**APPENDIX A – Quality Response Form**

Instructions for Respondents

* Please use Appendix A Quality Response Form in responding to our RFP. It is important that you do not change the structure (section headings and sequence). Changing this structure will make it harder for the evaluators to find relevant information quickly.
* Before starting to complete this form please make sure that you have read the Request for Proposals (**RFP**) in full and understand our Requirements (RFP Section 2), our Evaluation Approach (RFP Sections 5) and the RFP Process, Terms and Conditions (shortened to RFP-Terms described in Section 8). If anything is unclear or you have any questions please get in touch with our Point of Contact (RFP Section 1 paragraph 1.3) before the Deadline for Questions (RFP Section 1, paragraph 1.2).
* We have included supplier tip boxes to help you understand what is required. The areas highlighted in blue indicate where you are to write your response.
* Remember to delete the supplier tip boxes and remove the highlight from your answers before sending us your Proposal – they are for your use only!

|  |  |
| --- | --- |
|  | To remove highlight from text: select the text you want to remove the highlight from. In the ‘Home’ tab in the ‘Font’ group select the arrow at the right of the ‘Text highlight colour’ and select ‘no colour’. |

* For more general information on how to respond to tenders refer to the suppliers’ resource centre at: <https://www.procurement.govt.nz/suppliers-2/>.

**Checklist for Respondents**

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| **Task** | **✓** |
| 1. Complete all sections of this Quality Response Form. All blue highlighted areas require your response. See print and use the checklist in Appendix G Respondent’s Checklists to ensure you submit a compliant and complete Proposal.
 |  |
| 1. Delete all ‘supplier tip’ boxes from the Quality Response Form.
 |  |
| 1. Remove all blue highlight from the Quality Response Form.
 |  |
| 1. Make sure that you have complied with the following instructions:
* mailbox size: ensure that your Proposal, including all forms and attachments is not greater than 100MB
* the answers are no longer than the specified number of pages
* the font used is Calibri font, font size 11 (as currently set in the response areas, please do not change)
 |  |
| 1. Arrange for the declaration(s) to be signed. See ‘Section 3 Our Declaration’ at the end of this Quality Response Form.
 |  |
| 1. Prepare your Proposal for electronic submission by creating final soft copy files ready for loading onto GETS.
 |  |
| 1. Arrange for the Proposal to be submitted electronically via GETS before the Deadline for Proposals.
 |  |
| 1. Rename this form to ‘[*RESPONDENT\_NAME]\_APPENDIX\_A’ before submission – e.g. ABC\_Bus\_Appendix\_A*. See Appendix G Respondent’s Checklists for more information.
 |  |

**APPENDIX A – Quality Response Form**

Directly Resourced Bus Services for [add [name of the school] Board of Trustees /name of legal entity representing the school network] (The School / The Buyer)

In Appendix A, we ask you to complete the form and provide some additional material, such as Plans and Policies. These must be submitted via GETS:

* **Appendix A Quality** Response Form
* **Implementation** Plan
* **Fleet Renewal** Plan
* **Health and Safety** Plan
* **Child Protection** Plan / Policy / Document
* **Drug and Alcohol** Plan / Policy / Document
* **Business Continuity, Disaster Recovery, Critical Incident** Plan / Policy / Document
* **Independent External H&S Audit** (if available, this is not a mandatory submission)

|  |  |
| --- | --- |
| Respondent Name: | [insert the name of your organisation] |

In response to Request for Proposal

By: [Add Name of the School/ School Network]

For: Directly Resourced Bus Services for [Add Name of the School/ School Network]

1. **About the Respondent**

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| **Supplier****tips** | * The section gives the Buyer basic information about your organisation and identifies your Point of Contact for the duration of the RFP process.
* If an item is not applicable complete the box by stating ‘not applicable’.
* You may insert additional answer rows where required.
* If you are submitting a Joint Proposal complete a ‘Respondent Profile’ table for each Respondent. Cut and paste the table as appropriate. Provide only one Point of Contact for your Joint Proposal.
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| **Supplier****tips** | Words and phrases that have a special meaning are shown by the use of capitals e.g. Respondent, which means ‘*a person, organisation, business or other entity that submits a Proposal in response to the RFP. The term Respondent includes its officers, employees, contractors, consultants, agents and representatives. The term Respondent differs from a Supplier, which is any other business in the market place that does not submit a Proposal*’. Definitions are in Section 9 of the RFP. |

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| **RESPONSE DETAILS –** complete all applicable rows, delete not applicable rows. |
| **Item** | **Detail** |
| Sole Proposal  | This is a Proposal by [insert the name of your organisation] (the Respondent) alone to supply the Requirements.  |
| Joint Proposal | This is Joint Proposal, by [insert the name of your organisation] and [insert the name of the other organisation/s] (together the Respondents) to supply the Requirements. |
| If this is a Joint Proposal, please describe the arrangement in detail | [Please describe the arrangement in detail]  |
| Sub-contracting:  | [insert the name of your organisation] has arrangements with sub-contractors to deliver Services tendered for. These sub-contractors are: [list sub-contractor names] |

