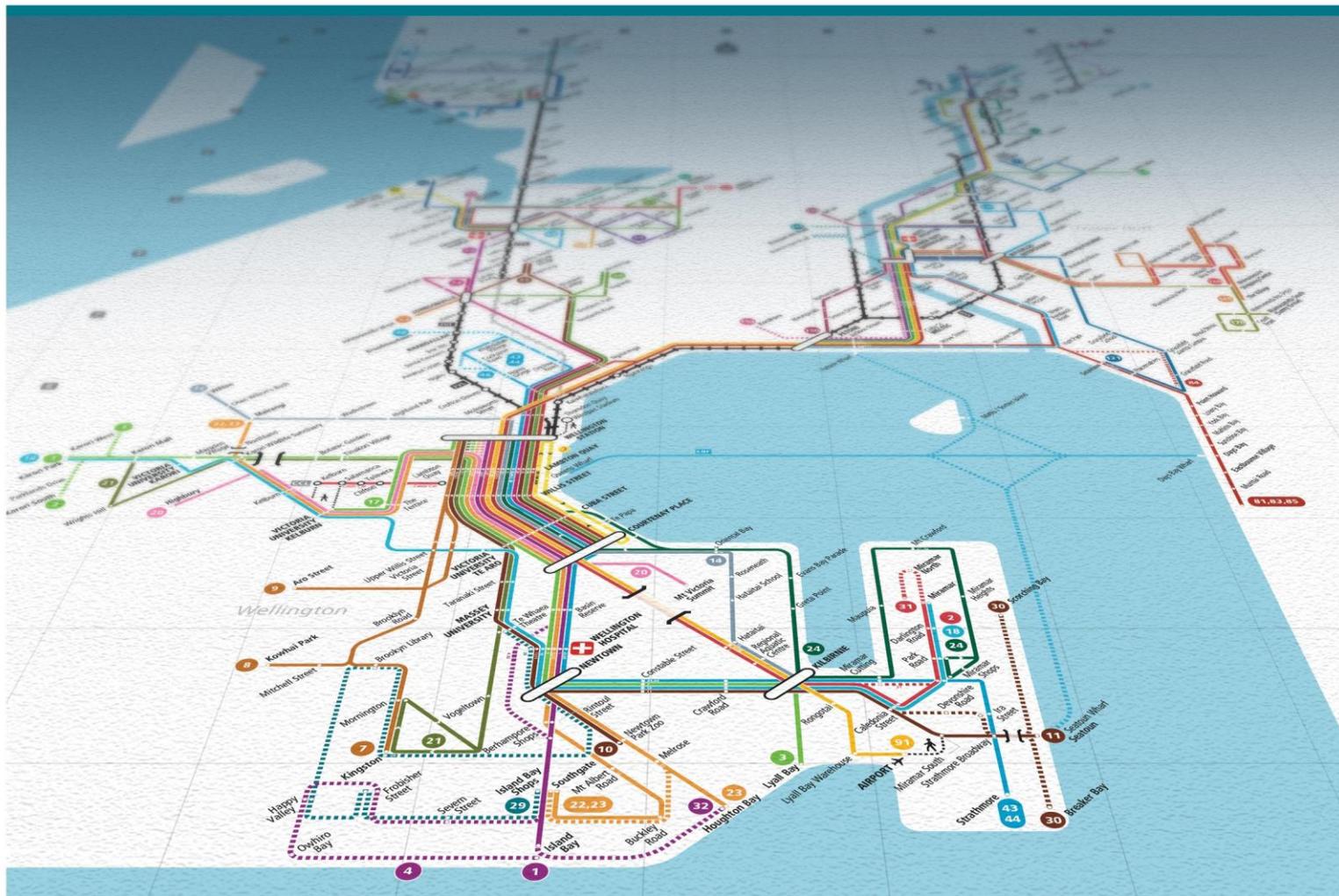


Greater Wellington Bus Services



Part 2b – Instruction Booklet

Tender Specific Quality Proposal

Overview – Part 2b: Tender Specific Quality Proposal

This Part 2b Instruction Booklet provides guidance on how to complete the Part 2b Response Template. Tenderers are required to use the Response Template to record their response to Returnable Part 2b.

