

APPENDIX 3
Grounds Maintenance Contract -Tender Evaluation
Non-Price Factors

Contractor; Glendale Managed Services Ltd

FACTOR	DESCRIPTION	WEIGHTING	RATING	AWARD
Resources	Number of staff allocated to the contract.	4	4	16
Staff - training culture	Number of qualified staff (in specific areas of expertise) allocated to contract at outset and evidence of staff training culture.	2	2	4
Management structure	Measure of management capacity to ensure that the contract runs smoothly. The structure should provide capacity to self-monitor, pre-empt complaints and offer good customer care.	4	4	16
Equipment	Amount of equipment allocated to the contract, condition/age of equipment. Maintenance regime. Suitability of equipment to comply with the requirements of the contract.	4	3	12
Operational plans	Evidence of quality planning to ensure satisfactory delivery of the contract.	4	3	12
Additional non price factors	Supplementary suggestions, amount of good will provided to the contract. i.e. financial commitments towards the upgrade of service related goods/equipment.	2	0	0
	Totals	20		60

- = The Award for each factor is the Rating multiplied by the weighting.
- Maximum of 80 points possible.

Rating – Narratives

Contractor; Glendale Managed Services Ltd

FACTOR	DESCRIPTION	REASON FOR RATING
Resources	Number of staff allocated to the contract	Over existing service provision – contractor proposes additional administrator and two supervisor’s. However, allowance made for only one FTE at the cemetery
Staff - training culture	Number of qualified staff (in specific areas of expertise) allocated to contract at outset and evidence of staff training culture	Commitment to staff development and training including appointment of two trainees . Commitment to provide staff qualified to their own minimum standards. However at outset of contract existing staff will be used as opposed to fully trained staff being utilised from the commencement.
Management structure	Measure of management capacity to ensure that the contract runs smoothly. The structure should provide capacity to self-monitor, pre-empt complaints and offer good customer care.	Good management structure with North South split in supervisory arrangements. Contractor to produce/provide detailed work schedules. Management procedures in place along with systems to monitor performance, H & S, along with customer care. Quality assurance scheme in place. IT systems would be committed to contract along with communication systems. Contract monitoring arrangements in place to pre-empt problems. In addition there is a commitment towards an annual development plan and to work within the best value framework
Equipment	Amount of equipment allocated to the contract, condition/age of equipment. Maintenance regime. Suitability of equipment to comply with the requirements of the contract	Glendale have extensive and accessible resources with which to support the contract. Equipment will be brand new. No information provided as to how the contractor will address problems with equipment downtime - breakdowns etc. It should be noted that the contractor has opted to achieve the required grass cutting standards (general grass areas) by way of rotary machinery as opposed to cylinder cut machinery - which tends to provide a superior quality of cut.
Operational plans	Evidence of quality planning to ensure satisfactory delivery of the contract	Quality assurance scheme. Work schedules. Self monitoring (including pas/fail procedure - performance management). Commitment to Partnering board. Depot space within the SKDC area. strong commitment towards customer satisfaction. Annual development plan and working within a best value framework. However we note that there interperetation of the specified standard has equated to only 13 cuts per annum as opposed to 15 – as suggested by the competitor contractors.
Additional non price factors	Supplementary suggestions, amount of good will provided to the contract. i.e. financial commitments towards the upgrade of service related goods/equipment.	

Grounds Maintenance Contract -Tender Evaluation
Price and Non Price Factor – Summary sheet

Contractor; Gendale Managed Services Ltd.

Price and Non-Price scoring calculation		Total
Price	1 divided by 3 X 80%	26.67%
Non-Price	60 divided by 80 = 75% X 20%	15%

Price Calculation: Ranked position divided by 3 multiplied by 80%

Non-Price Calculation: Score out of 80 divided by 80 multiplied by 20%

Evaluation factor totals – brought forward

	Award percentage
PRICE	26.67
NON PRICE	15
Total percentage	41.67%