appointments with the tenants and where necessary decanting the occupants to enable asbestos removal works in occupied properties. We will create the programme of work to satisfy the particular requirements of the Client, which may be driven by the urgency of each asbestos removal job, and our service delivery teams maintaining dialogue with all parties throughout the asbestos removal process. For urgent asbestos removal works (notifiable non-licensed and non-notifiable non-licensed) we will attend and remove the ACM within 24 hours from the day of receiving an order unless it's a licensed asbestos	

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removal project when fourteen days will be applicable unless the ACM is in a dangerous condition and a waiver has been applied-for and granted by the HSE.

For planned programmed removals, unless agreed otherwise with the Client as part of a programme, the removals shall be completed in line with the programme of works, typically within fourteen calendar-days (10 working days) of receiving the order.

NAL understands that for voids, it is essential that the ACM is removed during the void period. This would normally be done before any re-decoration or refurbishment works are to be carried-out so that the contractors can complete their works within the planned void period. Our CPM will work closely with the Client in planning and completing these works. The Client will identify the status of each job, routine, urgent or emergency status and the works will be carried-out in accordance with the agreed timescales which will be strictly adhered to.

We understand that emergency asbestos removals (notifiable non-licensed and non-notifiable non-licensed) removals are to be completed within twenty-four hours of the time the order is received. However, where the job is licensed asbestos removal, fourteen days will be applicable, unless the ACM is in a dangerous condition and a waiver has been applied for and granted by the HSE. NAL fully equipped emergency response team(s) with DCU, NPU's and all necessary equipment will respond to emergencies where a risk to the health the Clients customer(s), the tenant and residents, may exist, attending on-site within four hours of notification at any time, 24 hours of the day, 365 days of the year.

We recognise that emergency status may apply to ad hoc orders when the Client may require a fast response dependent on the particular situation prevailing at the property affected. In any event our teams will attend within the agreed timescales.

Sites that are the subject of an emergency response will be managed by the attending site-supervisor who will take all necessary action to protect the health, safety and welfare of tenant(s), residents and other occupants, removing them from affected areas to a place of safety whilst instructing and isolating any contaminated persons to await personal de-contamination (ASAP), cordoning-off and securing the area(s) affected by ACM.

The ACM will be encapsulated or otherwise made safe. Affected areas will be environmentally cleaned and clearance procedures will be carried-out. When the Clients appointed asbestos analyst is satisfied, following four-stage clearance procedures a certificate of re-occupation will be issued and a report will be prepared for the Client with RAMS, Plan of Works and recommendations for removal of the encapsulated ACM or as applicable.

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 Nichol Associates Limited (NAL) will appoint a dedicated Contract/Project Manager (CPM) to be the first point of contact for the Client, the Clients managers and staff. All communications to NAL Directors, the Client the Clients Managers and staff is channelled to and from the dedicated CPM who has executive authority with reporting links direct to the Client and to our Managing Director. To facilitate the free-flow of information NAL uses Tracker Asbestos Management Abatement Software with Client Portal and the following management structure is adopted. The CPM - Steven Walsh will be drawn from our existing senior staff, an experienced, qualified asbestos specialist with excellent interpersonal and man management skills. The CPM has extensive experience of works-planning, cooperating with our Clients managers and staff to deliver licensed and non-licensable asbestos removal works efficiently, economically, on-time, on-budget, in complete compliance with the Clients specified KPI's and all in accordance with the Contract.	
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Steven Walsh, the CPM, will want to meet with the Advantage SW (Clients) managers and staff at the earliest opportunity and will seek to introduce all of the NAL managers, supervisors and administrators at a presentation meeting in the early stages of the mobilisation process where we can get to know one-another, discover who does what and exchange contact details beginning the process of fostering good working relationships.

During this early meeting, we will provide a comprehensive list of contacts including particular members of the Nichol Associates Service Delivery Team who will be available to receive orders, make and agree appointments and will be able to assist our Client and the Clients customers, the tenants and residents who may wish to contact us to re-arrange an appointment or seek re-assurance regarding the works we are to undertake in their homes.

