

Project Title: <b>Contract 32 - Framework for Waste Collection and Disposal (SKIP HIRE) 2022-2023</b>		NEPO Portal		Project Quality Weighting: <b>40%</b>		Project Price Weighting: <b>60%</b>					
10 Scoring System (Units of 10 if required)		Scoring Context		Pricing Evaluation							
0 = Unacceptable/failed to address	No response or extremely limited response			The Supplier with the lowest price will be awarded the highest score available, all other Suppliers will be scored using the following method:							
2 = Reservations	Response is limited and fails to provide a significant proportion of relevant information, is unworkable and/or inconsistent. Shows limited understanding of, and/or inappropriate approach to the matter in question.			(Lowest Submitted Bid / Suppliers Submitted Bid) * Total Score Available = Total Score		500 / 750 * 30 = 20					
5 = Satisfactory	A broad response with an adequate level of information provided that is relevant to the question. Shows reasonable understanding of, and/or acceptable approach to the matters in question.			For example the total weighting for a price evaluation is 70%. The lowest submitted Total Figure is £500 and the Supplier submits a Total Figure of £750. The Supplier will receive a score of 20. If a supplier submits a price of £1000 they will get a score of 15.							
8 = Good	Good level of detailed information provided that is particularly relevant to the question. The response demonstrates a good understanding of and a good approach to the matters in question.										
10 = Excellent	Exemplary response. Comprehensive level of information provided that is relevant. The Bidder could not be expected to answer the question more comprehensively or appropriately.										
Scoring Matrix											
Tender Number		Supplier 1		Supplier 2		Supplier 3		Supplier 4		Supplier 5	
Section 8.1 - Project specific questions to assess technical and professional ability		Score	Weighted	Score	Weighted	Score	Weighted	Score	Weighted	Score	Weighted
Marks Available											
The Authority will use the scoring system shown above to evaluate the following project specific questions											
<b>8.1a Compliance with Health &amp; Safety Requirements</b>											
Please confirm that you have read and understood the requirements outlined within Appendix 3 Health & Safety Documents. By responding "Yes" you are specifically confirming that you have taken this into consideration when preparing your proposal and pricing and that you will take full responsibility for the same.		Pass/Fail	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass	Pass
<b>8.1b Essential Industry Standard Accreditations</b>											
Please confirm that you currently hold the following essential industry standard accreditations and you are able to provide either a copy of your valid Certification/Registration or another form of evidence to substantiate and confirm you will provide the relevant certificates on completion of the works. You must include with your tender submission a copy of your valid Certification/Registration documents or a copy of the evidence to substantiate for each: 1. Upper Tier BWSL (Waste Carrier Licence)		Pass/Fail	Pass	Clarification 4.1	PASS	PASS	PASS	PASS	PASS	Pass	Pass
<b>8.1c Essential Industry Standard Accreditations</b>											
Please confirm that you currently hold the following essential industry standard accreditations and you are able to provide either a copy of your valid Certification/Registration or another form of evidence to substantiate and confirm you will provide the relevant certificates on completion of the works. You must include with your tender submission a copy of your valid Certification/Registration documents or a copy of the evidence to substantiate for each: 1. Waste Operators Licence:		Pass/Fail	Pass	Clarification 4.2	Pass/Fail	PASS	PASS	PASS	PASS	Pass/Fail	Pass/Fail
<b>8.1c Delivery</b>											
Maximum Response of 1000 Words It is imperative that skips are delivered and collected to various local destinations across the borough in a timely and efficient manner to meet the needs of the service. a) Set out who the key individuals will deliver this contract, including key personnel, roles and responsibilities. b) How will you schedule and communicate with the Authority the delivery and collection of skips? c) Explain how you will ensure the Authority is provided in a timely manner all relevant documentation. d) Explain your process of ensuring availability of the Authorities requirements. e) Explain how you will ensure noise levels for residents are reduced to a minimum.		10.00%	10	5	5.00%	2	2.00%	0.00%	0.00%	2	2.00%
<b>8.1d Quality Assurance</b>											
Maximum Response of 1000 Words Please detail how you will ensure that you deliver a quality service. You should include your proposals for each of the following: • Your procedures for rectifying poor performance. • Your quality management systems and the quality management methods which you propose to adapt for the duration of the Contract. • Your on-site quality control system and how you will manage a "right first time" approach. • Provide details on how you will measure yourself to ensure the Authorities Key Performance Indicators are achieved (documents provided in the tender pack).		10.00%	10	2	2.00%	2	2.00%	0.00%	0.00%	5	5.00%
<b>8.1e Health and Safety</b>											