The Part 2b Response Template is available from the Data Room.

*Do not complete or include this Part 2b Instruction Booklet when submitting your Tender.
Instead use the Part 2b Response Template.*

The response to Returnable Part 2b is specific to each Tender and is required to be submitted once as a separate document for each Tender response that your organisation submits (including each Conforming and Alternative Tender).

No pricing information is to be included in the Part 2b Response Template.

Using the Returnable Part 2b Response Template:

- The Response Template provides the basic structure of the Returnable and the tables to be submitted
- Each numbered section in this Part 2b Instruction Booklet corresponds with the same numbered section in the Response Template
- Tenderers must respond to every question in the order that the questions are set out in the Response Template
- Tenderers can tailor the Part 2b Response Template according to their corporate style, but in accordance with the requirements of the RFT (eg, the document formatting conventions)
- Every subsection must start on a new page
- The response to this Returnable 2b must be clearly labelled (in the footer and the file name) in accordance with the electronic file naming convention – so that the Greater Wellington Regional Council (GWRC) can identify which Tenderer and Tender each Returnable relates to. The file naming convention is:

Part 2b-[Tenderer name]-[Tender number]

Eg, 'Part 2b-Bus Co Ltd-1'

The file naming convention for an Alternative Tender is:

Part 2b-[Tenderer name]-[Tender number]-Alternative

Eg, 'Part 2b-Bus Co Ltd-1-Alternative'

- The Tender number for an Alternative Tender must be the same as the corresponding Conforming Tender:

Eg, if the Conforming Tender is:

'Part 2b-Bus Co Ltd-1'

The Alternative is:

'Part 2b-Bus Co Ltd-1-Alternative'

- If your organisation has multiple Alternative Tenders that correspond to one Conforming Tender, please differentiate each Alternative Tender by adding an additional level of numbering:

Eg, if the Conforming Tender is:

'Part 2b-Bus Co Ltd-1'

The 1st Alternative is:

'Part 2b-Bus Co Ltd-1.1-Alternative'

The 2nd Alternative is:

'Part 2b-Bus Co Ltd-1.2-Alternative'

- When responding to Part 2b, wherever possible, please provide relevant and specific examples to illustrate your response.

Capitalised terms used in this Returnable have the meaning given to them in the: Greater Wellington Bus Services Request for Tender issued by GWRC.

The Part 2b Response Template collects information that will be evaluated as part of the quality component of this Request for Tender (RFT). Quality accounts for 40% of the total RFT score.

The attributes that contribute to quality are:

Quality attributes	Sub-attributes	Returnable reference and question number	Percentage allocation of Quality
Confidence in service delivery	Relevant experience	Part 2a – 3.1 and/or 6.1	55%
	Operator performance	Part 2a – 3.2 and/or 6.2	
	Innovation (organisational approach)	Part 2a – 3.3 and/or 6.3	
	Organisation	Part 2b – 1.1	
	Transition experience		

	<p>Transition plan</p> <p>Approach to service delivery and plans</p> <p>Approach to fleet management</p>	<p>Part 2b – 1.2</p> <p>Part 2b – 1.3</p> <p>Part 2a – 3.4 and/or 6.4</p> <p>Part 2a – 3.5 and/or 6.5</p>	
Partnering and corporate culture	<p>Approach to partnering</p> <p>Corporate culture</p> <p>Recruitment and training</p> <p>Health and safety</p>	<p>Part 2a - 2.1</p> <p>Part 2a - 2.2</p> <p>Part 2a - 4.1 and/or 7.1</p> <p>Part 2a - 2.3</p>	15%
Customer service and patronage growth	<p>Customer service</p> <p>Patronage growth</p> <p>Managing service disruptions</p>	<p>Part 2a – 5.1 and/or 8.1</p> <p>Part 2a – 5.2 and/or 8.2</p> <p>Part 2a – 5.3 and/or 8.3</p>	30%
			<p>Total</p> <p>100% (of 40%)</p>

Preliminary information

Conforming or Alternative Tender

Tick whichever Tender option applies.

Conforming Tender	<input type="checkbox"/>
Alternative Tender	<input type="checkbox"/>

Individual Bus Unit or Bundle Tender

Tick whichever Tender option applies.

