Request for Proposal (RFP) Response Form

Equipment Replacement Scheme –

Hot Water Heat Pump Installers Panel

# Instructions for the Buyer

An RFP is often used when you require more detailed information from the Respondent. This is the Response Form that goes with the RFP.

Everything highlighted in **RED** in this document is information for the Buyer (that’s you). Delete these red parts prior to publishing the RFP. Anything shaded in **YELLOW** is customisable. When you have completed these areas please un-shade them.

Everything highlighted in **PURPLE** or **BLUE** is information for the Respondent.

|  |  |
| --- | --- |
| **Have you:** |  |
| 1. **Checked that the content in this Response Form is correct.** 2. Do not alter the section headings and sequence. Consistency makes it easier for Respondents. 3. Checked, however, that the content is aligned to your agency's procurement practice. |  |
| 1. **Deleted all Buyer instructions and tips (RED) and unshaded YELLOW bits.** |  |
| 1. **Checked the document is simple and easy to understand.** |  |

# Instructions for Respondents

1. Check that you have all the relevant documents, including:

* The Request for Proposals (RFP) which outlines the procurement.
* The Response Form (this one) to fill out your response.
* The RFP-Terms. Read these carefully.

1. Before filling out this form, read the RFP carefully, particularly Section 2 (Our Requirements) and Section 3 (Our Evaluation Approach). This helps you quickly decide if you are the right fit for the requirements.
2. Please follow the layout of this Response Form:

* Don’t change the section headings and sequence as this needs to be consistent across all Respondents.
* Insert any extra images or graphs either as part of your answer or in a separate attachment (but make it clear in the Response Form that you have done so).
* You can insert links to videos up to 50 MB in size.
* Do not insert links to long documents if possible. They may not be viewed.

1. Everything highlighted in **PURPLE** in this document is information for the Respondent (you). Delete these **PURPLE** parts before sending the Response Form. Everything shaded in **BLUE** is customisable by you. When you have completed these areas please un-shade them.

The purple boxes are Supplier Tips. Delete these after reading.

Write your response in the blue sections. Un-shade the blue once you have filled these out.

1. Remember to make a note of the Deadline for Questions. The Q & A section is really helpful for all Respondents so feel free to ask us anything if it is unclear.

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP: How to improve your RFP response**  **i**  Head over to <https://www.procurement.govt.nz/suppliers-2/> for some great resources to help you through the procurement process, including:   1. Building up a collection of documents that you can use for all RFPs. 2. Tips about responding to RFPs – what to include in your response and how to present it. 3. An expanded check-list to work through. |  |

# Checklist for Respondents

|  |  |
| --- | --- |
| **Have you:** |  |
| 1. Filled out all sections of the Response Form. |  |
| 1. Removed all the purple ‘Supplier Tip’ boxes from this Form. |  |
| 1. Deleted the PURPLE instructions from this Form. |  |
| 1. Un-shaded the **BLUE** highlighting where you fill out your answer. |  |
| 1. File size: Your email attachment should be no greater than 50MB (unless otherwise specified in Section 1.4 of the RFP). |  |
| 1. Arranged for the declaration to be signed. If this is a joint or consortium Proposal make sure all the consortium members sign separate declarations. |  |
| 1. Prepared your Proposal    1. Where the RFP requires a 'two-envelope' approach, all financial information relating to price, expenses and costs must be in a separate document    2. We prefer that you submit your response through [www.gets.govt.nz](http://www.gets.govt.nz) or by sending a digital copy by email to [applications@eeca.govt](mailto:applications@eeca.govt).nz    3. Where both hard and soft copies have been requested by the Buyer, double check that the hard and soft copies are identical. |  |
| 1. Arranged for the Proposal to be submitted electronically before the Deadline for Proposals. |  |

[insert your (Respondent’s) name and logo]

# Request for Proposal (RFP) Response Form

# In response to the Request for Proposals:

By: [insert company name]

For: Equipment Replacement Scheme - Hot Water Heat Pump Installers Panel

Date of this Proposal: [insert date of this document]

## About the Respondent

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. This section gives the Buyer basic information about your organisation and identifies your Point of Contact for the RFP process. 2. If an item is not applicable, e.g. you do not have a registered office, complete the box by stating 'not applicable'. 3. If you are submitting a joint or consortium Proposal complete an 'Our profile' table for each member of the consortium. Cut and paste the table as appropriate. Provide only one Point of Contact for your joint/consortium Proposal. |  |

