

## Appendix 1

### Direct Payments Support and Advice Contract

## Summary Sheet of Tender Evaluation

Direct Payments Support and Advice Service

### SELECTION CRITERIA AND KEY PERFORMANCE INDICATORS

CRITERIA	% WEIGHTING	Minimum Benchmark		Tenderer 1		Tenderer 2	
		SCORE	TOTAL	SCORE	TOTAL	SCORE	TOTAL
1 <b>Financial Competitiveness and affordability</b>	40	1	40	-	120	-	97.67
2 <b>Ability to meet the requirements of the Service Specification:</b>							
2a Ability to meet service targets	4	1	4	1	4	1	4
2b Informations, support and advice to Service Users	4	1	4	2	8	1	4
2c Ability to assist Service Users to set up and manage their own direct payment and moving them to independence	5	1	5	2	10	2	10
2d Ability to build links and communicate with the Council and other stakeholders	4	1	4	1	4	3	12
2e Ability to promote and increase take-up of direct payments	4	1	4	1	4	3	12
2f Accessibility including drop-in facilities	4	1	4	2	8	2	8
3a,b,c <b>Staff recruitment, induction, training and supervision</b>	3	1	3	2	6	3	9
3d, 3e <b>Human Resources including the ability to facilitate continuity of care, availability and extent of staff skills</b>	2	1	2	2	4	2	4
4 Administration practices and record keeping	2	1	2	1	2	2	4
5 Adherence to procedures	2.5	1	2.5	1	2.5	2	5
6 Customer care	2.5	1	2.5	2	5	2	5
7 Quality system in operation	2	1	2	1	2	1	2
8 Business continuity arrangements	1	1	1	1	1	2	2
9 Complaints handling	2.5	1	2.5	1	2.5	2	5
10 Best Value Considerations	2.5	1	2.5	2	5	2	5
11 Implementation Plan	7.5	1	7.5	1	7.5	1	7.5
12 Equalities and diversity of staff and cultural sensitivity and equalities in service delivery	4	1	4	3	12	2	8
13 Proposals for innovations in service delivery	3.5	1	3.5	2	7	2	7
Maximum possible score	300	-	100	-	214.50	-	211.167

Achieved score

TOTAL (Max 300 or 100%)

PASS/FAIL (Min 100/300)

Percentage score

#### Scoring mechanism / Key to scores

0 = Unacceptable [Complete failure to grasp / reflect the core issue]

1 = Acceptable [Reflects adequate understanding of all issues and aspects]

2 = Good understanding and interpretation.

3 = Excellent understanding and interpretation. Innovative and proactive with sound strategy