

Revisions

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1.0 EXECUTIVE SUMMARY

1.1 Description

This report relates to the recommendation of a shortlist of Bidders for the selection of a Contractor “Service Provider” to support Dacorum Borough Council (DBC) (“the Contracting Authority”) in the delivery of a Total Asset Management Contract (TAM) across the Borough.

The services will comprise the comprehensive repairs, maintenance and improvement of the

Authority’s built assets, including but notwithstanding the following:-

- Responsive Repairs
- Void Repairs
- Planned Improvements
- Design Services
- Call Centre Function

A Contract Notice was posted to the European Journal (OJEU notice number Ref: OJEU notice number **2013/S 30-46801**) by the contracting authority on 12th February 2013. Expressions of Interest were received by DBC via the Delta e-Sourcing tender portal on 11th March 2013. Evaluations were completed on 29th March 2013.

1.2 Contract Form

The Contract will be executed under the ACA Term Partnering Contract TPC2005 (Amended 2008) as set out in the Invitation to Participate in Dialogue (ITPD) and accompanying documentation. The contract term will be for an initial period of 5 years with an option to extend for a further 5 years, up to a maximum of 10 years.

1.3 Timetable

The following is a summary of the key milestone dates achieved to date and the proposed future programme: -

Milestone Task	Milestone Dates
Post OJEU Notice	12/02/13
Return of Expressions of Interest	11/03/13
Shortlist Applicants for Tender	10/04/13
Issue Invitation to Participate in dialogue (ITPD)	04/07/13
Dialogue Stage 1	22/07/13 – 02/08/13
Dialogue Stage 2	10/09/13 – 30/09/13
ISFT Issued	04/11/13
Post Dialogue Stage Commences	18/11/13
Final Tender Evaluation	19/11/13 – 02/12/13
Commencement of Standstill Period	10/03/14
Expiry of Standstill Period	20/03/14
Contract Award	24/04/14
Mobilisation of contract	24/03/13 – 04/05/14
Contract Commencement	05/05/14

Table 1 - Milestone Timetable

1.4 Evaluation

PQQ submissions were received from the following:-

Company Name
Mitie Property Services
Osbourne Property Services
Thyssen Krup Elevator UK
Wates Living Space
Willmott Dixon Partnerships
Keepmoat
Mears
Kier Services
Integral UK
Ductclean
Breyer Group

Table 2 - Companies who submitted Pre-Qualification Questionnaire

The original OJEU Notice required that an **envisaged number** of 4 bidders be shortlisted. It was considered that subject to a bidder meeting the minimum criteria stated in the Pre-Qualification Questionnaire (PQQ), the Authority would invite the top 4 highest scoring bidders to tender, however, there was no clear 'cut-off' at between 4 and 5 and as such the top 5 highest scoring bidders are being invited to tender.

Bidders who failed to return their submission by the due date and time, were rejected, in accordance with the Instructions to tenderers set out in the Pre-qualification Questionnaire (PQQ).

Full details regarding the evaluation are set out in [3.0 Summary of Results](#) together with the list of respondents, analysis of results and shortlists for each lot.

2.0 EVALUATION METHODOLOGY

2.1 Overall Approach

The EU Regulations require that tenderers are evaluated on financial, economic and technical capacity. To this end an EU compliant pre-qualification questionnaire was issued requiring bidders to respond to key questions based on these criteria. An evaluation model for scoring bidders' responses was prepared. These scoring sheets contain scoring and non-scoring elements. These are summarised below:-

2.1.1 DBC Compliance Check

Upon receipt of PQQs, DBC undertook an initial screening of responses to ensure the following:-

1. That PQQs submitted were complete in accordance with the instructions to bidders;
2. That PQQ responses were compliant in accordance with the instructions to bidders;
3. That bidders had successfully "uploaded" their response to the tender portal.

Upon completion of the initial screening, DBC "downloaded" the responses to individual bidder folders. Thereafter, all responses were "uploaded" to the shared Dropbox folder for evaluation.

