

APPENDIX 3

PREVENTION AND INCLUSION FRAMEWORK AGREEMENT TENDER EVALUATION CRITERIA AND SUB-CRITERIA



Prevention and Inclusion Framework for Accommodation-Based Services

Invitation to Tender

Section 6a: Evaluation Information

Introduction

This section sets out the methodology that will be used to evaluate tenders received in relation to the prevention and inclusion framework for accommodation based services.

The Council is seeking to establish a framework with five specialist categories containing suitable contractors to provide support services. These specialist categories are as follows:

1. Mental health services
2. Vulnerable adults
3. Younger people
4. People with disabilities
5. Violence against women and girls

The Council will evaluate the tender submissions using a weighted evaluation model of 60:40 in favour of price.

The Evaluation Team

An evaluation team has been assembled to undertake a comprehensive, systematic and consistent evaluation of each tender. This team will be split into two groups, one for quality and one for the price. Both groups will be made up of officers of the council and with expertise in specific areas for each of the categories. It is also intended that service users will be part of the team evaluating quality. The price evaluation panel will be made up of officers with financial expertise.

Evaluation approach

Evaluation of each tender will vary depending on which category is being applied for and whether the contractor wishes to be considered for providing housing management services within that specialist category.

By way of illustration two examples are provided:

- A tenderer bidding for the specialist categories covering Mental Health and Young People at Risk including housing management would be evaluated against the core quality requirements, specialist quality requirements and the three housing management criteria.
- A tenderer wishing to apply for the category Young People at risk not including housing management would be evaluated against the core quality requirements and specialist quality requirements.

Evaluation stages

The evaluation process will be in 6 stages:

- Stage 1 - Initial screening assessment
- Stage 2 - Quality assessment
 - a- core services

- b- specialist services
- Stage 3- Housing management assessment
- Stage 4 - Price Evaluation
- Stage 5 - Ranking and Recommendation for framework award

Stage 1 - Initial screening assessment

Tenders will be subject to an initial compliance check to confirm that:

- Tenders have been submitted on time, completed correctly and meet the requirements of the invitation to tender.
- Tenders are sufficiently complete to enable them to be evaluated in accordance with this section.
- The Tenderer has not contravened any of the terms conditions of the restricted procedure all the tender process – either provided in the public contracts regulations 2006 (as amended) and/or the invitation to tender.
- The Tenderer has confirmed the acceptance of the terms and conditions of the contract.
- The Tender is capable of acceptance.

Tenders that do not meet these requirements may be rejected at this stage. Tenders that pass the initial screening assessment check will be subject to a detailed evaluation in accordance with the criteria and weighting as set out in this document.

The Council reserve the right to call for further information or clarification from Tenderers, as appropriate, to assist in the consideration of their Tenders.

Stage 2 Quality Assessment

The overall 40% weighting for quality has been divided as follows:

- 20 % for core services
- 20% for specialist services

The core quality assessment will be based on the Method Statements received from the Tenderers in response to the Core Specification, Supplementary Specifications and Core Method Statement questions. All Tenderers will be required to pass this section in order to progress to the specialist service evaluation (see thresholds)

The criteria for the core services has been sub weighted to reflect the importance the council places on the various contract elements as is shown in Table 1.

Table 1 - Core Quality 20%

Evaluation Criteria and sub weighting	Sub Criteria	Criteria sub – weighting	Question Reference	Minimum score required
Service Delivery 5%	Infrastructure	5%	1	3

Evaluation Criteria and sub weighting	Sub Criteria	Criteria sub – weighting	Question Reference	Minimum score required
Service User Involvement and Choice 5%	Personalisation	5%	2	4
Quality, Performance and Outcomes 10%	Systems	2%	3	3
	Strategic priorities	2%	4	3
	Healthy Choices	3%	5	3
	Education, Training and Employment (ETE)	3%	6	3
Total 20%		20%		19

Specialist services

All Bidders passing the core services assessment will be assessed for the specialist service category they have applied for.

The criteria for the specialist services has been sub weighted to reflect the importance the council places on various contract elements as is shown in Table 2.