### Our profile

**Choose one of these statements to complete, and delete the others [**

This is a Proposal by [insert the name of your organisation] (the Respondent) to supply the Requirements.**]**

**OR [**This is a [joint/consortium] Proposal, by [insert the name of your organisation] and [insert the name of the other organisation/s] (together the Respondents) to supply the Requirements.**]**

|  |  |
| --- | --- |
| **Item** | **Detail** |
| **Full legal name:** | [insert the name that you do business under] |
| **Trading name (if different):** | [if applicable] |
| **Physical address:** | [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 / registered charity / other please specify] |
| **NZBN number:** | [if your organisation has a NZBN registration number insert it here] |
| **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] |

### Our Point of Contact

|  |  |
| --- | --- |
| **Item** | **Detail** |
| **Contact person:** | [name of the person representing the Respondent and responsible for communicating with the Buyer] |
| **Position:** | [job title or position] |
| **Phone number:** | [landline] |
| **Mobile number:** | [mobile] |
| **Email address:** | [work email] |

## Response to the Requirements

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. Carefully read RFP Section 2 (Our Requirements) and Section 3 (Our Evaluation Approach). Then provide your response by demonstrating your organisation's ability to meet the criteria. 2. Please mark any information that is 'commercially sensitive' or 'Confidential Information' to your business so that the Buyer knows. You cannot make the whole document confidential unless this is truly the case. Refer to the RFP-Terms for more information. 3. Keep it simple. If an answer is in another document e.g. a marketing brochure, just cut and paste the relevant part into this form. Do not show the whole document unless necessary - the Buyer may not read it all. 4. Any video or separate document should be uploaded and the link inserted into this form. 5. You may include extra information in your Proposal but only if it adds value and is relevant. |  |

### Overview of your proposal

Please provide an overview of your proposal. Describe the technical aspects of the product and/or elements of the service offering.

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. This should summarise your entire response in a paragraph or two. Keep it simple. 2. Your competitors may all have similar skills, tools and methods. Know what sets you apart, and clearly communicate it in your response. |  |

#### Write your overview here:

## Evaluation Criteria and Price

#### Part A –Evaluation Criteria

### Detailed response to Requirements

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. These are questions relating to the evaluation criteria (see Section 3 of the RFP). Your Proposal will be scored against your answers to these criteria. Aim to give answers that are relevant, concise and comprehensive. 2. 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. 3. If you have made any assumption about the Requirements or delivery, clearly state the assumption. 4. There may be several questions that relate to one criterion. If these questions are not individually weighted assume that they are of equal importance. |  |

