



Queenstown Lakes District Council

Procurement Plan

Building Services Panel

C-25-089

Document development control	
Prepared by:	Chris English
Position / title:	Building Services Manager
Business unit:	Planning and Development
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Acronyms

The following acronyms are used in this document.

Acronym	Term
RFP	Request for proposal
BSP	Building Services Panel
BCA	Building Consent Authority
IANZ	International Accreditation of New Zealand

Approvals

Authority to proceed to procurement


Project sponsor		
Approval to:	Issue a Request for Proposals to the market for building services provider, and award contracts to successful respondents.	
RFP start:	19 th March 2025	
Contract start:	TBC	
Name:	Mike Theelen	
Position/title:	Chief Executive	
Signature:		Date:
Name:		
Position/title:		
Signature:		Date:

Approval of the budget

Delegated financial authority holder			
Total cost:	\$8,500,000		
Financial year:	Financial year	Amount	Funding type
	25/26	\$1,700,000NZD	OPEX
	26/27	\$1,700,000NZD	OPEX
	27/28	\$1,700,000NZD	OPEX
	28/29	\$1,700,000NZD	OPEX
	29/30	\$1,700,000NZD	OPEX
Name:	Mike Theelen		
Position/title:	Chief Executive		
Signature:		Date:	

Approval of the evaluation criteria and methodology

Commercial in Confidence

Subject matter expert		
Name:	Chris English	
Position/title:	Building Services Manager	
Signature:		Date: 6 May 2025

Background

What are we buying and why

- This plan relates to the creation of a Building Service Panel (BSP).
- The key objective of this procurement is to establish a panel of qualified contractors to support our ability to undertake Building Consent Authority (BCA) activities, including processing building consents, undertaking building inspections and issuing Code Compliance Certificates, that will enable Council to meet its statutory obligations. The panel consist of multiple contractors, specialising in a variety of disciplines in order to cover all types of roles available across Council.
- A panel model has been chosen as it provides a range of contractor options and disciplines and results in contractor resource being available when it is required by the Building Consent Authority.
- The panel will be formulated to meet the current and future needs of our growing workforce.
- The proposed outcomes of this procurement are to:
 - Deliver increased public value through improvements in the contracted services
 - Maintain a sustainable and competitive contractor environment.
 - Ensure efficient and effective BCA operations while also enabling the BCA to meet its statutory obligations, meet regulatory requirements and maintain IANZ accreditation.
 - The costs of engaging contractors is largely met by the end user of the services with approximately 98% of contractor costs being recovered by on charging to Building Services customers
 - Historically this need has been met by the engagement of a Panel of contractors with the appropriate skills and knowledge to backfill workstreams that cannot be met by staff resources

Historical Expenditure

The annual expenditure on the engagement of contractors has reduced from a high of approximately \$3m in 2018/19 to \$1.9m in 2023/24. This has been achieved through growth in building control officer numbers which has resulted in a decreased reliance on contractors. The 2024/25 contractor spend will be approximately \$1.9m. With an additional building control officer employed in 2025 and future increases in FTE numbers along with effective contract management this figure should be further reduced

Importance to

This procurement is essential in order to help us to achieve the desired strategic and operational outcomes as listed below.

- 1. Access to Specialised Disciplines** - A panel will allow us to tap into expertise tailored to specific BCA needs.
- 2. Cost Management** – Enabling the BCA to utilise contractors at peak work periods instead of needing to overstaff for peak periods.
- 3. Consistency and Quality Assurance** - Contractors on the panel are vetted for their capabilities, ensuring a consistent standard of candidate quality.
- 4. Scalability and Flexibility** - A panel provides the flexibility to scale recruitment and

staff efforts up or down depending on organisational needs.

5. Access to multiple agencies – This will ensure no bottlenecks if one contractor is unavailable or underperforming.

6. Compliance and Risk Management - Agencies on the panel will adhere to pre-agreed compliance standards, ensuring alignment with employment laws and company policies.

7. Enhanced Relationships and Collaboration - Building long-term partnerships with a panel of agencies fosters better understanding of QLDC's culture, goals, and expectations.

Market Analysis

The supply market

- Competition is primarily based on service offering / fit for purpose / price / quality / service type/ delivery time.
- There are a range of businesses offering building consent processing services, including:
 1. Solutions Team NZ
 2. BDL
 3. Comply NZ
 4. National Processing Limited
 5. Building Consent Approvals Limited
 6. Farsight NZ LP
 7. Professional Building Consultants Limited
 8. Other Building Consent Authorities

The open-RFP will provide an opportunity for the whole market to respond.

