

Tender Evaluation Award Criteria for Decent Homes Contract

The Contract is awarded on the basis of a 60% Quality Evaluation and 40% Price.

The criterion for quality evaluation (i.e. 60%) is as follows:-

- Provide a method statement demonstrating clear interpretation of the contract requirements, how the contract will be delivered, and key risks.
- Resources and technical ability to carry out the service, including details of staff to be employed, equipment to be used, any work to be subcontracted.
- Respect for People Including policies and procedures on :
Staff retention/Recruitment/Training and Disciplinary procedures, Diversity.
- Equal opportunities policies /procedures ,including how they eliminate racial discrimination , promote equality , details on employment of local labour .Ethnic and equalities monitoring arrangements
- TUPE transfer arrangements
- Monitoring of the Contract/Kpi's. Quality Management control systems.
- Local office to administer, manage and deliver the service.
- Efficiency clause, added value, shared savings.
- Customer care and liaison, including policies for complaints handling, correspondence, telephone handling.
- Communication. On site, at head office, liaison with the client.
- Support and back up arrangements to cover holiday, sickness, long term absences. Completion of additional wok.
- Partnering proposals.
- Vetting employee's policy including a contract requirement for enhanced Criminal Records Bureau check, child protection questionnaire to be completed.
- Environmental performance and policies.
Any registration by an accredited third party (ISO 14001)
- Provide Health & Safety policy and risk assessments.
- Provide evidence of the following:-
 - £6 m Public Liability Insurance (minimum)
 - £10 m Employers Liability Insurance (Minimum)