



Office of the
Deputy Prime Minister

Creating sustainable communities



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

HOME CONDITION REPORT REGISTER & ASSOCIATED SERVICES

(ODPM Procurement Ref: 06043)

INVITATION TO SUMBIT OUTLINE QUESTIONNAIRE

Friday, 05 May 2006

FOREWORD

Definition

Reference to “the Department” or “ODPM” means the Office of the Deputy Prime Minister, who will be the Contracting Authority for this project.

Purpose of this document

This Invitation to Submit Outline Proposal Questionnaire ("Questionnaire") has been produced to enable ODPM to evaluate which organisations that have met the pre-qualification criteria should be taken through to the next stage of the procurement process.

Related documents

Instructions to suppliers: This gives a background to the project and instructions on the completion of this questionnaire.

Statement of Requirements: This gives an outline of the service required.

Pre-Qualification Questionnaire Responses: These form the baseline for the selection of the 'long-list' of suppliers invited to submit Outline Proposals.

Draft Contract: The Authority will require the Suppliers to mark up the draft contract which will follow this ISOP week commencing 8 May 2006 as a precondition to contract negotiations. Full instructions are set out in the ***Instructions to Suppliers*** document.

All these documents may have one or more Annexes. These will be listed in the Table of Contents at the front of each document.

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QUESTIONNAIRE

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1. CONTRACTING STRUCTURE

1.1.	Please indicate with which organisation it is proposed the ODPM will be contracting. Where a Special Purpose Vehicle is proposed, please include a list of its shareholders and (where a shareholder is incorporated) the shareholder's holding company and ultimate parent (if any). The organisation must be a legal entity currently registered as a limited company within the EU.	
1.2.	Provide an organisation chart and details of the relationship between the Relevant Organisations and whether this may change during the design, implementation and operational phases of the contract.	
1.3.	<p>Specify the elements of the scheme that each Relevant Organisation will deliver. The prospective prime contractor must specify the proportion of any contract awarded that the prospective prime contractor proposes to subcontract, both in total and in relation to each other Relevant Organisation. Any other sub-contractor that is planned to deliver a substantial amount of work, especially on a fixed-price/output defined basis must be named.</p> <p>In addition, you should clearly identify throughout your proposal where any service will be provided by a party other than the prime contractor.</p> <p>Please explain how you will manage this supply chain. Please briefly describe two examples of where you have managed a similar service supply-chain in the past, the value of the services sub-contracted and what lessons were learnt.</p>	
1.4.	Please confirm that as from the date of submission of the response, Special Purpose Vehicle shareholders/consortium members/prime contractors will not change	

	prior to Contract signature.	
1.5.	To protect service operability, the Authority may require that the Contract with the Prime Contractor will require a financial and performance guarantee and terms which are acceptable to ODPM to be executed by one or more of its Relevant Organisations or a parent company of a Relevant Organisation.	Please state whether you are agreeable to providing such a guarantee. If not, please provide reason why and proposed alternative approach(es):
1.6.	To protect service operability, the Authority may require that an on-demand performance bond to the value of £500,000 be lodged by the Prime Contractor and/or one or more of its Relevant Organisations as a precondition to detailed Contract negotiation and final offer stage. This will be issued by a bank or bond issuer and on terms which are acceptable to ODPM.	Please state whether you are agreeable to providing such a bond. If not, please provide reason why and proposed alternative approach(es):

2. RELEVANT ORGANISATION DETAILS

A copy of the questionnaire in this section should be completed in respect of each Relevant Organisation. Each questionnaire should be signed by an authorised representative of the appropriate Relevant Organisation. **FAILURE TO PROVIDE THIS INFORMATION MAY LEAD TO DISQUALIFICATION.**