The list of contacts will also be used to implement an early warning system of benefit to our Client, the Clients Contractors and to NAL which includes multi-way communication to provide information where one or other of us becomes aware of situations that might impact upon the timely delivery of the works.

Situations might be as simple as traffic congestion caused by unusual delays as a result of a road-traffic accident, un-planned emergency road works or road closures. Potential for delay might be as a result of sudden sickness or Covid 19 un-planned self-isolation of a key member of staff such as the Clients property manager or our own site-supervisor that perhaps were due to meet on-site. Such seemingly minor occurrences can impact, for instance, upon the decanting of residents to a place of safety to allow asbestos abatement works to proceed. But, due to an early warning notification between the parties, by telephone or email, delay can be averted or absorbed as a direct result of such co-operation.

The presentation meeting will include:-

- **David Nichol - Managing Director** who will ensure adequate funding and as our principal Quality Assurance and Technical Manager (QATM) will conduct or oversee all in-house auditing of all QA and Technical Procedures;
- **Keith Robertson – Operations Director** Responsible for overseeing the project as a whole ensuring works are carried out to agreed timescales. Remaining compliant with statutory regulations whilst understanding the Client's policies, procedures, health & safety policies, environmental policies and the Clients Rules for Contractors.
Keith will monitor workloads and deadlines in conjunction with the CPM, liaise with the Clients Contracts Manager on a daily or regular basis to ensure works are on schedule and to discuss any issues that may arise. Attend weekly project meetings and visit site(s) to ensure works are being carried out in accordance with the agreed methods and strict guidelines set-out by NAL and the Health & Safety Executive.
Keith is a fully qualified and experienced asbestos specialist holding UKATA Asbestos Manager, SMSTS, NEBOSH National General Certificate in Occupational Health & Safety, IOSH Affiliate member of the Institute of Occupational Safety & Health, IIRSM Associate Member of the International Institute of Risk & Safety Management and BOHS P402, BOHS P403, BOHS P404, BOHS P405 accredited.
- **Dean Nichol – Technical Director and Director of Training** will prepare the Health & Safety File for the project identifying all Roles and Responsibilities, Accident Book and Accident Reporting RIDDOR. He will collate all necessary documents to be used and provide pre-contract start and contract familiarisation training to all staff that will be engaged on the project. Dean will work closely with the Clients H&S Officer to ensure compliance with the Rules for Contractors and all such Client requirements.
- Members of the **Service Delivery Team** who will be supporting the CPM in the management and delivery of the works under the Contract are based at our head office in Hebburn.

Stephen Walsh as CPM will manage, organise and allocate asbestos supervisors and operatives to the works, liaise with NAL's Managing Director and Operations Director regarding the project. He will maintain strong working relationships with the Client, working in close liaison with the site manager and site supervisor ensuring works are carried out as per the agreed timescales and schedules agreed, ensuring the Client specified deadlines are met. The CPM will react to any issues that may arise on site resolving issues and averting and absorbing potential for delay. He will attend site and at office meetings whilst having daily discussions with site managers/supervisors regarding all aspects of works and focussing on any issues on site. He will provide technical advice, recommendations and guidance to Clients and colleagues working on this project.

Preparation of site-specific risk assessments and detailed method statements (Plans of Work) ensuring compliance with HSE regulations. The CPM will convey information contained within the site-specific risk

assessment/method statement to site personnel in pre-start toolbox talks ensuring full understanding of the Clients requirements and the works.

The CPM is responsible for creating clear and accurate job files ensuring all relevant paperwork is completed before submitting to the Client for review prior to commencement of works. The CPM will prepare Programmes of Work, planning resources, ensuring Client needs are met whilst overseeing work carried out by removal teams to ensure highest standard of workmanship is being achieved. He will ensure health, safety and welfare for all employees and other workers on-site. whilst having a complete understanding of the Client's health & safety procedures and constraints whilst working in conjunction with NAL. The CPM and site supervisors will observe and enforce Health & Safety and compliance with HSG247 whilst ensuring that safety equipment and clothing are fit for purpose and always used. He will carry out regular health and safety checks, including site audits, site inspections, health and safety tours and environmental compliance with our ISO14001:2015 accreditation.

