

Price & Quality Assessment Criteria

Tenderers should provide a Quality QMS (QMS) setting out how they will undertake the Works. This should incorporate any supporting documentation requested and answer the questions in the order in which they appear.

All pages of the QMS should show clearly the Tenderer's name and the number of the question to which it relates. The information disclosed in the QMS will be used in determining the quality and technical merit of Tenders.

The QMS should be drafted specifically for the Contract and follow exactly the instructions provided in the QMS questionnaire. Generic method statements, which refer to information within company profiles, brochures or other promotional and/or marketing literature, will not be accepted will score a **Zero** mark.

Timetable

The following timetable is indicative and maybe subject to change.

Stage	
Issue of Tender & QMS	Wednesday 21 March 2018
Closing date & time for submission of questions	Friday 6 April 2018
Closing date & time for return of completed Tender & QMS	Friday 13 April 2018
Receive, sort & evaluate submitted Tender & QMS	Friday 13 April 2018
Contract Award	Friday 20 April 2018
Pre-start Meeting	WC 23 April 2018
Estimated Contract Start Date	Monday 30 May 2018

Tender Evaluation Criteria

1. The award of contract will be made based on the following criteria (see example Evaluation Model):

Financial - 40%

Quality 60%

1.1 Financial (40% Weighting) - the lowest rate submitted based on the all-inclusive rate as detailed in the Schedule of Rates, will be allocated the highest mark of 40, with all other submitted bids scored pro rata in relation the lowest bidder, for example:

Financial - 40%

E.g. Lowest bid awarded 40%

Remainder of Bids Scored - (Lowest Bid/Next Bid) x 40 = Score obtained out of 40%

1.2 Quality (60% weighting): Tenderers must submit a QMS fully describing each of the quality criteria listed below in the **QMS Questionnaire**.

E.g. Highest Quality score awarded 60%

Remainder of Quality Scored - (Highest Quality Score/Next Quality Score) x 60 = Score obtained out of 60%

Initial review and clarification

Clarification may be sought from a Tenderer:

- in order to determine if a Tender is complete and compliant; or
- to clarify aspects of their Tender that are ambiguous or unclear.

Tender clarification questions are not intended to allow Tenderers to reopen negotiations on any aspect of their Tenders. Responses must be confined to the matters on which clarification is sought.

If the Client discovers arithmetical errors in any Tender the Client will give detail of those errors to the Tenderer. The Tenderer will be given the opportunity either:

- to correct their Tender, in which case the corrected figures will be used in the evaluation; or
- to withdraw their Tender.

Overview of the approach to evaluation

The aim of the Tender evaluation process is to award the Contract to the Tenderer that submits the most economically advantageous Tender. The headline award criteria and their weightings are set out in the table below. The detailed award criteria are set out below. Each Tender will be scored out of 800 marks for quality:

Headline award criterion	Area being evaluated	Marks available
Price	Price	40% of total marks
Quality, technical merit and customer service – evaluated from the QMS.	Customer Care and Quality of Work	400
	Management of the Works	400
	TOTAL SCORE	800

Price & Quality Evaluation Sample

MTC: Gas Services and Reactive Repairs and Ad-hoc Boiler & Full System Renewal Contract 2018 - 2023							
TENDER EVALUATION MODEL SUMMARY	All “Scored” Figures are (of course) demonstration purposes only						
	Max Points	Tenderer 1	Tenderer 2	Tenderer 3	Tenderer 4	Tenderer 5	Tenderer 6
<u>Financial Evaluation</u>							
Financial Amount from Form of Tender		220,000	200,000	250,000	240,000	215,000	230,000
Financial Bid transposed into points	40	36.36	40.00	32.00	33.33	37.21	34.78
<u>Method Statement Evaluation</u>							
Customer Care and Quality of Works	400	350	320	340	300	300	340
Management of the Works	400	360	300	380	320	310	320
Total Added Value Points:-	800	710.00	620.00	720.00	620.00	610.00	660.00
Quality transposed into points	60	59.17	51.67	60.00	51.67	50.83	55.00
Total Points Scored:-		95.53	91.67	92.00	85.00	88.04	89.78
Result		Winner	3rd	2nd	6th	5th	4th

QMS will be evaluated and scored on a scale of 0 to 10 as detailed below:

Performance	Judgement	Score
Meets all the Client's requirements in the area being measured in accordance with the Contract Documents so that the Works will be delivered in an excellent way that will be highly responsive to the needs of Customers, the Client and other stakeholders.	Excellent	10
Meets most of the Client's requirements in the area being measured almost completely so that the Works will be delivered in a nearly excellent way that will be responsive to the needs of Customers, the Client and other stakeholders.	Nearly Excellent	9
Meets the Client's requirements in the area being measured well although not completely in one or two aspects but still so that the Works will be delivered in a very good way that will be responsive to the needs of the Customers, the Client and other stakeholders.	Very Good	8
Meets the Client's requirements and standards in the areas being measured well but not completely in some aspects but still so that the Works will be delivered well and in a way that is reasonably responsive to the needs of the Customers, the Client and other stakeholders	Good	7
Meets the Client's requirements in the areas being measured in the majority of aspects but fails in some aspects so that the Works will be delivered in a reasonable way that recognises the needs of Customers, the Client and other stakeholders.	Reasonable	6
Meets the Client's requirements in the area being measured in the majority of aspects but fails in some fundamental aspects so that there will be only satisfactory arrangements for the Works.	Satisfactory	5
Meets the Client's requirements in the area being measured in some fundamental aspects but fails in the majority of aspects so that there will be only moderately satisfactory arrangements for the Works.	Moderately Satisfactory	4
Meets the Client's requirements in the area being measured in some minor aspects but fails in the majority of aspects so that there will be unsatisfactory arrangements for the Works.	Unsatisfactory	3
Fails to meet the Client's requirements in the area being measured in nearly all aspects so that there will be poor delivery of the Works.	Poor	2
Significantly fails to meet the Client's requirements in the area being measured so that there will be very poor delivery of the Works.	Very Poor	1
Either no answer is given or the Tenderer's proposals in that area completely fail to meet the Client's requirements in the area being measured or do not answer the question raised.	Extremely Poor	0

Where an assessment indicates that a score falls between two categories, half marks may be awarded.

Each aspect of the Tender evaluation (QMS review) will generally be undertaken by a panel. Where this is done, the individual scores of the panel members will be averaged to arrive at a combined score for each item. This score will be multiplied by the weighting for that item to give a total score for that aspect of the Tender.

If tenderer scores 3 point or below in 2 or more questions the tender will be deemed non-compliant and they may be disqualified from the tender process or Test HA may at their discretion request further information from the Tenderer. The final decision as to whether a Tenderer who scores less than 3 points or below in 2 or more questions may be disqualified will be at the sole discretion of Test HA

If the lowest priced tender is more than 15% less than the next priced tenderer or the budget set for the project then Test HA reserve the right to consider this to an "Abnormally Low Tender" and may remove the tender from the Price/Quality tender process.

If the any priced tender is more than 15% above the budget set for the project then Test HA reserve the right to consider this to an "Abnormally High Tender" and may remove the tender from the Price/Quality tender process.

QMS

The quality and technical merit of the Tenderer's Tender and the customer service to be expected from it, as evaluated from the QMS, will count for **800** marks and below QMS sets out how these marks are allocated between the various aspects of quality, technical merit and customer service that the QMS covers. It also indicates the Client's requirements in relation to how the Works are to be delivered and against which the QMS will be evaluated.

Each response must be completed as per the instructions given in the **"Specific Information Required (SIR)"** column. You must also provide a separate document for each response file named as follows **"QMS Q1.1 – (name of contractor)"**. Failure to do this will result in a **Zero** mark and if consistent across a number of responses you will be removed from the process and your tender will not be checked.

QMS Questionnaire

Test has ??? properties in total with approx 2/3rds of these occupied by persons with a disability. Disabilities range from mild learning difficulties to more profound learning difficulties, physical difficulties and mental health issues. Contractors will at times require interacting with support staff and taking direction from them, regarding any special circumstances or requirements within or around the properties. Please take due consideration of this when providing responses to the below customer focused questions.

	Quality, Technical & Customer Service	Specific Information Required (SIR)	Client's requirements for the Contract	Weighting	Max Marks available
1 CUSTOMER CARE AND QUALITY OF WORK					
1.1	The Tenderer's policy and procedures for working in Occupied Properties with particular attention to the safety and security of Tenants and their belongings?	No more than 2 pages of Ariel 11 for this response.	The Client requires the Service Provider to have policies and procedures that minimise inconvenience to, and that are sensitive to the needs of the Customer and other occupiers and that include practical and pragmatic arrangements for security and the protection of the Customer's belongings.	X 5	50
1.2	The Tenderer's proposals for meeting appointment slots (2 – max 4 hrs) with the customer and client and details of how you will programme the works within the existing 10 month cycle and working with LHA to reduce this to 11 months over the first 18 months of the contract?	No more than 1 page of Ariel 11 for this response.	The Client requires the Service Provider to be capable of operating and administering appointment based system for the works. Details of how work programmes are created to ensure that gas service programme provided by the client is met Include your inclusion of new MOT style of servicing due for implementation 6 April 2018?	X 7.5	75
1.3	The Tenderer's proposals for	No more than 1	The Client requires the Service Provider to provide an		