Table 2 - Specialist Category 20%

Evaluation Criteria	Sub Criteria	Criteria Overall Weighting	Question Reference	Minimum score required
Service Delivery 4%	Outcomes for the Service	4%	1	4
Operational and business	Independence and move-on	3%	2	3
	Staff and	3%	3	3

Evaluation Criteria	Sub Criteria	Criteria Overall Weighting	Question Reference	Minimum score required
outcomes 12%	training			
	Added value	3%	4	3
	Partnership working	3%	5	3
Case study 4%		4%	6	3
Total 20%		20%		19

Those Tenderers achieving the thresholds set for both core and specialist services will either go forward to the housing management assessment or will go forward to the final stage of the process (depending on whether they wish to be considered for delivering housing management services).

Housing Management assessment

Those Tenderers wishing to provide housing related support services must pass the housing management assessment. This stage has 3 criteria and Tenderers must achieve a pass in all three areas (as per Table 4 a score of 3- satisfactory) in order to be eligible to provide housing management services within their chosen specialist category. The criteria for housing management is shown in table 3 below.

Table 3 - Housing Management Pass/ Fail

Criteria	Question Reference	Sub criteria/comments
Experience	1	<ul style="list-style-type: none"> • Approach and experience of granting tenancy and licence agreements • Approach and experience of setting and collection of rents and service charges • Approach and experience of taking action over repairs and maintenance • Approach and experience of legal processes for breach of tenancy,
Regulation	2	<ul style="list-style-type: none"> • Demonstrable knowledge of the standards required by Homes & Community Agency regulatory framework for social housing or the Social Housing Regulator in the delivery of accommodation based services

Criteria	Question Reference	Sub criteria/comments
Performance	3	<ul style="list-style-type: none"> • Has not had a management agreement terminated due to poor performance in the past three years. • If your organisation has had a management agreement terminated within the last three years, please provide full details of the circumstances of the agreement(s) being terminated and the steps taken by your organisation to resolve this including any review of policies and procedures and any other information that you may feel relevant in relation to this matter. • Disclosure of this information will not automatically result in failure of this section however failure to disclose this may do so. Your response will be considered subject to the severity and reasonable action being taken by your organisation to prevent reoccurrence. In such cases, all information will be referred to the project board for consideration.

Quality Scoring

Scoring of Tenderers' responses for the Core, Specialist Quality and Housing Management questions will be based on the following scale shown in table 4. A maximum score of 40 can be achieved for responses to the quality evaluation criteria contained in tables 1 & 2.

The response to each question will be scored from 0 to 5 using the guidance in the Table 4. These scores will then be divided by the maximum score available (5) and then multiplied by the sub weightings shown in the core quality table and the tables for each category. A final quality score (out of 40 points) is achieved by adding all weighted scores together.

For the housing management assessment, whilst the same scoring approach will be used, this assessment will be a pass/fail stage in the process. In order to pass this section a score of 3 or more must be achieved against each criteria.

Tenderers failing this section may still be considered for delivering specialist services in the relevant category, provided they have achieved the appropriate thresholds set for quality.

1	Poor Although the response demonstrates some understanding of the Council's requirements there are some major omissions in relation to the proposed solution to deliver the service.
2	Partially meets requirements Some reservations of the relevant ability, understanding, skills, resource and quality measures required to provide the service with insufficient evidence to support the response.

3	Satisfactory A complete response that meets fully the Council's requirements.
4	Exceeds requirements A good response, which not only meets requirements, but gives some confidence that the Tenderer has a process and plan that can deliver additional benefits and value.
5	Excellent Outstanding response, exceeds expectations, adds value, shows innovation and creative solutions and gives full confidence.

Table 4

Verification Process

Tenderers' evaluation scores will be based on their written responses to the questions. The Council reserves the right to clarify this (and its veracity and accuracy verified) by the following methods:

- Clarification meetings and by responses to clarification questions raised by the Council (if any)
- Obtaining references from previous or current contracts.

