Project Title:	CONTRACT 41 - RESPONSIVE REPAIRS AND PLANNED PREVENTATIVE MAINTENANCECONTRACT FOR OPERATIONAL, SCHOOLS AND COMMERCIAL BUILDINGS - ELECTRICAL									
NEPO Portal	NEPO Portal Ref DN5933									
Project Quality Weighting:		309								
Project Price Weighting:		709								
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.									
	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									
B = 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.									
	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.									

The Supplier with the lowest price will be awarded the lighest score available, all other Suppliers will be scored using the following needs:

(Lowest Submitted Bid / Suppliers Submitted Bid): Total Score Available = Total Score

(Lowest Submitted Bid / Suppliers Submitted Bid): Total Score Available = Total Score

or example the total weighting for a price evaluation is 70%. The towest submitted Total Figure is £500 and the Supplier submits a Total Figure of £750. The Supplier will receive a score of 30. If a supplier submits a price of £1000 they will get a score of £5.

Tenderer Number		Supplier 1				Supplier 2				Supplier 3		Supplier 4		
Section 8.1 - Additional Questions Section 8.1 - Project specific questions to assess technical and professional ability		Marks Available	Score	Weighted	Motas	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes
	The Authority will use the scoring							1						
	projec	t specific questions												
5.13 Compilance with Health & Salety Requirements														
Please confirm that you have read and understood the requirements outlined within Appendix 3 Health & Safety Documents. By responding "Yes" You are		This is a Pass/Fail question. By answering 'Yes' to this question you will												
specifically confirming that you have taken this into consideration when preparing your proposal and pricing and that you will take full responsibility for	Pass/Fail	pass. By answering 'No' you will fail and your bid will not be considered further.	Pass			Pass			Pi	iss		Pa	iss	
the same.														
8.1b Essential Industry Standard Accreditations (if Required) Please confirm that you are a current registered member of NICEIC or equivalent.	Pass/Fail	This is a Pass/Fail question. By answering 'Yes' to this question you will	Pass			Pass				ess		Pa		
You must include with your tender submission a copy of a valid Certificate or	Pass/Faii	pass. By answering 'No' you will fail and your bid will not be considered further.	Pass			Fess			, n				155	
letter of confirmation of the above.							<u> </u>							
8.1c Project Delivery A)Staff Resource:					Overall a good response which included the following:- Staff Resource:			Standard Staff Resource: How will you ensure adequate resources are available to the projects throughout the year?						
How will you ensure adequate resources are available to the projects throughout the year?					How will you ensure adequate resources are available to the projects throughout the year? •key individuals, including key personnel, roles and responsibilities together with proposed			 key individuals, including key personnel, roles and responsibilities together with proposed project management structure of this project. 						
 Set out who the key individuals will be to deliver this contract, including key personnel, roles and responsibilities together with proposed project 					project management structure of this project. Provided a high level structure chart with details of key personnel, qualifications and			Provided the key individuals listed along with qualifications and responsibilities. Organisational structure provided.						
management structure of this project. • Details of the proposed resources that will be allocated in order to meet the					responsibilities. •Details of the proposed resources,, proposed teams and any additional capacity available			Details of the proposed resources,, proposed teams and any additional capacity available including						
requirements of the programme for both planned and reactive works. Tenderers are also required to provide details of their proposed teams and any additional capacity available including expertise, qualifications, training, profession/trade					including expertise, qualifications, training, profession/trade and responsibilities including how the teams will be organised and managed and interfaces with subcontractors, Resources identified including providing four Electricians, four labourers along with the			expertise, qualifications, training, profession/trade and responsibilities including how the teams will be organised and managed and interfaces with subcontractors Provided resources including having five electricians employed for reactive, fifteen for planned. Ability						
capacity available including expertise, qualifications, training, profession/trade and responsibilities. Your response should also highlight how the teams will be organised and managed, including interfaces with subcontractors. This must be	10.00%	10	8	8.00%	Resources identified including providing four Electricians, four adouters along with the qualifications and training requirements along with the management of teams. Contingency included of 10% additional capacity.	5	5.009	Provided resources including having rive electricians employed for reactive, ritteen for planned. Ability to bring in labour only sub-contracted for additional resource. Have in-house design team.		0.00%			0.00%	
provided within the word count given please do not append CVs.					Planning the works: •Based on the Scope of Works/case study relevant to this contract please detail your approach to			Planning the works: •Based on the Scope of Works/case study relevant to this contract please detail your approach to						
B)Planning the works: • Based on the Scope of Works/case study relevant to this contract please detail					programming and scheduling these planned / repair works, including working during school holiday periods, peak times and dealing with variations.			programming and scheduling these planned / repair works, including working during school holiday periods, peak times and dealing with variations.						
your approach to programming and scheduling these planned / repair works, including working during school holiday periods, peak times and dealing with					Providing a master program, weekly schedules with updating. Use PDA's, consult with the schools about dates in particular holiday periods and having site meetings. Prioritiising urgent works and			Arrange time and allocate resource with limited detail and information around the planning meetings and provide a process with escalation anlong with consideration to summer works						
variations. • What strategy would you propose to ensure the programme is recovered if					quoting C1's. •What strategy would you propose to ensure the programme is recovered if failings are			•What strategy would you propose to ensure the programme is recovered if failings are identified,						
failings are identified, including timescales e.g. inclement weather/poor performance?					identified, including timescales e.g. inclement weather/poor performance? Advising rearranging the works, providing additional resource with nearby capacity along with the			including timescales e.g. inclement weather/poor performance? Included planning ahead, identify conflicts and issues as well as using additional resource from supply						
Maximum response of 1000 Words					option of overtime, appointments have a 15% contingency included and having a recovery plan			chain although examples of inclement weather or poor perfomance would have been useful.						
								Please detail your approach to Customer Service Standards, your response should :						
8.1d Customer Service Our North Tyneside Plan is to listen to our customers and stakeholders and					Overall a good response which included the following; Please detail your approach to Customer Service Standards, your response should :			•Your approach to ensuring customer satisfaction and to managing customers' expectations. The response should detail those receiving the works such as building staff, building users, neighbouring						
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					•Your approach to ensuring customer satisfaction and to managing customers' expectations. The response should detail those receiving the works such as building staff, building users, neighbouring properties, the public and any others who will be affected by Works.			properties, the public and any others who will be affected by Works. Using communication, having a dedicated FM coordinator for establishing relationships and being						
Customer Service Standards. You should include the following in your response:					Use ISO 9001 system, RLO, feedback, being flexible, using customer care training, minimising disruction and having procedures that are linked with the Authority's H&S standards			supported by a Customer Liaison Manager (CLM). Being professional, using ID badges, being considerate although limited in detail on managing interaction.						
 Your approach to ensuring customer satisfaction and to managing customers' expectations. The response should detail those receiving the works such as 					Finsuring timescales are achieved in line with customers' expectations. Having realistic timescales, including 15% contingency time, availability of three months stock, plan	.		 Ensuring timescales are achieved in line with customers' expectations. Having a 'Right first time' ethos, arrange convenient time and, communicate any changes to building 		0.00%			0.00%	
building staff, building users, neighbouring properties, the public and any others who will be affected by Works.	5.00%	10	8		material deliveries to mitigate Brexit and COVID. Having trained and qualified staff and using a 'right first' time policy		1.007	6 users and customer although detail on the mitigation plan would be useful. +How progress updates and feedback will be provided to the client.		0.00%			0.00%	
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					How progress updates and feedback will be provided to the client. Share contact details, having review meetings and using phone, email along with an integrated.			Using an automated system for updates, a CAFM sytem and customer portal although unsure if can feedback to the Authority on live basis, however can produce reports, along with using telephone for communications.						
dissatisfied customers. Please include a brief worked example of the issue and the resolution process followed					system •Your complaints process and who in your organisation would deal with any dissatisfied			Your complaints process and who in your organisation would deal with any dissatisfied customers. Please include a brief worked example of the issue and the resolution process followed						
Maximum response of 750 words					customers. Please include a brief worked example of the issue and the resolution process followed			Provided a general description fo complaints process doesn't give any actual time scales, no escalation or investigation overall a brief response not covered in detail. Overall there is some limited detail						
					Full process explained including investigation, escalation and timescales and an example provided.			provided in the the above sections.						
8.1e Value for Money					Please detail how North Tyneside Council could directly benefit in relation to this specific			Please detail how North Tyneside Council could directly benefit in relation to this specific contract						
Please detail how North Tyneside Council could directly benefit in relation to this specific contract from innovations, efficiencies and value for money practices					contract from innovations, efficiencies and value for money practices that you could introduce, which will achieve additional benefits and savings for the Authority in terms of resources,			from innovations, efficiencies and value for money practices that you could introduce, which will achieve additional benefits and savings for the Authority in terms of resources, timescales and financial reductions. Please include in your response an example of such an improvement that you						
that you could introduce, which will achieve additional benefits and savings for the Authority in terms of resources, timescales and financial reductions. Please	5.00%	10	5		timescales and financial reductions. Please include in your response an example of such an improvement that you have already delivered and the outcome.	2	1.009	have already delivered and the outcome. You should also consider the impact of Brexit, and your management of it, within your response.		0.00%			0.00%	
include in your response an example of such an improvement that you have already delivered and the outcome.					You should also consider the impact of Brexit, and your management of it, within your response. Overall a satisfacotry response which included the following: Provided in			Overall reservations, although the response provides the following; Having a Contracts Manager to manage and provides a list of options which they could provide VE for, without						
You should also consider the impact of Brexit, and your management of it, within your response. Maximum response of 250 words					the form of good example of value engineering, using alternative materials, bulk ordering and reusing of components although failed to identify innovation			explaining how or what the possible benefits would be. No exmples were provided. Overall failed to answer the question without providing evidence to substatiate.						
The state of the s														
								Reservations Describe your own internal Risk management measures, in line with the current						
					Satisfactory Describe your own internal Risk management measures, in line with the current guidelines from HSE & Government, ensuring safe working practices are being demonstrated			guidelines from HSE & Government, ensuring safe working practices are being demonstrated whilst working in or around live premises and public spaces?						
8.1f Health & Safety- Risk management measures Describe your own internal Risk management measures, in line with the current					whilst working in or around live premises and public spaces? Produce RAMs inline with HSE five steps along with a SSOW which is communicated via tool box talks. having regular audits and soot checks to support development.			Detail provided was more around a project than being specific to R&M environment, although identified avoiding risks, using risk analysis and Construction Phase HS Plan along with using the						
guidelines from HSE & Government, ensuring safe working practices are being demonstrated whilst working in or around live premises and public spaces?					You should include how you ensure that your organisation is up to date with legislative change. The qualified HS Advisor monitors and advises and is responsible for issuing a HSe Newsletter and			hierarchy approach which falls in line with HSE. You should include how you ensure that your organisation is up to date with legislative change.						
You should include how you ensure that your organisation is up to date with legislative change.					disseminating to the teams via toolbox talks and training Reference any relevant accreditations and qualifications in connection to the Contract.			H&S Manager keeps up to date with legislation and being a member of IOSH and IEMA although lacking information on how they gather and receive updates.						
Reference any relevant accreditations and qualifications in connection to the Contract.	5.00%	10	5		Provided relevant qualifications and accreditations Detail what you see as typical health, safety and welfare risks and how you will manage these at	2	1.009	Reference any relevant accreditations and qualifications in connection to the Contract. Provided accreditations although failed to identify HBG manager and qualifications. Detail what you see as typical health, safety and welfare risks and how you will manage these at a		0.00%			0.00%	
Detail what you see as typical health, safety and welfare risks and how you will manage these at a practical level on site.					a practical level on site. Identified some various risks identified along with mitigation although not all specific to this			practical level on site. Lists some general risks with mitigation but not very detailed or fully explained						
Provide your lessons learnt procedures for sharing good working practices, improvements and failings.					contract. Provide your lessons learnt procedures for sharing good working practices, improvements and			Provide your lessons learnt procedures for sharing good working practices, improvements and failings.						
Maximum response of 500 words					tailings. Procedures provided for investigating root cause, update training, tool box talks, feeding back to the Authority although would have been useful to provide information on how they identify the			Various examples such as providing monthly meetings, tool box talks, red/yellow cards, and carry out trends analysis along with using lesson learnt without providing details of what they do and this						
					tile Authority amrough would have been deeln to provide and matter on now aley identity tile risks trends.			section is not fully explained. Reservations overall due to being more project specific and failling to provided H&S manager and qualifications along without procedures for lessons learnt or details.						
					Overall a good response which included the following: In line with North Tyneside's Plan to ensure the Authority strives to ensure North Tyneside is a Great place to			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.						
8.1g Social Value and Climate Emergency In line with North Tyneside's Plan to ensure the Authority strives to ensure North					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			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.						
Tyneside is a Great place to live, work and visit. •Please detail your approach and specific targets within 2022/24 to employ work					Providing two work placements/work experience and one apprenticeship which is measurable			placements, including apprendicts from the motion synesiae area. State they have proven track record and provide work experience as well as apprenticeship opportunities, however, don't make specific commitment or benefits to North Tyneside area						
experience placements, including Apprentices from the North Tyneside area. • Please explain how your organisation can support the reduction of impacts on	5.00%	10	8	4.00%	along with working with local schools and relevant to NTC. • Please explain how your organisation can support the reduction of impacts on climate, waste	2	1.009	•Please explain how your organisation can support the reduction of impacts on climate, waste and reducing CO2 emissions, in relation to the delivery of this contract and how you have made positive		0.00%			0.00%	
climate, waste and 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					and 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			differences in your own operations. Provide supporting performance evidence where possible to demonstrate the effectiveness of the improvements.						
Provide supporting performance evidence where possible to demonstrate the effectiveness of the improvements. Maximum response of 500 words					possible to demonstrate the effectiveness of the improvements. Using reduce travel, electric vehicles, waste segregation, being 'paperless', reducing packaging,			Reduce waste, although have not provided many examples, and links with ISO 14001, are achieving 99% by weight. Refering to a Site Waste Management Plan(SWMP) which is more linked to a specific						
					recycling and using ISO14001 target which are set. Providing a clear plan with outlined objectives and offer monthly reporting on progress. Without providing substantiation although is quantifiable.			project than R&M. Identifying an appendix J which was not provided. Overall response is not measurable, not specific to North Tyneside and relates to a specific project section, in the last section, without the or D&M and referring to a houseful substitute of the section of the last section,						
	Overall Quality % Score	30.00%			21.00%			rather than for R&M and referring to an Appendix J which was not included. 9.00%			0.00%			0.00%
					Supplier 1			Supplier 2			Supplier 3			Supplier 4
Total Cost (Automatically pro-rata's from lowest price)	70.00%		Total Cost	Weighted 67.63%	7.00	Total Cost	70.00%		Total Cost	Weighted		Total Cost	Weighted	2017
Total Score (Quality + Cost) Scoring Part 3	100.00%	100 Percent			Total Score 88.63%			Total Score 79.00%			Total Score			Total Score
Final Ranking			RANKIN	G	1			2						

Questions (As defined in Method Statement)	Criteria or Section %	Evaluation Comments	Criteria Met Delete as appropriate	Notes Enter Additional Infa (if required)	Criteria Delete as ap		Notes Enter Additional Info [f required]	Crite	ria Met appropriate	Notes Enter Additional Info (if required)	Criteri Delete as a		Notes Enter Additional Info (if required)
Part 1 Potential Supplier Information	Yes/No	For information only	yes		yes	:		١	Yes		ye	s	
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		pas	s		Р	nass		pa	ss	
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		pas	s		Р	oass		pa	ss	
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		Pas	s		Pas	ss/Fail		Pass	/Fail	
Part 3 Section 5 - Wider Group Financial Information	Bidders undertake a self-assessment using the financial appraisal model provided. Pass/Fall Self Assessment The Authority will only validate the information submitted by the successful tendere(s)		Pass			s		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 receives to the lot you are bidding for the housing and repairs service. Fine case study should provide a release the sample 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 samed contact provided should be able to provide, if requested, written samed contact provided should be able to provide, if your should be reserved to register the services of the services	Failure to achieve this threshold w	uality threshold of 50% to PASS. Ill result in a FALL and your organisation will 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	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 furthe or mixted to tender.		Score Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes	Score	Weighted	Notes
under a contract 6.1 Case study or response to question 6.2	100.00%	10		The final result is for the Case Study is Satisfactory. Covering the following: Nature of Works undertaken included carrying our planned and responsive maintenance to schools and public undertaken included carrying our planned and responsive maintenance to schools and public buildings which is similar to the Scope. Location was within Tyne and Wear, scale and value of works are acceptable: start and end date is within period and the type of Clent was a Local Authority, Now the works were carried out leaving about the North East and included a structure with staff qualifications which were applicable. Provided existing involved of similar works type and locations, mobilisation and how every contributed. Founded upon evaluating works, identifying its and introducing mitigation. Could have expanded more on NES. Assisted in producing a programme of works for PPM with Contractors. However, A Olds process was used and they schooled with an and had contingency provided an example. A Olds process was used and they schooled with an and had contingency PRease detail how of firely experience of the provided in example. A Olds process was used and they schooled with an and had actingency and the Principal Contractors with ingride to provide an example with a significant of the provided and the provided ano	5	50.00%	The final result is for the Case Study is Satisfactory. Covering the following: Works undertaken including planned and reactive building, maintenance to Ss schools which is similar. Location was in the North East, sold of works were love, value of works were love acceptable and start and end date is current and withing period. Type of Client was an education department. Who the works were carried out Use a works management system to log activities and appointments with the use of PDA's. Used a process to fifter between urgent and non ingent works with appear dismessacies and on black for more detail and monitor. Covered RSA is adequate detail showing on understanding of the requirements and RAMS of prior flower. Insing handower mentings and system for dentifying RAM value works to prevent progression without approval. When describing PMM process, parts covered more planned works settle that reactive. Combined the process of the behalf of the respective of the process of the proces	2	20.001	The final result for the Case Study is reservations The bidder failed to provide the response to the first part of the Case Study, Nature of Works et cupto Type of Client and net covered this information to give an overview of the value and volumes they have previously provided. Although they have carried out works informably for clients getter with the net on specifically institute to the Authority's and the volumes and the projects in detail along with not thoring provided responsive or glander preventable maintenance on a formal basis federe. Overall the response did not provide the Authority with enough confidence on ensure they were capable of meeting the volumes and scale of the works or carrying the works out as they do not have similar experience.	2		The final result for the Case Study is reservations. Nature of Works undertaken accluded planned & reactive electrical work at clients head office. Location was within North Premide. Scale and laude of works were been, start and end date is within period and comerts and Nove the works were carried out a solved the basic process order received, arrange works, prestant, RAMI, regress meetings, produce test cert. KPI, road or for clients, and separate more towards project work than using RBM as the basic at the same present of the present of the present of the present and semented to be gazed more towards project work than using RBM as the basic at the present of the present correspondence. Having Face-to-face, telephone, email, teams, meetings and carrying out site surveys, structured appropriately but or deredning RBM only PMI. I) dealing with building staff, building users and the public on a day to day basis of the control of control or the present of the present of the public or the publ
			PASS	ACHIEVED THE REQUIRED 50% THRESHOLD	PAS	S	ACHIEVED THE REQUIRED 50% THRESHOLD	F	AIL	FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD	FA	A.	FAILED TO ACHIEVE THE REQUIRED 50% THRESHOLD
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		pas.			Р	pass		pa	ss	
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		pas	s		P	oass		pa	ss	
Part 3 Section 8.3 - Compliance with Equality Legislation	Pass/Fail	Bidders must confirm their compliance with equality legislation to Pass.	Pass		Pas	s		Pas	ss/Fail		Pass	/Fail	
Part 4 Section 8.4 - 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	Evaluation Team - Case Study Section 6	Pas		Evaluation Team - Quality Section 8.1		ss/Fail		Pass,	/Fail	
				Philip Bryden John Caulfield	03/03/2	2022	Philip Bryden John Caulfield	10/0	3/2022]			