|  |  |
| --- | --- |
| 1. **Track Record** | **Weighting 30%** |
| **Refer Appendix 2: Track Record Response Template**    We are looking to understand how the Respondents experience and track record of delivery makes them a good fit for the Panel. A template with instructions is provided in Appendix 2.    Respondents will be required to provide two one-page (A4) case studies ideally involving the Key Personnel nominated to work on the Panel and collectively demonstrate their organization’s relevant experience of successfully delivering projects of a similar scale and complexity to the scope of the programme.    **Note:** Evaluators will place high value on those responses that of significant length (1 page), detail and relevance to the programme. | |
| 1. **Capability (Skills & Expertise)** | **Weighting 20%** |
| **2.1 Organisational Overview**  Provide an overview of your organisation’s capability including:   * a brief history including number of years of operating in the relevant market/region * professional memberships/accreditations. Provide evidence where possible. | |
| *<Insert Answer>* | |
| **2.2 Key Personnel**  List the qualifications, experience and relevant training of key personnel to deliver the requirements.  Please outline your internal capability and any capability that would be provided externally e.g., bio, CV, organisation structure and how it relates to the programme Provide evidence where possible. | |
| *<Insert Answer/attach evidence >* | |
| **2.3 Health & Safety Policy and Procedures**  Please provide evidence of your health and safety policy and procedures that is appropriate to the size of the business, operating model (use of subcontractors) and the work being undertaken.  If using subcontractors, evidence of their H&S pre-qualification must also be provided. | |
| *<Insert Answer/attach evidence >* | |
| 1. **Proposed Solution** | **Weighting 30%** |
| **3.1 Quality Assurance and Auditing Processes**  Describe how you would manage the following aspects of the programme and how will you meet the demands of the programme. Provide evidence where possible:   * Quality assurance and auditing * Customer support and dealing with complaints * Escalation and Issues resolution * Customer engagement and training * Honouring of warranties | |
| *<Insert Answer/attach evidence >* | |
| **3.2 Innovation**  Describe any ideas, processes or aspects of your proposed solution that you believe are innovative and would benefit/complement EECA’s programme. Please explain the benefits of your approach. | |
| *<Insert Answer>* | |
| **3.3 Systems & Processes**  Detail how you propose to provide clear and quality reporting over the duration of the programme including but not limited to the following:   * Administrative systems * Performance/progress reporting * Processes for product failures/faults * Invoicing processes and systems * Checks for accuracy and completeness * Systems to deliver data to measure performance against outcomes | |
| *<Insert Answer>* | |
| **3.4 Waste Disposal**  Provide an overview on how you propose to dispose of old systems and parts in an environmentally sustainable manner and inclusive of any packaging waste or waste generated through installation. Reference any relationships with waste disposal providers. | |
| *<Insert Answer>* | |
| **3.5 Public Liability Insurance**  Provide evidence of your current level of public liability insurance cover. | |
| *<Attach evidence >* | |
| 1. **Capacity** | **Weighting 10%** |
| **4.1 Organisational Structure**  Provide an overview of your organisation’s capacity including:   * Structure and Leadership * Number of staff (e.g. employees, associates) * Offices and Locations | |
| *<Insert Answer>* | |
| **4.2 Sufficiency of Personnel**  Outline your plan for ensuring that sufficient suitable personnel (including sub-contract arrangements) will be available for satisfactory deliver the requirements of the programme.   * what resources will be assigned to carry out the requirements of the programme * any recruitment required to meet capacity requirements * potential resource constraints or circumstances that may affect capacity any other capacity related risks and how you intended to manage them | |
| *<Insert Answer>* | |
| 1. **Broader Outcomes** | **Weighting 10%** |
| **Introduction**  The Energy Efficiency and Conservation Authority aims to achieve long term, meaningful benefits for New Zealanders and the environment by using the procurement process to leverage positive social, cultural, economic, and environmental outcomes.  When answering the questions below, consider how your organisation can contribute to delivering positive sustainable outcomes for New Zealand’s environment, economy, and its inhabitants. | |
| **5.1 Workforce Development**  Detail any upskilling or training opportunities your organisation provides or sponsors for employees. Provide specific details on who these are available to and the form they take. These can include but are not limited to internships, cadetships.  Of interest are any initiatives or pathways that support growth in number and capability of Māori and Pasifika in the workforce and seek to attract and develop a regional workforce. | |
| *<Insert Answer>* | |
| **5.2 Environmental Sustainability**  Explain the measures your organisation takes to reduce fuel consumption and CO2 emissions, and limit its carbon footprint, noting New Zealand’s commitment to the United Nations Sustainability Goals. Provide detail on energy efficiencies your organisation measure and an overview of the results if possible. | |
| *<Insert Answer>* | |
| **5.3 Innovation**  Detail and bespoke or innovative initiatives that your organisation (and subcontractors, as applicable) will provide to enhance social, cultural, economic and/or environmental community outcomes (these initiatives may be internal or external). | |
| *<Insert Answer>* | |

## Proposed Panel Agreement

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. The terms and conditions of the Proposed Contract are in Section 4 of the RFP. The Buyer needs to know whether or not you are prepared to do business based on the Proposed Contract. 2. If you have any suggestions or changes that you wish to alter in the Proposed Contract, please note below (and you may be asked why it is important). 3. In deciding which Respondents to shortlist the Buyer will take into account each Respondent's willingness to meet the Contract terms and conditions. |  |

**Choose one and delete the other:**

Having read and understood the Proposed Panel Agreement, in the RFP Section 4, I confirm that these terms and conditions are acceptable. If successful, I agree to sign a Contract based on the Proposed Contract, or such amended terms and conditions of Contract as are agreed with the Buyer following negotiations.