The CPM will ensure that all operatives are fully trained and competent for the undertaking of the works. He holds UKATA – Asbestos Manager, BOHS P405 Management of asbestos in Buildings, SMSTS and has over ten years of experience in the Asbestos Abatement Industry.

Steven Walsh the CPM will study the Tender documents, the Contract and through liaison and face to face meetings with the Client will gain a full understanding of the scope of work(s) and the Clients particular requirements. With all projects undertaken by Nichol Associates (NAL) it is very important to gain a detailed understanding of the project and the particular requirements of the Client. Asbestos being a dangerous substance, there can be many challenging aspects to the works required.

NAL's team(s) under the direct control of Keith Robertson – Operations Director and Steven Walsh our dedicated CPM for the works and each team under the direction and control of a site supervisor will be responsible for asbestos controlled areas as identified within site specific Plans of Work, completing the works on time in accordance with the schedules agreed with the Client.

Our CPM will assist the Clients managers and staff in every way, planning and producing programmes of work, making appointments with the tenants and confirming by letter, conducting the preliminary site-visit to conduct Risk Assessments and preparing the Plans of Work, notifying the HSE, submitting the ASB5 (together with the RAMS and Plan of Work) all done in close co-operation with the Client.

Site Supervisors

Provide management to the Operative(s) under our control to ensure the safe removal of asbestos materials. They maintain written records of work undertaken as required, undertake duties, in line with Contract Manager's recommendations, instructions, company policy and in accordance with Client requirements. They ensure that safe and planned systems of work are adopted, current Codes of Practice and Health and Safety regulations are followed ensuring that any issues/problems with work undertaken is recorded and communicated to the Contract Manager.

Please See Attachment Q5.2

Organisation Charts, Monthly Reports (2 No. Examples), Tracker Asbestos Management Portal

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.
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Response

General: Communication with Tenants and Making Appointments

Nichol Associates (NAL) are used to communicating with tenants, making appointments, confirming appointments and answering any questions the tenants ask regarding the works. Initially, we will write to the tenant to inform them of any work which we have been appointed to undertake within an agreed timescale. Once the appointment letter is sent to the tenant by first-class letter-post and email if available we will immediately enter the details into "Tracker" and into the programme of work.

Having sent the initial appointment letter approximately two weeks (or as otherwise agreed) before the initial site-visit is due we will telephone the tenant to confirm the appointment and again 48 to 24 hours before the intended visit. In the event that the tenant is not at home and no adult is present when we attend, a calling card will be left containing the name of the supervisor, the time of the visit, contact details including our office telephone number, email address and full postal address, inviting the tenant to make a fresh arrangement.

Nichol Associates Ltd (NAL) makes all arrangements including appointments with Tenants prior to the commencement of the asbestos abatement works process for all of our current Clients.

The Process

The process starts with the Client providing a list of planned works well ahead of the intended start-dates for the works. The list will include the tenants name and address including the postcode, a telephone number, email address and a link to the Client Portal where we can access their asbestos register to obtain a copy of the Asbestos Survey Report for each property. The list will include intended start-dates for each address.

NAL uses "Tracker", the Asbestos Management System that we use to plan, manage and track the progress of each job from receiving the initial order, conducting the initial site survey to prepare RAMS and the Plan of Work, submitting the ASB5, carrying-out the asbestos removal and clearance procedures, achieving clearance to the Clients appointed analyst's satisfaction, preparing the Asbestos Abatement Report including a copy of the Certificate of Re-Occupation, to delivering the completion report with any photographs, drawings and the tenant satisfaction survey.

Upon receipt of the list of planned works our Contract/Project Manager (CPM) will add the new jobs to the current programme of work and will seek a meeting with the Clients asbestos manager/co-ordinator to discuss each job seeking additional information about each property and the household such as, whether any of the tenants/residents have special needs, are hard of hearing, poorly sighted, physically disabled, etc. whether there are any animals, pets, in the property or whether there are any residents likely to display unusually aggressive behaviour, etc. This information is helpful, notes can be added to the electronic job-card on "Tracker" to make the site-supervisor aware whilst gaining access when visiting the property for the first-time.