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| **RESPONDENT PROFILE (Proposal Lead)**  |
| **Item** | **Detail** |
| Trading name:  | [insert the name that you do business under] |
| Full legal name (if different): | [if applicable. Must match Companies Register if applicable] |
| Physical address: | [if more than one office – put the address of your head office] |
| Postal address: | [e.g. P.O Box address] |
| Registered office: | [if you have a registered office insert the address here] |
| Business website: | [url address] |
| Type of entity (legal status): | [sole trader / partnership / limited liability company / other please specify] |
| Registration number (e.g. NZBN, Charity Registration Number or similar): | [if your organisation has a registration number insert it here and identify the type e.g. ‘company registration number’] |
| Country of residence: | [insert country where you (if you are a sole trader) or your organisation is resident for tax purposes] |
| GST registration number: | [NZ GST number / if overseas please state] |

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| **RESPONDENT PROFILE (Joint Proposal Member 1, if applicable)** ***If you are submitting a Joint Proposal,*** *please complete this table for each member of the Joint Proposal. You may make as many copies of this table as required. If you are not submitting a Joint Proposal, please delete this table.* |
| **Item** | **Detail** |
| Trading name:  | [insert the name that you do business under] |
| Full legal name (if different): | [if applicable] |
| Physical address: | [if more than one office – put the address of your head office] |
| Postal address: | [e.g. P.O Box address] |
| Registered office: | [if you have a registered office insert the address here] |
| Business website: | [url address] |
| Type of entity (legal status): | [sole trader / partnership / limited liability company / other please specify] |
| Registration number (e.g. NZBN, Charity Registration Number or similar): | [if your organisation has a registration number insert it here and identify the type e.g. ‘company registration number’] |
| Country of residence: | [insert country where you (if you are a sole trader) or your organisation is resident for tax purposes] |
| GST registration number: | [NZ GST number / if overseas please state] |

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|  **POINT OF CONTACT -** This person will receive any relevant communication, such as clarification requests. Please ensure that the correct contact details are provided. |
| **Item** | **Detail** |
| Contact person: | [name of the person responsible for communicating with the Buyer] |
| Position: | [job title or position] |
| Phone number: | [landline] |
| Mobile number: | [mobile] |
| Email address: | [work email] |

1. **Response to the Requirements**

|  |  |
| --- | --- |
| **Supplier****tips** | * In this section you are asked to provide your response to our Requirements (RFP Section 2) by demonstrating your organisation’s ability to meet our criteria (RFP Section 5, which outline our evaluation approach). Carefully read the RFP before completing this part.
* If there is anything that you do not understand ask our Point of Contact to clarify.
* If any information you provide is commercially sensitive to your business you must let the Buyer know. Please mark the information ‘commercially sensitive’ or ‘Confidential Information’. It is not acceptable to render this whole document confidential unless this is truly the case. The Buyer has a duty to protect Confidential Information, subject to the exceptions in the RFP-Terms (Section 8).
* If some of an answer is in another document e.g. a marketing brochure, copy and paste the relevant extract into this Proposal. Do not submit the whole brochure. Please do not include any advertising brochures or similar material in your Proposal.
* You may include information not specifically requested by us in your Proposal. But only if it adds value and is relevant to the Requirements.
* Please adhere to the answer length requirements, which are noted in the answer area for each question. The Buyer reserves the right to not consider any text which extends beyond the specified page limit for each question.
* If you are submitting a Joint Proposal please answer on behalf of all organisations included in the Joint Proposal.
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**Pre-conditions**

