

Appendix A

Tender Evaluation Criteria for the award of the 24/7 Community Alarm & Emergency Out of Hours call Handling Service 2011 – 2016.

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 seven questions on the key themes surrounding quality of services as identified in the evaluation matrix and summarised below:

Detailed Method Statements

The method statements/service delivery contained the tenderers' proposals for:

- Carrying out the services identified in the specification, including the out of hours call handling service.
- Detailed how they would meet all the contract conditions.
- A mobilisation plan and their procedures in order to meet the contract start date.
- Any innovations they would bring to the services.
- Location of their call centre.
- Key risks evaluated
- Methods of contract and performance monitoring

Case Studies

Tenderers were asked to provide two case studies to demonstrate their ability to deliver both the emergency out of hour's service, and the community alarm call handling service.

Resources and Technical Ability

Tenderers were asked to:

- Provide details of the available resources for delivery of the service.
- Provide details of staff working times.
- Provide details of holidays and sickness support.
- Provide details of their arrangements for dealing with additional demand
- Outline their emergency procedures and contingency planning
- If they intend to use sub contractors/agency staff.

Personnel Issues

Tenderers were asked to provide evidence of their approach to:

- Staff selection
- Recruitment and retention, including training, career development,
- Disciplinary procedures
- Equal opportunities policies and procedures,
- Plans for monitoring racial, equality, and ethnic issues.

All employees working on this contract must have had a standard CRB check.

Customer Care

The tenderers' method statements included their policies on:

- Dealing with complaints
- Correspondence
- Telephone calls.
- Proposed methods for reporting on the levels of performance.
- Details of their Customer Care policy, in particular plans for dealing with vulnerable customers.

Proposed Key Performance Indicators (KPI's)

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

Health and Safety and Environmental Performance was considered as part of the Pre Qualification Questionnaire and is also a requirement of TSA accreditation certification.

Telecare Services Association (TSA)

As a requirement of the pre qualification questionnaire compliance to the TSA industry standard was requested. Only contractors who met this service standard were selected for the tendering process.