

Price / Quality Assessments (Quality Scoring)

One of a series of four FREE Procurement Training Courses funded through a collaboration between SFHA and Scottish Procurement Alliance (SPA).



Intro...



My background, Dougie Gold

- BSc (Hons) Construction Management
- Senior Management LA & HA (15 Years)
- Senior Management Private Sector (4 years)
- Owner Gold Consultancy Ltd (9 years)
- Seconded to SFHA funded by SPA

Happy to take questions at any point throughout the presentation.

In the last interactive session we went through a completed ESPD submission in detail and look at the example questions used in the ESPD under Part IV. Selection criteria using A: Suitability, B: Economic and Financial, C: Technical and Ability, D: Quality & Environmental ,

- ✓ Actual responses given by suppliers/contractors
- ✓ ESPD scoring matrixes
- ✓ Reviewed & scored the responses in groups to go through to the 2nd stage of the tender.
- ✓ example letters to be sent after ESPD selection process.



In this interactive session we will go through a completed Price & Quality submission in detail and look at the example questions Quality Methodology Statement (QMS) such as Customer Care, Quality of Works/Services, Quality Control, Communication, Management of the Works, Programming, Reporting, Sequence of Operations etc

We will look at actual responses given by suppliers/contractors (autonomous information only) and look at quality and price scoring matrixes and we will review and score the responses in groups and get to the point where we have one successful supplier/contractor and a number of unsuccessful suppliers/contractors from the process.

We will also look at example letters for both Scotland & OJEU procurement processes.

Today's Morning Agenda

- **Tea/Coffee/Registration 9.30 – 9.45**
- **Quality Methodology Statement (QMS)
Award Criteria 9.45 – 10.15**
- **Quality – Assessment 10.15 – 11.00**
- **Break 11.00 – 11.15**
- **Quality/Price – Scoring 11.15 – 12.15**
- **Q&A 12.15 – 12.30**

Quality Scoring

Price & Quality Assessment Criteria

Tender Evaluation Criteria - Financial

- The award of contract will be made based on the following criteria:
- **Financial - 40% Quality 60%**
- 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%** - Lowest bid awarded 40%
- Remainder of Bids Scored - $(\text{Lowest Bid}/\text{Next Bid}) \times 40 = \text{Score}$ obtained out of 40%

Tender Evaluation Criteria - Quality

- The award of contract will be made based on the following criteria:
- **Financial - 40% Quality 60%**
- Quality (60% weighting): Tenderers must submit a QMS fully describing each of the quality criteria listed in the **QMS Questionnaire**.
- **Quality 60%** - Highest Quality score awarded 60%
- Remainder of Quality Scored - $(\text{Highest Quality Score} / \text{Next Quality Score}) \times 60 = \text{Score obtained out of 60\%}$

Quality Methodology

- **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
Financial Evaluation							
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
Method Statement Evaluation							
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

Quality Scoring

Award Criteria

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

Scoring Guide – Critical Information...

- *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 tender 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.

CUSTOMER CARE AND QUALITY OF WORK –

Q1.1

- 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.
- Weighting x5
- **Max points 50**

CUSTOMER CARE AND QUALITY OF WORK –

Q1.2

- 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 Test HA to reduce this to 11 months over the first 18 months of the contract?
- **No more than 1 pages 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?
- Weighting x7.5
- **Max points 75**

CUSTOMER CARE AND QUALITY OF WORK – Q1.3

- The Tenderer's proposals for 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.
- **No more than 1 pages of Ariel 11 for this response.**
- The Client requires the Service Provider to provide an 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.
- Weighting x7.5
- **Max points 75**

CUSTOMER CARE AND QUALITY OF WORK –

Q1.4

- 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 pages of Ariel 11 for this response.**
- The Client requires to achieve a high rate of First Time Fix and to minimise the number of visits required by their maintenance contractors. 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.
- Weighting x7.5
- **Max points 75**

MANAGEMENT OF THE WORKS– Q2.1

- 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:
 - 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.
- **No more than 1 pages of Ariel 11 for this response. Also provide 2 x single page CV's & a single page Organogram**
- Weighting x5
- **Max points 50**

MANAGEMENT OF THE WORKS– Q2.2

- 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:
 - designation; duties and responsibilities; and relevant experience and qualifications
- **No more than 1 pages of Ariel 11 for this response. Also provide a single page CV's for the supervisor**
- 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
- Weighting x5 **Max points 50**

MANAGEMENT OF THE WORKS– Q2.3

- The Tenderers proposals for the Operational Staff to be used on this Contract including:
 - 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
- **No more than 2 pages of Ariel 11 for this response. Appendices can be provided for this response**
- Weighting x12.5
- **Max points 125**

Price/Quality Letter

Alternative Quality Questions?

Scenario Based Quality Questions

- We have seen an increase in the use of bid writers for supplier & contractors,
- It can mean that the quality standard is getting better and harder to differentiate in the scoring,
- Also leads to supplier & contractors having similar type narrative in the quality (I have seen this!),
- It is important to continually develop the quality assessment, consider also interviews?
- Another way is use scenario type questions!!

Scenario Based Quality Questions

- The Association has a number of properties located in various geographical areas. Mrs Smith from Livingston calls to advise she has no heating and hot water at 6:00pm on Friday night?
 - describe in your own words how you would ensure the quality of the service delivered to Mrs Smith and the Association,
 - detail all the possible issues & problems that may arise,
 - how would you overcome these problems to maximize service delivery for the customer and the Association,
 - detail how the service to the Association would not be effected.

Scenario Based Quality Questions

- You have been out to Mrs Brown 3 times, 3 different engineers, in the last 2 weeks, you have been unable to rectify her heating and hot water problems. Mrs Brown has 2 young kids and is very frustrated and so makes a formal complaint to the Association?
 - describe in your own words how you would manage this situation and ensure the quality of the service delivered to Mrs Brown and the Association,
 - how would you solve the problems to meet the customer and the Association's satisfaction.

Summary

IMPORTANT

- Ensure you allow enough time to score,
- Ensure that you score consistently throughout the process,
- Follow the guidance you have provided for scoring,
- Keep detailed notes of how you reached your score,
- Ensure you have an established Price/Quality Matrix,
- Make sure you send the letters out to all unsuccessful bidders.

Questions?