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| **Supplier****tips** | * You must be able to answer ‘Yes’ to each of these pre-conditions, and you must provide the required attachments. Make sure you can verify that this is the case, if asked.
* If you cannot answer ‘Yes’ to all, and/or if you cannot provide all the required attachments, your Proposal will not meet the basic Requirements and will be declined.
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| **#** | **Pre-condition** | **Meets** |
| **PC 1** | **Licences. Does your organisation hold all the appropriate and valid Licence(s) as defined by the NZ Transport Agency? If yes, select ‘Yes, Now’ and please paste a copy of the Licence(s) into this text box. Select ‘Yes, Planned’ if you plan for your organisation hold all required Licence(s) within [insert months here] calendar months of the RFP Deadline for Proposals. This will be verified.**• Small: operating one or more Passenger Service Vehicle (PSV) carrying 12 people or less, and/or• Large: operating one or more PSV carrying more than 12 people | [Yes, Now / Yes, Planned / No] |
| **PC 2** | **Insurances. Does your organisation confirm they are able to maintain the following insurances? If yes, select ‘Yes, Now’ and please paste a copy of the certificates into this text box. Select ‘Yes, Planned’ if you plan for your organisation hold all required insurances within [insert months here] calendar months of the RFP Deadline for Proposals. This will be verified.**a. public liability insurance of $1 million per occurrenceb. maintain all relevant passenger service insurances as required by lawc. have no less than third party vehicle insurance | Yes, Now / Yes, Planned / No] |
| **PC 3** | **Safety and Police Checks. Can you confirm that that all workers who will be in the presence of students during the course of delivering the Services will be required to undergo a three yearly safety check (including a Children’s Act Police vet) and that any worker deemed unacceptable as a result of the safety check will be prohibited from being in the presence of students during the course of delivering the Services?** | [Yes/No] |
| **PC 4** | **Business Continuity, Disaster Recovery, Critical Incident. Please upload, as a separate attachment, Plans or relevant Policies / Procedures /Processes / Documents that show how your organisation will approach the following (combined into one document with three sections corresponding to a. , b. , and c. below):****a. Business Continuity** – a Business Continuity Plan / Policy / Procedure / Process / Document which helps to minimise Service disruption and enhance Service continuity through periods of business disruption and / or emergency. It creates systems of prevention and recovery following a business disruption and / or emergency. Some examples of business disruption and / or emergency are earthquakes, fires, theft, power/water outages, and inclement weather**b. Disaster Recovery** – a Disaster Recovery Plan / Policy / Procedure / Process / Document which helps to ensure a minimal disruption or continued delivery of essential services (including ICT systems) through periods of business disruption and/or emergency. It specifies and implements processes for prevention and recovery following major service disruption incidentsFor ICT system disruption you may want to discuss plans to deal with hardware and software failure, human error such as inadvertent file deletion, malicious “hacker” attacks, and damage to infrastructure, and others**c. Critical Incidents** - a Critical Incident Plan / Policy / Procedure / Process / Document which documents the organisation’s plan to respond to a critical incident. Some examples of a critical incident are a school bus accident, violent or threatening behaviour by an individual towards staff or students, bomb and other threats, armed individuals posing risk in local areas, severe weather events posing an immediate risk to a school bus and occupants, and others | [Yes/No] |

**Questions relating to the evaluation criteria**

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| **Supplier****tips** | * Here you are asked to answer questions relating to the evaluation criteria. Your Proposal will be scored against your answers to these criteria. Aim to give answers that are relevant, concise, comprehensive and apply to all the Routes that you are tendering for.
* Consider the % weighting for each criterion. The higher the weighting the more important it is. Take the weightings into account in deciding how much detail to include.
* If you have made any assumption about the Requirements or delivery, clearly state the assumption.
* There may be several questions that relate to one criterion. If these questions are not individually weighted assume that they are of equal importance.
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| 1. **Organisational Capability**
 | **Weighting 10%**  |

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| **Track Record** – includes ‘Service Delivery’, ‘Responsiveness’, and ‘Engagement’ questions.  | **Weighting 4%**  |
| *The Buyer is seeking Respondents who have good experience delivering similar services and a track record that demonstrates a commitment to high quality service delivery, responsiveness and effective engagement. This section includes questions 1.1 through to 1.3.* |

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| **Service Delivery** |
| **1.1** *Please provide up to three examples of successful transport service delivery. You may discuss things such as exceeding service delivery standards, maintaining exceptional safety performance, or anything else that demonstrates successful service delivery.*  |

[Insert your answer to question 1.1 here. The maximum response length is **5 full pages** for question 1.1.]

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| **Responsiveness** |
| **1.2** *Please provide up to three examples of successful adaptability to challenging or unexpected events or environments. Your response should describe the challenging or unexpected event or environment, its impact on service delivery, the actions taken to address the challenge, and the integration/application of 'lessons learned' into organisational processes and procedures. You may discuss things such as changing operational and regulatory environments, changing route and capacity requirements, challenging externalities such as road closures, industrial action, adverse weather events, instances where your service delivery were not at the standard you wanted, or anything else that demonstrates your adaptability.*  |

[Insert your answer to question 1.2 here. The maximum response length is **5 full pages** for question 1.2.]

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| **Engagement** |
| **1.3** *Please indicate, including examples, how you engage with external entities such as schools, communities, various roading authorities, Local and Regional Councils, and other organisations in order to build active relationships that help with the anticipation/mitigation of possible risks and issues and enhancement of service delivery.*  |

[Insert your answer to question 1.3 here. The maximum response length is **5 full pages** for question 1.3.]

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| **Driver Monitoring and Training** – includes ‘Driver Monitoring’ and ‘Driver Training’ questions.  | **Weighting 4%**  |
| *The Buyer is seeking confidence that Respondents are ensuring that drivers are qualified, safe and competent for the provision of Services. This section includes questions 1.4 through to 1.9.* |

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| **Driver Monitoring** |

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| **1.4** *How do you maintain records of individual drivers’ relevant qualifications, licencing, experience, training attendance dates, and achievements?* |

[Insert your answer to question 1.4 here. The maximum response length is **5 full pages** for question 1.4.]

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|  **1.5** *What processes do you use to ensure that all drivers / sub-contractors always hold relevant driver licences and endorsements?*  |

[Insert your answer to question 1.5 here. The maximum response length is **3 full pages** for question 1.5.]

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| **1.6** *What processes are in place to manage any traffic offending or other breaches of good practice by drivers?*  |

[Insert your answer to question 1.6 here. The maximum response length is **5 full pages** for question 1.6.]

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| **Driver Training** |

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| **1.7** *What induction training do you provide for drivers?*  |

[Insert your answer to question 1.7 here. The maximum response length is **3 full pages** for question 1.7.]

