Project Title:	**FRAMEWORK -Contract 33 - Framework for Combined Drainage Works 2022-2024**
NEPO Portal	**NEPO Portal Ref DN581120**
Project Quality Weighting:	**40%**
Project Price Weighting:	**60%**

10 Scoring System (Units of 10 if required)	**Scoring Context**
0 = Unacceptable/failed to address	No response or extremely limited response
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.
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.
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.

Pricing Evaluation
The Supplier with the lowest price will be awarded the highest score available, all other Suppliers will be scored using the following method:
(Lowest Submitted Bid / Suppliers Submitted Bid) x Total Score Available = Total Score **500 / 750 * 30 = 20**
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.

Scoring Matrix

Tenderer Number			**Supplier 1 -**			**Supplier 2**			**Supplier 3**			**Supplier 4**			**Supplier 5**			**Supplier 6**			**Supplier 7**		
Section 8.1 - Additional Questions																							
Section 8.1 - Project specific questions to assess technical and professional ability	Marks Available		Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes
	The Authority will use the scoring system shown above to evaluate the following project specific questions																						
8.1 a Lot 1 Applying for Lot 1 - Housing Stock	Information only		Lot 1		✓	Lot 1		✓	Lot 1		✓	Lot 1		✓	Lot 1		✓	Lot 1		✓	Lot 1		✓
8.1 a Lot 2 Applying for Lot 2 - Non -Housing and Public Buildings	Information only		Lot 2		✓	Lot 2		✓	Lot 2		✓	Lot 2		✓	Lot 2		✓	Lot 2		✓	Lot 2		✓
8.1b Compliance with Health & Safety Requirements 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**	**This is a Pass/Fail question. By answering 'Yes' to this question you will pass. By answering 'No' you will fail and your bid will not be considered further.**	Pass			Pass			PASS			PASS			Pass			Pass			Pass		
8.1c Essential Industry Standard Accreditations (If Required) 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".** **WAPS or EQUIVALENT**	**Pass/Fail**	**This is a Pass/Fall question. By answering "Yes" to this question you will pass. By answering 'No' you will fail and your bid will not be considered further.**	Pass			Pass			PASS			FAIL			Pass			Pass			Pass		
8.1d Project Delivery - ~~maximum response of 1000 Words~~ **NOTE - Increased to 1500 Words re question 10.1.1** **A)Staff Resource:** How will you ensure adequate resources are available to the projects throughout the year? •Set out who the key individuals will be to deliver this contract, including key personnel, roles and responsibilities together with proposed project management structure of this project. •Details of the proposed resources that will be allocated in order to meet the requirements of the programme. Providers are also required to provide details of their proposed teams and any additional capacity available including expertise, profession/trade and responsibilities. Your response should also highlight how the teams will be organised and managed, including interfaces with subcontractors. **B)Planning the works:** •Based on the Scope of Works/case study relevant to this contract please detail your approach to programming and scheduling these planned / repair works, including working during school holiday periods, peak times and dealing with variations. •What strategy would you propose to ensure the programme is recovered if failings are identified, including timescales e.g. inclement weather/poor performance?	**15.00%**	**10**		**0.00%**		5	7.50%	An overall satisfactory response including:- **A)Staff Resource:** **1.. Key Individuals, personnel, roles, responsibilities and project management structure** Provides a list of the key roles including having 48 engineers based at a local depot and availability of additional resources with two hours away. Having an inhouse workforce. A generic response without specific detail. **2. Details of proposed resources to meet program....** Provided the without naming and failed to provide the resource numbers. Confirming no sub-contractors to be used. An organigram of the structure would have been useful, this is not marked down for the evaluation as not a specific requirement. **B)Planning the works:** **1. Approach to programming & scheduling works** Identified having a contract with similar specification as NTC. Used a local Scheduling team and plan works which lacked some detail. Having 10 crews available daily with availibity of 3 out of hours vans from Tyne and Wear depot. Provided detailed information on how the works are allocated and how they manage different times of the years along with variations. **2. Strategy to ensure programme recovered if failings identified** Availability of additional resource from others depots without expanding on the information. Prioritising urgent and non urgent works. Gave example of how to get back on track an mention failings without going into substantial detail.	5	7.50%	An overall satisfactory response including:- **A)Staff Resource:** **1. Key Individuals, personnel, roles, responsibilities and project management structure** Provided a staff structure with role description with a very detailed organigram with all key personnel named, their roles, responsibilities and flow paths identified. **2. Details of proposed resources to meet program....