Maximum Response of 800 Words NTC is committed to the achievement of the highest possible standards of health and safety in all activities. The health and safety of residents, Council staff and the Provider's staff is of paramount importance. Please provide details of: • How you will carry out the Service in compliance with health and safety legislation. • There is an expectation that you will always work above the minimum standards, therefore achieving "industry best practice". Please provide examples of this. • Describe your own internal Health and Safety audit/inspection procedures for ensuring safe practices are being demonstrated, and also compliance to all relevant legislation.		10.00%	10	5	5.00%	2	2.00%	0.00%	0.00%	5	5.00%
<b>8.1f Environmental sustainability</b>											
Maximum Response of 500 Words In July 2023, North Tyneside Council declared a climate emergency, reflecting its commitment to preserving the environment in North Tyneside and the targets for the Authority and Borough to become carbon neutral by 2050. Achieving this target will require substantial transformation of the energy and waste management systems of all local businesses within our supply chain. As we move from the immediate Covid 19 emergency response, the Authority recognises that our approach to the economic recovery that will follow provides us with a unique opportunity to sustainably rebuild our economy and make greener investments and climate positive decisions that set us on a pathway that aligns with the North Tyneside, UK and international climate targets. a) Please detail how your company can provide services that can support the reduction of impacts on climate and waste (in particular fuel, carbon and minimising land fill). b) Please detail how you are making positive differences in your own operations (with performance evidence where possible (evidence will not be included in the word count)). c) Please detail how you are making positive differences in your own operations (with performance evidence where possible (evidence will not be included in the word count)).		10.00%	10	5	5.00%	2	2.00%	0.00%	0.00%	5	5.00%
Overall Quality % Score		60.00%		17.00%		8.00%		0.00%		0.00%	
Total Cost (Automatically pro-rata's from lowest price)		60.00%		60.00%		60.00%		60.00%		60.00%	
Total Score (Quality + Cost)		100.00%	100 Percent	77.00%		89.21%		89.21%		75.95%	
Final Ranking		RANKING 1		RANKING 3		RANKING 4		RANKING 5		RANKING 2	

Questions (As defined in Method Statement)	Criteria or Section %	Evaluation Comments	Criteria Met		Notes		Criteria Met		Notes		Criteria Met		Notes		Criteria Met		Notes	
			Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)	Delete as appropriate	Enter Additional Info (if required)
Part 1 Potential Supplier Information	Yes/No	For information only	Yes		Yes		Yes				Yes		Yes		Yes			
Part 2 Section 2 - Grounds for mandatory exclusion	Pass/Fail	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	Pass		Pass		Pass				Pass		Pass		Pass			
Part 2 Section 3 - Grounds for discretionary exclusion	Pass/Fail	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	Pass/Fail	Clarification 4.1	Pass		Pass				Pass		Pass		Pass			
Part 3 Section 4 - Economic and Financial Standing	Pass/Fail Self Assessment	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	Pass		Pass		Pass/Fail				Pass/Fail		Pass/Fail		Pass/Fail			
Part 3 Section 5 - Wider Group Financial Information	Pass/Fail Self Assessment	Bidders undertake a self-assessment using the financial appraisal model provided. The Authority will only validate the information submitted by the successful tenderer(s).	Pass	N/A	Pass/Fail	N/A	Pass/Fail	N/A			Pass/Fail	N/A	Pass/Fail		Pass/Fail			
Part 3 Section 6 - Technical and Professional Ability Additional Technical Questions	Pass/Fail quality threshold applicable to some questions and scored assessment	The Authority will use the scoring system shown above to evaluate the following additional technical questions 6.1 to 6.2																
6.1 Case Study Please provide a single case study to demonstrate your experience of delivering services similar in scope and size to that detailed within the Specification Document relevant to the lot you are bidding for the housing and repairs service. The case study should provide a relevant example of delivering services of a similar scale, nature and volume. The case study does not necessarily have to be for a Local Authority. The services should have been delivered within the last 3 years. Reference contact details are required for the case study submitted. The named contact provided should be able to provide, if requested, written evidence to confirm the accuracy of the information provided below. The Authority may verify the references provided, by contacting referees directly. If verification is sought and not received from the referee then the Authority reserves the right to discount the related case study. Please ensure that the client acting as referee has sight of the completed case study. Any case study provided without contact details for the referee may result in the case study receiving a zero score. Consortia bids should refer to Part 1 of the Instructions for Tendering of the Invitation to Tender.	Question 6.1 has a quality threshold of 50% to PASS. Failure to achieve this threshold will result in a FAIL, and your organisation will not be considered further or invited to tender.																	