Individual Bus Unit Tender	<input type="checkbox"/>
Bundle Tender	<input type="checkbox"/>

Units being Tendered for

Tick the boxes as is appropriate, to indicate which Bus Unit(s) that this Tender applies to.

North-South Spine	<input type="checkbox"/>
Khandallah/Aro	<input type="checkbox"/>
Brooklyn/Owhiro	<input type="checkbox"/>
Lower Hutt	<input type="checkbox"/>
Upper Hutt	<input type="checkbox"/>
Wainuiomata	<input type="checkbox"/>
Porirua	<input type="checkbox"/>
Kapiti	<input type="checkbox"/>
Wairarapa	<input type="checkbox"/>

1. Confidence in service delivery

1.1 Organisation

- 1.1.1 Provide an organisation chart showing the Key Personnel roles and names of who you will nominate to carry out the Services under the Contract for the Bus Unit(s) the subject of this Tender, plus their focus and commitment expressed as a Full Time Employee (FTE), eg, 0.6 FTE equates to an individual that is 60% dedicated to providing the Services under the Contract for the Bus Unit(s). You may also provide an explanation of the management structure you propose.

Key Personnel are considered to be personnel whose scope of responsibility will have a material effect on your organisation's ability to successfully deliver the service obligations of the contracts.

We expect Key Personnel to include roles such as: Chief Executive, Operations Manager, Depot Manager, Fleet Manager, Customer Service Manager, Transition Manager, Health and Safety Manager and Human Resources and Training Manager.

If a significant extent of Service Delivery will be sub-contracted, please include key sub-contractor personnel.

Page limit: One (1) page for your Organisation Chart and one (1) page for an explanation of the management structure

1.1.2 The information in this table will be used to complete paragraph 3 (Operator's Key Personnel) of Schedule 2 (Agreement Details) of the Contract.

Name of Key Personnel	Position description	Contact details
<i>[Eg, name of Passenger Services Manager]</i>	<i>[Tenderers to complete]</i>	<i>[Tenderers to complete]</i>

1.1.3 The information in this table will be used to complete paragraph 4 (Authorised Representatives) of Schedule 2 (Agreement Details) of the Contract.

Party	Name of Authorised Representative	Contact details
<i>Operator</i>	<i>[Tenderers to complete]</i>	<i>[Tenderers to complete]</i>

1.1.4 Provide a two-page Curriculum Vitae (CV), using the template provided below, for each of the following Key Personnel (or equivalent roles):

- Operations Manager
- Passenger Services Manager.

Personnel Name	<i>[Tenderers to complete]</i>
Role	<i>[Operations Manager or Passenger Services Manager (or equivalent roles)]</i>
Brief profile	
Experience in the field	
Qualifications and training	
Time focus and commitment to the nominated role (expressed as FTE)	
Bus operations experience for the Bus Unit	
Explain why this person has been selected for this role	

Page limit: Two (2) pages per each Key Personnel member

- 1.1.5 Provide a brief synopsis of the experience of other supporting managers. Apply your organisation's own position titles in accordance with the organisational chart provided in response to 1.1.

Position title	Name and synopsis of experience
Depot Manager(s)	[Insert name]
	[Experience]
Maintenance/Servicing Manager(s)	[Insert name]
	[Experience]
Health and Safety Manager	[Insert name]
	[Experience]
Training Manager	[Insert name]
	[Experience]

Page limit: Two (2) pages

1.2 Transition experience

- 1.2.1 Provide an overview of your organisation's previous experience in transitioning to new contracts that are of a similar size to those being tendered for, in particular, partnering and performance based contracts, including how you worked with the departing operator and the contracting authority.
- 1.2.2 Provide a relevant example of your organisation's experience in transitioning to a new market. Include timeframes, specific requirements and level of success.
- 1.2.3 What are the key issues, challenges and risks for transition for this Tender? How will you approach this to ensure that customers are not adversely impacted during the transition? What lessons have you learned from experience elsewhere that can be applied to this transition?

Page limit: Five (5) pages

1.3 Transition Plan

Provide a draft Transition Plan to establish, mobilise, and implement processes/systems for delivering the Services, including a project schedule which shows how and when the Operator will meet the Milestone Dates and the Conditions Precedent Date for Satisfaction.