Before a site-visit can be made an appointment needs to be made with the tenant. Our Clients have differing preferred methods, some prefer a letter to be sent to the tenant followed-up with a phone-call to confirm the arrangement, and a further phone-call 24 hours before the actual visit, whilst others prefer a telephone-call first, followed-up by a letter confirming the arrangement and a further telephone-call 48 > 24 hours before the site-visit and an email (where this option is available) to re-affirm the arrangement. In any event, the purpose is to gain first-time access to the property where the asbestos abatement work is to be carried-out. Letters are prepared in close cooperation with our Client. The format and content is prepared using text that the Client has approved or prepared themselves. We offer a "Commonly Asked Questions" document and a statement which informs the tenant about asbestos and the processes that will be used when we remove asbestos containing materials from their premises. The statement emphasises the clearance procedure that will leave the affected area and their home completely safe for re-occupation following the asbestos removal procedures.

When the appointment is made our asbestos supervisor who will be clean and tidy, wearing clean, logo'd work-wear displaying a Photo ID will attend on the due date at the agreed time of day and having satisfied the tenant regarding the purpose of the visit will ask permission to enter the premises. Upon entering the supervisor will answer any questions they might have before conducting the Risk Assessment and preparing the Plan of Work using a hand-held tablet or PDA loaded with "Tracker" software which ensures a comprehensive Risk Assessment and Plan of Work which will accompany the ASB5 notification to the HSE fourteen days before the work is to proceed. We are conscious of the emotive effect that matters around asbestos may have upon tenants and residents, some may have experience of relatives suffering the effects of asbestosis contracted in industry, or persons who have died as a result of mesothelioma. Whilst visiting the tenants homes we will respond immediately to any questions or queries the tenants may have, aiming to put their minds at rest regarding asbestos and the works.

Ten days after the asbestos supervisors visit, NAL will telephone the tenant to confirm that the works will proceed on the due date. The arrangement is confirmed by first-class letter post 48 hours before the asbestos removal works are to be carried-out.

We will take every care whilst in the tenants home, protecting their personal property, carpets, fixtures, fittings, etc whilst carrying-out the works, always treating the tenant, the residents and their property with respect. We will ensure the works in the tenants home runs smoothly and will tailor the works so as not to

cause any distress to any vulnerable residents who may be elderly, infirm, hard of hearing poorly sighted or may have other special needs.

Where necessary, our Client will usually make arrangements with the residents to decant them from the premises whilst the asbestos removal works are carried-out. The Client will also arrange for the tenant and residents return when the asbestos removal work is complete and the clearance process has satisfied the Clients appointed analyst who has issued the Certificate of Re-Occupation.

Upon completion of the works and following the tenant and residents return to their home we will ask the tenant to complete a customer satisfaction survey, returning it direct to our office by post in a stamped addressed envelope provided.

The Asbestos Abatement Report together with a copy of the Certificate of Re-Occupation and the completed Customer Satisfaction Survey will be delivered to the Client and the Clients Asbestos Register entries will be updated to the properties current status.

5.4 Skills and Training

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

Nichol Associates Limited training facility in Hebburn, Tyne and wear is accredited for the provision of H&S training courses by CITB and licensed by IOSH. NAL is approved for supply of asbestos related training courses by UKATA, BOHS and RSPH and for First-Aid Training by Highfield

It is not possible at this stage to determine precisely the **operatives** that would be allocated to the Contract if our bid is successful. However, from our existing employees there are the following **senior staff** members who will definitely be involved in the management of the contract and the works whose skill-sets, qualifications, training and accreditations are as follows:-

David Nichol, Managing Director, named director responsible for the health, safety and welfare of all employees and principal Quality Assurance and Technical Manager (QATM). David is very hand-on. He will ensure the adequate funding of our operations under the Contract and will be responsible for all internal auditing, authorising and mobilisation of all works.

David has been working in the asbestos services industry since before the foundation of our company in April 2004.

En-Route to achieving his BOHS CoCa accreditation he achieved BOHS P402, P403/404,P405, P406 and W504. David is a Chartered Member of IOSH, a Member of the International Institute of Risk and Safety Management (IIRSM), holds a certificate in Supervisory Management and the PAA/VQ-Set Level 3 Award for Assessing Competence in the Workplace.