Desired supplier relationship

- Given the proposed length of the contract, the level of desired trust and communication with the supplier and the approach to managing risk the contractor will seek a strategic collaborative relationship
- This means working together with regular check ins and progress reports to ensure the supplier and buyer are working together towards the same goal.
- Each supplier will be a member of a panel.

Requirements and costs

Our requirements

- A detailed statement of our business requirements is contained in *Appendix 1*.

Key dates

- We estimate that the sourcing of the suppliers and contract negotiations will take up to 3 months.

Estimated Costs

An estimate of the total cost over the whole-of-life of the panel of contracts, exclusive of GST is \$8,500,000

Key Stakeholders

Internal Stakeholders

The key internal stakeholders are:

Role	Characteristics	Stakeholders
Responsible	The person or people responsible for undertaking the procurement.	Building Services Manager
Accountable	The person or people that have authority to make decisions and are accountable for the outcomes.	Building Services Manager
Supportive	Provides all administrative support.	Quality Assurance Officer
All Council Business Units	End users of the service	Various

Communications

The agency will communicate with internal stakeholders through regular meetings, email and conversations, where project controls and progress are calibrated.

Procurement Process

Type of procurement

- The recommended approach to market is a one-step open Request for Proposals (RFP).
- This will enable QLDC to establish who in the market can provide these services at a competitive cost.
- This approach to market fits with QLDC's Procurement Policy, the *Government Procurement Rules* and the New Zealand Government's Procurement Principles.

Evaluation Team

A cross-functional team will be involved in the evaluation of bids and recommending the preferred supplier.

Non-voting members

Role	Name	Organisation
Chair of evaluation panel:	Building Services Manager	QLDC
Administrative support:	Quality Assurance Officer	QLDC

Voting members

Representatives and Disciplines	Organisation
Unit Manager – Staff and contract management	QLDC
Subject matter expert – Building Inspections and Processing	QLDC
Subject matter expert – Building Inspections	QLDC
Subject matter expert – Principal Building Advisor	QLDC

Work to be completed

The proposed work to be completed for the procurement within the next 3 months is as follows.

Work to be completed

Action
Pre-Procurement
Procurement plan approved
Tender documents developed
Tender documents approved
Work to be completed
Tender
RFP advertised on GETS
Last date for supplier questions
Last date for agency to answer questions
RFP Closing Date
Work to be completed
Evaluation
Evaluation panel briefing
Panel confidentiality and conflict of interest declarations signed
Evaluation panel considers responses
Evaluation panel considers consensus meeting
Panel minutes and recommendation
Recommendation accepted/denied
Action
Post- Evaluation
Contract negotiations
Advise bidders of outcome
Debrief unsuccessful suppliers
Contract start date

Evaluation Methodology

Evaluation Method

QLDC will evaluate the Proposals using a Weighted Attribute model, in accordance with the criteria (and relative ranking or weightings) referred to in the table below. However, in general terms, QLDC will be looking to deliver the work for a reasonable price relative to quality and performance and assess Respondents by reference to their understanding of and ability to deliver the Scope of Works/Specification, their willingness to meet the terms and conditions of the Proposed Contract, as well as the value for money offered by their Proposal.

Evaluation criteria and weightings

CRITERIA	IMPORTANCE OF EACH CRITERION
Pass/Fail Criteria (pre-conditions)	Pass/Fail
Health and Safety	Pass/Fail
Broader outcomes	Pass/fail
Experience/Track record	25%
Capability to Deliver Requirements	15%
Capacity to Deliver Requirements	15%
Proposed solution (fit for purpose)	15%
Willingness to meet QLDCs terms and conditions	5%
Value for Money (price)	25%
TOTAL	100%

Due Diligence

The following verification matrix will be used as part of the evaluation and due diligence process. The table shows how elements of the criteria will be verified by the panel.

Evaluation and due diligence options	Criteria		
	Fit for purpose	Ability to deliver	Value for money
Reference checks	✓	✓	✓
Audited accounts (where required)		✓	

Contract Type

- The proposed contract term is 3 years initial term with a 2 x 1 year right of renewal at the Council's discretion.
- The form of contract to be entered into is the QLDC Services Contract.

