**Property Legal Services**

**ITT Quality Questions**

**Your response to the following quality questions to be returned to the Technical Envelope**

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| Service Delivery QuestionsMaximum possible weighted score 46%Minimum overall Quality Threshold score is 27% out of 46% |
|  | Requirement | Question | Question Weighting % | Page Limit (A4) |
| Q1 | The TeamQuality Threshold (6%).  | Please outline the Key Staff that will be deployed to deliver the Services under this contract, ensuring the requirements of this Contract are at all times delivered to a high standard, including a description of their experience and qualifications. The response should provide a clear explanation of the governance and day-to-day management structures and processes in relation to the delivery of the Contract requirements, including:* an organogram
* overall structure of governance and management arrangements; organisational structure and reporting lines including how complaints, disputes and escalation of poor performance issues shall be managed, demonstrating how the escalation process will result in prompt resolution
* details of individuals who are accountable for day-to-day management, development and delivery of the Contract with their clear roles and responsibilities. These should be named individuals (please provide CV’s of no more than 2 pages per person)
* The resource availability (shown as a %) that will be apportioned to the key elements of this Contract.
 | 10% | 4 Plus organogramPlus CV’s (of no more than 2 pages per person) |
| Q2. | Contract Management & Performance Management | Please describe how you will approach the Contract Management & Performance Management requirements of the Contract, including lessons learned from previous Contracts and how you will apply that experience in your approach to this Contract.Your response should include the resource availability that will be apportioned to both:* Monitoring and reporting against Service Requirements
* Managing performance against the Key Performance Indicators
 | 8% | 2 |
| Q3. | Call-off Services  | Please describe how you will manage the provision of the Call-off Service requirements of the Contract, including lessons learned from previous contracts and how you will apply that experience in your approach to this Contract. Your response should include the resource availability that will be apportioned to each Call-off service. Where sub-Contractors are being used explain your approach to the:* Selection of sub-contractors
* Performance management of the sub-Contractors
 | 8% | 2 |
| Q4 | Legal Portal  | Please provide an outline of your Legal Portal (data storage) platform and the functionality that will be made available to the Buyer and where instructed by the Buyer, to certain supply chain members. | 7% | 2 |
| Q5 | Continuous Improvement | Please explain using examples, how you would support the Buyer in cost control, savings, efficiencies and value for money areas as required by Call-Off Schedule 3 (Continuous Improvement). | 5% | 1 |
| Q6 | Business Continuity Plan Schedule | Please provide a disaster recovery plan that is specific for this Contract, and which explains how you will support the Buyer to ensure service delivery continues during a Force Majeure Event that could impact the Buyer’s services. Consider the following:* Risk analysis
* Failure or disruption scenarios
* Business impact analysis
 | 4% | 1 |
| Q7 | Contract Implementation | Please provide a draft implementation plan to describe how you will approach the Contract requirements during the Implementation Phase in preparation for Contract go-live on 1st August 2022, including lessons learnt from previous Contracts and how you will apply that experience in your approach to this Contract.  | 4% | 1 plus optional gantt chart |
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| Social Value | Question | Question Weighting % | Page Limit  |
| Q1 Theme: Fighting climate change. Policy Outcome: Effective stewardship of the environmentMAC 4.2 - Influence staff, suppliers, customers and communities through the delivery of the Contract to support environmental protection and improvement. | Please provide your proposals to influence staff, suppliers, customers and communities through the delivery of the Contract to support environmental protection and improvement.  Please include:* your ‘method statement’, stating how you will achieve this and how your commitment meets the award criteria,
* a timed project plan and process, including how you will implement your commitment and by when.
* how you will monitor, measure and report on your commitments/the impact of your proposals.

You should include but not be limited to:○ timed action plan ○ use of metrics ○ tools/processes used to gather data○ reporting ○ feedback and improvement ○ transparency | 5% | 1 |
| Q2 Theme: Tackling Economic InequalityPolicy Outcome: Create new businesses, new jobs and new skillsMAC 2.3 - Support educational attainment relevant to the Contract, including training schemes that address skills gaps and result in recognised qualifications. | Please provide your proposals to support educational attainment relevant to the Contract, including training schemes that address skills gaps and result in recognised qualifications. Please include: * your ‘method statement’, stating how you will achieve this and how your commitment meets the award criteria,
* a timed project plan and process, including how you will implement your commitment and by when.
* how you will monitor, measure and report on your commitments/the impact of your proposals.

You should include but not be limited to:○ timed action plan ○ use of metrics○ tools/processes used to gather data ○ reporting ○ feedback and improvement ○ transparency * how you will influence staff, suppliers, customers and communities through the delivery of the Contract to support the policy outcome, e.g. engagement, co-design/creation, training and education, partnering/collaborating, volunteering.
 | 5% | 1 |

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| Information Security | Question | Weighting (%) | Page Limit |
| S01 – S38 | Questionnaire – (all questions weighted equally). Information Security Questionnaire – Security tab  | 2% (whole questionnaire) | NA |

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| IT Questionnaire | Question | Weighting (%) | Page Limit |
| Non-Functional Requirements | Questionnaire – (all questions weighted equally). Any Potential Supplier that does not meet the Business-Critical Requirements may be eliminated from the procurement process and will not be evaluated further.  | 2%(whole questionnaire) | NA |