

APPENDIX 2

EVALUATION CRITERIA

At bid evaluation stage, the panel evaluated the bids against the following criteria:

	Total Weighting
Quality	35%
Social Value	10%
Price/Commercial	55%

The criteria meet the YPO framework criteria range of Price 20-60%; Quality 20–60% and Social Value 10-30%

QUALITY QUESTIONS AND WEIGHTING (35%)

Evaluation Question	Question	Weighting
Q1 – Implementation	Please detail your approach to the implementation and mobilisation stage of the contract, including providing your Implementation Plan and any associated documents. This should be based on a go live date of 05 February 2026.	5%
Q2 - Implementation	Provide a recent case study (within the last five years) which provides evidence of your organisation's proven capability and experience of implementing a contract of this size, scope and council requirements.	5%
Q3 – Service Delivery	Brent Council operates a devolved self-service model. How will you ensure high quality and effective stakeholder engagement, with clear communication across the whole Council and offering flexible support to meet the needs of a diverse range of hiring managers?	8%
Q4 - Service Delivery	Outline your approach to ensuring a lean and effective supply chain that meets the Council's requirement and delivers high quality outcomes.	7%
Q5 – Service Delivery	Please provide two recent contract examples (within the last five years) to demonstrate how your proposed approach will deliver high-quality services to Brent Council.	5%
Q6 – Contract Management	Please detail your approach to ongoing and effective contract management.	5%
Total		35%

SCORING USED FOR QUALITY QUESTIONS

Score	Definition	
0	The information required is either omitted or fundamentally fails to meet the relevant submission requirements to address the Council's requirements. Insufficient evidence to demonstrate that the relevant submission requirements or the Council's requirements can be met.	Unacceptable
1	The information submitted has insufficient evidence that the specified requirements can be met. Significant omissions, serious and/or many concerns	Major reservations
2	The information submitted has some minor omissions in respect of the relevant submission requirements. The tender satisfies the basic minimum requirements in some respects but is unsatisfactory in other respects and raises some concerns.	Some Reservations
3	The information submitted provides some good evidence to meet the relevant submission requirements and/or the Council's requirements. It is satisfactory in most respects and there are no major concerns.	Satisfactory
4	The information submitted provides good evidence that all the relevant submission requirements and/or the Council's requirements can be met. Full and robust response, any concerns are addressed so that the proposal gives confidence.	Good
5	The information submitted provides good evidence that all the relevant submission requirements and/or the Council's requirements can be met, and the proposal is outstanding. Exemplary in the industry, provides full confidence and no concerns.	Outstanding

SOCIAL VALUE QUESTIONS AND WEIGHTING (10%)

Question	Evaluation Question	Weighting
SV1 – Thriving Communities	Community Engagement and Voluntary Sector Support. Please explain how your organisation will contribute to strengthening Brent's local community and voluntary sector during the delivery of this contract.	3%
SV2 - Prosperity & Stability	Supporting Young People into Employment & Skills. Please describe how your organisation will create employment, training, and development opportunities for Brent residents during the delivery of this contract.	3%
SV3 – Prosperity & Stability	Promoting equity, diversity & inclusion (EDI) Please outline how you will promote equality, diversity, and inclusion through your workforce, recruitment practices, and supply chain.	2%

SV4 – Cleaner, Greener Future	Tree planting for a cleaner, greener Brent Borough A commitment to fund or deliver the planting of up to 5 trees per year of the contracting Agreement with the Council on planting locations and species.	2%
Total		10%

SCORING USED FOR SOCIAL VALUE QUESTIONS

Score	Definition	
0	The Social Value offer was omitted or fundamentally failed to meet the relevant Social Value measures. Insufficient evidence to demonstrate that the relevant submission requirements or the Council's requirements can be met.	Unacceptable
1	The Social Value offer is adequate but there is insufficient evidence to demonstrate that the relevant Social Value offer can be met. Significant omissions, serious and/or many concerns.	Major reservations
2	The Social Value offer has some minor omissions in respect of the relevant Social Value measures. The Social Value offer satisfies the basic minimum requirements in some respects but is unsatisfactory in other respects and raise some concerns.	Some Reservations
3	The Social Value offer submitted provides some good evidence to meet the relevant Social Value commitments offered in the Council's view. It is satisfactory in most respects and there are no major concerns.	Satisfactory
4	The Social Value offer submitted provides, in the Council's view, good evidence that all the Social Value commitments offered can be met. Full and robust Response, any concerns are addressed so that the proposal gives confidence.	Good
5	The Social Value offer submitted provides strong evidence, in the Council's view, that all the Social Value commitments offered can be met and the proposal is outstanding. Provides full confidence and no concerns.	Outstanding

PRICING/COMMERCIAL CRITERIA (55%)

Pricing/Commercial Evaluation	Weighting
Agency fees (fixed pence mark-up)	20%
Interim Fees (% mark-up)	20%
Managed service provider (MSP) fee	15%