**Contract for:**

**THE PROVISION OF A REPAIRS AND MAINTENANCE SERVICE FOR COMMUNAL LAUNDRY EQUIPMENT AND DISHWASHER EQUIPMENT, CITYWIDE, THROUGHOUT NEWCASTLE UPON TYNE (C-012000)**

**ITT Schedule 5 - Evaluation**

**Clients: Newcastle City Council, Your Homes Newcastle and Leazes Homes Limited**

**Nominated Representative: Your Homes Newcastle Limited**

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Evaluation

The Client will evaluate the Tender responses to identify the ‘Most Economically Advantageous Tender’, taking into consideration the following criteria.

**Cost of Proposals - Pricing Schedule (50%)**

**Quality Response - Method Statements (50%) -** Broken down as:-

Method Statement 1 - Evidencing proposals for meeting the exact requirements of the specification and your ability to deliver to our timescales; (50%of the 50%)

Method Statement 2 - Evidencing experience in delivering the required repairs and maintenance services and, relevant qualifications and accreditations; (20% of the 50%)

Method Statement 3 - Evidencing Customer care and Customer Service; (30% of the 50%)

**1 - Cost of Proposal (50% weighting)**

Your Homes Newcastle, Newcastle City Council and Leazes Homes will award maximum marks to the lowest tender sum when compared against the other tender responses from the other bidders. The lowest tender pricing submissions will achieve the full scores available. Scores are then allocated to other bidders on a pro-rata basis as demonstrated in the example below.

 Tenderer Tendered Price Calculation Score

Company 1 £70,000 Maximum Score 50.00%

Company 2 £75,000 (70,000 / 75,000 x 100) x 50% 46.67%

Company 3 £85,000 (70,000 / 85,000 x 100) x 50% 41.17%

Company 4 £100,000 (70,000 / 100,000 x 100) x 50% 35.00%

Aggressively low bids will be awarded 50%, but Your Homes Newcastle, Newcastle City Council and Leazes Homes also reserve the right to award full marks to the next lowest bid in order to ensure that the standard deviation approach explained above is not undermined. It will then be weighed in accordance with the percentage weighing noted above. Please note that **Abnormally low bids will be rejected**.

The specific Pricing Schedules for the Communal Laundry Equipment and Dishwasher Equipment are identified separately in a different Tender document. All parts of this document need to be completed in full to enable a fair price comparison between all Tenders received.

1 **- Strength of proposals to comply with the Client’s Specification** - Evaluation made on methodology submitted in response to the Tender requirements, specifically the Specification – **(50% weighting)**

This ‘Quality’ evaluation is made up with the following sub-weightings:

1. Ability to Deliver - 50% of the 50% weighting
2. Experience - 20% of the 50% weighting
3. Customer Care / Service - 30% of the 50% weighting

The scoring rationale behind the evaluation criteria is in accordance with the graduated approach set out as below:

**Method Statement 1 – Ability to deliver (maximum of 2500 words)**

**(50% weighting)**

Please provide details of how you propose to deliver this repairs and maintenance Contract including the following information;

* Process map from the initial report of a fault to the final completion to show how the report is documented, passed to an engineer, attended, and completed indicating timelines between each step.
* An overview of your job booking / ordering process – whether this includes telephone and on-line booking process.
* Contact methods between Contractor and Client when asking for authorisation for high cost repairs or machine replacement.
* The reporting mechanism for the closure of repairs after completion.
* Ability to purchase and install new parts to the laundry equipment / dishwashers (supply chains, any time restrictions, etc).

**Method Statement 2 – Experience (maximum of 1500 words)**

**(20% weighting)**

Please provide details of your experience in repairs and maintenance of laundry equipment / dishwashers within communal laundries and shared facilities including identifying a minimum of three references to relevant Contracts and highlighting their total values, Contract periods and linked Client Referees who we can contact.

Please also reference any relevant Company accreditations and provide your Company Structure, identifying all appropriate roles and individuals linked to this Contract and, listing all relevant qualifications.

**Method Statement 3 – Customer care / service (maximum of 2000 words)**

**(30% weighting)**

It is important that during this repairs and maintenance contract, the wellbeing of the Client and Customers are considered and maintained. In the response to this method statement, tenderers are required to state how they will address the following:-

* How your approach secures and maintains a high standard of Customer care and trust. How will Customer Satisfaction be measured and, how will it be reported back to the Client?
* It is important that at all stages the Customer is kept informed and, has all of the information that they may need, (for example - to keep the Client / Customer informed of any expected repair dates and times when carrying out major repairs or replacements).
* Identify your complaints procedures and, how will you deal with any complaints / claims from the Clients’ Customers or the public in general. We are looking for a high level of responsiveness, and for any claim to be completed in a timely manner (identify your timescales for resolution).
* How you maintain respectable and safe standards of dress / workmanship ( are staff provided with uniforms and photographic ID badges), ensuring that everyone on site should show the upmost respect for the area and surrounding areas they are working in at all times, (this is a specific reference to ‘Safeguarding’ and ‘DBS approval’).

* How a zero tolerance for improper conduct, behaviour and language will be maintained and dealt with.

**All responses must be completed within the provided ‘Quality Questionnaire’ (please see document ITT Schedule 6)**

The Method Statement evaluation scoring structure is identified below. The Method Statements identified within this tender will **all** be scored according to the following classifications.

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| **Score** | **Classification** |
| 100 | Exceptional response in all areas |
| 90 | Exceptional response with some minor shortcomings, or very good response with some exceptional elements |
| 80 | Very good response in all areas |
| 70 | Very good response with some minor shortcomings, or good response with very good elements |
| 60 | Good response in all areas |
| 50 | Good response with some minor shortcomings, or acceptable response with good elements |
| 40 | Acceptable response in all areas |
| 30 | Acceptable response with some minor shortcomings, or poor response with some acceptable elements |
| 20 | Poor response in all areas |
| 10 | Very poor response that is significantly below expectations in all areas |
| 0 | No response, or inappropriate response in all areas |