## **Documentation Provided by Council**

1. All the documentation necessary to submit this quotation are set out in the following appendices:

**• APPENDIX A – BACKGROUND INFORMATION**

**• APPENDIX B – INSTRUCTIONS FOR QUOTATION**

**• APPENDIX C – PROCUREMENT TIMETABLE**

**• APPENDIX D – DELIVERY MILESTONES**

**• APPENDIX E – TERMS AND CONDITIONS**

**• APPENDIX F – SPECIFICATION**

1. The deadline for any clarifications should be sought from Muhammad Sobur (msobur@lambeth.gov.uk) in accordance with the timetable as set out in Appendix C – Procurement Timetable.

### **Submission Of Quotation by Supplier**

1. Your proposals should be set out in the method statement and pricing document and returned to msobur@lambeth.gov.uk in accordance with the submission date/time in Appendix C.

## **Criteria For Evaluation**

1. Your submission will be evaluated by an evaluation panel. The evaluation will be based on Price: 30% and Quality 70%.

## **Method Statement**

1. Suppliers are invited to submit their proposal based on the questions set out in Table 1 – Evaluation Criteria and Questions below which is based on the requirements set out in Appendix F – The Specification. Each question will be scored in accordance with Table 2 – Scoring Methodology.

## **Table 1 – Evaluation Criteria and Questions**

|  |  |  |
| --- | --- | --- |
| **Criteria** | **Questions** | **Weighting %** |
| **Experience & Accreditation** | 1. Please set out your experience in delivering Occupational Therapist Service to local authorities for concessionary service including desk based/mobility assessments/ face to face for Blue Badges, Freedom Passes and Taxi-Cards and accreditation with Health & Care Professions Council. Please name three local authorities for whom you have carried out these services, scope of services and contract values.
 | 15 |
| **Flowchart for Undertaking Assessments** | 1. Please set out your proposals for undertaking desk based/mobility assessments/face to face assessments using a flow chart for initial referrals, appeals and escalations, for blue badges, freedom passes and taxi-cards including timescales for each. Please refer to timescales on section 8 of the specification. The scoring will include the customer journey, the number of interactions and method of contact.
 | 15 |
| **Progress Reports/****Management Information/****Relationship Management** | 1. Please provide proposals for keeping the Council updated with progress reports including KPI’s, scheduling ad hoc meetings and relationship management and escalations. Please include supplementary information that may be of benefit to the authority.
 | 10 |
| **Overcoming****Obstacles** | 1. Please demonstrate how you propose to work with residents for whom English is not their first language and/or residents that struggle to communicate on the telephone. Please include proposals for alternative channels and tools for communication.
 | 10 |
| **Continuous Improvement** | 1. Please set out your proposals for ensuring continuous improvement throughout the contract with reference to improving the customer experience, reviewing existing processes and proposing improvements and minimising costs to the council. Please use examples of where you have done this before.
 | 10 |
| **Business Continuity** | 1. Please demonstrate how you ensure business continuity with reference to staff absence/shortages, suppliers system failure. Please include points of contact, escalation processes for resolving issues and a business continuity plan. Supporting examples of work with other local authorities would be helpful.
 | 10 |
| **Total (Quality Score)** |  |

## **Information Requirements**

1. Please ensure your method statement are provided in Arial Font Size 11. Please limit your responses to:

Question 1 – 2 sides of A4

Question 2 – 2 side of A4

Question 3 – 1 side of A4

Question 4 – 1 side of A4

Question 5 – 1 side of A4

Question 6 – 1 side of A4

* The council reserves the right to challenge any information provided in response to the RFQ and request further information in support of any statements made therein.
* Potential suppliers’ responses must clearly demonstrate how they propose to meet the requirements set out in the question and address each element in the order they are asked.
* Potential suppliers’ responses should be limited to and focused on each of the component parts of the question posed. They should refrain from making generalized statements and providing information not relevant to the topic.
* Whilst there will be no marks given to layout, spelling, punctuation, and grammar, it will assist evaluators if attention is paid to these areas including identifying key sections within responses.
* Please note that Questions number 1 & 2 within Table 1 are threshold questions. If the supplier is unable to submit an acceptable statement in accordance with Table 2 below, this will result in automatic elimination from the procurement process.