As principal QATM David holds BOHS CoCa, QA Internal Auditor, IQMS Lead Auditor ISO14001:2015, IQMS Lead Auditor ISO45001:2018, SAI Global Lead Auditor ISO9001:2015.

Keith Robertson, Operations Director responsible for all UK operations away from company premises. Keith will be involved in all aspects of the works, managing and supporting the Site-Supervisors, assisting and advising during the preparation of Risk Assessments and Plans of Work, ensuring the progress and continuity of the works, monitoring supply lines and the supply chain that facilitate site-operations. Keith will carry-out site inspections to ensure that the site is set-up and operating in accordance with the Plan of Works and the ASB5. Keith`s site inspections will include close inspection of the containment NPU`s DCU(s) and all equipment, records and recording of the works, labour histograms, all aspects of Health, Safety and Welfare, Accident Book-RIDDOR checks, Health and Safety Tours and that the health and safety regime on each site is consistent with the Plan of Work and the RAMS.

Keith has been with our company, working alongside David Nichol since April 2009. Having been employed as a BOHS P402 accredited asbestos surveyor and subsequently achieving extensive asbestos and H&S qualifications, rising through the company to his present role as Operations Director. Keith has exceptional knowledge and experience of the industry and is accredited UKATA Asbestos Manager, BOHS P402, P403/404 and P405. NEBOSH Controlling Workplace Hazards, NEBOSH Health and Safety Practical Application, NEBOSH Management of Health and Safety, NEBOSH NGC Health and Safety Management.

Dean Nichol, Technical Director and Director of Training. Like his father, served in the British Army before joining NAL in 2006, undertaking BOHS P402 training as an asbestos surveyor, further training in Asbestos Management achieving BOHS P405. Gaining experience in all forms of asbestos surveying, management and abatement procedures, Dean is a NEBOSH and IOSH accredited health and safety manager. He will assist in the setting-up of the organisation for the commencement of the works by assisting the PM to prepare the Health and Safety File which will be a live document for the duration of the Contract. During mobilisation, Dean will prepare and deliver contract specific training to all existing and new employees that are to be engaged on the Contract. Dean will invite representatives of the Client and/or members of the Clients staff to attend the training which will be reviewed and refreshed annually.

Asbestos Removal Site Supervisors (ARSS) are accredited UKATA Asbestos Supervisor, CSCS, First Aid, Working at Height, PASMA, IOSH Working Safely and Manual Handling training. They will have over five years of experience working within the Asbestos Abatement industry. They provide management to asbestos removal operative(s) to ensure the safe removal of asbestos materials maintaining written records of work undertaken.

Asbestos Removal Operatives (ARO) are accredited UKATA or RSPH with a range of accreditations including CSCS Card, Working at Height, IPAF and or PASMA, IOSH Working Safely and Manual Handling.

Please see Attachment Q5.4 Training and Skills Matrix.

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:

Area	Operatives	Area	Operatives
BA	Supervisor & 2 operatives	RG	Supervisor & 2 operatives
BH	Currently nil Please see Response	SN	Supervisor & 4 operatives
BS	Supervisor & 4 operatives	SO	Currently nil Please see Response
DT	Currently nil Please see Response	SP	Currently nil Please see Response
EX	Supervisor & 2 operatives	TA	Supervisor & 2 operatives
GU	Currently nil	TR	Currently nil

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		Please see Response		Please see Response
	PL	Supervisor & 2 operatives	TQ	Supervisor & 2 operatives
	PO	Currently nil Please see Response		
	Max 2 page A4			

Response

Nichol Associates Ltd. (NAL) does NOT employ a surplus of asbestos abatement operatives available to undertake asbestos removal works anywhere in the South West / South Wales / South Central on-call. We therefore cannot detail the current and maximum number of ACM removal operatives that we could make available for this framework. However, we do have highly mobile asbestos abatement teams based at our South West Regional Office in Bristol with operatives living in South Gloucestershire, North Somerset (WSM & Bath), Bristol, Newport (S Wales), Chippenham and Swindon fully equipped to attend to emergencies at short notice within their catchment areas which covers up to approximately sixty-miles from each base depending upon the exact location and the access to motorways and roads available to serve each particular area.

