**Quality Evaluation**

These Method Statements will be evaluated as either a Pass or Fail.

Each question/section will be allocated a score between 0 and 5 in accordance with the table set out below.

Tenderers receiving a score of 2 or less in any of these questions/sections shall be excluded from the remainder of the evaluation process, and their Tender shall not be considered further, unless the Council, at its absolute discretion, decides otherwise (the Council must evidence why such discretion was exercised):

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| **Scoring Matrix for Quality Criteria** |
| **Score** | **Judgement** | **Interpretation** |
| 5 | Pass | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response.  |
| 4 | Pass | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 3 | Pass  | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 2 | Fail  | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 1 | Fail  | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0 | Fail  | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

When completing the response, Tenderers are instructed to:

* Ensure responses are relevant to the individual stated requirement and applicable to any subsequent contract that may arise from this Invitation to Tender;
* Ensure responses are factual and accurate and within the stated word count; fully inclusive of any diagrams, charts or appendices. Words beyond the word count will not be taken into consideration when evaluating the response;
* Ensure responses are sufficiently detailed whilst remaining direct and concise;

The answers shall demonstrate how your organisation’s previous experience, knowledge and skills will be utilised in the delivery the service. Each response and associated document(s) shall be clearly cross-referenced to the relevant Method Statement Question.

**No policies should be used as part of or as a response in full. Any policies used will not be evaluated and will not contribute towards any overall score.**

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| **Method Statement**  |
| **All Providers will answer the following**  |
| **1. Accommodation Standards**How will you fulfil and maintain the requirements stated in the Accommodation Standards element of the specification? ***Your response should be no more than 300 words*** | Your answer should include, but need not be limited to:* How you will maintain accommodation standards;
* How you will ensure all rooms are clean, tidy and adequately and appropriately furnished;
* Your systems for carrying out repairs in a timely manner.
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| **Provider Response:** |
| **2.** **Safeguarding** Please outline your approach to Safeguarding children, young people and vulnerable adults from abuse or neglect.***Your response should be no more than 300 words*** | Your answer should include, but need not be limited to:* Preventing, identifying and reporting neglect or abuse;
* Effectively engaging and communicating with relevant agencies;
* How you apply the Council’s Safeguarding Policy, its values and principles.
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| **Provider Response:** |
| **3. Managing Applicants’ placements** How will you manage Applicants placements in your accommodation to meet the standards set out in the Managing Applicants Placements element of the specification? ***Your response should be no more than 300 words*** | Your answer should include, but need not be limited to:* Your booking in process;
* Managing the end of Applicant’s placements in the accommodation;
* How you will ensure effective communication with Cornwall Housing Limited.
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| **Provider Response:** |
| **4. Compliance Requirements** How do you fulfil and maintain the requirements stated in the Compliance Requirements section of the specification? ***Your response should be no more than 300 words***  | Your answer should include, but need not be limited to:* How you handle complaints;
* Staff training and induction;
* Processing invoices.
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| **Provider Response:** |