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| **1.8** *What driver development will you provide (additional to contractual requirements)?*  |

[Insert your answer to question 1.8 here. The maximum response length is **3 full pages** for question 1.8.]

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| **1.9** *What capability do you have to support specific ad hoc driver training needs?*  |

[Insert your answer to question 1.9 here. The maximum response length is **3 full pages** for question 1.9.]

|  |  |
| --- | --- |
| **Key Personnel, Resourcing and Retention** – includes ‘Key Personnel’ and ‘Staff Resourcing and Retention’ questions.  | **Weighting 2%**  |
| *The Buyer is seeking confidence that Respondents’ key people will have the right skills to deliver the Services successfully, adequate resourcing and staffing is provided, key individuals will not be over-extended in their work, compensation will be addressed, and that the Respondent is able to secure and retain sufficient staff, particularly drivers. This section includes questions 1.10 through to 1.13.* |

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| **Key Personnel** |
| **1.10** Please provide an organisation chart that shows your key personnel / roles for delivering the Services, at a organisational level, and the proportion of time that employee is committing to each of the roles. We expect that you will cover the following key personnel / roles, or their similar equivalents: a. General Manager / CEO b. Operations Manager / Supervisor c. Contract Management Representative d. Implementation Representative e. Health and Safety Officer f. Responsibility for Driver Training g. Vehicle Maintenance / RepairFor each of the key personnel / roles, please provide: • Name and how long they have been working with your organisation (if known) • Relevant skills, experience and qualifications • Whether it is an in-house (e.g. employed permanently) or outsourced role • Proportion of time (hours per week) the role is focused on each of the functions  |

Please answer question 1.10 here and paste a copy of the organizational chart. Please limit your response to **2 full pages** per role (total **14 full pages** maximum for the question) for question 1.10. You may use the answer format suggested below, or another format if it is better suited:

a. General Manager / CEO [insert your answer here]

b. Operations Manager / Supervisor [insert your answer here]

c. Contract Management Representative [insert your answer here]

d. Implementation Representative [insert your answer here]

e. Health and Safety Officer [insert your answer here]

f. Responsibility for Driver Training [insert your answer here]

g. Vehicle Maintenance / Repair [insert your answer here]

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| **Staff Resourcing and Retention**  |

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| **1.11** *What processes are in place to ensure uninterrupted delivery of Services when a driver / sub-contractor is unavailable at short notice to deliver Services on a Route?* |

[Insert your answer to question 1.11 here. The maximum response length is **5 full pages** for question 1.11.]

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| **1.12** *How will you ensure adequate driver resourcing for current and future operations for Routes tendered for, up to maximum capacity, at a time of a national driver shortage?* |

[Insert your answer to question 1.12 here. The maximum response length is **5 full pages** **s** for question 1.12.]

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| **1.13** *The Buyer would like Respondents to demonstrate a commitment to being good employers and ensuring their drivers are provided fair compensation that enables a decent standard of living. Please discuss and provide details for how you set compensation for drivers proposed to be employed in the delivery of Services.* |

[Insert your answer to question 1.13 here The maximum response length is **5 full pages** for question 1.13.]

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| 1. **Fleet and Depot Management**
 | **Weighting 10%**  |

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| **Maintenance** – includes ‘Daily Checks’, ‘Periodic Checks’, and ‘Maintenance Plan, Records’ questions.  | **Weighting 4%**  |
| *The Buyer is seeking confidence that Respondents’ vehicles are maintained to a high standard so that they can provide Services safely and reliably. This section includes questions 2.1 through to 2.6.* |

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| **Daily Checks** |

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| **2.1** *What daily vehicle checks do you complete, and who performs them? You may include the relevant daily vehicle checklist as a screenshot or image pasted below your answer.* |

[Insert your answer to question 2.1 here. The maximum response length is **5 full pages** for question 2.1, not including the optional screenshot which is in addition to the 5 full pages of text.]

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| **2.2** *How do you record vehicle issues found during the daily checks and ensure they are rectified?* |

[Insert your answer to question 2.2 here. The maximum response length is **5 full pages** for question 2.2.]

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| **Periodic Checks** |

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| **2.3** *What systems do you have in place to keep vehicles maintained to an appropriate standard? What standard(s) do you apply?* |

[Insert your answer to question 2.3 here. The maximum response length is **5 full pages** for question 2.3.]

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| **2.4** *Please discuss and summarise your maintenance regime for each vehicle type to be used in the provision of Services.* |

[Insert your answer to question 2.4 here. The maximum response length is **5 full pages** for question 2.4.]

