

Project Title:	CONTRACT 41 – RESPONSIVE REPAIRS AND PLANNED PREVENTATIVE MAINTENANCE CONTRACT FOR OPERATIONAL, SCHOOLS AND COMMERCIAL BUILDINGS - ELECTRICAL
NEPO Portal	NEPO Portal Ref DN693384
Project Quality Weighting:	30%
Project Price Weighting:	70%
10 Scoring System (Units of 10 if required)	Scoring Context
0 = Unacceptable/failed to address	No response or extremely limited response
2 = Reservations	Response is limited and fails to provide a significant proportion of relevant information. Is unworkable and/or inconsistent. Shows limited understanding of, and/or inappropriate approach to the matter in question.
5 = Satisfactory	A broad response with an adequate level of information provided that is relevant to the question. Shows reasonable understanding of, and/or acceptable approach to the matters in question
8 = Good	Good level of detailed information provided that is particularly relevant to the question. The response demonstrates a good understanding of and a good approach to the matters in question.
10 = Excellent	Exemplary response. Comprehensive level of information provided that is relevant. The Bidder could not be expected to answer the question more comprehensively or appropriately.

Pricing Evaluation	
The Supplier with the lowest price will be awarded the highest score available, all other Suppliers will be scored using the following method:	
(Lowest Submitted Bid / Suppliers Submitted Bid) * Total Score Available = Total Score	
500 / 750 * 30 = 20	
For example the total weighting for a price evaluation is 70%. The lowest submitted Total Figure is £500 and the Supplier submits a Total Figure of £750. The Supplier will receive a score of 20. If a supplier submits a price of £3000 they will get a score of 15.	

Tenderer Number	Supplier 1		Supplier 2		Supplier 3		Supplier 4	
Section 8.1 - Project specific questions to assess technical and professional ability	Score	Weighted	Score	Weighted	Score	Weighted	Score	Weighted
8.1a Compliance with health & safety requirements Please confirm that you have read and understood the requirements outlined within Appendix 3 Health & Safety Documents. By responding 'Yes' you are specifically confirming that you have taken this into consideration when preparing your proposal and pricing and that you will take full responsibility for the same.	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass	Pass
8.1b Essential Industry Standard Accreditations (if Required) Please confirm that you are a current registered member of NICEIC or equivalent. You must include with your tender submission a copy of a valid Certificate or letter of confirmation of the above.	Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass	Pass
8.1c Project Delivery A/Staff Resource: How will you ensure adequate resources are available to the projects throughout the year? *Set out who the key individuals will be to deliver this contract, including key personnel, roles and responsibilities together with proposed project management structure of this project. *Details of the proposed resources, proposed teams and any additional capacity available including expertise, qualifications, training, profession/trade and responsibilities including how the teams will be organised and managed and interfaces with subcontractors. Resources identified including providing four Electricians, four labourers along with the qualifications and training requirements along with the management of teams. Contingency included of 10% additional capacity. B/Planning the works: *Based on the Scope of Works/case study relevant to this contract please detail your approach to programming and scheduling these planned / repair works, including working during school holiday periods, peak times and dealing with variations. *What strategy would you propose to ensure the programme is recovered if failings are identified, including timescales e.g. inclement weather/poor performance? Maximum response of 1000 Words	10.00%	8.00%	5.00%	5.00%	0.00%	0.00%	0.00%	0.00%
8.1d Customer Service Our North Tyneside Plan is to listen to our customers and stakeholders and ensuring that the Council works better for them. We are always striving to achieve a higher level of customer service. Please detail your approach to Customer Service Standards. You should include the following in your response: *Your approach to ensuring customer satisfaction and to managing customers' expectations. The response should detail those receiving the works such as building staff, building users, neighbouring properties, the public and any others who will be affected by works. *Ensuring timescales are achieved in line with customers' expectations. *How progress updates and feedback will be provided to the client. *Your complaints process and who in your organisation would deal with any dissatisfied customers. Please include a brief worked example of the issue and the resolution process followed. Maximum response of 750 words	5.00%	4.00%	2.00%	1.00%	0.00%	0.00%	0.00%	0.00%
