

## Landlord and Lease Management Services

### ITT Quality Questions

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

Quality - Service Delivery Questions – Written Submitted Responses to these questions must be submitted to the 'Technical Envelope'. Maximum weighted score 53%						
Question Number	Statement of Requirements Reference	Question	Question Weighting	Technical Envelope	Page Limit (A4)	Minimum Score Threshold
<b>Section 1 – Overall weighting 36% Delivery</b>						
Q1. SOR Key Team	Call-Off Schedule 20 – Specification  9.1 Account and Technical Personnel  6.4 Finance Staffing Requirements	Please provide an organogram outlining the key individuals that will be deployed to deliver the Core Services and Call-Off Services under this contract, 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, including: <ul style="list-style-type: none"> <li>• overall structure of governance and management arrangements; organisational structure and reporting lines including how complaints, disputes and escalation of poor performance issues shall be</li> </ul>	8%		4  + Organogram  + CV's	3

		<p>managed, demonstrating how the escalation process will result in prompt resolution</p> <ul style="list-style-type: none"> <li>• details of individuals who are accountable for day-to-day management, development and delivery of the contract with their clear roles and responsibilities (please provide CV's, no more than 2 pages per CV). These should be named individuals.</li> <li>• The resource availability (shown as a %) that will be apportioned to activities across Core and Call-Off Services of this contract</li> </ul>				
Q2. SOR Contract Management	<p>Call-Off Schedule 20 – Specification</p> <p>Section 8.0. (Buyer Satisfaction and Complaints Process)</p> <p>Section 9.0. Contract Management</p> <p>Section 10.0. (Performance Management)</p> <p>Call-Off Schedule 14 – Service Levels</p>	<p>Please describe how you will approach the Contract Management and 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 but not limited to:</p> <ul style="list-style-type: none"> <li>• Monitoring and reporting against Service Requirements</li> <li>• Managing and monitoring performance against the Key Performance Indicators</li> </ul>	6%		3	3
Q3. Continuous	Call-Off Schedule 3 - Continuous	Please explain using examples how you would support the Buyer in cost control,	4%		2	

Improvement schedule	Improvement Schedule	savings, efficiencies and value for money areas.				
Q4.1 Core Services	Call-Off Schedule 20 – Specification all sections excluding 5.0. Call Off Services	<p>Please describe how you will manage all Core Services from managing Work Orders, reporting, monitoring progress and general day to day management through to close out. Please include as part of your response how you would manage any sub-contractors that you rely upon to deliver any element of those Services including your approach to;</p> <ul style="list-style-type: none"> <li>• The selection of sub-contractors</li> <li>• Performance management of the sub-contractors</li> </ul>	6%		3	
Q4.2 Finance & Cost Management	<p>Call-Off Schedule 20 – Specification</p> <p>Section 3.0. The Requirement</p> <p>Section 6.0. Financial &amp; Cost Management</p>	<p>Please advise how you will manage the large volume of payments on our behalf to Landlords (currently in excess of £300million) to ensure that there are:</p> <ul style="list-style-type: none"> <li>• no late payments &amp; late payment fees incurred;</li> <li>• no inaccuracies to the payment runs; and</li> <li>• no operational and reputational damage.</li> </ul> <p>The potential Supplier should:</p> <ol style="list-style-type: none"> <li>1. Describe how payments will be managed from end to end;</li> <li>2. Specify whether these Services will be delivered in-house or outsourced and, if outsourced, which parts; and</li> <li>3. Provide evidence of how its proposed approach to managing payments</li> </ol>	5%		2	

		worked successfully on another same or similar sized estate.				
Q4.3 Call-Off Services	Call-Off Schedule 20 – Specification Section 5.0.	<p>Please describe how you will deliver all aspects of this contract for Call-Off Services. Please advise which elements of Call-Off Services may require sub-contractor support and where this has proven demonstrably successful.</p> <p>Where sub-contractors are being used please explain your approach to:</p> <ul style="list-style-type: none"> <li>the selection of sub-contractors; and</li> <li>performance management of the sub-contractors.</li> </ul>	4%		2	
Q5. Changes to Portfolio	Call-Off Schedule 20 – Specification 1.5 Future Portfolio	Please can you advise how you would manage any changes to the estate's portfolio and the delivery model (as stated in the specification the portfolio is likely to reduce over the contract period).	3%		1	
Q6. Implementation		Whole question (each sub-question to be answered separately)	15%			
<b>Section 2 - weighting 14%</b> <b>Implementation of Core and Call-Off Services</b>						
Q6.1 Implementation schedule	Call-Off Schedule 13 - Implementation Plan and Testing	Please describe how you will approach the Implementation Phase of the contract with Operational Commencement Date 1st November 2022, including lessons learnt from previous contracts and how you will apply that experience in your approach to this contract. Please include Gantt Chart.	7%		3 Plus Gantt Chart	3
Q6.2 Staff Transfer	Call-Off Schedule 2 - Staff Transfer	Please provide a detailed TUPE plan (to be delivered during the implementation phase)	3%		2	