Risk Management

- Overall this procurement is deemed to be medium value with low risk
- Key risks have been assessed against the risk framework detailed at Appendix 2. They have been assessed on the basis of likelihood (L) and consequence (C).
- The key for the following risk tables is:
 1. likelihood (L): R = rare U = unlikely P = possible outcome L = likely A almost certain
 2. consequence (C): N = negligible L = low M = moderate H = high E = extreme

Key risks in the procurement process

Risk	L	C	Rating	Mitigation action	Responsible
• Caliber of suppliers	U	L	Low	Requirements clearly articulated with Pass/Fail criteria used where appropriate to ensure only capable suppliers Respond.	Building Services Manager
• Low response rate	P	M	Low	Advertise on GETS as per Procurement Policy. As a part of contract management of incumbent suppliers, they will be made aware of the upcoming RFP.	Building Services Manager
• Respondents do not have the requisite level of insurance cover	U	significant	Moderate	This risk has been mitigated by QLDC's insurers AON, offering the BCA's contractors which operate under the BCA's Quality management System professional Indemnity insurance for the work they solely do for the QLDC BCA.	

Key risks in delivering the contract

Risk	L	C	Rating	Mitigation action	Responsible
• Service does not meet expectations	IU	M	Medium	Set expectations early – regular meetings, progress reports and measuring of impact	Building Services Manager

Probity Management

It is essential that the contractor demonstrates ethics and integrity in its procurements. This means:

- acting fairly, impartially, and with integrity
- being accountable and transparent
- being trustworthy and acting lawfully
- managing conflicts of interest protecting the supplier's commercially sensitive and confidential information

Probity in this procurement will be managed by:

- ensuring everyone involved in the process signs a Conflict of Interest form
- identifying and effectively managing all conflicts of interest
- treating all suppliers equally and fairly
- providing each supplier with a comprehensive debrief at the end of the procurement process where requested by the respondent.

Contract Delivery

- The responsibility for managing delivery under the contract and supplier relationships management will pass to the Building Services Leadership Team on the signing of the contract/s. This person will develop a contract and relationship management plan in consultation with the successful supplier.
 1. The suppliers performance will be reviewed as required.

Appendix 1: Specification of requirements

The below breakdown of our business requirements provides clarity on the scope of services expected from recruitment agencies on our panel.

Requirement Description	Priority (MoSCoW)
<p>Processing building consents</p> <p>Context:</p> <ul style="list-style-type: none"> The building services team will process approximately 1600 – 1800 building consents per year for the next 4 years. Currently QLDC Building Services staff process approximately 60% of those consents with contractors processing the remainder. Contractors on the panel will be allocated consents to process when the number of consents is at a level that QLDC staff cannot process those consents within statutory timeframes. There are no minimum number of consents allocated or guaranteed hours work for contractors. Engagement is on a 'as required basis'. <p>Requirement:</p> <ul style="list-style-type: none"> Contractors must have current competency to process the allocated consents and be able to process consents within the timeframe guidelines provided. 	Must
<p>Inspections</p> <p>Context:</p> <ul style="list-style-type: none"> The QLDC Building Services Team undertakes approximately 18,000 building inspections per annum. This number is likely to continue for the 4 year period of the agreement. QLDC building inspections staff currently undertake approximately 60% of inspections with the remainder being allocated to and undertaken by contractors. <p>Requirement:</p> <ul style="list-style-type: none"> Contractors will need to be based in the district as inspections are in the main undertaken in person with smaller numbers being undertaken by desktop and remotely. Contractors will be required to have current competency to undertake allocated inspections. No guaranteed minimum hours are offered and allocation of inspections is based on a 'as required' basis. 	Must
<p>Technical training</p> <p>Context:</p> <ul style="list-style-type: none"> Accreditation regulations require the BCA to plan and offer appropriate training to its building control officers so that their training gaps are identified and filled and knowledge base remains. <p>Requirement:</p> <ul style="list-style-type: none"> The Building Services team requires appropriately qualified and experience training companies to provide the training that has been identified in each building control officers training plan. This may be on site, remotely or at locations outside the district or a mix of these. 	Must
<p>Health and Safety</p> <p>Requirement:</p> <ul style="list-style-type: none"> Ensure at all times that compliance with the Health and Safety at Work Act 2015 is maintained. 	Must

Appendix 2: Risk Register

		Consequence				
		Minor	Moderate	Major	Significant	Extreme
Likelihood	Very Likely	M	M	H	VH	VH
	Likely	L	M	H	H	VH
	Moderate	L	M	M	H	VH
	Unlikely	i	L	M	M	H
	Rare	i	i	L	L	M