

## IFT ANNEX D: QUALITY QUESTIONS

### RESPONSE GUIDANCE

#### A. General

With the exception of Question 1.8\*, Tenderers MUST answer ALL of the following Quality Questions.

The same questions are asked in relation to both Lots – Tenderers are to tailor their responses to the requirements of the Lot they are bidding for.

Unless stated otherwise in the Question, responses are to consider proposals at both Framework level (working with MHA+ Framework Manager and wider partners) and Order level (delivery of specific projects for *Clients*).

Written responses to all Questions and any subsequent clarifications thereof requested will form part of the successful Tenderer's Tender for the purposes of the Contract.

No costs should be included in response to the Questions.

*\*Question 1.8 should only be answered by Lot 1 Tenderers who wish to be considered to deliver services via Offshore Resources, as described in the Framework Information. This question will not be evaluated as part of the core Framework evaluation, but Suppliers must provide sufficient comfort to the Framework Client in their responses for the Supplier to be permitted to include Off-Shore Resources in any Orders, as considered as part of the Selection Procedure.*

#### B. Reference to Key Principles

The questions should be read and completed with reference to the Framework Information, with specific reference to the Key Principles found at 5.3 of the Framework Information.

Each Quality Question contains the relevant Key Principles to be considered for that particular question.

#### C. Word / Page limits

Question responses must not exceed the specified word / page limit for each question.

If a response exceeds a maximum word / page count, a line will be drawn in the section of your response at the word / page limit and any text beyond this point will be excluded from the tender evaluation process

Word limits include the use of headers / footers and titles. Diagrams or drawings included within the main question response are not included in the word count.

Where attachments are requested these are excluded from the word count main question word count, though will be subject to their own word/page limit as specified.

Upload ONLY those attachments we have asked for – if applicable, any other supporting evidence, certificates for example, will be requested separately by us.

Tenderers must supply a word count with each of the responses to each of the questions to demonstrate that the word limit has not been exceeded.

Where page limits are specified, it is requested that documents are submitted in Microsoft Word format and must be in Arial font size 12, unless otherwise specified.

**D. Quality Questions Responses – Format**

Unless otherwise specified, you must upload your response to each Quality Question as a separate document.

Question Number	Section	Weighting	Word Count
1.1	Organisation and Management	22%	2500
1.2	Resourcing, Resilience and Business Continuity	22%	2500
1.3	Performance Management & Continuous Improvement	12%	2000
1.4	Communication and Collaboration	12%	1000
1.5	Mobilisation	12%	1000
1.6	Skills & MHA+ Community Development	10%	1000
1.7	Social Value	10%	1000
1.8	<b>Off-shore Resources</b> <i>Lot 1 Only. Optional (must be completed where Tenderers wish to utilise Off-shore Resources).</i>	n/a	1000

## 1.1 Organisation and Management

Question Number	Question	Weighting (%)	Tick if Enclosed
1.1	<p>Describe how you propose to approach the management of the Framework as a whole at strategic and operational level. Your response should include but not be limited to the following:</p> <ul style="list-style-type: none"> <li>• your intended management structure to deliver this Framework, including but not limited to Framework administration, customer liaison and responsibility for health and safety.</li> <li>• how you would ensure continuity &amp; consistency over the Framework term.</li> <li>• your proposed mechanisms for monitoring, reporting and continuous improvement, giving details of the systems you will use.</li> <li>• how will you manage relationships, including dealing with any potential issues that may occur (escalation procedures)</li> </ul> <p>Include reference to how you would propose to scale your resources/proposals up/down depending on the volume of Orders received</p> <p><b>Word Limit: 2500</b></p> <p><u>Attachments to include (excluded from word limit):</u></p> <ul style="list-style-type: none"> <li>• CVs of key persons [maximum 2 sides A4 per CV]</li> <li>• Organisation chart / organogram.</li> </ul>	22 %	
	<p><b>Key Principles to consider in your response:</b></p> <p>Openness and Trust            Partnership &amp; Collaboration            Innovation            Value for Money            Teamwork in Delivery            Conflict Resolution            Resilience, Capability and Skills</p>		

## 1.2 Resourcing, Resilience and Business Continuity

Question Number	Question	Weighting (%)	Tick if Enclosed
1.2	<p>Describe how will you ensure that you will continually provide the level and quality (considering both capacity and capability) of resources required at strategic and operational level. Your response should detail your approach to:</p>	22 %	

	<ul style="list-style-type: none"> <li>• dealing with resource shortages,</li> <li>• skills development/training/upskilling</li> <li>• Approach to sub-contracting</li> <li>• the complexities of working with the large geographical area covered by the framework</li> <li>• the variability of workload both in quantity and specialism</li> <li>• your proposals for managing and monitoring multiple projects/work streams including unplanned, unexpected additional work at short notice and your resilience during holiday/sickness.</li> <li>• Include reference to how you would propose to scale your resources/proposals up/down depending on the volume of Orders received</li> </ul> <p><b>Word Limit: 2500</b></p> <p><u>Attachments to include (excluded from word limit):</u></p> <ul style="list-style-type: none"> <li>- a diagram of your delivery model illustrating the resources available to be deployed and processes relating to meet the range of requirements for Orders. [max 2 pages A4]</li> </ul>		
<b>Key Principles to consider in your response:</b>			
Openness and Trust Partnership & Collaboration Innovation Value for Money Teamwork in Delivery Resilience, Capability and Skills			