## **Table 2 – Scoring Methodology**

|  |  |
| --- | --- |
| 0 | Failed to address the question/issue.  |
| 1 | An unfavourable response/answer/solution. There is limited or poor evidence of skill/experience sought; a high risk that relevant skills will not be available.  |
| 2 | Less than acceptable. The response/answer/solution/information lacks convincing evidence of skill/experience sought; lack of real understanding of requirement or evidence of ability to deliver; medium risk that relevant skills or requirement will not be available.  |
| 3 | Acceptable response/answer/solution/information to the aspect of the requirement; evidence has been given of skill/experience sought.  |
| 4 | Above acceptable – response/answer/solution/information demonstrates real understanding of the requirement and evidence of ability to meet it (based on good experience of the specific provision required or relevant experience of comparable service or supply.  |
| 5 | Excellent – response/answer/solution provides real confidence based on experience of the service or supply provision required. Response indicates that the supplier will add real value to the organisation with excellent skills and a deep understanding of the service or supply requested.  |

## **Price Submission**

1. The Council is seeking an itemised submission in accordance with the deliverables set out in Table 3 – Pricing Submission. The pricing submission should assume and include all disbursements and costs associated with the production of the deliverables.
2. Price proposals should include the requirements and standards as set out in Appendix F – The Specification.

### **Table 3 – Pricing Submission**

|  |  |  |
| --- | --- | --- |
| **Item No.** | **Deliverables** | **Itemised lump sum cost (£ excl. VAT)/Anum** |
| 1 | To carry out desk-based assessments (in accordance with paragraph 3 stage 1 of the specification) of Freedom Pass applications. The estimated annual assessments are 450. |  |
| 2 | To carry out desk-based assessments (in accordance with paragraph 3 stage 1 of the specification) of applications for Blue Badges. The estimated annual assessments are 550. |  |
| 3 | To carry out desk-based assessments (in accordance with paragraph 3 stage 1 of the specification) of Taxi Card applications. The estimated annual assessments are 100. |  |
| 4 | To carry out mobility assessments (in accordance with paragraph 3 stage 2 of the specification) over the telephone for new applications for Freedom Pass. The estimated annual assessments are 120. |  |
| 5 | To carry out mobility assessments (in accordance with paragraph 3 stage 2 of the specification) over the telephone for new applications for Blue Badges. The estimated annual assessments are 600. |  |
| 6 | To carry out mobility assessments (in accordance with paragraph 3 stage 2 of the specification) over the telephone for new application for Taxi Cards. The estimated annual assessments are 120. |  |
| 7 | To carry out mobility assessments (in accordance with paragraph 3 stage 3 of the specification) over the telephone for appeals cases for Freedom Pass, Blue Badge & Taxi Cards. The estimated annual assessments are 100. |  |
| 8 | To carry out mobility assessments (in accordance with paragraph 3 stage 2 of the specification) face to face for new cases for Freedom Pass, Blue Badges, and Taxi cards. The estimated annual assessments are 100. |  |
| 9 | To carry out mobility assessments (in accordance with paragraph 3 stage 3 of the specification) face to face for appeal cases for Freedom Pass, Blue Badges, and Taxi cards. The estimated annual assessments are 100. |  |
| 10 | **Total for items 1-9 (to be used for price evaluation)** |  |

**Please note- These are indicative volumes and will be used for evaluation purposes only. Any subsequent invoicing will be based on pro rata figures based on the itemised lump sum submissions. Please note there is no guarantee of a particular volume of work, the figures provided represent estimates of previous volumes which may not be replicated in the future.**

## **Pricing Considerations**

1. For price, each submission will be assessed on the total cost (item 10 in Table 3 above) using the following equation:



1. The Quality Score will be added to the Price Score to determine the Final score. The Council will select a supplier on a most economically advantageous tender.