6.2 If you cannot provide examples of similar volumes or evidence of the volumes of the services under contract for questions 6.1, in no more than 100 words please provide an explanation for this e.g. your organisation is a new start-up or you have provided services in the past either not in volumes or not under a contract	Question 6.2 has a quality threshold of 50% to PASS. Failure to achieve this threshold will result in a FAIL, and your organisation will not be considered further or invited to tender.		Score	Weighted	Will	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	
6.1 Case study or response to question 6.2 -H47-D47	100.00%	10	5	50.00%	Overall a satisfactory response to the case study including the nature of Works undertaken are similar. Location is within Tyne and Wear. Scale and value of Works are higher. Start and end date is from 2019 and extended to 2023. Type of Client is a Local Authority. <b>How the works were carried out</b> - Provided a local call centre for skip requests with full booking details provided and confirmed. Having a dedicated transport routing team to plan and to meet client timescales with real time vehicle tracking/ monitoring. All vehicles fitted with M3 to allow for waste visibility without going into detail of what this was. Provided details of waste disposal, including weighing and automated reporting into system, segregation to designated areas to deter contamination and then further segregation. Use photographic evidence for any contamination to client. Provided the number of vehicles and fitted equipment used and all staff are experienced including management/ drivers/ recycling operatives. <b>Please detail how effective communication was undertaken with:</b> <b>a) the client with regard to contract management, meetings and relevant correspondence</b> - Provided a right first time solution, had a dedicated Account Manager (AM) for KPIs, reporting, day to day running. Meetings pre contract start with all stakeholders. <b>b) Dealing with the building staff, site staff, residents and the public on a day to day basis</b> Meetings with stakeholders to carry out H&S inspections and site visits - Recognised work and noise restrictions. - Monthly meetings, Office Customer Service team available via phone and email and out of hours contact number. Not identified having training working with the public. <b>c) involvement with complaints, complaints and the process for resolution as a sub-contractor</b> - All deals with complaints, without any on this contract, although provided some detail on the process with escalation and without timescales. Work with the authority, create good working relationships, information about complaints is passed onto staff. Traffic office dispatcher intercepts and aim to resolve immediately or provides an escalation process if unable to resolve immediately.	5	50.00%	Satisfactory Nature of Works are Similar, location is in Manchester. The scale value of works are higher. Start and End date from 2014 ongoing to 2022. Type of Client is a Housing association. <b>How the works were carried out</b> - Details of PO logged into system with all relevant details confirmed. Work covering mainly residential areas and drivers have noise pollution training, pre start process with safe systems of work, use of online portal includes transfer notes on completion, each skip via the weighbridge is used for measurement, waste separated (automated and manually) and report produced, recycled suitable waste, and discussed options for increased recycling. <b>Please detail how effective communication was undertaken with:</b> <b>a) the client with regard to contract management, meetings and relevant correspondence</b> - Provided a dedicated account management team, periodic review meetings with details for the agenda, and field account managers provided training on compliant waste management. <b>b) Dealing with the building staff, site staff, residents and the public on a day to day basis</b> - Have a dedicated Customer Service Representatives for daily communications and building relationships. Customer representatives confirm email bookings and is available for queries. Use of customer portal. <b>c) involvement with complaints, complaints and the process for resolution as a sub-contractor</b> - Customer satisfaction surveys and any dissatisfaction will be acknowledged with 1 hour followed by a detailed response within 4 hours. Where further investigation is required, notification will be provided within the 4-hour service with notification of the new timeframe for response initially two evaluators didn't identify the timescales.	2	20.00%	Overall reservations although the case study included similar nature of works, location is within the North East area. Scale and value of Works are similar. Start and end date 2016 and ongoing to 2023. Type of Client is a Local Authority. <b>How the works were carried out</b> - Identified visiting permanent sites, analysing skip requirements, drivers underwent specific training, provided a delivery programme, Delivery programme produced so skip is always operational and using Management Tool for auto route maps for efficiency. Daily and monthly reporting available. Pre-polluted invoicing process. Included all licence information although no detail around segregating the waste or recycling. Failed to identify H&S and mobilisation. <b>Please detail how effective communication was undertaken with:</b> <b>a) the client with regard to contract management, meetings and relevant correspondence</b> - Quarterly meetings, Contracts Manager provided day to day communication and issues can be escalated when needed. Access to online portal. <b>b) Dealing with the building staff, site staff, residents and the public on a day to day basis</b> - Drivers have training and experience of working with the public and staff deal with any site issues with courteous manner without advising if they have any training on dealing with the public. <b>c) involvement with complaints, complaints and the process for resolution as a sub-contractor</b> - Via email/verbally and have a formal system for dealing with complaints, but no detail re escalations or on timescales. Overall reservations as failing to provide specific detail and missing relevant information.	