<b>1.3 Performance Management &amp; Continuous Improvement</b>			
Question Number	Question	Weighting (%)	Tick if Enclosed
1.3	How do you propose to ensure high performance levels are achieved and maintained, continuous improvement is achieved, and innovation is introduced at both Framework I and Order level ? Your response must include, but not be limited to: <ul style="list-style-type: none"> <li>• quality and performance management systems; and how you will deliver the service to ensure that specifications and target times are met.</li> </ul>	12 %	

	<ul style="list-style-type: none"> <li>• continuous improvement or innovation initiatives that you will use to deliver efficiencies, and carbon reduction</li> <li>• delivery of value for money,</li> <li>• developing and delivering Key Performance Indicators – and reporting of MI.</li> <li>• <u>for Lot 1 only</u>, include consideration of value engineering and whole life costing.</li> </ul> <p><b>Word Limit: 2000</b></p>		
<b>Key Principles to consider in your response:</b>			
Openness and Trust Partnership & Collaboration Innovation Value for Money Carbon and Climate			

<b>1.4 Communication and Collaboration</b>			
<b>Question Number</b>	<b>Question</b>	<b>Weighting (%)</b>	<b>Tick if Enclosed</b>
1.4	Outline how you will enable effective communication and collaboration across the framework partners to help deliver MHA+ business plan objectives as per 5.1 of the Framework Information. Your response must include how you will work to develop a collaborative culture at both operational and strategic levels in the following areas: <ul style="list-style-type: none"> <li>• with other suppliers on the framework</li> <li>• at Framework Community Board</li> <li>• with the wider MHA+ and industry</li> </ul> <p><b>Word Limit: 1000</b></p>	12 %	
<b>Key Principles to consider in your response:</b>			
Openness and Trust Partnership & Collaboration Innovation			

Teamwork in Delivery  
Conflict Resolution

### 1.5 Mobilisation

Question Number	Question	Weighting (%)	Tick if Enclosed
1.5	<p>Please detail how you will mobilise effective delivery of the services at both strategic and operational level.</p> <p>Your response must include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• detail of your mobilisation and demobilisation programme, identifying critical milestones with dates and details of those persons with critical responsibility for delivery.</li> <li>• identifying the key risks to the successful delivery of the service and details of how you will mitigate and control these risks.</li> </ul> <p><b>Word Limit: 1000</b></p> <p><u>Attachments to include (excluded from word limit):</u></p> <ul style="list-style-type: none"> <li>• A mobilisation and demobilisation plan in the form of a Gantt chart or similar (maximum 2 pages A4).</li> </ul>	12 %	
	<p><b>Key Principles to consider in your response:</b></p> <p>Openness and Trust Partnership &amp; Collaboration Innovation Teamwork in Delivery Conflict Resolution</p>		

### 1.6 Skills & MHA+ Community Development

Question Number	Question	Weighting (%)	Tick if Enclosed
1.6	<p>Please provide details of how you will assist MHA+ to:</p> <ul style="list-style-type: none"> <li>• develop the capacity of the workforce across the MHA+ Members to have the knowledge and skills to adapt to industry and <i>Client</i> needs,</li> <li>• provide learning interventions that support continuous improvement</li> <li>• promote the industry and attract a diverse workforce</li> <li>• develop future skills</li> <li>• Include reference to how you would propose to scale your resources/proposals up/down depending on the volume of Orders received</li> </ul>	10 %	

	<b>Word Limit: 1000</b>		
	<b>Key Principles to consider in your response:</b>		
	Openness and Trust Partnership and Collaboration Innovation Resilience, Capability and Skills Social Value		

<b>1.7 Social Value</b>			
<b>Question Number</b>	<b>Question</b>	<b>Weighting (%)</b>	<b>Tick if Enclosed</b>
1.7	<p>Describe your proposed approach to delivering Social Value benefits to the communities within MHA+ Member regions under this framework.</p> <p>In your response, consider the following:</p> <ul style="list-style-type: none"> <li>• tackling economic inequality; Wellbeing; Equal Opportunity; carbon reduction</li> <li>• ensuring sustainable and diverse supply chains</li> <li>• adapting to the differences in local priorities among MHA+ Members</li> <li>• Include reference to how you would propose to scale your resources/proposals up/down depending on the volume of Orders received</li> </ul> <p><b>Word Limit: 1000</b></p>	10 %	
	<b>Key Principles to consider in your response:</b>		
	Openness and Trust Partnership and Collaboration Innovation Carbon and Climate Social Value		

## **1.8 Off-shore Resources**

Question Number	Question	Weighting (%)	Tick if Enclosed
1.8	<p>Please set out your proposals for delivery of services utilising Off-Shore Resources. Include in your response:</p> <ul style="list-style-type: none"> <li>• How Off-Shore Resources are to be managed</li> <li>• How you will provide transparency to <i>Clients</i> around the use of Off-Shore Resources and the costs</li> <li>• How you propose to mitigate any risks relating</li> <li>• Include any attachments / appendices to support your response [excluded from word count]</li> </ul> <p><b>Word Limit: 1000</b></p>	n/a	