

Tender Evaluation Award Criteria for Bathroom Refurbishments (Disabled Adaptations in Council owned housing) and Disabled facility Grants Contract 2010 – 2013.

The contract was evaluated and awarded on the basis of 40% for Price and 60% for Quality.

Tenderers were asked to answer a set of fourteen questions on the key themes surrounding quality as identified in the evaluation matrix and summarised below:

Quality of the Organisation

Tenderers were asked if they are accredited to ISO 9001, and to confirm the quality control processes they would adopt for all stages of the services, from receipt of the initial works order to completion.

Detailed Method Statements

The method statements/service delivery contained the tenderers' proposals for carrying out the services identified in the specification and detailed how they would meet all the contract conditions.

It also included a mobilisation plan and procedures in order to meet the contract start dates. In addition any innovations they would bring to the services, location of their depot, key risks, and methods of contract monitoring were included.

Case Studies

Tenderers were asked to provide two case studies to demonstrate their ability to deliver the contract.

Resources and Technical Ability

Tenderers were asked to provide details of the available resources. These included, working times, holidays and sickness support where needed and arrangements for dealing with additional demand, emergency procedures, the use of sub contractors, and the plans for the recruitment of local labour.

Personnel Issues

Tenderers provided evidence of their approach to staff selection, recruitment and retention, including training, career development, and disciplinary procedures. In addition, their equal opportunities policies and procedures, including any plans for monitoring racial, equality, and ethnic issues were included. All employees working on this contract must have had an advanced CRB check.

Partnering Proposals

All method statements included the tenderers' proposals for working in an effective partnership with CBC and their customers. This was to consist of the sharing of any efficiency savings, any added value they could bring to the contract, shared budget responsibility, and commitment to community projects.

Customer Care

The tenderers' method statements included their policies for dealing with complaints, correspondence, telephone calls etc, as well as their proposed methods for reporting their levels of service back to Central Bedfordshire Council. Full details should be given of their Customer Care policy, in particular plans for dealing with vulnerable customers.

If the Tenderer is a member of a "Considerate Contractors Charter ", then evidence was requested.

Health and Safety and Environmental Performance

The tenderers must have included their current Health and Safety and Environmental policies.

There where asked to provide Environmental and Health & Safety Risk assessments, which are specific for this contract and a Construction, Design and Management Health and Safety plan.

If the tenderer is registered to ISO 14000 for Environmental management then evidence should be included.

Proposed Key Performance Indicators (KPI's)

Tenderers were asked to provide details of the KPI's to be used for this contract.