2.1.	Name of the Relevant Organisation that is proposed to act as prime contractor for this project.	
2.2.	Address	
2.3.	State type of legal entity (e.g. partnership, limited company, public limited company, etc.)	
2.4.	Country of incorporation	
2.5.	Company registration number	
2.6.	Registered address if different from the above	
2.7.	VAT Registration number	
2.8.	Website address (if any)	
2.9.	Please provide an organisation chart and details of the management structure	
2.10.	Please provide details of parent or holding company and other shareholders, where applicable.	
2.11.	Please provide details of sibling and other wholly owned or majority owned subsidiaries, where applicable.	
2.12.	List the number locations of premises from which your organisation provides services similar to those required by the Department.	
2.13.	Does the Prime Contractor legal entity have a substantive trading history for the last three years?	
2.14.	If it does, please provide one set of trading accounts for the last three years for this legal entity	
2.15.	If not, please provide the following for each of the parent or other Relevant Organisations which you wish to form part of capability evaluation: <ul style="list-style-type: none"> • Legal Entity Name and status • Relationship to the Prime Contracting Company 	

	<ul style="list-style-type: none"> Governance arrangements (existing shareholding and directorship arrangements) <p>WHERE A SUBSTANTIAL OR CRITICAL PART OF THE CAPABILITY IS TO BE SUBCONTRACTED, THE INTENDED SUBCONTRACTOR MUST BE INCLUDED IN THIS LIST OF RELEVANT ORGANISATIONS.</p>	
2.16.	Name and contact details for principal contact at the Prime Contractor for all correspondence.	
2.17.	Please list the name, position and contact numbers for each Relevant Organisation.	

3. BUSINESS CAPABILITY

3.1.	<p>Please provide a description of your proposed business model (with diagrams) clearly stating how it is intended the various elements will interact and an outline plan covering all resourcing required for:</p> <ul style="list-style-type: none">a) Preparationb) Dry Runc) Business As Usuald) Exit Plan <p>Please also state any assumptions made, risks identified and proposed mitigating measures.</p>
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4. MANAGEMENT SUMMARY

4.1.	<p>Please provide a statement (maximum of four A4 pages of not less than 11pt font) to include, but not be limited to the following items:</p> <ul style="list-style-type: none">a) Key deals that you have signed within the past 12 monthsb) Your experience related to delivering registration and associated services on projects of similar size and complexity as that of the Authorityc) An overview of your approach for the work package or packages for which you are biddingd) Why you believe your organisation is best placed to deliver those services to the Authority.	
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5. GENERAL INFORMATION

5.1.	Implementation and testing will take place according to a timetable with contractually binding milestones agreed by both parties. Failure to meet these milestones may lead to payment of liquidated damages and, eventually, could lead to termination.	<p>Please provide a draft Implementation Plan identifying appropriate milestones.</p> <p>Please provide a draft Testing programme to support the Implementation Plan.</p> <p>In the separate Financial Proposal please state what amounts would be payable and under what circumstances.</p>
5.2.	Please attach an outline Exit Plan. Please list the assumptions made and issues for discussion.	
5.3.	Value added services and continuous improvement. The Authority would like to understand whether you propose to offer other specific improvements during the term of the contract. These could include improving SLAs, committing to deliver specific savings on top of the pricing that you will be submitting or passing on efficiency savings.	<p>Please describe such value adding services if any you would propose if you are selected. Please give details of the services they would apply to.</p>
5.4.	Please confirm the 3 customer references that have used or are using your main products/services, who will be available for discussions with the Authority team and possible site visits. The Authority will select 2 of these organisations to meet with. You must be able to demonstrate your experience in providing and implementing a comparable solution together with a case study(s) and suitable customer reference(s) for that piece of work. We would like to talk to these customer references after submission of your responses. Where you suggest delivering the services via a Related Organisation, we would like to talk to customers using the same Related Organisation. Representatives from the Authority may need to visit reference sites to evaluate the Supplier's capabilities.	
5.5.	Specify your project delivery team including those members of staff who will have key operational roles once the service 'goes live'.	

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5.6.	Please provide an example of an business continuity strategy, and some examples of detailed related procedures.	
5.7.	Please attach a diagram outlining your proposed internal change control process. Please provide some detailed examples of these procedures.	
5.8	Please indicate the geo-political area where data will be held. Please also describe the procedure(s) you will use to ensure data is secure at all times.	