8.1e Value for Money Please detail how North Tyneside Council could directly benefit in relation to this specific contract from innovations, efficiencies and value for money practices that you could introduce, which will achieve additional benefits and savings for the Authority in terms of resources, timescales and financial reductions. Please include in your response an example of such an improvement that you have already delivered and the outcome. You should also consider the impact of Brexit, and your management of it, within your response. Maximum response of 250 words	5.00%	2.50%	2.00%	1.00%	0.00%	0.00%	0.00%	0.00%
8.1f Health & Safety - Risk management measures Describe your own internal Risk management measures, in line with the current guidelines from HSE & Government, ensuring safe working practices are being demonstrated whilst working in or around live premises and public spaces? You should include how you ensure that your organisation is up to date with legislative change. Reference any relevant accreditations and qualifications in connection to the Contract. Detail what you see as typical health, safety and welfare risks and how you will manage these at a practical level on site. Provide your lessons learnt procedures for sharing good working practices, improvements and failings. Maximum response of 500 words	5.00%	2.50%	2.00%	1.00%	0.00%	0.00%	0.00%	0.00%
8.1g Social Value and Climate Emergency In line with North Tyneside's Plan to ensure the Authority strives to ensure North Tyneside is a Great place to live, work and visit. *Please detail your approach and specific targets within 2022/24 to employ work experience placements, including Apprentices from the North Tyneside area. *Please explain how your organisation can support the reduction of impacts on climate, waste and reducing CO2 emissions, in relation to the delivery of this contract and how you have made positive differences in your own operations. Provide supporting performance evidence where possible to demonstrate the effectiveness of the improvements. Maximum response of 500 words	5.00%	4.00%	2.00%	1.00%	0.00%	0.00%	0.00%	0.00%
Overall Quality % Score	37.00%	21.00%	9.00%	9.00%	0.00%	0.00%	0.00%	0.00%
Total Cost (Automatically pro-rata's from lowest price)	70.00%	67.63%	70.00%	70.00%				
Total Score (Quality + Cost)	100.00%	100 Percent	79.00%	79.00%				
Final Ranking	RANKING		RANKING		RANKING		RANKING	
	1		2					

Questions (As defined in Method Statement)	Criteria or Section %	Evaluation Comments	Criteria Met		Notes		Criteria Met		Notes		Criteria Met		Notes	
			Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)		
Part 1 Potential Supplier Information	Yes/No	For information only	yes		yes		Yes		yes					
Part 2 Section 2 - Grounds for mandatory exclusion	Pass/Fail	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	pass		pass		pass		pass					
Part 2 Section 3 - Grounds for discretionary exclusion	Pass/Fail	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	pass		pass		pass		pass					
Part 3 Section 4 - Economic and Financial Standing	Pass/Fail Self Assessment	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	Pass		Pass		Pass/Fail		Pass/Fail					
Part 3 Section 5 - Wider Group Financial Information	Pass/Fail Self Assessment	Bidders undertake a self-assessment using the financial appraisal model provided. The Authority will only validate the information submitted by the successful tenderer(s).	Pass		Pass		Pass/Fail		Pass/Fail					
Part 3 Section 6 - Technical and Professional Ability Additional Technical Questions	Pass/Fail quality threshold applicable to some questions and scored assessment	The Authority will use the scoring system shown above to evaluate the following additional technical questions 6.1 to 6.2												
6.1 Case Study Please provide a single case study to demonstrate your experience of delivering services similar in scope and size to that detailed within the Specification Document relevant to the lot you are bidding for the housing and repairs service. The case study should provide a relevant example of delivering services of a similar scale, nature and volume. The case study does not necessarily have to be for a local authority. The services should have been delivered within the last 3 years. Reference contact details are required for the case study submitted. The named contact provided should be able to provide, if requested, written evidence to confirm the accuracy of the information provided below. The Authority may verify the references provided, by contacting referees directly. If verification is sought and not received from the referee then the Authority reserves the right to discount the related case study. Please ensure that the client acting as referee has sight of the completed case study. Any case study provided without contact details for the referee may result in the case study receiving a zero score. Consortia bids should refer to Part 1 of the Instructions for Tendering of the Invitation to Tender.		Question 6.1 has a quality threshold of 50% to PASS. Failure to achieve this threshold will result in a FAIL and your organisation will not be considered further or invited to tender.												