The initial score will be based on the evaluators' review of the Tenderers' response document and may be updated following further clarification of the response ascertained in the other methods outlined above. The final scores therefore may differ from the initial scores to reflect the full evaluation process undertaken by the panel. Overall scores will be calculated to ascertain the Tenderer's overall percentage score.

In respect of all method statement responses, there must be a clear distinction between clarifications and omissions; this process is not about providing an opportunity to address something that has not been included in a tender, as this would be unfair to other Tenderers.

Tenderers are advised that the Evaluation Panel shall conduct a 'consensus scoring process' where moderation of the scores awarded during the exercise will take place. The moderation shall give regard to any variance in the scores between the evaluators, together with the subsequent assessment following any clarification obtained from the Tenderer. A consensus score will be agreed by the evaluators for each of the evaluation criteria.

Threshold for Quality Evaluation

The Council requires submissions received to be of a consistently good level of quality across both the core and specialist areas so bidders will be required to achieve at least a minimum score per question, as detailed in Stage 2 Quality Assessment, Tables 1 and 2 in this document. Tenderers will need to score a minimum score of 19 including a minimum score of 4 in question 2 for the core section and a minimum score of 19 including a minimum score of 4 in question 1 for each category applied for.

For the housing management assessment a score of 3 or more must be achieved in all three areas in order to pass this stage of the process.

Price Assessment

Tenderers are required to complete a separate Pricing Schedule for each service category tendered for.

The price provided should be based on a blank sheet of paper approach. In other words the price should not be specific to an existing service and should be based on the support costs that would be incurred if the provider was setting up a new service. These prices should **not** include any potential costs related to TUPE.

In pricing the hourly rate for support services tenderers are required to submit an inclusive hourly rate. The hourly rate must include the costs of:

- Front line staff that deliver the support service to service users including contact time and any follow up work required;
- Overheads to cover the costs of managers of front line staff, other direct overheads (e.g. training, office costs), locum cover, on call, start up costs and corporate overheads.

It is important that all costs are included within the hourly rate.

Providers need to be aware that the price per hour that is submitted should reflect the hourly rate for the delivery of the service regardless of the number of hours commissioned.

Overall scoring for tenders is based on an 60:40(Price/Quality) ratio. Pricing will be scored on the basis of the lowest price getting the highest score. Below sets out the methodology to be used in evaluating Tenderers.

- 1) The Lead Authorities will take the average of lowest 10 Tenderers (for Mental Health, Young People, Vulnerable Adults and People with Disabilities) and the lowest 5 bidders (Violence Against Women and Girls) then apply a 40% increase to this average to produce a ceiling threshold (A)
- 2) Any Tenderer over this ceiling threshold price is automatically eliminated and are not eligible for Quality evaluation
- 3) Lowest Tenderer always scores top marks for price (i.e. 60)
- 4) All Tenderers from the lowest rate up to the ceiling threshold are considered and scored proportionally out of 60 marks. The following formula will be applied to calculate the score:

$$((A - \text{Tendered price}) / (A - \text{LTP})) \times 60 = \text{Price Score}$$

LTP = Lowest tendered price

A = ceiling threshold (see note 1 above)

- 5) The procedure in (1) to (3) above is to be followed separately for each of the categories to ensure that sufficient Tenderers are considered for each category.

Abnormally low bids

Notwithstanding the scorer methodology referred to above, Tenderers are advised that the Council will scrutinise very carefully any Tender that contains a price which appears very low (having regard, amongst other things, to the prices submitted in the other tenders received). In this regard, Tenderers attention is drawn to the Lead Authorities' power under regulation 30(6) of the Public Contract Regulations 2006 (as amended) to disregard/reject any Tender that is abnormally low.

Ranking and Recommendation for framework award

At this stage, scores achieved from both quality, price will be combined and submission total scores will be ranked. This process will happen for each specialist category with the top ranked contractors appearing on the framework. These award recommendations for each category will be made on the following basis

Category	Number of providers to appear on list
Mental health services	10
Vulnerable adults	10
Younger people	10
People with disabilities	10
Violence against women and girls	5

Of those providers appearing on the framework lists only those passing the housing management assessment will be eligible for delivering housing management services along with the specialist services if that is required.