The draft Transition Plan should set out plainly your organisation's obligations in respect of transition and be drafted in a manner that can be incorporated into the Contract (eg, using the defined terms and following the drafting style of the Contract).

The plan must specifically address the issues referred to in Schedule 13 (Transition Plan) including, but not limited to:

- Staff recruitment and training, including specific emphasis on the training of drivers in respect of the service standards, the use of the specific Vehicles that will deliver the Services, the Bus Routes that comprise the Bus Unit, protocols in relation to use of interchanges and Facilities, and the use of systems and processes
- Implementation of the ticketing system provided by GWRC
- Your approach to development, testing and readiness of your schedules
- Securing appropriate licences to operate
- Your approach to meeting regulatory and statutory requirements
- Your depot strategy and approach to ensuring adequate depot facilities are available to deliver the Services
- Your approach to ensuring adequate Vehicles are available to deliver the Services, including procurement and commissioning process
- How your organisation will work and communicate with GWRC and other operators (incoming and outgoing) to ensure a smooth transition
- Planned communications systems for employees
- The process for establishing appropriate business systems, including delivering the Bus Unit Timetable, financial systems, payroll and incident reporting.

Once finalised, the Transition Plan will be included in Appendix 1 to Schedule 13 (Transition Plan) of the Contract.

Page limit: Ten (10) pages

[Note: This draft Transition Plan and the draft Revenue Protection Plan in Part 2a will both contribute to the evaluation of your organisation's capability to develop plans.]

1.4 Depot Acquisition Programme

Provide details of your Depot Acquisition. Include the address and general specifications for any Depots which will be Transferring Depots.

All Depot facilities specifically acquired by the Operator for the purposes of the Contracts after 30 September 2015 will be Transferring Depots. This excludes any Depots which will be used on a temporary basis prior to establishing permanent Depots.

Depot address	Land area (m ²)	Bus storage capacity (number of buses)	Key features
			<i>[Eg, number of workshop bays (if applicable), fuelling facilities, office and driver facilities, etc.]</i>

2. Alternative Tenders

These questions apply only to Alternative Tenders.

If this Tender is an Alternative Tender, it must clearly be marked as 'Alternative'.

Reminder – Tenderers must have received prior written permission from GWRC to submit an Alternative Tender.

We want to clearly understand what your Alternative Tender is offering and the extent to which the Alternative departs from the requirements of the RFT.

Your response will include, but is not limited to, a clear description of:

- (a) The extent to which the Alternative Tender proposal departs from the requirements of the RFT
- (b) All changes required to the Contract as a result of the Alternative Tender, which should be set out in the form of a table including each amendment required to the Contract and the drafting for such changes
- (c) The qualitative advantages and disadvantages to GWRC, customers, and the Wellington region's Public Transport Network, of the Alternative Tender
- (d) The additional benefits that the Alternative Tender adds over and above the corresponding Conforming Tender
- (e) How the Alternative Tender differs from the corresponding Conforming Tender, including any changes that would be required to the role(s) and/or responsibilities of GWRC and any other parties
- (f) Any interdependencies with activities of any other party, any flow on effects to other parts of the network, and/or any requirements for the provision of services or infrastructure by any other party, that is not envisaged within a Conforming Tender
- (g) The risks and proposed mitigations associated with the outputs of the Alternative Tender
- (h) Any costs, whether indicative or known, that would be borne by GWRC or other parties that are not included within the Tenderer's Price set out in Returnable Part 4. Note: No information relating to the Tenderer's price is to be included in the Part 2b Response Template
- (i) Any other information that will enable GWRC to evaluate this proposal, including eg, specifications and descriptions for Specialised Vehicles, including electric vehicles, and verifiable evidence of operational and emissions performance

- (j) If the Alternative Tender proposes a change to the Bus Unit Timetable, please provide the new timetable (in the same form as the Bus Unit Timetables provided in this RFT), clearly showing the proposed changes.

Page limit: Ten (10) pages per Alternative Tender (excluding (b) the table including the changes required (if any) to the Contract and (j) a revised Bus Unit Timetable (if applicable), which can be in addition to the page limit).