		<p>which clearly explains the execution of the TUPE transfer of the existing LLM Workforce to ensure a smooth transfer, compliance with all legal requirements, maximum engagement, mitigation of redundancies and associated costs, staff retention and to ensure that all risks are proactively managed. Please provide a supporting Gantt chart which identifies milestones, dependencies, buffer periods, critical path and human resources to complete the required TUPE transfer.</p> <p>Please also address how you will transition any internal resource onto this contract including a training plan and resource any gaps in your structure.</p>			Plus Gantt Chart	
Q6.3 ICT Services	Call-Off Schedule 6 - ICT Services	<p>Please provide an outline of your ICT solution for providing the LLM services and explain how this will interface with the Integrator / DWP's system.</p> <p>Please include:</p> <ul style="list-style-type: none"> <li>• how the current data in the incumbent's system will be transferred into your systems.</li> <li>• data quality checks / audits</li> <li>• testing &amp; User Acceptance Testing</li> <li>• system resilience</li> </ul>	4%		2	
<b>Section 3 – weighting 3%</b> <b>Risk Management for Core and Call-Off Services</b>						

Q7 Business Continuity Plan Schedule	Call-Off Schedule 8 - Business Continuity and Disaster Recovery	<p>Please provide a disaster recovery plan that is specific for this contract and which explains how you will support the Buyer to ensure normal services continue in the event that an unforeseen event/ act of God such as fire or flood occurs at your facility that could impact the Buyer's services.</p> <p>Please include the following:</p> <ul style="list-style-type: none"> <li>• Risk analysis</li> <li>• Failure or disruption scenarios</li> <li>• Business impact analysis</li> </ul>	3%		2	
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Quality – Social Value – Written Submitted  
Responses to these questions must be submitted to the 'Technical Envelope'.  
Maximum weighted score **13%**

Q1 and Q2 (separate responses required)

Social Value	Question	Question Weighting	Technical Envelope	Page Limit	Minimum Score Threshold
<p>Q1 Theme: Fighting climate change.</p> <p>Policy Outcome: Effective stewardship of the environment</p> <p>MAC 4.2: Influence environmental protection and</p>	<p>The Supplier is required to provide its proposals to influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement.</p> <p>Please include:</p> <ul style="list-style-type: none"> <li>• your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria,</li> <li>• a timed project plan and process, including how you will implement your commitment and by when.</li> <li>• how you will monitor, measure and report on your commitments/the impact of your proposals.</li> </ul> <p>You should include but not be limited to:</p> <ul style="list-style-type: none"> <li>○ timed action plan</li> <li>○ use of metrics</li> </ul>	6%		<p>1 Plus timed action plan</p> <p>Plus process map</p>	

improvement Activities	<ul style="list-style-type: none"> <li>○ tools/processes used to gather data</li> <li>○ reporting</li> <li>○ feedback and improvement</li> <li>○ transparency</li> </ul>				
<p>Q2 Theme: Tackling Economic Inequality</p> <p>Policy Outcome: Create new businesses, new jobs and new skills</p> <p>MAC 2.3 Education and Training</p>	<p>The Supplier is required to provide its proposals to support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.</p> <p>Please include:</p> <p>your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria,</p> <ul style="list-style-type: none"> <li>• a timed project plan and process, including how you will implement your commitment and by when.</li> <li>• How you will monitor, measure and report on your commitments/the impact of your proposals.</li> </ul> <p>You should include but not be limited to:</p> <ul style="list-style-type: none"> <li>○ timed action plan</li> <li>○ use of metrics</li> <li>○ tools/processes used to gather data</li> <li>○ reporting</li> <li>○ feedback and improvement</li> <li>○ transparency</li> </ul> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	7%		<p>1</p> <p>Plus timed action plan</p> <p>Plus process map</p>	

Quality – Information Security Questionnaire (ISQ) The completed ISQ must be submitted to the 'Technical Envelope'. Maximum weighted score 2%					
Suppliers must complete the Service Security tab and provide any supporting evidence. The Buyer reserves the right to request any further information or supporting evidence it may require..					
Information Security	Question	Question Weighting (%)	Technical Envelope (%)	Page Limit	Minimum Score Threshold
S01 – S38	Information Security Questionnaire – Security tab (all questions weighted equally)	2%		Not applicable	NA

Quality – Non-Functional Requirements (NFR) Digital The completed NFR Questionnaire must be submitted to the 'Technical Envelope'. Maximum weighted score 2%					
Suppliers must complete the questionnaire and provide any supporting evidence. The Buyer reserves the right to request any further information or supporting evidence it may require.					
	Question	Question Weighting (%)	Technical Envelope (%)	Page Limit	Minimum Score Threshold
As per Questionnaire	Questionnaire	2%		Not applicable	NA