** Provided a list of anticipated resources whit the teams identified in an organigram. The resource chart identified as an attachment cannot be view and identified having access to other resource teams if further capacity is required. **B)Planning the works:** **1. Approach to programming & scheduling works** Jobs are completed in priority order, identified using Accuser for the priorities, offering a 24 hour service, using a cloud based tablet system including contact with end user and providing appointments for public buildings such as schools. **2. Strategy to ensure programme recovered if failings identified** Identified having additional resource, using overtime and having strategies for any failings, without providing the specific detail.	0.00%	2	3.00%	Overall reservations for the response including cover the following **A)Staff Resource** **1. Key Individuals, personnel, roles, responsibilities and project management structure** Provided an organisational structure including the key people and responsibilities listed. Having a management with the personnel identified and roles which is basic. Parts of the response appear to have been copy and pasted including highlighting 'Newcastle' rather than NTC on the map. **2. Details of proposed resources to meet program....** The response is unclear if they have in house operatives and identifying sub-contracting without numbers. Having reactive vans and local depots to assist if needed. **B)Planning the works:** **1. Approach to programming & scheduling works** System used to plan works based on priority, location and distance. Having an inhouse planning tool with communication to the site to arrange a time and offering a 24 hour call out **2. Strategy to ensure programme recovered if failings identified** Having availability of additional resource from other depots and identified using a programme system without providing any further details. The response was generic and not specific and lacking detail or substance of how and does not appear to be proof read due to cross referencing to other contracts.		0.00%			0.00%	
8.1e Customer Service maximum response of 750 words Our North Tyneside Plan is to listen to our residents and ensuring that the Council works better for them. We are always striving to achieve a higher level of customer service. Please detail your approach to Customer Service Standards. You should consider the following in your response as a sub-contractor to North Tyneside Council: •Your approach to ensuring customer satisfaction and to managing customers' expectations. (The response should detail those receiving the works, the tenants, neighbouring private properties, residents and the public who will be affected by works). •Ensuring timescales are achieved in line with customers' expectations. •How progress updates and feedback will be provided to the client. •Your complaints process and who in your organisation would deal with any disatisfied customers. Please include a brief worked example of the issue and the resolution process followed	**10.00%**	**10**		0.00%		2	2.00%	Overall reservations for the response including cover the following **Detail your approach to Customer Service Standards, you should consider the following in your response as a sub-contractor to North Tyneside Council:** **•Your approach to ensuring customer satisfaction** Having company values, providing training for staff, carrying out site audits to maintain high standards and using KPI's. Identified accreditations and schemes that are followed. A very generic response. **•Achieving Timescales** Provided weekly resource and planning meetings. Planners interact with tenants using a big change review system and audit programme although failed to provide specific detail. **•Progress updates and feedback** Not fully adressed other than keeping customers up to date and very limited information provided. **•Complaints process** Identified complaints are raised online, assigned to the manager, use a reporting system and investigate, although, failed to explain how. Complaintes resolved in 48hrs if possible and lessons learnt is communicated to staff. Failed to mention escalation and not enough detail on the process. Overall failed to provide the specific detail for the Authority to understand their process in some of the sections.	5	5.00%	Overall a satisfactory response including for **Detail your approach to Customer Service Standards, you should consider the following in your response as a sub-contractor to North Tyneside Council:** **•Your approach to ensuring customer satisfaction** Identified using phone calls, vulnerable tenants, appointments, letters drops for larger works and different issues that may arise with members of the public. Stating appointments are made and kept with any issues communicated. Concentrating on use of communication throughout. Staff triage calls and provide greetings for the elderly and vulnerable. **•Achieving Timescales** Providing appointment slots which are booked and missed appointments are communicated asap, appointments rearranged and concentrating on communicating. **•Progress updates and feedback** Keep tenants up to date with progress and satisfaction surveys returned along with communication with tenants, failed to mention updates and feedback with NTC. **•Complaints process** Complaints escalated to manager, recorded, discussed with authority although failed to identify timescales or provide the detail and not a comprehensive complaints process.	0.00%	5	5.00%	Overall a satisfactory response including for the following **Detail your approach to Customer Service Standards, you should consider the following in your response as a sub-contractor to North Tyneside Council:** **•Your approach to ensuring customer satisfaction** Identified minimising disruption, communicate good news stories via media, providing customer acceptance reports. Engaging with stakeholders and communities along with using customer satisfaction surveys. **•Achieving Timescales** Provide a right first time fix with emergency 4 hours response although basic detail. **•Progress updates and feedback** Contacts manager provides updates to client, system also provides updates, use inhouse software programme. Could have provided more detail. **•Complaints process** Details full complaints process with escalations and action plans using a log book although identified send a copy to 'Places for People' which is not relevant to this Contract and appears copied and pasted?. Overall a satisfactory response otherwise.		0.00%			0.00%	
