

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

**Fire Commercial Transformation Programme (FCTP)**

**DS339-20 Framework Agreement for Emergency Response Vehicles for UK Fire and Rescue Services**

**Questionnaire**

**[Please add the name of your Authority]**

**[Please add your FRS logo, if required]**

**Reference: [Please add your internal reference]**

*Please note any text highlighted in yellow requires the Contracting Authority / FRS to update these sections. Please delete this comment before publishing.*

**Instructions**

Framework Contractors must respond to all questions.

Framework Contractors may submit responses to the questions as attached documents and must submit supporting documentation or evidence to support their responses where indicated.

Framework Contractors should ensure that all attachments and supporting documents are clearly marked with the reference number of the relevant question(s).

Please refer to the evaluation marking guidelines in Appendix 1 Evaluation Marking Guidance for details of how each element will be scored.

**Supplier Information**

|  |  |
| --- | --- |
| **Company** |  |
| **Address** |  |
| **Main Contact** |  |
| **Contact Telephone** |  |
| **Contact Email** |  |

*Questions and layout are provided by way of example only, these example questions will be developed and refined during the life of the Framework Agreement.*

*Contracting Authorities should review the questions and available information on the Framework Agreement and formulate questions relating to their specific requirements and/or to expand or clarify information already provided.*

*Please delete this before publishing.*

# **Technical Merit and Quality**

|  |  |
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| **Reference** |  |
| **TR-1** | **Question:** *Standards and Regulations compliance:*  *Please detail….* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| **TR-2** | **Question:** *Vehicle design and manufacture*  *Please evidence capability for design* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| **TR-3** | **Question:** *What design measures/distinguishing factors control the cost of maintenance time?* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| **TR-4** | **Question:** *What design measures/distinguishing factors control the cost of materials/replacement parts?* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| **TR-5** | **Question:** *Please provide drawings showing dimensions for the vehicle and proposals for equipment stowage.* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |

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# **Delivery**

|  |  |
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| **Reference** |  |
| **D-1** | **Question:** *Please provide a programme of works/delivery* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| **D-2** | **Question:** *What methods are used to plan and control production and meet to key milestones?* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| **D-3** | **Question:** |
| **Response:** |
| **D-4** | **Question:** |
| **Response:** |

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# **Customer Support**

|  |  |
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| **Reference** |  |
| ***CS-1*** | **Question:** *Please provide details of the process the after sales team follow to deal with parts replacements* |
| **Response:** *Bidders may complete this box or refer to appendices* |
| ***CS-2*** | **Question:** *Please provide maintenance arrangements for attending reported defects* |
| **Response:** *Bidders may complete this box or refer to appendices* |
| ***CS-3*** | **Question:** *Please provide the process for rectifying defects, covered by warranty, detected during post build examination.* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |
| ***CS-4*** | **Question:** *Please provide details of expected levels of stock of spare parts that will be required by the Contracting Authority* |
| **Response:** *Bidders may complete this box and/or refer to appendices* |

# **Social Value**

|  |  |
| --- | --- |
| **Reference** |  |
| ***SV-1*** | **Question:** *How will you ensure that the fuel efficiency is kept to an optimum?* |
| **Response:** *Bidders may complete this box or refer to appendices* |
| ***SV-2*** | **Question:** *How will you consider the lifetime energy consumption and environmental impact of any vehicle supplied via the Call-Off Contract?*  *Framework Contractors shall address the complete cycle of a vehicle, to include design, build, delivery and full life cycle of the vehicle (to include operational usage, service and maintenance and end of life disposal).  Energy consumption and the following environmental considerations should be captured within the Framework Contractors response:*   * *Air pollution (to include CO2 emissions)* * *Fuel* * *Noise emissions* * *Hazardous chemicals (to include in the paint work and tyres)* * *Recyclability and reuse* * *End of life disposal* |
| **Response:** *Bidders may complete this box or refer to appendices* |
| ***SV-3*** | **Question:** |
| **Response:** |

**Organisation**

|  |  |
| --- | --- |
| **Reference** |  |
| ***ORG-1*** | **Question:** *Please describe your arrangements for business continuity including:*   * *Disaster recovery* * *Back up IT systems* * *Risk management* |
| **Response:** *Bidders may complete this box or refer to appendices* |
| ***ORG-2*** | **Question:** |
| **Response:** |
| ***ORG-3*** | **Question:** |
| **Response:** |
| ***ORG-4*** | **Question:** |
| **Response:** |