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| **2.5** *What systems and/or processes will you use to identify when events are due, such as:**a. CoF Expiry**b. Road User Charges**c. Vehicle Licencing**d. Vehicle maximum age and, if relevant, average fleet age reached* |

[Insert your answer to question 2.5 here. You may use the answer format suggested below, or another format if it is better suited (for example discussing 2 systems and 3 processes that collectively address the events). The maximum response length is **5 full pages** for question 2.5.]

a. CoF Expiry [insert your answer here]

b. Road User Charges [insert your answer here]

c. Vehicle Licencing [insert your answer here]

d. Vehicle maximum age reached [insert your answer here]

e. (any other) [insert your answer here]

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| **Maintenance Plan, Records**  |

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| **2.6** *Please list the service record particulars you keep with respect to each vehicle type. You may include a service record register as a screenshot or image pasted below your answer. These particulars should include but are not limited to:**a. Service date**b. Issues found and repaired**c. Parts used**d. Vehicle mileage* |

[Insert your answer to question 2.6 here. You may use the answer format suggested below, or another format if it is better suited as long as you reference the service particulars presented in the question. The maximum response length is **5 full pages** for question 2.6, not including the optional screenshot which is in addition to the 5 full pages of text.]

a. Service date [insert your answer here]

b. Issues found and repaired [insert your answer here]

c. Parts used [insert your answer here]

d. Vehicle mileage [insert your answer here]

e. (any other) [insert your answer here]

|  |  |
| --- | --- |
| **Fleet Management** and Renewal – includes ‘Fleet management’ and ‘Fleet Renewal’ questions.  | **Weighting 4%**  |
| *The Buyer is seeking confidence that Respondents will be able to deliver the Services as specified in the RFP. This section includes questions 2.7 and 2.8.*  |

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| **Fleet Management** |
| **2.7** *Please discuss your fleet management approach including how your current and projected fleet will be distributed to ensure adequate capacity is provided for the Routes, and vehicle age requirements are met, on 'day 1' of Service.* |

[Insert your answer to question 2.7 here. The maximum response length is **5 full pages** for question 2.7.]

|  |
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| **Fleet Renewal** |
| **2.8** *Please provide a Fleet Renewal Plan showing how you expect to satisfy tender criteria with respect to maximum age, maximum average age, and capacity requirements over the full term of the contract. Include information on your procurement plans, supply lines and how your projected fleet will be distributed.* |

[To respond to question 2.8, please upload the Fleet Renewal Plan as a separate attachment in PDF format. Do not paste the plan into this document.]

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| **Sustainability** | **Weighting 2%**  |
| *The Buyer is seeking confidence that Respondents have in place effective practices, policies and plans to reduce environmental harm from their operations. This section includes question 2.9.* |

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| **2.9** *How will you minimise the environmental impact in delivering the Services? You may discuss, amongst other things:**a. Minimising Vehicle emissions* *a. Waste reduction/recycling**b. Closed loop / environmentally friendly vehicle wash facilities**c. The sourcing of alternative / less toxic or harmful chemicals**d. Prevention of spills and unintended releases*  |

[Insert your answer to question 2.9 here. You may use the answer format suggested below, or another format if it is better suited. The maximum response length is **10 full pages** for question 2.9.]

a. Minimising Vehicle emissions [insert your answer here]

b. Waste reduction/recycling [insert your answer here]

c. Closed loop / environmentally friendly vehicle wash facilities [insert your answer here]

d. The sourcing of alternative / less toxic or harmful chemicals [insert your answer here]

e. Prevention of spills and unintended releases [insert your answer here]

f. (any other) [insert your answer here]

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| 1. **Implementation**
 | **Weighting 8%**  |

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| **3.1 Implementation Plan** | **Weighting 8%**  |
| **3.1** It is the Buyer’s priority to ensure a seamless implementation and assured Service readiness. Please provide an Implementation Plan encompassing all Routes you have tendered forPlease provide a thorough and complete Implementation Plan specifying the target milestones and dates that you will need to meet in order to prepare to ensure delivery of Services from contract commencement, including at a minimum:**Fleet**:* Existing vehicles identified for Service
* Details of Contract(s) entered into for acquiring new vehicles
* Vehicle construction completed
* Vehicles received
* Vehicles ready to commence Services

**Depot / bus storage location**: * Identification
* Acquisition
* Construction completed
* Ready to commence Services

**Drivers and Key Personnel**:* Recruitment commences
* Employment contracts in place
* Training completed
* Acquisition of key personnel as listed in Question 1.10

Where a milestone has already been achieved it should be noted as ‘*complete*’. If not required mark as ‘N/A’ and provide an explanation. For example, if you already have all of the depot/bus storage locations and vehicles you need to deliver the for the Routes, you should state this and mark each of the milestones as ‘complete’. Conversely, if you are tendering for Routes where you would need to recruit more drivers and purchase more vehicles etc., you should explain what you already have in place and set out how / when you will complete the appropriate milestones.The Implementation Plan should also include other key planning initiatives which should include (but not be limited to):* A risk register listing implementation risks, their likelihood and impacts, and proposed mitigation strategies.
* H&S Implementation
* Communication Plans
* Stakeholder Management, including contact with key stakeholders at the school(s)
* Building familiarity with the Route (such as roads hazards, weather hazards, pick up and drop off locations etc.) prior to commencement of the Services

If this is a Joint Proposal, please also include details, specific to other organisations comprising the Joint Proposal, such as:* The roles and tasks assigned to the other organisations comprising the Joint Proposal
* Communication and dispute resolution procedures between organisations comprising the Joint Proposal
* Implementation management and monitoring specific to how you manage other organisation within the Joint Proposal

**NOTE:** As a part of the Implementation Plan, the Buyer will engage with the successful Respondent and will note any amendments and updates to Route information that has occurred since the RFP was published. **NOTE:** Incumbent suppliers: stating that Service provision will continue in its current form will not meet the requirements of this criterion and may result in a failed tender assessment. All Respondents must provide a thorough and complete Implementation Plan consistent with the requirements of this tender and with any additional quality items identified elsewhere in the Proposal. |

[To respond to question 3.1, please upload the Implementation Plan as a separate attachment in PDF format. Do not paste the plan into this document.]