8.1f Health & Safety- Risk management measures ~~maximum response of 750 words~~ **NOTE - Increased to 1250 Words re question 10.1.1** •Describe your own internal Risk management measures, in line with the current guidelines from HSE & Government, ensuring safe working practices are being demonstrated whilst working in or around tenanted homes, live premises and public spaces? •Detail what you see as typical resident health, safety and welfare risks and how you will manage these at a practical level on site. •Provide your lessons learnt procedures for sharing good working practices, improvements, and failings	**10.00%**	**10**		0.00%		5	5.00%	Overall a satisfactory response including **•Describing internal Risk management measures in inline with HSE & Gov in or around tenanted homes, live premises and public spaces?** Identified RAMS, Engineers Point of work with dynamic RAMs. The Director holds different health and safety (H&S) accreditations with H&S officers regionally. Identified the use of signage and barriers for work area although a generic response. **•Detail as typical resident health, safety and welfare risks and managing them** Using communication, barriers and PPE. **•Lessons learnt and sharing good practices.** Share information through Audits, toolbox talks although basic information and limted detail on the response to lessons learnt.	5	5.00%	**Satisfactory •Describing internal Risk management measures in inline with HSE & Gov in or around tenanted homes, live premises and public spaces?** Producing RAMS, dynamic and task specific RAMS. Identified the regulations they have to follow and use of PPE **•Detail as typical resident health, safety and welfare risks and managing them** Identified slips, trips, falls, use of barriers, hose guards. Compliance and ensure permits to work, holding tool box talks, using dynamic risk assessments on site,having good housekeeping and amber beacons on vehicles. **•Lessons learnt and sharing good practices.** Using a 'Plan, Do, Check and Act system with continual assessments which is communicated through weekly meetings, noticeboard, Whatsapp forum used for sharing information, and text messages.	0.00%	5	5.00%	Overall a satisfactory response including **•Describing Internal Risk management measures in inline with HSE & Gov in or around tenanted homes, live premises and public spaces?** Use of 'Don't walk by , training, having audits, H&S inductions, having ISO 45000:2018 accreditation, using SHE Assure, RAMS, SSoW, client briefings etc. Worked with non-english speaking clients, hard of hearing and the vulnerable **•Detail as typical resident health, safety and welfare risks and managing them** Not identifying specific resident risks only more generic risks have been identified and only provided a table identifying for the generic risks and mitigation **•Lessons learnt and sharing good practices.** Having tool box talks, using a lessons learnt report, Investigation through their app, and training given if needed. Report written for discussion with client and cascad the changes etc. across the business.		0.00%			0.00%	
8.1g Social Value and Climate Emergency 500 words In line with North Tyneside's Plan to ensure the Authority strives to ensure North Tyneside is a Great place to live, work and visit. •Please detail your approach and specific targets within 2022/24 to employ work experience placements, including Apprentices from the North Tyneside area . •Please explain how your organisation can support the reduction of impacts on climate and waste, in particular reducing CO2 emissions, in relation to the delivery of this contract and how you have made positive differences in your own operations. Provide supporting performance evidence where possible to demonstrate the effectiveness of the improvements.	**5.00%**	**10**		0.00%		2	1.00%	Overall reservations for the response including for **•Approach to specific targets including Apprentices and work experience in NTC area** Identified employing people in Gateshead without identifying apprentices and not for North Tyneside. Failed to mention work experience. Brief and not providing any specific targets. **•Supporting the reduction of impacts on climate and waste in particular CO2 emissions reduction and was evidence provided to substantiate?** Renewing vehicles every 6-8 years and identified not using electric vehicles as not 'viable'. Use an environmental management system with recycle and segregating waste. Using job allocation where possible for reduced travel. Overall the first half of the question is very brief and not specific to North Tyneside and failed to provide any substantiation for any of the the second section.	8	4.00%	Overall a good response including for **•Approach to specific targets including Apprentices and work experience in NTC area** Providing a commitment of two work experience placements per year for back office and mentioning focusing on the apprentices for North Tyneside. **•Supporting the reduction of impacts on climate and waste in particular CO2 emissions reduction and was evidence provided to substantiate?** Harvesting rainwater and reducing water usage for root cutting and descaling which has reduced their output by 25% and in turn reduced the weight of the vehicles and refuelling by 25%. Reduced travel and offering a cycle to work incentive, car sharing and free bus passes. Returning staff to the office could have a major detrimental impact, hybrid working would be a far better solution or use of electric vehicles.	0.00%	5	2.50%	Overall a satisfactory response including **•Approach to specific targets including Apprentices and work experience in NTC area** Identified providing four back office work experience opportunities and will continue to provide apprenticeship opportunities without specific commitments or identifying from which area. **•Supporting the reduction of impacts on climate and waste in particular CO2 emissions reduction and was evidence provided to substantiate?** Currently looking at electric and hybrid vehicles potential and currently being rolled out Use of an in house system for job allocation to reduce travel. Using start stop technology where possible. Recycling and reducing journey's along with using recycler vacuum units to reduce waste without providing any detail or substantiation.		0.00%			0.00%	
	Overall Quality % Score	**40.00%**		**0.00%**			**15.50%**			**21.50%**			**0.00%**			**15.50%**			**0.00%**			**0.00%**	

			Supplier 1		**Supplier 2**			**Supplier 3**			**Supplier 4**			**Supplier 5**			**Supplier 6**			**Supplier 6**		
LOT 1 - HOUSING			Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted	
Total Cost (Automatically pro-rata's from lowest price)	**60.00%**						25.49%			60.00%						39.31%							
Total Score (Quality + Cost)	**100.00%**	**100 Percent**	**Total Score**			**Total Score**			**Total Score**			**Total Score**			**Total Score**			**Total Score**			**Total Score**		
Supplier 1						40.99%			81.50%						54.81%								
Final Ranking						**3**			**1**						**2**								
LOT 2 - NON - HOUSING			Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted		Total Cost	Weighted	
Total Cost (Automatically pro-rata's from lowest price)	**60.00%**						52.98%			60.00%						39.31%							
Total Score (Quality + Cost)	**100.00%**	**100 Percent**	**Total Score**			**Total Score**			**Total Score**			**Total Score**			**Total Score**			**Total Score**			**Total Score**		
Supplier 1						68.48%			81.50%						54.81%								
Final Ranking						**2**			**1**						**3**								

Questions (As defined in Method Statement)	Criteria or Section %	Evaluation Comments
Part 1 Potential Supplier Information	Yes/No	For information only
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.
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.
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.
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)
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 500 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.	
6.1 Case study or response to question 6.2	**100.00%**	**10**
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
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).
Part 3 Section 8.3 - Compliance with Equality Legislation	Pass/Fail	Bidders must confirm their compliance with equality legislation to Pass.
Part 4 Section 8.4 - Health and Safety High Risk	Pass/Fail	Bidders must complete the health & safety questionnnaire 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)

Criteria Met *Delete as appropriate*	Notes *Enter Additional Info (if required)*	Criteria Met *Delete as appropriate*	Notes *Enter Additional Info (if required)*	Criteria Met *Delete as appropriate*	Notes *Enter Additional Info (if required)*	Criteria Met *Delete as appropriate*	Notes *Enter Additional Info (if required)*	Criteria Met *Delete as appropriate*	Notes *Enter Additional Info (if required)*	Criteria Met *Delete as appropriate*	Notes *Enter Additional Info (if required)*
Yes		Yes		Yes		yes		Yes		Yes	
Pass		Pass		Pass		Pass		Pass		Pass	
Pass		Pass		Pass		Pass		Pass		Pass	
Pass/Fail		Pass		Pass		Pass/Fail		Pass		Pass/Fail	
Pass/Fail		Pass		Pass		Pass/Fail		Pass		Pass/Fail	

Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes
2	20.00%	Overall reservations for the case study which are for similar **Nature of Works**. The works included a gully maintenance and cleaning contract . The **location** is within Tyne and Wear, **scale of works** are higher, **value of works** are acceptable and the period was ongoing and shorter to Feb 22. The client was a Local Authority. **How the works were carried out** Have two tankers, pre-start meeting, Inducted on the reporting system Use of handheld tablets issued by the Authority, information is downloaded weekly and holding regular meetings lacking more specific detail with a very basic overview and was more client led. **Please detail how effective communication was undertaken with** **a) the client with regard to contract management, meetings and relevant correspondence** Has regular communication updates and keeping the client informed without identifying frequency and doesn't answer the question, lacking in the specific detail of how the communications were processed. **b) dealing with residents and neighbouring properties on a day-to-day basis** Mentions customer satisfaction tool box talks and staff being made aware to be considerate, lacking in detail of how daily communications works and/or appointments, a very brief answer. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Registered with contractor and client and stating good feedback without complaints so far which is passed on via weekly meetings a very brief response and failed to provide detail and formal complaints process. Failed to provide the specific detail for the Authority to understand their processes.	5	50.00%	**Overall a satisfactory response to the case study providing similar nature of works.** Which included being part of a framework for reactive and planned maintenance including drain unblocking and various drainage works offering a 24 hour solution and being part of a partnership. The **Location** covered Yorkshire to the Scottish Borders, the **scale and value of works** was higher, within **period** and for a very long time which is good. The **client** was a Water Authority and Contractor. **How the works were carried out.** Having use of a Tyne & wear depot with support from other areas, offering a 24 hour service, aims for fight first time outcome, use of CRMS system and jobs logged in the system, contact their client in 15 minutes, rearrange appointments when necessary and jobs allocated to engineers. Any additional works are communicated, operatives use tablets, have daily and weekly KPI's and carry out customer surveys. A very generic answer although gives a good overview of their process. **Please detail how effective communication was undertaken with** **a) the client with regard to contract management, meetings and relevant correspondence** Monthly and weekly KPI's for Supervisors, provided a Contract Area Manager, and held collaboration meetings although failed to identify how communication was carried out other than meetings. **b) dealing with residents and neighbouring properties on a day-to-day basis** Daily contact with residents by planners and schedulers, provide an expected time of arrival and carry out site visits to alleviate any fears as well as identifying vulnerable residents. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Complaints generally dealt with through partners, have internal tracking of complaints, use a quality management process, have a client relationship manager and an escalation process although failed to provide details of timescales for response.	5	50.00%	Overall a satisfactory response to the case study providing similar **nature of works.** The works included providing drainage/clearance and unblocking, emergency plumbing, pumping stations and CCTV surveys. The **Location** covered Yorkshire, the **scale and value of works** were lower, within **period** and ongoing to 2022. The **client** was a Local Authority. **How the works were carried out** Including providing collaborative working relationships, having a current understanding of the Authorities system, Accuserv. Using KPI monitoring, scheduling with value engineering initiatives and use of historical information for analysing works. On receipt of a job, they arrange appointment and attend. Operatives use tablets, a SHEQ system, provide defects reports with photographs and provide recharge reports. Provided a lot of generic information without being specific. **Please detail how effective communication was undertaken with a) the client with regard to contract management, meetings and relevant correspondence** Using telephone, email, as well as zoom/skype when needed e.g. during COVID, Arrange appointments within 24 hrs, provide mobile numbers for managers and having regular communications with managers. **b) dealing with residents and neighbouring properties on a day-to-day basis** Arrange appointments with tenants for familiarity, identified vulnerable tenants, reduce no accesses, use signage, letter drops and satisfaction surveys although failed to identify neighbouring properties. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Initially escalated to Senior Manager and inform authority. Having ISO9001 although failed to provide details and timescales and failed to address compliments.	5	50.00%	Overall a satisfactory response to the case study providing similar **nature of works.** The works included providing drainage/clearance and unblocking, emergency plumbing, pumping stations and CCTV surveys. The **Location** covered Yorkshire, the **scale and value of works** were lower, within **period** and ongoing to 2024 . The **client** was a Local Authority. **How the works were carried out** Having nominated primary and secondary contacts and contracts administration for day to running, they provided a communication plan, used SSOW, jobs are logged electronically using 'Big Change' job scheduling and describes how jobs are raised, allocated and completed along with providing H&S spot checks. Provided a 24 contact number . First paragraph covered the information and then some other information provided was not relevant. Note the Authority was identified as a two different titles within the case study. **Please detail how effective communication was undertaken with** **a) the client with regard to contract management, meetings and relevant correspondence.** The Managing Director has Communications to all at the beginning of the contract and included communications using phone calls, texts, emails, letters although very little detail on contract management. **b) dealing with residents and neighbouring properties on a day-to-day basis** Agree convenient times for works and rearrange as required using telephone/ texts/ email and written notices. Use summary reports and having a CRM system. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Detail their complaints process along with providing a flow chart diagram with the timescales specified, use a customer tracker and if required escalated to Managing Director. Failed to address compliments.	