2	20.00%	Overall reservations although the case study included similar nature of works, the location was in North East. Scale and value of Works are higher. Start and End date from 2010 - present ongoing and the client was Local Authority. <b>How the works were carried out</b> - Provided a five days a week service and provide both skips on site and accept direct deliveries from client to transfer station at their depot. Orders via email the with 24 hour turnaround. Mentioned separating waste, but no mention of weighbridges etc, mentions the billing process and not clear if automated. Monthly reports and backing data. Overall a brief response without providing more specific detail and failed to mention Health & Safety or mobilisation. <b>Please detail how effective communication was undertaken with:</b> <b>a) the client with regard to contract management, meetings and relevant correspondence</b> - Named Account Manager (AM) with day to day contact with operational team, provide monthly meetings and queries via AM. Failed to mention communication for contract start up including ordering process. <b>b) Dealing with the building staff, site staff, residents and the public on a day to day basis</b> - Due to current working arrangement having limited interaction with the public although drivers are trained for this if required. <b>c) involvement with complaints, complaints and the process for resolution as a sub-contractor</b> - Close working relationship to avoid complaints and limited detail about the complaints procedure and escalation, and no timescales given and referred to complaints procedure elsewhere instead of in this section. Overall the case study concentrated on and covered other services rather than the requirements of the Authority's scope and failing to provide specific details to allow the Authority to understand the full process.	5	50.00%	Overall a satisfactory response to the case study and the nature of works are similar, the location was in Scotland and North East. Scale and value of Works are higher. Start and End date from 2010 - present ongoing and the client was private developer. <b>How the works were carried out</b> - Service various sites and using various skips and collecting a variety of waste. Provided bespoke monthly reporting, client had access to online portal, a dedicated key account manager, identified invoicing, details of MRF systems, waste segregation process and contaminated/recycled segregation. Failed to identify the operational and collection process, identified licences along without identifying Health and safety. <b>Please detail how effective communication was undertaken with:</b> <b>a) the client with regard to contract management, meetings and relevant correspondence</b> - Provided a dedicated Account manager (AM) from mobilisation, implementation and rollout of the contract. Review meetings client and site staff. Various reports with use of online portal. On site training provided and measure performance against service requirements. <b>b) Dealing with the building staff, site staff, residents and the public on a day to day basis</b> - No information on dealing with the public or health and safety. <b>c) involvement with complaints, complaints and the process for resolution as a sub-contractor</b> - Provided a clear complaints procedure including escalations and timescales. Complaints to AM with escalation process if needed and staff responsible. A very detailed response to question c. Overall the response covered some areas with good information although lacking providing information in some other areas.	
Part 3 Section 7 - Modern Slavery Act 2015	Pass/Fail	If an organisation cannot confirm any of the statements, the Authority reserves the right to disqualify the organisation from the process at this point in the evaluation.	Pass	URL included	Pass		Pass				Pass		Pass		Pass			
Part 3 Section 8.2 - Insurance	Pass/Fail	Bidders will confirm they have or will obtain the relevant insurances to pass. Copies of insurance certificates will only be requested from the successful tenderer(s).	Pass		Pass		Pass				Pass		Pass		Pass			
Part 3 Section 8.3 - Compliance with Equality Legislation	Pass/Fail	Bidders must confirm their compliance with equality legislation to Pass.	Pass		Pass		Pass				Pass		Pass		Pass			
Part 3 Section 8.4 - Compliance with Environmental Legislation	Pass/Fail	Bidders must confirm their compliance with equality legislation to Pass.	Pass		Pass		Pass				Pass/Fail		Pass		Pass			
Part 4 Section 8.5 - Health and Safety High Risk	Pass/Fail	Bidders must complete the health & safety questionnaire to confirm that the information will be provided upon request. The Authority will only request and evaluate the relevant health & safety information and risk assessments from the successful tenderer(s).	Pass		Pass		Pass/Fail				Pass/Fail		Pass		Pass			
The Authority has provided details below of the team who it is envisaged will be undertaking the evaluation, but reserves the right to change personnel at any stage of the tender process if the need arises. Bidders are advised NOT to use any of the named Evaluation Panel Members listed as Referees for responses to either Section 6, Case Study or any of the questions in section 8.1, should they have previously provided similar works or services to the Authority, this will cause a conflict of interest for the evaluation and any named referee(s) will have to be replaced and this could delay the evaluation process whilst replacement is found. To clarify, Bidders can still use the Authority as a reference.	Document Number P-001-001-P5qN7C Issue No:1 Page 1 of 1		Name	Date Case Study	Date Section 8.1	Name	Date Case Study	Date Section 8.2	Name	Date Case Study	Date Section 8.3	Name	Date Case Study	Date Section 8.4	Name	Date Case Study	Date Section 8.5	
			Rosie Duerdin (Contracts Officer)	07.01.2022	21.01.22	Clare Gale (Estimating and Quantity Surveying Manager)	07.01.2022	21.01.22	Phil Bryden - Contracts Manager.	07.01.2022	21.01.22							