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| 1. **Health and Safety**
 | **Weighting 10%**  |

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| **Driver Wellbeing Initiatives** | **Weighting 2%**  |
| *The Buyer is seeking confidence that Respondents have in place effective practices, policies and plans that ensure the wellbeing of their drivers. This section includes questions 4.1 and 4.2.* |

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| **4.1** *What initiatives do you/will you implement to measure and ensure the wellbeing of your drivers? You may discuss things such as employee assistance programs (assistance with respect to staff personal or work issues such as stress, career planning, personal development and others), mental health initiatives, cultural considerations, and others.* |

[Insert your answer to question 4.1 here. The maximum response length is **5 full pages** for question 4.1.]

|  |
| --- |
| **4.2** *Please explain how you encourage and measure the uptake of the initiatives mentioned in 4.1* |

[Insert your answer to question 4.2 here. The maximum response length is **5 full pages** for question 4.2.]

|  |  |
| --- | --- |
| **Additional Training and Certifications**  |  **Weighting 2%**  |
| *The Buyer is seeking confidence that Respondents have in place effective practices, policies, plans, and corresponding evidence to document staff training and competencies in health and safety procedures. This section includes question 4.3.* |

|  |
| --- |
| **4.3** *Please provide evidence of staff training and competencies in applicable health and safety procedures, and the frequency / recurrence of this training.* |

[Insert your answer to question 4.3 here. The maximum response length is **10 full pages** for question 4.3.]

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| **Compliance** – includes ‘Health and safety audit’ and compliance with respect to the ‘Health and Safety at Work act 2015’ and ‘Children’s Act 2014’ questions. |  **Weighting 2%**  |
| *The Buyer is seeking confidence that Respondents have not breached relevant legislation, and if they have had a breach, to ensure that proper learnings have been gained and are being applied. This section includes questions 4.4 through to 4.6.* |

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| **Health and safety audit** |
| **4.4** *Has your organisation undergone a recent (within the last 12 months) independent external health and safety audit? This may be an audit performed by the Ministry of Education, or by an external provider. If your organisation has undergone an audit, please indicate by deleting the statement below which does not apply, and upload the audit report as a separate attachment: a. Have undergone a recent audit, and have uploaded the report b. Have not undergone a recent audit (no requirement to upload or respond further to this question)* |

[To answer question 4.4, if you answered ‘a.’ above, please upload the audit report as a separate attachment in PDF format - do not paste the audit report into this document. Additionally below, please address any issues that have been noted in the audit, and how your organization responded to rectify the issue(s), ensures the issue(s) do not happen again, and any additional action taken by your organization as a result of the audit.]

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| **Compliance with the Health and Safety at Work Act 2015** |
| **4.5** *Has your organisation been found to have committed an offence under the HEALTH AND SAFETY AT WORK ACT 2015 and/or have had infringement notice issued by a regulator for specified offences against HSWA or regulations? If your organisation has, please indicate by deleting the statement below which does not apply, and if you have selected a. please, in the answer space below, provide the date of the breach, summarise the breach, note any penalties/actions taken against your organisation, and summarise any actions taken by your organisation to rectify the failed defences and ensure that the breach will not be repeated.*a. *Yes*b. *No (no requirement to respond further to this question)* |

[To answer question 4.5, if you answered ‘a.’ above, please provide the relevant information:]

Date [insert your answer here]

Breach Summary: [insert your answer here]

Penalties/Action taken against your organisation: [insert your answer here]

Rectifying Actions: [insert your answer here]

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| **Compliance with the Children’s Act 2014** |
| **4.6** *Has your organisation been found to have committed an offence under the CHILDREN’S ACT 2014? If your organisation has, please indicate by deleting the statement below which does not apply, and if you have selected a. please, in the answer space below, provide the date of the breach, summarise the breach, note any penalties/actions taken against your organisation, and summarise any actions taken by your organisation to rectify the failed defences and ensure that the breach will not be repeated.*a. *Yes*b. *No (no requirement to respond further to this question)* |

[To answer question 4.6, if you answered ‘a.’ above, please provide the relevant information:]

Date [insert your answer here]

Breach Summary: [insert your answer here]

Penalties/Action taken against your organisation: [insert your answer here]

Rectifying Actions: [insert your answer here]

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| **Operational Plans** – includes ‘Health and Safety Plan’, ‘Child Protection Plan / Policy / Document’ and ‘Drug and Alcohol Plan / Policy / Document’ |  **Weighting 4%** |
| *The Buyer is seeking confidence that Respondents have appropriate plans in place that support the safe operation of the services they have tendered for. This section includes questions 4.7 through to 4.9.* |