6. PERSONNEL

6.1.	Please highlight the future career opportunities, training and development that would be made available to those staff transferring.	
6.2.	What is your approach to performance management and appraisal and how would you manage performance and appraisal in relation to transferring employees?	
6.3.	What is your approach to training and development? Please provide figures relating to spend per employee (if applicable) and detail any external accreditation you have achieved (e.g. investors in people).	
6.4.	What methods of training and development do you utilise within your organisation?	
6.5.	Please provide details of your equal opportunities policies, procedures and practices in relation to your staff and customers.	
6.6.	What policies do you operate in relation to disability, age, religious belief, race, gender, sexual orientation and family issues?	
6.7.	<p>What induction programme will you provide for staff?</p> <p>What methods of induction do you use?</p> <p>How will you align and integrate staff into your organisation and culture?</p> <p>How would you describe your organisation's culture and how do you measure this?</p>	Please provide a summary with supporting evidence covering all questions opposite.
6.8.	<p>What specific measures do you intend to use to recruit and retain staff?</p> <p>What are the current staff turnover rates in relevant business units during the last three years?</p>	Please provide a summary covering all questions opposite.

6.9.	What do you consider the major HR issues during implementation and how would you address these issues?	
6.10.	How would you manage staffing issues during implementation? Please cover training and communication approach, timescales (key milestones and generic plan), resource profile and dependencies.	

7. AUDIT

7.1	Describe your proposed internal audit and management review procedures to minimise the scope for fraud.	
7.2	<p>By submitting your proposals you agree that the ODPM and the National Audit Office shall be entitled to access the scheme records whenever they deem necessary.</p> <p>Provide details of any way in which you could facilitate this access</p>	

8. QUALITY ARRANGEMENTS

8.1	Please provide a proposal on quality arrangements that would be used on this project.	
8.2	Please provide ISO 9000 certificates (if you hold accreditation) for sample relevant scope areas business, these must be necessary up to date supplement certificates to show that certification has been maintained, and to confirm scope and geography of processes covered.	
8.3	Please provide details on quality arrangements for all related organisations.	

9. ECONOMIC and FINANCIAL CAPACITY

If identical information has been provided in your pre qualification submission, it only needs to be referred to here.

9.1.	Name of Relevant Organisation.	
9.2.	Please provide a copy of the Relevant Organisation's most recent audited accounts (or equivalent) in £ sterling that cover the last 3 years of trading, or for the period that is available if trading less than 3 years.	
9.3.	If unable to provide the information at 9.2 please provide a statement of the Relevant Organisation's turnover, profit & loss and cash flow position for the most recent full year of trading (or part). Provide an end of year balance sheet if information at 9.2 is not available in audited format.	

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9.4.	If unable to provide the information at 9.2 and 9.3, please provide a statement of the Relevant Organisation's cash flow forecast for the current year and a bank letter outlining the current cash and credit facility position.	
9.5.	Provide details of the Relevant Organisation's overall turnover.	
9.6.	Provide a statement, as at the last reporting date, of any contingent liability or loss of the Relevant Organisation that would require disclosure in accordance with International Accounting Standard 10.	
	<p>Provide details of your:</p> <ul style="list-style-type: none"> • Public liability insurance • Employers liability insurance • Professional Liability/Indemnity Insurance <p>The details should include the name of the insurers, policy numbers, expiry date, and limits for any one occurrence and the excesses under each policy. In relation to each type of insurance that it does not hold, please provide an explanation as to the reason for the organisation's position.</p>	
9.7.	Comment on the need for a working capital facility and the proposed source of such a facility, if required. Where possible, provide bank letters indicating that the anticipated working	

	capital facility can be arranged.	
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9.8. FINANCIAL PROPOSAL

	<p>In a SEPARATE SEALED ENVELOPE (together with all other information with actual monetary £ values) please provide a financial proposal and cash flow models for:</p> <ul style="list-style-type: none"> a) Preparation b) Dry Run c) Business As Usual d) Exit Plan <p>You should also include your key cost drivers and indicative costings stating any assumptions made, risks identified and proposed mitigating measures. This should be based on a flat rate for the duration of the contract to enable comparison however alternative proposals will be considered.</p>
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COMMERCIAL IN CONFIDENCE

10. SERVICE REQUIREMENTS

This response grid is based on Section 3 of the Home Condition Report Register Services Requirements Specification (SRS).

