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**Quality Questions & Scoring methodology**

**Lift maintenance contract**

**Evaluation**

* 1. The Contract will be awarded on the basis of the most economically advantageous Tender to the Horniman Museum and Gardens (HMG). HMG’s decision to accept or reject a Tender will be in accordance with the Public Contracts Regulations 2015, as amended, the provisions of the Local Government Acts 1988 and 1992 and the various Regulations and Guidance issued thereunder.
  2. Prior to evaluating the Tenders, HMG will carry out an initial review to confirm completeness and compliance with the Tender requirements and may, at its discretion, reject a Tender which is incomplete and/or non-compliant.
  3. HMG has established an evaluation methodology and will be carrying out the evaluation of Tenders by applying the methodology set out in this document.
  4. The evaluation criteria for this Procurement are set out in Table 2 below.
  5. In Table 2 below, the overall weighting column shows the total weighting available for each of the evaluation criteria; the sub-headings weighting column shows the maximum marks available that will make up the overall weighting.
  6. Cost is attributed a score out of 300 using a qualitative formula, making up 60% of the overall score.
  7. All other criteria will be assessed qualitatively using the scale shown below in Table 1. Each of these criteria will be scored out of 5 and multiplied by the attributed weighting. The points will be awarded as follows:

Table 1 – Qualitative Scoring Guide

|  |  |
| --- | --- |
| Points | Methodology |
| 5 | Very good response against the requirements of the project and exceeds HMG’s expectations in major areas. |
| 4 | Good response against the requirements of the project and meets HMG’s expectations in all material respect. |
| 3 | Response meets an acceptable standard in all material respects but falls short of HMG’s expectations and/or has minor impact on cost and/or minor risk transfer to HMG. |
| 2 | Poor response which fall short of meeting an acceptable standard in some respects and/or fall short of HMG’s expectations and/or has a material impact on cost and/or material risk transfer to HMG. |
| 1 | Very poor response which fails to meet an acceptable standard in some material respects and/or which fails to meet HMG’s expectations in major areas and/or has a significant impact on cost and/or significant risk transfer to HMG. |
| 0 | No response submitted or a substantially incomplete response submitted or a response which cannot be accepted by HMG |

HMG reserves the right to hold clarification and value engineering meetings with Tenderers and invite the relevant project lead to attend such meetings if required.

* 1. Tenders that do not contain all complete and correct information (including supporting evidence for evaluation purposes) may be rejected by HMG. HMG does not undertake to award the Contract to the lowest priced or any tender, and reserves the right to cancel or withdraw the Procurement at any stage; and/or not to award a Contract.
  2. Whilst HMG have issued a scoring matrix, HMG fully reserves the right not to be bound by this in awarding the contract.

**8. Award of Contract**

8.1 Following the evaluation process, if required, interviews will be undertaken with the highest scoring appointable companies and responses analysed. Following interviews (if deemed necessary) HMG will make a recommendation to award the contract through its internal governance procedures.

8.2 Once approval to award has been obtained, HMG will send letters via email to all those suppliers who submitted a tender to advise:

* whether your bid has been successful or unsuccessful;
* how to request feedback for unsuccessful bids

Table 2 - Evaluation Criteria

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Evaluation**  **Criteria** | **Sub Headings** | **Sub Headings Weighting** | **Overall Weighting** | **Evaluation** |
| **Cost** |  | Total of 300 marks | **60%** | Completed Pricing Schedule |
|  |  |  |  |  |
| **Quality:** | * Comprehensive Programme * Completed quality questionnaire | Total of 200 marks | **40%** | Tender Document |
|  |  |  |  |  |
|  |  |  |  |  |
| **Financial Stability** | Financial appraisal via Creditsafe, including credit score rating, balance sheets, P&L etc. | **Pass/Fail** | | Financial Checks |

Table 3 – Quality Questions, maximum word count and quality assessment weighting, equalling a maximum of 40%

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Question** | **Guideline Word Count** | **Weighting = 40% of total score** |
| 1 | **Resource & Experience:**   * Provide up to three case studies on similar (public building, heritage site, visitor attraction, restricted store) maintenance contracts that the company holds. * Provide details of any relevant accreditations your company has. * Detail of existing maintenance contracts, and how this is resourced (number of lifts currently in contract, location, total number of engineers supporting these) * Details of what’s included in the monthly servicing * Detailed explanation on how repairs will be progressed through your systems, including an idea of timescales. * Detailed explanation on how emergency call outs and 24/7 cover is undertaken, with response times * Provide communication tree for call outs and escalation procedures * Provide details of how you will staff our site, liaise with the site for regular site visits and for remedial works | 600 | 50% |
| 2 | **Health, Safety and Security:**   * How Health and Safety is managed within your organisation. * Health and Safety responsibilities of the main staff involved within this contract. * Details of H&S specific accreditations and training provided for engineers. * Provide confirmation and details on how the engineers attending any of our sites will be DBS checked for safeguarding and security purposes * Any there any proposed subcontractors, detail how they would be used on this contract, and your vetting processes. | 500 | 30% |
| 3 | **Sustainability:**  **The Horniman has declared a climate and ecological emergency. Please read our manifesto** [**here**](https://www.horniman.ac.uk/wp-content/uploads/2020/02/horniman-climate-manifesto-final-29-jan-2020.pdf) **to understand our priorities.**  Please provide specific information on the sustainable management of the lifts during the contract and specific actions you will be taking. Including:   * Provide details of any relevant environmental / sustainability accreditations for your company * Detail actions being taken by the company to reduce your company’s carbon impact. * How will engineers travel to site * How will waste produced from this contract be managed * What will be your approach to lifecycle management and replacement parts | 400 | 20% |

**9. Quality Questions**

**9.1 A compliant bid must include the following:**

* + Form of Tender duly signed
  + Schedule of Works (Pricing Document) fully priced and arithmetically accurate.
  + Evidence of your insurances, VAT registration and UTR - Three references of recent relevant works.
  + Details of your company history and profile, including financial information and environmental policy
  + A completed set of quality assessment questions.
  + Digital tender submissions must be received by the deadline, as stated in the tender invitation.

**9.2** You are welcome to submit any additional supporting documentation relating to the evaluation criteria listed in table 2 to support your tender bid.