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| **4.7 Health and Safety Plan** |
| **4.7 The Buyer is seeking confidence that Respondents have in place a Health and Safety Plan that supports the safe operation of the services they have tendered for. Please provide your organisations Health & Safety Plan. This must comply with the Health and Safety at Work Act 2015 and must include the following:** * Demonstration of an active, consultative commitment to all areas of health and safety management in the workplace
* Demonstration of a focus on continuous improvement through a systematic approach to occupational health and safety that includes establishing and setting specific objectives, establishing and supporting systems or programmes to achieve objectives, regular review of progress and evaluation of outcomes
* An active method that systematically identifies, assesses and manages risk
* An active reporting, recording and investigation system that ensures incidents and injuries are reported and recorded, and the appropriate investigation and corrective actions are taken. This also includes ‘near miss’ reporting
* How your organisation manages notifiable incidents to Worksafe, investigates to identify root cause, and enhances operations to address learnings
* Demonstration that all employees have ongoing opportunities to be involved and to have their interests represented in the development, implementation and evaluation of safe workplace e.g. work groups, H&S committees, H&S reps, etc
* An effective general emergency plan to manage emergencies likely to occur within any part of the organisation’s operation and which complies with legislative requirements
* Demonstration of a systematic approach to ensure that contractors, sub-contractors and their employees do not cause harm to the employees of the principal while undertaking the work required by the Contract

• How often the Health and Safety Plan / Policy / Document is reviewed  |

[To respond to question 4.7, please upload the Health and Safety Plan as a separate attachment in PDF format, via GETS. Do not paste the plan into this document.]

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| **4.8 Drug and Alcohol Plan / Policy / Document** |
| **4.8 Does your organisation have a current Drug and Alcohol Plan / Policy / Document? If yes, please submit as a separate attachment. At a minimum, this Plan / Policy / Document must include:** • The purpose and intent of the policy• All roles covered• Whether the organisation undertakes pre-employment, random and post incident testing• The responsibilities of the employer, employees, other workers, and other people• Actions deemed acceptable and not acceptable• How alleged breaches of the Plan / Policy / Document will be investigated and managed, including disciplinary action and other possible consequences• How workers with alcohol or drugs abuse problems might be identified, or identify themselves, and what support and assistance that the organisation is willing to provide to those workers• How often the Drug and Alcohol Plan / Policy / Document is reviewed |

[To respond to question 4.8, please upload the Drug and Alcohol Plan / Policy / Document as a separate attachment in PDF format, via GETS. Do not paste the plan into this document.]

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| **4.9 Child Protection Plan / Policy / Document** |
| **4.9 Does your oganisation carry a Child Protection Plan / Policy / Document? If yes, please submit as a separate attachment. At a minimum, this Plan / Policy / Document must comply with the Children's Act 2014 and must include:** • Clear guidelines for what to do if there are concerns about a child’s safety or wellbeing• Whether the business has a specifically trained person who can deal with any allegations of abuse and can support staff through the process• How your organisation confirms and records a rigorous recruitment and selection process to ensure all staff who are transporting children are fit to act in the role• The decision-making process in the event an employee or potential employee has a negative outcome from the vetting process• The process for managing the vetting information• Clear process for managing allegations of bullying and complaints • Written code of behaviour that outlines good safe working practice when working with children• Whether the business had to carry out an investigation on any individual since the inception of the Child Protection Act (July 2015)• How often the Plan / Policy / Document and processes are reviewed |

[To respond to question 4.9, please upload the Child Protection Plan / Policy / Document as a separate attachment in PDF format, via GETS. Do not paste the plan into this document.]

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| 1. **Vehicle Age**
 | **Weighting 2% of Quality Criteria**  |
| *The purpose is to award higher quality scores to Respondents who have committed to maintaining younger fleets with respect to both the maximum vehicle age and average fleet age.* |

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| **5.1** *With respect to Large Passenger Service Vehicles proposed to be used by your organisation in the provision of Services, please select one of the options below by deleting the two options which do not apply. If your organisation is only proposing to use Small Passenger Service Vehicles, please select Option C:* |
| *•* **Option A***: The Respondent commits to maintaining a* ***maximum Large Passenger Service Vehicle age of less than 26 years*** *for all vehicles during the term of the contract (i.e. no change from current state). Option A will receive* ***50%*** *of quality points from this criterion.**•* **Option B***: The Respondent commits to maintaining a* ***maximum Large Passenger Service Vehicle age of less than 23 years*** *for all vehicles from 12 months after the commencement date of the Contract and during the remaining term of the Contract. Option B will receive* ***75%*** *of quality points from this criterion.* *•* **Option C***: The Respondent commits to maintaining a* ***maximum Large Passenger Service Vehicle age of less than 23 years*** *for all vehicles and a* ***maximum average age of 15 years*** *from 12 months after the commencement date of the Contract and during the remaining term of the Contract. Option C will receive* ***100%*** *of quality points from this criterion.* |