10.1

Requirement Definition/Summary	Home Condition Report Registration Please refer to SRS section: 3.1.2 Service Operational Requirements 3.1.3 Request Interface Definition 3.1.4 Response Interface Definition 3.1.5 Functional Description 3.1.6 Processing the Registration Queue
<p>Please provide an outline design of solution covering the business processes and technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures.</p>	

10.2

Requirement Definition/Summary	Change Home Condition Report Status Please refer to SRS section: 3.2.2 Service Operational Requirements 3.2.3 Request Interface Definition 3.3.4 Response Interface Definition
<p>Please provide an outline design of solution covering the business processes, technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures.</p>	

10.3

Requirement Definition/Summary	Home Condition Report Index and Portal Services Please refer to SRS section: 3.3.2 Service Operational Requirements 3.3.3 Request Interface Definition 3.3.4 Response Interface Definition 3.3.5 Functional Description
<p>Please provide an outline design of solution covering the business processes, technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures.</p>	

10.4

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Requirement Definition/Summary	<p>Search Home Inspector Register Index</p> <p>Please refer to SRS section:</p> <p>3.4.2 Service Operational Requirements</p> <p>3.4.3 Request Interface Definition</p> <p>3.3.4 Response Interface Definition</p> <p>3.4.5 Functional Description</p> <p>3.4.6 Other Details</p>
<p>Please provide an outline design of solution covering the business processes, technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures.</p>	

Requirement Definition/Summary	Property Addressing Database Please refer to SRS section: 3.5.2 Functional Requirements 3.5.3 Service Operational Requirements
<p>Please provide an outline design of solution covering the business processes, technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures. The submission should include descriptions of interfaces for performing standard operations such as Address Search. The submission should also deal with potentially making the data available to the rest of the Home Information Pack industry and identify any licensing requirements for this.</p>	

11. OPERATIONAL REQUIREMENTS

This response grid is based on Section 4 of the Home Condition Report Register Services Requirements Specification (SRS).

11.1

Requirement Definition/Summary	User Authentication & Authorisation Please refer to SRS section: 4.1 Functional Requirements 4.2 Back Up & Recovery 4.3 Data Archiving & Retention 4.4 Resiliency & Availability 4.5 Flexibility & Extensibility 4.6 Disaster Recovery
<p>For each Operational Requirement please provide an outline design of solution covering the processes, technical designs required to implement the requirements. Please also state any assumptions made, risks identified and proposed mitigating measures. It is expected that documentation for existing processes and procedures may be submitted to meet these requirements with relevant cross-referencing from requirements to solution.</p>	

12. OTHER RESPONSIBILITIES

This response grid is based on Section 5 of the Home Condition Report Register Services Requirements Specification (SRS).

12.1

Requirement Definition/Summary	Please refer to SRS section: 5.1 Change Management 5.2 IT Governance
<p>Please provide an outline design of solution covering the business processes, technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures.</p>	

13. POTENTIAL FUTURE REQUIREMENTS

This response grid is based on Section 6 of the Home Condition Report Register Services Requirements Specification (SRS).

13.1

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COMMERCIAL IN CONFIDENCE

Requirement Definition/Summary	Please refer to SRS section: 6.1 Data Handover 6.2 Business Intelligence & Data Mining 6.3 Energy Performance Certificate
<p>Please provide an outline design of solution covering the business processes, technical architecture required. Please also state any assumptions made, risks identified and proposed mitigating measures.</p>	

WHEN YOU HAVE COMPLETED THE QUESTIONNAIRE, PLEASE READ AND SIGN THE SECTION BELOW.

I/WE CERTIFY THAT THE INFORMATION SUPPLIED IS ACCURATE TO THE BEST OF MY/OUR KNOWLEDGE AND THAT I/WE ACCEPT THE CONDITIONS AND UNDERTAKINGS REQUESTED IN THE QUESTIONNAIRE. I/WE UNDERSTAND THAT FALSE INFORMATION COULD RESULT IN THE EXCLUSION OF THE PRIME CONTRACTOR FROM FURTHER PARTICIPATION IN THE PROCUREMENT.

Signed:

Name:

Position:

For and on behalf of:

Date :
