

## APPENDIX 2

### MANAGED SERVICES FOR CONTINGENT LABOUR

#### APPENDIX 2 -TENDER EVALUATION GRID

Bidders were asked a series of questions which covered key areas of service delivery with weightings attached to each question.

QUALITY TENDER EVALUATION GRID		BIDDER WEIGHTED SCORE			
		Weighting of 100%	A1	A2	A3
<b>1. Implementation:</b> Please detail your approach to implementation, including providing your Implementation Plan. Your response should include, but not be limited to: <ul style="list-style-type: none"> <li>•Transfer of existing workers and suppliers and any associated data</li> <li>•An explanation of how you will achieve the implementation by 5th February 2018</li> </ul>	25%	21.88%	15.63%	17.19%	21.88%
<b>2. Delivery Model:</b> Please detail the delivery model that you have chosen, including an explanation of which job categories will be filled through a Vendor Neutral approach, and which through Master Vendor, and why you expect this to deliver the best value for money for the Council. You should also explain how you will measure success and approach any review of the model during the contract period.	10%	5.63%	6.88%	6.25%	8.75%
<b>3. Service Delivery:</b> (a) How will you ensure a 24/7/365 service with rapid response where necessary?	6%	4.88%	4.50%	4.50%	5.25%
<b>4. Service Delivery:</b> (b) What level of onsite support is included in your offer?	13%	9.75%	11.38%	6.50%	11.38%
<b>5. Service Delivery:</b> (c) How will you meet the need for specialist and interim roles?	8%	5%	5.50%	6%	5%
<b>6. Service Delivery:</b> (d) Please describe the IT system that hiring managers will be required to use, and the user training/guidance that will be provided. You should provide screenshots in order to make this clear.	3%	2.25%	2.63%	2.25%	2.44%
<b>7. Contract Management:</b> (a) How will you manage your supply chain, including supplier audit (of DBS and RTW requirements for example)	6%	5.25%	5.63%	4.50%	5.25%

<b>8. Contract Management:</b> <i>(b) How will you gather and review customer feedback?</i>	3%	2.25%	2.25%	2.06%	2.44%
<b>9. Contract Management:</b> <i>(c) Please provide an example of the Management Information reports that will be available to the Council, and explain how they will be provided (e.g. self-service, by email etc.)</i>	6%	4.50%	5.25%	4.50%	4.88%
<b>10. Savings:</b> <i>Please explain your approach to savings delivery over the course of the contract, and how this will be measured. You should include a description of how you will minimise off contract spend, as well as any other savings proposals.</i>	20%	12.50%	12.50%	13.75%	15%
<b>Total:</b>	100%	73.89%	72.15%	67.50%	82.27%
<b>Total Adjusted Quality Score:</b>	<b>35%</b>	<b>25.86%</b>	<b>25.25%</b>	<b>23.63%</b>	<b>28.79%</b>
<b>11. Social Value:</b> <i>Please read the background document (c), and set out your proposal for delivering social value. Your answer should include but not necessarily be limited to:</i>					
<ul style="list-style-type: none"> <li>• Your proposals for supporting and delivering social value for Brent through service delivery and the supply chain.</li> <li>• Initiatives your organisation will put in place to support local people and communities, with specific regard to employment opportunities</li> <li>• Developing skills and smaller businesses in Brent.</li> </ul>	5%	3.13%	3.75%	3.44%	4.38%
<b>Total:</b>	<b>40%</b>	<b>28.99%</b>	<b>29%</b>	<b>27.07%</b>	<b>33.17%</b>

**COST TENDER EVALUATION GRID**

	<b>BIDDER WEIGHTED SCORE</b>			
<b>Weighting of 100%</b>	A1	A2	A3	A4

<b>Price:</b>	50%	49.04%	41.22%	50%	38.67%
<b>Price – Quality Question:</b> <i>Please explain your pricing approach to each of vendor neutral and master vendor, in particular addressing any differences in rates tendered. The Council is looking for a flexible model, and needs to be assured of a reasonable approach in calculating rates which will not be included in the tender total.</i>	10%	5%	7.50%	5%	7.50%
<b>Total:</b>	<b>60%</b>	<b>54.04%</b>	<b>48.72%</b>	<b>55%</b>	<b>46.17%</b>