

# Request for proposal

## Supplier Panel - Building Consent (Structural and Geotechnical Engineering) Services

This RFP is being issued for: Auckland Council  
(the “Council Organisation”)

### A. Relevant Experience & Track record

Question Number	Question
A.1	<p>Provide at least <u>5 relevant regulatory</u> examples to provide evidence of your organisation’s previous experience providing services of a similar nature to the scope of services under this tender and your performance against the contract</p> <p>KPIs (stating for each contract KPI what the performance requirement was and what your actual KPI performance was against this).</p> <p>The track record should be described in tabular form and include the following:</p> <ul style="list-style-type: none"> <li>• Name and type of project.</li> <li>• Client (include the name and telephone number of a contact person).</li> <li>• Value of the project (both the overall value of the project and the value of the work completed by your organisation).</li> <li>• Compliance with Health, Safety and Environmental standards, if applicable.</li> <li>• Compliance with quality standards (include comments for clarification).</li> <li>• Completed on time.</li> <li>• Completed within agreed budget (include comments for clarification).</li> <li>• Responsive to client’s requirements.</li> <li>• Dealing with difficulties.</li> </ul>
A.2	<p>Provide a statement detailing how your relevant experience will enhance service delivery for Council.</p>
A.3	<p>Describe the role each individual proposed for this contract took in the provision of services set out above</p>

Question Number	Question
A.4	<p>Provide evidence of your market credibility/reputation by providing the following information</p> <p>a) contact details of three referees / clients who can provide a references relevant to the services and</p> <p>b) a list of claims made against your public liability or professional indemnity insurance in the past 5 years, including details of each claim, how each claim was resolved and any other relevant information.</p>
A.5	<p>Provide details around your organisation's significant achievements in delivering similar type contracts such as value added initiatives and cost savings achieved.</p>

## B. Relevant Skills and Resources

Question Number	Question
B.1	<p>Describe the full team structure (indicating names by position where known) you propose to adopt for delivery of this contract including;</p> <ul style="list-style-type: none"> <li>• all positions</li> <li>• staff numbers by position/role.</li> </ul>
B.2	<p>Provide details of available resources including:</p> <p>(a) Priority of access and availability issues (e.g. what priority will Auckland Council work be given?)</p> <p>(b) Individuals who will be utilised or available for provision of services, listing their area of expertise</p> <p>(c) Total FTE to be committed to the contract.</p>
B.3	<p>Demonstrate your capacity for volume of work (i.e. how much work will you be able to manage)</p>
B.4	<p>Provide a one page CV for each individual who will undertake work on the Auckland Council account, including:</p> <p>(a) Qualifications</p> <p>(b) Knowledge</p> <p>(c) Skills</p> <p>(d) Experience</p>

## C. Service Delivery and Management

Question Number	Question
C.1	

Question Number	Question
	<p>Demonstrate your understanding of the services to be provided, the contract requirements, the Council needs, as well as the means and methods required to achieve the desired results in the most efficient manner.</p> <p>Describe how you will provide the proposed services to Council including:</p> <ul style="list-style-type: none"> <li>a) Your overall strategy to meet target dates for delivery of the services proposed to be provided</li> <li>b) Your methods and systems for communication - outline your systems for liaison and communication throughout the contract with the Council, the applicant and any other relevant authorities including how, and how often, you will communicate status changes and work in progress</li> <li>c) Describe how you will ensure the services provided meet Council's quality requirements and how you will ensure you meet Council's Key Performance Requirements as set out in Section E</li> <li>d) Ensuring all work is produced in the formats specified under council policy</li> <li>e) Assisting the Council in identifying areas of efficiency and cost reduction</li> <li>f) Management of conflict of interest situations.</li> </ul>
<b>C.2</b>	<p>Describe any "value-add" services you will provide that are relevant to the services, including for example:</p> <ul style="list-style-type: none"> <li>a) Use of technology;</li> <li>b) Training techniques;</li> </ul>
<b>C.3</b>	<p>Describe your organisation's understanding of Auckland Council and its operating environment.</p>
<b>C.4</b>	<p>Provide details of Public Liability and Professional Indemnity Insurances held by your organisation.</p>
<b>C.5</b>	<p>Describe your client relationship management philosophy/style which should demonstrate alignment of your organisation with the Council's customer services values, including:</p> <ul style="list-style-type: none"> <li>(i) Understanding by carefully assessing customer needs and requirements;</li> <li>(ii) Treating every customer as an individual and tailoring services to meet customer expectations;</li> <li>(iii) Innovative and proactive solutions to customer issues/problems; and</li> <li>(iv) Ownership and accountability for customer issues from start to finish.</li> </ul>

Question Number	Question
C.6	Explain how you will deal with issues around publicity, public relations and interaction with media.
C.7	Provide details of location of offices providing the services and the availability of project management on hand to cater for emergencies relevant to the project.

#### D. Price

Question Number	Question
E.1	<p>Please complete a schedule of fees outlining the hourly price of individual personnel.</p> <p>Please note disbursements such as mileage, printing/photocopying and any other associated fees should be included in the hourly rates quoted above.</p> <p><b>Note: The objective of the procurement is to maintain the Council's hourly charge out rates for approval of Building Consents, as per the schedule of fees and charges set out on the Council website. Any consultants who process consents on behalf of Council with hourly rates in excess of the current Council charge out rates will not be successful.</b></p>

### Appendix A the Services Scope, Purpose, Programme and Completion Date for

The scope of this agreement is for the provision of professional services relating to the processing of Building Consent Applications, specifically the review of the structural and geotechnical element of a design.

This Contract shall be for the sole use of the Building Control Department and shall in no way replace building consent related activities undertaken by Auckland Council.

This overflow regulatory review shall be utilized on an **as and when required basis** at the complete discretion of Auckland Council with no minimum hours or spend.

Once a consent has been assigned to the Consultant, they shall examine the specific engineering design advice and review as required of all applications to ensure that that particular element of the application complies with all Engineering design principles, Building Act 2004 and Building Regulations 1992.

Such services required under this contract are inclusive but not exhaustive of:

- Consultant when requested for service to be situated at the applicable Auckland Council Service Centre<sup>1</sup>
- Have the required skill and competency level to review the consents requested for review
- Full or partial regulatory review of the design.
- Geotechnical Check and communication of data to be placed on council register.
- All consents to be completed as expeditiously as possible.
- Liaise with customers / Architects in relation to particular consents.

- RFI Letters being sent and attended to within our 1 day turnaround.
- Customer interaction, phone calls, discussions, issues clarifying and further information or ambiguities in relation to specific consents and the structural/Geotechnical element of the design.

The **Key Performance Indicators** (KPIs) that shall be reported on in relation to this agreement are as follows:

- **Timeliness** - Reports generated on adherence to the three day turnaround policy and 24 hr RFI responses.
- **Quality**- Audits to be carried out in relation to the accuracy of the review work being done on a monthly basis
- **Consistency** - How many consents being reviewed by each Consultant and represent good consistent approach, i.e. good customer service, fast and efficient, RFI"s issued for what percentage of consents.