	providing a guaranteed 24-hour, 365 days a year out of hours Responsive cover in respect of attending any Emergencies arising directly out of the works being undertaken by the service provider on this Contract.	page of Ariel 11 for this response.	effective and responsive out of hour's emergency callout service available at all times to safeguard the well being and health and safety of Customers.	X 7.5	75
1.4	The Tenderer's proposals for co-ordinating their work to accommodate the Client's requirements for multi trade working to ensure that the works are carried out with the minimum of visits and disruption to customers.	No more than 1 page of Ariel 11 for this response.	<p>The Client requires to achieve a high rate of First Time Fix and to minimise the number of visits required by their maintenance contractors.</p> <p>You may require to organise multi trade works i.e. where a joiner may be required to lift floorboards to facilitate a heating engineer to carry out a repair, etc. and will require the co-operation of the Service Provider.</p>	X 7.5	75
1.5	The Tenderer's proposed approach to customer care (both to the customers and their neighbours)	No more than 2 pages of Ariel 11 for this response.	<p>The Client requires the Service Provider to adopt an approach that:</p> <ul style="list-style-type: none"> - treats Customers as individuals; - recognises their concerns; - respects equality and diversity obligations; and gives particular care to Customers who are elderly, infirm, have a disability or are vulnerable; - is responsive to the Client's needs, for example, in dealing promptly with requests for information, etc. - 	X 7.5	75
1.6	The Tenderer's proposed procedures for quality control and their methodology to be adopted for dealing with unsatisfactory workmanship and/or materials and details of how benchmarking against KPI's and Customer Feedback (satisfaction and complaints) will be used to improve your quality of service?	No more than 3 pages of Ariel 11 for this response.	The Client requires a high level of workmanship and quality of materials to be used in the Works so as to reduce the need for repeat visits or recalls resulting in further disruption to Customers.	X 5	50
Total marks available					400

	Aspect of quality, technical merit and/or customer service	Specific information required	Client's requirements for the Contract	Weighting	Max Marks available
2 MANAGEMENT OF THE WORKS					
2.1	<p>The Tenderer's proposals for the office management structure for the Contract including details of the managerial methods which the Tenderer proposes to adopt in controlling and undertaking the Contract; This includes:</p> <ul style="list-style-type: none"> • the skills, qualifications and competence of the office staff the Tenderer proposes to use in delivering the Contract; • brief details of their roles and responsibilities in the management structure; • number of support staff needed. 	<p>No more than 1 page of Ariel 11 for this response.</p> <p>Also provide 2 x single page CV's & a single page Organogram</p>	<p>Max of 1 page CV for 3 Test office operatives proposed for the management of the Contract.</p> <p>Organogram Chart</p>	X 5	50
2.2	<p>The Tenderers proposals for the day to day supervision of Staff undertaking the Works including details of the Tenderer's proposed supervisors who will be responsible for the day to day supervision of the Staff undertaking the Works: This includes:</p> <ul style="list-style-type: none"> • designation; duties and responsibilities; and • relevant experience and qualifications 	<p>No more than 1 page of Ariel 11 for this response.</p> <p>Also provide a single page CV's for the supervisor.</p>	<p>Max of 1 page CV for the proposed Supervisor for the Contract.</p> <p>The Client requires the Service Provider to have an effective and responsive day to day supervisory structure to control the Staff undertaking the Works to ensure that the correct Materials are available to them, that all Works are of a good quality, and that everyday Customer concerns are resolved.</p>	X 5	50

2.3	<p>The Tenderers proposals for the Operational Staff to be used on this Contract including:</p> <ul style="list-style-type: none"> • the number of Staff and their designation the Tenderer will deploy on the Works; • how such Staff are to be deployed; • whether Staff will be dedicated to this Contract or will also work on other contracts; • their competency 	<p>No more than 2 pages of Ariel 11 for this response.</p> <p>Appendices can be provided for this response.</p>	<p>The Client requires the Service Provider to employ a competent, customer care focused, formally trade trained and skilled workforce experienced in the works of a similar nature to the Works, equipped with adequate van stocks, fully maintained vehicles and toolkits, personal protective equipment, and having communication facilities to enable real time contact and reporting to be maintained, and the Works completed on time to a high level of workmanship and materials and to the complete satisfaction of the Customers.</p>	X 12.5	125
2.4	<p>The Tenderer's proposals for managing the Works in respect of:</p> <ul style="list-style-type: none"> • the level of operational resources (systems and equipment) which the Tenderer considers will be required to effectively carry out the Works under the Contract most effectively; • proposals for dealing with personal data in accordance with the Data Protection Act 1998; • submission of testing certificates. 	<p>No more than 2 pages of Ariel 11 for this response.</p> <p>Appendices can be provided for this response.</p>	<p>Copy of DPA notification to Information Commissioner.</p> <p>The Client requires the Service Provider:</p> <ol style="list-style-type: none"> 1. to have available plant and Equipment for the undertaking of the Works when required; 2. to have effective procedures to enable their Staff to obtain Materials and replenish stocks; 3. to provide real time reporting and electronic Testing Certificates 	X 12.5	125
2.5	<p>Describe how you will commit to fair work practices for workers (including any agency or subcontractor workers) engaged in the delivery of this contract?</p>	<p>No more than 1 page of Ariel 11 for this response.</p>	<p>The Client requires the Service Provider to adopt an approach that ensures that tenders ensure fair work practices for workers (including any agency or subcontractor workers) engaged in the delivery of this contract</p>	X 5	50
Total marks available					400