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## **QUALITY SUBMISSION**

Refer to Section 2.2 of the Instructions for Tenderers for information on how to complete the Quality Submission. This Annex should be included at the front of your Quality Submission, with the tick boxes completed.

Questions in Section 1 will not be scored, but are to provide contextual information for assessors assessing the answers to questions in section 2.

### **Section 1 Overview**

#### **Financial and Commercial Objectives**

**Objectives** Please outline in 1000 words the financial, commercial and development objectives that your company has for working within this Framework Agreement.

ENCLOSED	<input type="checkbox"/>
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Tick if enclosed

#### **Organisation and Management**

**Organisation** Please describe in 1000 words the management organisation and such general information on people, partnering and processes as is needed to help the assessors understand the statements that follow.

ENCLOSED	<input type="checkbox"/>
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Tick if enclosed

Draft.

**Section 2 Specific Questions**

**Q1a**

Part A : Proposed Approach

**Resilience and business continuity**

Given that there is no certainty of workload through the framework, how will you ensure that you can continually provide the level of resources required taking into account:-

- the current climate of resource shortage,
- the large geographical area covered by the framework
- the variability of workload both in quantity and specialism
- and the economic packaging of work?

Expand your answer by describing your proposed facilities, processes and resources for delivering the MHA objectives and workloads, in terms of staff levels and office locations.

ENCLOSED	
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Tick if enclosed

**Q1b**

Part B : Evidence to support the Proposed Approach

Describe how the proposed approach described in the answer to Question 1a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.

ENCLOSED	
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Tick if enclosed

**Q2a**

Part A : Proposed Approach

**Value for money**

Describe how you would ensure that you continue to give the client both cost predictability, accuracy and value for money throughout the framework duration?

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Tick if enclosed

**Q2b**

Part B : Evidence to support the Proposed Approach

Describe how the proposed approach described in the answer to Question 2a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.

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Tick if enclosed

- Q3a** Part A : Proposed Approach  
**Performance management**  
How would you propose to manage performance, achieve continuous improvement, and introduce innovation? Expand your answer by explaining how your internal performance management system would be developed to manage the framework including proposals for high level strategic performance indicators and achievement criteria.
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| ENCLOSED | <input type="checkbox"/> |
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- Tick if enclosed
- Q3b** Part B : Evidence to support the Proposed Approach
- Describe how the proposed approach described in the answer to Question 3a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.
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| ENCLOSED | <input type="checkbox"/> |
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- Tick if enclosed
- Q4a** Part A : Proposed Approach  
**Project delivery**  
How would you propose to manage the day to day relationships with each member authority of the MHA. Your answer should include reference to the management of quality, time, cost and the added value you would bring. Include the approach you propose to engage with the client to ensure that work is done to the clients' requirements and is fit for purpose.
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- Tick if enclosed
- Q4b** Part B : Evidence to support the Proposed Approach
- Describe how the proposed approach described in the answer to Question 4a has been developed from the successful collaborative working in similar frameworks. Provide full contact details of the Client representative who can be contacted to verify the evidence.
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| ENCLOSED | <input type="checkbox"/> |
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- Tick if enclosed
- Q5a** Part A : Proposed Approach  
**Communications**  
Outline your proposals for improving communication across all the partners of the framework, encouraging innovation and the sharing of ideas across the MHA.
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| ENCLOSED | <input type="checkbox"/> |
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- Tick if enclosed
- Q5b** Part B : Evidence to support the Proposed Approach
- Describe how the proposed approach described in the answer to Question 5a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.
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| ENCLOSED | <input type="checkbox"/> |
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- Tick if enclosed

- Q6a** Part A : Proposed Approach  
**Social value**  
Over the term of this commission how would you engage with the MHA authorities to implement the requirements of the Social Value Act. Describe how you would assist MHA authorities to get the best out of Social Value.
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| ENCLOSED |  |
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- Tick if enclosed
- Q6b** Part B : Evidence to support the Proposed Approach
- Describe how the proposed approach described in the answer to Question 6a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.
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| ENCLOSED |  |
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- Tick if enclosed
- Q7a** Part A : Proposed Approach  
**Skills Community**  
Please provide details of how you will assist the MHA Skills Community to develop the capacity of the workforce to have the knowledge and skills to adapt to business and client needs, maintain the MHA learning and development culture that provides resources so that capabilities are recognised, used and enhanced, and provide learning interventions that support continuous improvement, promote the industry and attract a diverse workforce?
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| ENCLOSED |  |
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- Tick if enclosed
- Q7b** Part B : Evidence to support the Proposed Approach
- Describe how the proposed approach described in the answer to Question 7a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.
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- Tick if enclosed
- Q8a** Part A : Proposed Approach  
**Mobilisation and demobilisation**  
Provide outline mobilisation and demobilisation plans for the commission, and describe what the major issues are?
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| ENCLOSED |  |
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- Tick if enclosed
- Q8b** Part B : Evidence to support the Proposed Approach
- Describe how the proposed approach described in the answer to Question 8a has been developed from the successful delivery of similar work. Provide full contact details of the Client representative who can be contacted to verify the evidence.
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| ENCLOSED |  |
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- Tick if enclosed