**OR**

Having read and understood the Proposed Contract, in the RFP Section 4, I have the following suggestions to make. If successful, I agree to sign a Contract based on the Proposed Contract subject to negotiating the following clauses:

|  |  |  |
| --- | --- | --- |
| **Clause** | **Concern** | **Proposed solution** |
| [insert number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |
| [insert number] | [briefly describe your concern about this clause] | [describe your suggested alternative wording for the clause or your solution] |

## Referees

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. Here you are asked to provide the names and contact details of referees. These must be work related referees, preferably not a friend or family member (Referees can be a family member if they can provide a truly independent reference based on the work). 2. If you have provided case studies as evidence of Track Record please include details of referees from those examples here. 3. The best referees are those who you have recently delivered similar goods or services for. 4. Before including their details check with them to make sure that they consent to acting as referee on behalf of your organisation. 5. **Please note:** In providing these referees you authorise us to collect from the referees any information about your organisation that we consider relevant to the RFP, except commercially sensitive information about pricing or contract terms, and use such information in the evaluation of your Proposal. All information provided by the referee will be treated as confidential to both you and us, i.e. we are not required to disclose that information to you, but our use and disclosure of that information is subject to our confidentiality obligations under the RFP-Terms. |  |

Please supply the details of three referees for your organisation. Include a brief description of the goods or services that your organisation provided, and when - from the beginning date to the end date.

|  |  |
| --- | --- |
| **First referee** |  |
| **Name of referee:** | [insert name of the referee] |
| **Name of organisation:** | [insert name of their organisation] |
| **Goods/services provided:** | [brief description of the goods/services you provided to this referee] |
| **Date of provision:** | [insert the date when you provided the goods/services] |
| **Address:** | [insert street address] |
| **Phone:** | [insert mobile or landline] |
| **Email:** | [insert email address] |
| **Relationship** | [describe your relationship with this referee – e.g. Contract Manager/ Contract Owner, Key Contact] |

|  |  |
| --- | --- |
| **Second referee** |  |
| **Name of referee:** | [insert name of the referee] |
| **Name of organisation:** | [insert name of their organisation] |
| **Goods/services provided:** | [brief description of the goods/services you provided to this referee] |
| **Date of provision:** | [insert the date when you provided the goods/services] |
| **Address:** | [insert street address] |
| **Phone:** | [insert mobile or landline] |
| **Email:** | [insert email address] |
| **Relationship** | [describe your relationship with this referee – e.g. Contract Manager/ Contract Owner, Key Contact] |

|  |  |
| --- | --- |
| **Third referee** |  |
| **Name of referee:** | [insert name of the referee] |
| **Name of organisation:** | [insert name of their organisation] |
| **Goods/services provided:** | [brief description of the goods/services you provided to this referee] |
| **Date of provision:** | [insert the date when you provided the goods/services] |
| **Address:** | [insert street address] |
| **Phone:** | [insert mobile or landline] |
| **Email:** | [insert email address] |
| **Relationship** | [describe your relationship with this referee – e.g. Contract Manager/ Contract Owner, Key Contact] |

|  |  |
| --- | --- |
| **Please contact me before you approach a referee for a reference** | [Yes/Not required] |

## Our declaration

|  |  |  |
| --- | --- | --- |
|  | **RESPONDENT TIP**  **i**   1. Here you are asked to make a formal declaration. Select 'agree' or 'disagree' at the end of each row. If you don't, you will be deemed to have agreed. 2. Have the declaration signed by someone who is authorised to sign and able to verify the declaration, e.g. chief executive or a senior manager. 3. If you are submitting a joint or consortium Proposal each party involved in the joint or consortium Proposal must complete a separate declaration. |  |

|  |  |  |
| --- | --- | --- |
| **Respondent’s declaration** | | |
| Topic | Declaration | Respondent’s declaration |
| RFP-Terms: | I/we have read and fully understand this RFP, including the RFP-Terms, as amended by Section 1.6 of the RFP (if applicable). I/we confirm that the Respondent agrees to be bound by them. | [agree / disagree] |
| Collection of further information: | The Respondent 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 agrees that all such information will be confidential to the Buyer. | [agree / disagree] |
| Requirements: | I/we have read and fully understand the nature and extent of the Buyer’s Requirements as described in Section 2. I/we confirm that the Respondent 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: | By submitting this Proposal the Respondent 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] |
| Offer Validity Period: | I/we confirm that this Proposal, including the price, remains open for acceptance for the Offer Validity Period stated in Section 1, paragraph 1.6 of the RFP. | [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 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 BY THE RESPONDENT

**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 any material that will infringe a third party’s intellectual property 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 they have been authorised by the Respondent to make this declaration on its/their behalf.**

**Signature**:

**Full name**:

**Title/position**:

**Name of organisation**:

**Date**: