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**SECTION SIX B**

**Evaluation Methodology For**

**Tender Award Criteria**

**Tender for Bus Shelter Supply, Installation, Maintenance and Advertising Income Generation**

1. **Tender Award Criteria is shown in Table 1 below:**

|  |  |  |
| --- | --- | --- |
|  | **Table 1 - Tender Award Criteria** |  |
| **Area** | **Award Criteria** | **Weighting Level 1** |
| **1** | Price (income generation) | 70% |
| **2** | Quality | 15% |
| **3** | Service | 15% |

1. **Evaluation of Price (Table 1; Area 1)**

Price (income generation) will be evaluated in accordance with Table 2 and Table 3 below:-

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 2** |  |  |  |
| **Tender Submission** | **Income (£)** | **Calculation** | **Points** |
| Tender 1 | Highest Proposal (*X*) | Maximum score | 65 |
| Tender 2 | *Y* | (Y/*X)* 65 | *Z* |

**Table 2** Calculation:-

X = Highest price (income generation) submitted (which will achieve the maximum score of 65)

Y = Price (income generation) of tender being evaluated

Z = Points achieved

|  |  |  |  |
| --- | --- | --- | --- |
| **Table 3** |  |  |  |
| **Tender Submission** | **Share of Advertising Income (£)** | **Calculation** | **Points** |
| Tender 1 | Highest proposal (*X*) | Maximum score | 5 |
| Tender 2 | *Y* | *(Y*/*X)* 5 | *Z* |

**Table 3** calculation:-

X = Highest proposal (which will achieve the maximum score of 5)

Y = Price of tender being evaluated

Z = Points achieved

**Tenderers must submit their Price (income generation) on Section 9A and 9B**

1. **Evaluation of Service and Quality (Table 1 - Area 2 and 3)**

Respective sub criteria questions for non-price elements have been applied to Service and Quality (see Table 4 below). To ensure that the relative importance of the evaluation criteria is correctly reflected in the overall scores, a weighting system (Level 2) will be used.

The responses to these sub criteria questions will be evaluated and points awarded on a system of 0 – 10 in accordance with the scoring scale shown in Table 5.

|  |  |  |
| --- | --- | --- |
|  | **Table 4 – Non Price Elements** **SUB CRITERIA QUESTIONS** |  |
| **Q** | **Service 15%** | **Weighting (Level 2)** |
| 1 | Please explain the process you would use for assigning, tracking and monitoring scheduled works as required for this contract (i.e. maintenance, cleaning, annual checks etc.) to ensure on-time completion | 25% |
| 2 | Please explain the process you would use for assigning, tracking and monitoring non-scheduled works as required for this contract (ie. call outs for repairs, graffiti removal etc.) to ensure on-time completion | 25% |
| 3 | Please explain the customer service process and system that you would use to receive and manage complaints and queries from both the Council and members of the public. Please explain how a complaint would be handled and tracked through to completion. | 20% |
| 4 | Please explain how you would propose to mobilise this contract, this should include key tasks such as replacement of bus shelters, setting up program of scheduled works etc. | 20% |
| 5 | Please advise how you would propose to undertake a review of the existing and potential sites in order to maximise income in later years. | 10% |
| **Total for section must = 100%** |
|  |  |  |
| **Q** | **Quality 15%** | **Weighting (Level 2)** |
| 6 | Please state, on Section 8A of the Tender Pack, the design and type of Bus Shelter you would propose to install at each Site, the technical specification and photograph of each proposed design(s) must also be included with your submission. | 60% |
| 7 | Provide details of your quality assurance, contract management and customer guarantee for the works, making reference to relevant certification and accreditation for undertaking work on the highway/with electricity. | 20% |
| 8 | Please provide an organisation chart for the resources operating and managing this contract with details of roles and responsibilities of each team, detailing which services will be managed by your own staff and, if applicable, the services that will be sub-contracted | 20% |
| **Total for section must = 100%** |

|  |  |  |
| --- | --- | --- |
|  | **Table 5 – Scoring Scale (Sub Criteria Questions)** |  |
| **Score** | **Definition** | **General Description** |
| 0 | Response does not meet the requirement, insufficient information has been provided, proposal is absent or very weak and or is inconsistent or in conflict with other proposals | Unacceptable |
| 2 | Response is poor and below expectation, proposal does not meet the required standard in most aspects of the contract requirements, and/or is lacking or inconsistent in other areas of the proposal | Serious Reservations |
| 4 |  Response meets the required standard in some aspects of the contract requirements with some minor reservations  | Minor Reservations |
| 6 |  Response satisfies the requirement.  | Acceptable |
| 8 | Response satisfies the requirement and identifies some factors that will offer potential added value, with evidence to support the response | Good |
| 10 | Response exceeds the requirement and identifies factors in key areas that will offer potential added value with evidence to support the response. | Excellent |

Responses will be scored using the points shown between 0 and 10, i.e. scores of 1, 3, 5, 7, or 9 may not be used. The scoring system is set such that a robust and good quality response would gain a score of around 8.

A score of 8 would be awarded for a response which shows that the Bidder’s solution demonstrated performance of the service to a high standard in accordance with the Specification. Where the response is lacking in appropriate detail, only partially complete or inadequately justified, the score will be adjusted accordingly.

The score for each of the sub criteria questions (1 - 8 in Table 4) will be multiplied by the related weighting to give an overall score for service and quality, as follows:

Total score / maximum score x weighting = points achieved

The scores achieved for Price (income generation) and the Non-price Elements will be added together. The evaluation team will consider the scores and the overall viability of the Tenders to arrive at the most economically advantageous Tender.

1. **Tenderer Clarification Interviews**

Tenderers may be asked to attend a clarification interview and this will form part of the evaluation process in that it will be used to:

1. Confirm that the contents of the Tender are accurate.
2. Question the Tenderer about areas of their Tender where the evaluation process indicates that they may have difficulty in meeting the specified requirements.
3. Question the Tenderer about areas of their Tender where the evaluation process indicates that the specified requirements will be exceeded.
4. Assess the suitability for partnership working / values and behaviour with the Council.
5. Clarify any uncertainties and / or anomalies in the Tender.
6. Assist the Evaluation Team in finalising their score

Failure to attend may lead to the Tender being rejected. Each Tenderer will need to be represented by at least one member of staff who was involved in compiling the Tender and one member of staff who will be responsible for managing the Contract.