If we are successful with our bid and win work in any of the specified areas we will interview qualified and experienced supervisors and operatives already on our list of applicants who live in the particular area where works are to be carried out so that we are able to respond fully to orders for routine and emergency works within the particular catchment area.

We do NOT employ sub-contractors nor sub-contract labour to carry-out asbestos works of any kind. During mobilisation we will be able to provide asbestos site-supervisors and removal operatives generally as indicated in the table above. Some of the work-force will be temporarily supplied from our head office at Hebburn, Tyne and Wear whilst we interview, induct and train the new employees to deliver the works under the new contract.

Issue resolution

5.6 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

Response

NAL has a Customer Care Policy and a Customer Care training programme for all new employees which is updated and repeated annually for all employees. We receive very few complaints.

As previously outlined, Nichol Associates Ltd will appoint a dedicated Contract/Project Manager (CPM) to be the first point of contact for the Client, the Clients managers and staff and the Clients customers the tenants and residents. The dedicated CPM has executive authority to deal with any and all problems, complaints or issues on the rare occasions that they arise.

In the event that a complainant wishes to complain direct to the NAL Directorate they can Telephone, Email or write to us at our head office using the information provided in our letter of introduction and again in the appointment letter sent to them prior to our visit(s) to assess or carry-out works on behalf of Advantage SW Client(s).

However, if a complaint or issue is brought to our attention we will immediately inform the Client and will keep them informed throughout the resolution processes.

Complaints Handling Procedure

The easiest and quickest way to resolve a complaint is for the Client or the Clients customer the tenant or residents to telephone the Nichol Associates Ltd (NAL) Head Office on the number below. Alternatively, if unable to telephone or would prefer to write, we can be contacted by email or by post using the contact details below:-

- Telephone: 0191 438 5432 (24 hours of the day, 365 days of the year)
- Email: info@nicholassociates.co.uk
- Post: Nichol Associates Ltd. 19, Blue Sky Way, Monkton Business Park South, Hebburn, Tyne and Wear. NE31 2EQ

Any complaints received by NAL will be logged and entered into the Quality Assurance system non-conformance log.

Step 1 We will attempt to deal with the complaint immediately by telephone, to make an appointment to visit the client/tenant to investigate the complaint. If the complaint is resolved in conversation, by email or by telephone, or face to face on-site then the details will be entered into the log, a letter confirming the actions (if any), the conclusion of the complaint is satisfactory and the complaint is then closed-off.

If the complaint is satisfied by email, then a copy of the email will be kept by NAL and the complaint closed off.

If the complaint is by letter describing a problem, we request that the complainant provide full contact details as we will aim to resolve matters by close of business the day following receipt of the letter. We may try to contact you by telephone to help with resolution of the complaint. Details of any resolution will be recorded and if successful, a letter confirming the actions (if any), the conclusion of the complaint is satisfactory and the complaint will be closed off.

Step 2 If NAL are unable to resolve the complaint to a satisfactory standard as outlined above, the issue will be investigated by the Managing Director who is also our principal Quality Assurance and Technical Manager and/or the Operations Director. A written response will be issued within ten working days. Ideally the complainant, will respond to confirm that they are satisfied with the response from us. If we receive no reply within ten working days of sending a response, the resolution will be deemed satisfactory and the complaint will be closed off.

Step 3 If NAL are unable to resolve the complaint to a satisfactory standard, further investigation will take place. During this investigation, updates will be sent weekly to keep the complainant informed with the procedure. A written response will be issued within twenty eight working days. Ideally, the complainant, will respond to confirm that they are satisfied with the response from NAL. If NAL receive no reply within ten working days of sending a response, the resolution will be deemed satisfactory and the complaint will be closed off.

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
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Response

NAL has a Customer Care Policy and a Customer Care training programme for all new employees which is updated and repeated annually for all employees. Customer Care training is aimed at ensuring the good behaviour of on-site operatives, conducive with working in and around occupied properties often meeting elderly or physically challenged persons with special needs. Our Clients customers the tenants and residents in the properties where we work may be poorly, sighted, hard of hearing, or otherwise physically or mentally infirm. Our Contract/Project Manager, our asbestos site-supervisor and all of our operatives, many that have been in our employ for many years, will always keep an eye-out for any bad behaviour by any new employee that might bring the whole team and our company`s reputation into disrepute.