1. **Our declaration**

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| **Supplier****tips** | * Here you are asked to answer questions and make a formal declaration.
* Remember to select ‘agree’ or ‘disagree’ at the end of each row. If you don’t you will be deemed to have agreed.
* Remember to get the declaration signed by someone who is authorised to sign and able to verify each of the elements of the declaration e.g. chief executive or a senior manager.
* If you are submitting a Joint Proposal each Respondent (supplier involved in the Joint Proposal) must complete a separate declaration.
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| **Respondent’s declaration**  |
| **Topic** | **Declaration** | **Respondent’s declaration** |
| **RFP Process, Terms and Conditions:** | I have read and fully understand this RFP, including the RFP Process, Terms and Conditions (shortened to RFP-Terms detailed in Section 8). I confirm that the Respondent/s agree to be bound by them. | **[agree / disagree]** |
| **Collection of further information:** | The Respondent/s authorises the Buyer to:1. collect any information about the Respondent, except commercially sensitive pricing information, from any relevant third party, including a referee, or previous or existing client
2. use such information in the evaluation of this Proposal.

The Respondent/s agrees that all such information will be confidential to the Buyer. | **[agree / disagree]** |
| **Requirements:** | I have read and fully understand the nature and extent of the Buyer’s Requirements as described in Section 2. I confirm that the Respondent/s has the necessary capacity and capability to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period. | **[agree / disagree]** |
| **Ethics:** | In submitting this Proposal the Respondent/s warrants that it: 1. has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor
2. has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFP
3. has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
 | **[agree / disagree]** |
| **Due Diligence – events, matters, circumstances** | I confirm there are no events, matters or circumstances, actual, contemplated or threatened, that have or may represent a risk to the Buyer or affect your ability to satisfactorily deliver the Services including (but not limited to):a. actions of insolvency proceedings, bankruptcy, administration (voluntary or otherwise), statutory management, compulsory winding up, receivership or similarb. legal proceedings, investigation or the threat of investigation by any regulatory or investigative authority such as the Commerce Commission, Serious Fraud Office or the Financial Markets Authorityc. structural/ownership changes (e.g. merger, sale, restructure)d. disputes (e.g. union dispute, legal dispute, court action)e. being declared a threat to national security or the confidentiality of sensitive government informationf. being designated as a terrorist by New Zealand Police.Provide details here, if applicable | **agree / disagree]** |
| **Due Diligence – Key Personnel** | I confirm that no director or principal of the Respondent or Key Personnel:a. is the subject of any legal proceedings, investigation or the threat of investigation by any regulatory or investigative authority such as the Commerce Commission, Serious Fraud Office or the Financial Markets Authorityb. has been convicted of a criminal offence related to business or professional conductc. has been declared to be bankrupt, in receivership or liquidationd. has made a false declaratione. has had a serious performance issue in relation to previous service provisionf. has been convicted of professional misconduct or any serious crime or offence (or has any pending)g. has performed an act or omission which has adversely reflected on the commercial integrity of your organisationh. has failed to pay taxes, duties or other leviesi. has been declared a threat to national security or the confidentiality of sensitive government informationj. is a person or organisation designated as a terrorist by New Zealand Police.Provide details here, if applicable | **[agree / disagree]** |
| **Supplier Code of Conduct:** | I confirm that I have read, understand and will abide by the government’s expectations as set out in the New Zealand Government Procurement Supplier Code of Conduct published here[[1]](#footnote-1). | **[agree / disagree]** |
| **Offer Validity Period:** | I confirm that this Proposal, including the price, remains open for acceptance for the Offer Validity Period stated in Section 1, paragraph 1.6.  | **[agree / disagree]** |
| **Conflict of Interest declaration:** | The Respondent warrants that it has no actual, potential or perceived Conflict of Interest in submitting this Proposal, or entering into a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFP process the Respondent/s will report it immediately to the Buyer’s Point of Contact. | **[agree / disagree]** |
| **Details of conflict of interest:** [if you think you may have a conflict of interest briefly describe the conflict and how you propose to manage it or write ‘not applicable’]. |
| **DECLARATION****I/we declare that in submitting the Proposal and this declaration:**1. **the information provided is true, accurate and complete and not misleading in any material respect**
2. **the Proposal does not contain intellectual property that will breach a third party’s rights**
3. **I/we have secured all appropriate authorisations to submit this Proposal, to make the statements and to provide the information in the Proposal and I/we am/are not aware of any impediments to enter into a Contract to deliver the Requirements.**

**I/we understand that the falsification of information, supplying misleading information or the suppression of material information in this declaration and the Proposal may result in the Proposal being eliminated from further participation in the RFP process and may be grounds for termination of any Contract awarded as a result of the RFP.****By signing this declaration the signatory below represents, warrants and agrees that he/she has been authorised by the Respondent/s to make this declaration on its/their behalf.** |
| **Signature:** |  |
| **Full name:** |  |
| **Title / position:** |  |
| **Name of organisation:** |  |
| **Date:** |  |

1. *https://www.procurement.govt.nz/assets/procurement-property/documents/supplier-code-of-conduct.pdf* [↑](#footnote-ref-1)