5	50.00%	Overall a satisfactory response to the case study providing **similar nature of works.** The works included providing drainage works including reactive maintenance, CCTV, repairs, renewals and offer 24/7 cover. The **Location** covered the North East, the **scale of works** was acceptable and **value of works** were lower. The **period** was shorter and the **client** was a Housing Association. **How the works were carried out** Used a standardised workflow procedure, created a job pack in their system which is accessed by operatives, arrange appointment, attend and complete the works along with identifying if any additional works are required and provide a customer acceptance report. Offered an out of hours service and use of sub-contractors. **Please detail how effective communication was undertaken with** **a) the client with regard to contract management, meetings and relevant correspondence** Holding Contract Management meetings and named the Contracts Manager. Communication via phone calls with KPIs regularly reviewed. Provided a good timeline. lacks detail and did not provide many examples **b) dealing with residents and neighbouring properties on a day-to-day basis** Contact tenants and arrange job before the works, provided customer service training, using qualified staff, speaking to neighbours although lacks the specific detail. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Have not received any complaints so far and provided a complaints process without specific detail. Investigations are carried out by depot manager and details are fed back to the client. Failed to provide any escalation or time scales. Using staff recognition awards for compliments.	2	20.00%	Overall reservations for the case study which are for similar **nature of works.** The works included planned and emergency drainage for public buildings. The **location** was Tyne and Wear, the **scale of works** were acceptable and **value of works** were lower and within **period** . The **client** was a Local Authority FM. **How the works were carried out** Offering a 24/7/365 call out service, Jobs raised via email, arranged with tenant and completed using a first fix approach and as per the contract requirement. A very brief response and lacking detail. **Please detail how effective communication was undertaken with** **a) the client with regard to contract management, meetings and relevant correspondence** Having monthly stakeholder meetings and providing only one example which is very brief and lacking any substance. **b) dealing with residents and neighbouring properties on a day-to-day basis** Providing clear lines of communication, using a helpdesks to liaise daily with the tenant arrange appointments. Very brief with not much detail. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Advising complaints will be dealt with and includes named contact without identifying compliments or timeline. Overall a very generic response without providing any specific details for the Authority to understand their processes.	2	20.00%	Overall reservations for the case study which are not of a similar **nature of works .** The works included a pre-adoption process on a development site and is not relevant to the Authority requirements as the specification(s) identified. The **Location** was Tyne and Wear, the **scale and value of works** were lower and for a very short **period**. The **client** was a developer **How the works were carried out** Extracting debris from drains and check for future issues although failed to provide the specific details of any further repair works. **Please detail how effective communication was undertaken with** **a)the client with regard to contract management, meetings and relevant correspondence** Agreed the requirements and arranged a convenient time without identifying any other forms of communications. **b) dealing with residents and neighbouring properties on a day-to-day basis** Minimised noise and used safety barriers, without identifying contact with either the residents/client or neighbouring properties. **c) involvement with compliments, complaints and the process for resolution as a sub-contractor** Having a complaints policy, however, doesn't fully explain and referring to another question which is not included in this section and failed to address compliments. Overall a very limited response and without providing the detail for the Authority to understand their processes.
	FAIL	**FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD**		**PASS**	**ACHIEVED THE REQUIRED 50% THRESHOLD**		**PASS**	**ACHIEVED THE REQUIRED 50% THRESHOLD**		**PASS**	**ACHIEVED THE REQUIRED 50% THRESHOLD**		**PASS**	**ACHIEVED THE REQUIRED 50% THRESHOLD**		**FAIL**	**FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD**		**FAIL**	**FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD**
Pass			Pass			Pass			Pass			Pass			Pass			Pass		
Pass			Pass			Pass			pass/fail			Pass			Pass			Pass		
Pass			Pass			Pass			pass/fail			Pass			Pass			Pass		
Pass/Fail			Pass			Pass			Pass/Fail			Pass			Pass/Fail			Pass/Fail		

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 a replacement is found. To clarify, Bidders can still use the Authority as a reference.

Name	Date Case Study	Date Section 8.1	Name	Date Case Study	Date Section 8.2	Name	Date Case Study	Date Section 8.3	Date Case Study	Date Section 8.3
John Caulfield (Senior Quantity Surveyor)	**21.01.21**	**01.02.2021**	**Steve Lowther (Service Manager)**	**21.01.21**	**01.02.2021**	**Helen Hughes (Quantity Surveyor)**	**21.01.21**	**01.02.2021**		