6.2 If you cannot provide examples of similar volumes or evidence of the volumes of the services under contract for questions 6.1, in no more than 500 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past either not in volumes or not under a contract		Question 6.2 has a quality threshold of 50% to PASS. Failure to achieve this threshold will result in a FAIL and your organisation will not be considered further or invited to tender.	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes
6.1 Case study or response to question 6.2	100.00%	10	5	50.00%	The final result is for the Case Study is Satisfactory. Covering the following: Nature of Works undertaken including carrying out planned and responsive maintenance to schools and public buildings which is similar to the Scope. Location was within Tyne and Wear, scale and value of works are acceptable: start and end date is within period and the type of Client was a Local Authority. How the works were carried out Having a base in the North East and included a structure with staff qualifications which were applicable. Provided existing knowledge of similar works type and locations, mobilisation and how they contributed. Touched upon evaluating works, identifying risks and introducing mitigation. Could have expanded more on H&S. Assisted in producing a programme of works for PPM with Contractor. Identified building relationships with building users. Uses of PDA systems to log and monitor works. Uses priority codes which fall below the Authority's 'right first' ethos and provided an example. A QMS process was used and they schedule visits and had contingency labour available and provided a dedicated email/phone. Please detail how effective communication was undertaken with a) the Principal Contractor with regard to pre contract/ contract management, meetings and relevant correspondence = Mapped out a mobilisation plan that included nominated contacts including the details, quality documents and planned meetings along with using a stakeholder mapping exercise. Having a point of contact which included via email and phone and covered the completion of the documents. b) dealing with building staff, building users and the public on a day to day basis = Identified having communications with building users and operatives, booking appointments, sharing risks and using customer satisfaction feedback forms. c) involvement with compliments, complaints and the process for resolution as a sub-contractor Provided a complaints procedure which is not fully explained along with the escalation process. Sharing compliments. Overall the score is Satisfactory.	5	50.00%	The final result is for the Case Study is Satisfactory. Covering the following: Nature of Works undertaken including planned and reactive building maintenance to 45 schools which is similar. Location was in the North East, scale of works were lower, value of works were acceptable and start and end date is current and within period. Type of Client was an education department. How the works were carried out Use a works management system to log activities and appointments with the use of POA's. Used a process to filter between urgent and non urgent works with agreed timescales and call back for more detail and monitor. Covered H&S in adequate detail showing an understanding of the requirements and RAMS at point of work. Having handover meetings and a system for identifying high value works to prevent progression without approval. When describing PPM process, parts covered more planned works rather than reactive. Please detail how effective communication was undertaken with (Maximum 500 word response): a) the Principal Contractor with regard to pre contract/ contract management, meetings and relevant correspondence = Carry out pre-start meeting outlining scope, requirements and identifying stakeholders with contact details. Having weekly conference calls and providing status reports. b) dealing with building staff, building users and the public on a day to day basis = Have dedicated contact for each building. Gave an example of a letter drop. Would have liked more general detail. Use of a customer portal, telephone contact and informing local residents of any disruptions. c) involvement with compliments, complaints and the process for resolution as a sub-contractor = Have a process in place. Handled by customer liaison manager, doesn't cover timescales or escalation clarified during the meeting.	2	20.00%	The final result for the Case Study is reservations. Nature of Works undertaken included planned & reactive electrical work at clients head office. Location was within North Tyne-side. Scale and value of works were lower, start and end date is within period and current and type of client was a building contractor. How the works were carried out = advised the basic process order received, arrange works, prestart, RAMS, progress meetings, produce test certs, KPIs, code of conduct. a generic response and seemed to be geared more towards project work than using RAM as the bank. Please detail how effective communication was undertaken with a) the Principal Contractor with regard to pre contract/ contract management, meetings and relevant correspondence Having face-to-face, telephone, email, teams, meetings and carrying out site surveys, structured appropriately but not referencing RAM only PPM. b) dealing with building staff, building users and the public on a day to day basis Give notice of disruptive works and included using barriers, communicating with the building users. Overall a generic answer that lacked substance. c) involvement with compliments, complaints and the process for resolution as a sub-contractor Formal complaints process including investigations described and accompanied with timescales. Overall the scale and scope are lower than the Authority's and the response was generic and not detailed enough.			
Part 3 Section 7 - Modern Slavery Act 2015	Pass/Fail	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	PASS	ACHIEVED THE REQUIRED 50% THRESHOLD	PASS	ACHIEVED THE REQUIRED 50% THRESHOLD	FAIL	FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD	FAIL	FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD				
Part 3 Section 8.2 - Insurance	Pass/Fail	Bidders will confirm they have or will obtain the relevant insurances to pass. Copies of insurance certificates will only be requested from the successful tenderer(s).	pass		pass		pass		pass					
Part 3 Section 8.3 - Compliance with Equality Legislation	Pass/Fail	Bidders must confirm their compliance with equality legislation to Pass.	Pass		Pass		Pass/Fail		Pass/Fail					
Part 4 Section 8.4 - Health and Safety High Risk	Pass/Fail	Bidders must complete the health & safety questionnaire to confirm that the information will be provided upon request. The Authority will only request and evaluate the relevant health & safety information and risk assessments from the successful tenderer(s).	Pass		Pass		Pass/Fail		Pass/Fail					
Evaluation Team - Case Study Section 6			DATE		Evaluation Team - Quality Section 8.1			DATE						
Philip Bryden			03/03/2022		Philip Bryden			10/03/2022						
John Caulfield			03/03/2022		John Caulfield			10/03/2022						