As previously outlined, Nichol Associates Ltd will appoint a dedicated Contract/Project Manager (CPM) to be the first point of contact for the Client, the Clients managers and staff and the Clients customers the tenants and residents. The dedicated CPM has executive authority to deal with any and all problems, complaints or issues on the rare occasions that they arise.

Upon completion of all works on-site we offer the Tenant, or in the case of multi-storey public circulation areas in apartment blocks, the Clients Building Manager our Customer Satisfaction Questionnaire which can be completed and handed back to our site-supervisor or can be sent direct to our head office in a first-class stamped addressed envelope provided.

We have never had a complaint about any of our employee`s behaviour whilst working on-site.

We believe that the Customer Care Training we provide at induction and repeated annually thereafter contributes to this, reminding all employees that the Clients customers, tenants, residents, managers, office-staff and their contractors are all OUR Customers deserving our best attention, politeness and best behaviour at all times.

Please find Attachment Q5.7 Customer Care Policy

5.8	<u>Safeguarding</u> 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.
<u>Response</u> Nichol Associates Limited hereby confirm that if we are successful with our bid we will become a signatory to the Chartered Institute of Housing's Make a Stand initiative (http://www.cih.org/makeastand). Our Safeguarding Policy is with our Managing Director and principal QA Manager. It should be released before 1st January 2021. If our own Safeguarding Policy, when released is in any way deemed inadequate, we confirm that we will adopt the Client's Safeguarding Policy.	
5.9	<u>Risk Assessment</u> Please provide for evaluation a risk assessment for a licensed asbestos removal within a tenanted property (a flat within a multi-storey premise). Please find Attachment Q5.9 Risk Assessments - Real Examples
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 find Attachment Q5.10 Method Statements Plans of Work – Real Examples

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>	
	<u>Our tender is</u> (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

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	• 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
<u>Explanation of any non-compliance identified in the table above</u> Not Applicable		

Section 7. Framework Agreement Terms and Conditions

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> Nichol Associates Limited will NOT sub-let, sub-contract or employ sub-contract labour to carry-out any part of the works under this contract	
9.2	You may supply any additional information that you consider to be relevant.	
	<u>Response</u> All works will be carried-out by Nichol Associates Limited wholly employed managers, supervisors and operatives.	

Section 10. Conditions of Contract

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

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> Not Applicable	

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.	No ☒ If Yes please provide details at 2.1(b)
	Corruption.	No ☒ If Yes please provide details at 2.1(b)
	Fraud.	No ☒ If Yes please provide details at 2.1(b)
	Terrorist offences or offences linked to terrorist activities	No ☒ If Yes please provide details at 2.1(b)
	Money laundering or terrorist financing	No ☒ If Yes please provide details at 2.1(b)
	Child labour and other forms of trafficking in human beings	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.	Not Applicable
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)	Not Applicable
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?	No ☒
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.	Not Applicable

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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?	No ☒ If yes please provide details at 3.2
3.1 (b)	Breach of social obligations?	No ☒ If yes please provide details at 3.2
3.1 (c)	Breach of labour law obligations?	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?	No ☒ If yes please provide details at 3.2
3.1(e)	Guilty of grave professional misconduct?	No ☒ If yes please provide details at 3.2
3.1(f)	Entered into agreements with other economic operators aimed at distorting competition?	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?	No ☒ If yes please provide details at 3.2
3.1(h)	Been involved in the preparation of the procurement procedure?	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 of that prior contract, damages or other comparable sanctions?	No ☒ If yes please provide details at 3.2
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.	No ☒ If Yes please provide details at 3.2
3.1(j) - (ii)	The organisation has withheld such information.	No ☒ If Yes please provide details at 3.2

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3.1(j) – (iii)	The organisation is not able to submit supporting documents required under regulation 59 of the Public Contracts Regulations 2015.	No ☒ If Yes please provide details at 3.2
3.1(j)- (iv)	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.	No ☒ If Yes please provide details at 3.2
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)	Not Applicable

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