



# **TENDER RESPONSE – PART D – QUALITY EVALUATION FOR PROVISION AND OPERATION OF HOMELESS, HEALTH & HOUSING HUB IN CENTRAL BOURNEMOUTH**

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## **Strategic Procurement**

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## **Evaluation Criteria Questions to be Scored**

This document sets out the questions asked as part of the Quality Evaluation of the procurement exercise. Bidders should therefore ensure that have read and fully understood the contents of the ITT and the evaluation approach taken to assess responses to these questions as set out in Section 5 of the Invitation to Tender.

The following Quality questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Bidders must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible. Where a Bidder fails to provide a response for a question(s) the Council will automatically award a score of "0" in respect of that question(s) and the Council reserves the right to reject that Bidder and not to consider that Bid further.

Bidders are encouraged to provide sufficient detail when responding to each question.

In providing responses to the questions set out in this document, Bidders should not assume that the Council has any prior knowledge of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements. In evaluating responses to these questions the Council will only consider information provided in response to these questions.

### **Page Limits Per Question**

Responses should not exceed the page limits indicated within each question.

The page limit is based on a single side of the size of the paper indicated for each criteria in the table below. The page limit is inclusive of text, drawings, diagrams, screen prints, flow charts or any other form of presenting a response. All text should be Arial font size 11.

Responses to each question should be completed on separate documents, clearly identified as being a response to each question. Once the response has been completed, it should be saved (preferably as a PDF document) in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

### **Question Weightings**

The quality questions will be evaluated, scored and the weightings applied to each evaluation criteria question outlined in the Section 5 of the Invitation to Tender.

Criteria Number	Evaluation Criteria
E1	<p><b>Bidder's approach to optimising the building configuration to enable operations</b></p> <p>Describe how your site-specific building configuration proposals enable the operational requirements presented in the Specification.</p> <p>Describe if and how you would consult with service users or ex-service users on the design of the function and space.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E1 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.</p>
	<p><b>Bidder's approach to site configuration timeline</b></p> <p>Describe your proposed timeline for site configuration from award of contract to commencement of operational service delivery.</p> <p>Your response should include but not be limited to requisite surveys, reports, permissions, site development, building works / site configuration and recruitment and timeline for applications for additional external funding, through to provision of a live service.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E2 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.</p>
E3	<p><b>Bidder's approach to site development costs</b></p> <p>Present the breakdown of costs for site development including your proposed breakdown to spend of the Council's site development contribution of £360,000.</p> <p>Present the budget required to develop the site / facility and show any funding gaps and describe how such funding gaps will be addressed.</p>
	<p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E3 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.</p>
	<p><b>Bidder's experience of remodelling and maintaining a public service building</b></p> <p>Describe your experience of remodelling and maintaining a building.</p>

	Please identify reference sites and describe your experience of instructing and otherwise liaising with construction related professional services including Planning, building control and any other statutory requirements together with your experience consulting with client teams with responsibility for improving outcomes for people experiencing homelessness to inform your design.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E4 - <i>Bidder Name</i> ' and upload as part of your tender submission.
	Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
<b>E5</b>	<b>Bidder's approach to delivery of site operations</b>
	Describe how you will operate the facility to meet the requirements of service users including but not limited to the welcome offer and management of the site.
	Describe your proposed customer management system used to capture data on service users.
	Describe three key risks to health and safety and how you would mitigate these risks.
<b>E6</b>	Describe any added value proposals such as to deliver an out of hours service.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E5 - <i>Bidder Name</i> ' and upload as part of your tender submission.
	Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
	<b>Bidder's approach to enhancing the work of the multidisciplinary team</b>
<b>E7</b>	Describe how you will staff the building to develop the welcome, triage and hospitality offer and ensure that this complements and enhances the work of the multidisciplinary team/support offer.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E6 - <i>Bidder Name</i> ' and upload as part of your tender submission.
	Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
	<b>Bidder's approach to allocation of annual Council revenue funding</b>
<b>E7</b>	Present the breakdown for how the BCP Council revenue funding of £50,000 p.a. will be allocated.
	Present the budget required to maintain and operate the facility and show any funding gaps and describe how such funding gaps will be addressed.
<b>E7</b>	Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E7 - <i>Bidder Name</i> ' and upload as part of your tender submission.

	Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.
<b>E8</b>	<p><b>Bidder's experience of working with homeless individuals</b></p> <p>Describe your experience of successfully providing support services to help people move on from homelessness. Include the CVs of key staff.</p> <p>Describe the common issues and barriers that people who are homeless face.</p> <p>Describe your experience and controls (including DBS) in relation to complex needs and safeguarding.</p> <p>Describe the scope of any added value support/provision for the MDT clients.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E8 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.</p>
<b>E9</b>	<p><b>Bidder's approach to sustainability and social value</b></p> <p>Bidder's approach to ensuring that the design will ensure that the building will achieve an Energy Performance Certificate (EPC) rating of no less than "B" once the Works are complete and the building is operational.</p> <p>Please complete your response to this question within a separate document. Once you have finished your response, please save the document (preferably as a PDF) as 'Response to E9 - <i>Bidder Name</i>' and upload as part of your tender submission.</p> <p>Please ensure that you do not exceed the maximum page limit for this question of 1 A4 page.</p>