2.1.2 Compliance with pass/fail criteria

Any bidder receiving a "Fail" assessment against "pass/fail" criteria was automatically excluded from the process, in accordance with the instructions to tenderers set out in the PQQ. The questions which relate to pass/fail criteria are listed below:-

Section of PQQ	Question Reference	Order of Evaluation*
2 – Organisation Information	2.7, 2.9 & 2.11	1
2a – Organisation Information (Consortia)	2a.9	2
3 – Compliance with EC Legislation	3.1	3
4 – Financial Standing	4.1, 4.2, 4.3, 4.4, 4.10, 4.11, 4.12, 4.13 & 4.14	4
6 – Health & Safety	N/A	5
9 – Equality & Diversity	9.1, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8, 9.9, 9.10, 9.11, 9.12, 9.13 & 9.15	6
11 – Insurances	11.1, 11.2 & 11.3	7

Table 3 - Pass/Fail Criteria

* Evaluation was undertaken in the order set out in the table above. A 'fail' in any given question did not preclude the company from further evaluation to

ensure that full and useful feedback could be provided to all submitting companies.

2.1.3 Weighted scoring

The following section of the PQQ required a “scored” response:-

Section of PQQ	Question Reference	Weighting (%)
5 – Staffing & Resources	5.1 – Staff Employed	1.25%
	5.2 – Key Account Manager	2.50%
	5.3 – Management Team	2.50%
	5.4 – Staffing Structure	1.25%
	5.7 – Managing Staff	2.50%
7 – Technicians	7.1 – Professional Bodies & Associations	2.00%
	7.5 – Selection of sub-contractors	1.00%
	7.6 – Quality of Work	1.00%
	7.7 – Payment to sub-contractors	1.00%
8 – Quality Assurance & Environmental Accreditation	8.1 – ISO9001	10.00%
	8.7 – Customer Complaints	2.50%
	8.8 – ISO14001	10.00%
	8.15 – Carbon Emissions	2.50%
	8.16 – Managing Waste	2.50%
10 – Technical Ability	8.17 – Carbon Reduction	2.50%
	10.1.1 – Project References	5.00%
	10.1.2 – Exemplar Projects	5.00%
	10.2.1 – Delivery of Responsive Repairs	5.00%
	10.2.2 – Delivery of Planned Maintenance	5.00%
	10.2.3 – Role of Designer	5.00%
	10.3 – Stakeholder Engagement	5.00%
	10.4 – Tenant Involvement Case Study	5.00%
	10.5 – Management Information Systems	5.00%
	10.6 – Cultural Integration	5.00%
10.7 – Managing TUPE Transfer	5.00%	
10.8 – Community Investment Projects	5.00%	
TOTALS		100.00%

Table 4 - Scoring Sections of the PQQ and their relative weightings

All responses were evaluated by Cameron Consulting and DBC as detailed below and were undertaken over a period between 11/03/13 and 28/03/13.

Ref	Section	Proposed method of evaluation	Evaluating Organisation*	Evaluator Individual
1.0	Organisation Identity	Information Only – Details checked for consistency only	CC	Karen Thody

Ref	Section	Proposed method of evaluation	Evaluating Organisation*	Evaluator Individual
2.0	Organisation Information	Pass/Fail – Bidders will be required to “self declare” their status to questions 2.6; 2.7 & 2.10 by providing details in relation to court actions; adherence to Bribery Act (2010) and Conflict of Interest Checks.	CC	Karen Thody
2.0 a	Organisation Information (Consortia)	For Consortia members where applicable. Pass/Fail – Bidders will be required to “self declare” their status to questions 2.6; 2.7 & 2.10 by providing details in relation to court actions; adherence to Bribery Act (2010) and Conflict of Interest Checks.	CC	Karen Thody
3.0	Compliance with EC legislation/UK procurement legislation	Information Only – Details checked for consistency only	CC	Karen Thody
4.0	Financial Standing	Pass/Fail – Bidders will be required to “self declare” their financial status by providing a D&B or equivalent credit agency report. Bidders will also be required to input data in relation to financial standing that will auto-generate a “pass/fail” response in relation to liquidity ratios. Shortlisted bidders only who pass this section will be subject to further financial assessment by DBC Finance.	CC DBC	Karen Thody Richard Baker
5.0	Staff & Resources	Scored – Technical Assessment in relation to staff and resources.	CC	Karen Thody
6.0	Health & Safety	Pass/Fail – Bidders will be required to evidence H&S credentials in accordance with an SSIP approved scheme. Those that evidence such accreditation will “Pass”. Those that do not hold accreditation and have completed the questionnaire will be assessed by DBC’s Corporate H&S Officer to	CC DBC	Karen Thody Helen Price

Ref	Section	Proposed method of evaluation	Evaluating Organisation*	Evaluator Individual
		determine whether a minimum threshold is obtained to receive a "Pass".		
7.0	Technicians & Technical Services***	Scored – Technical Assessment in relation to technicians and technical services including accreditations; subcontractor approval and management.	CC	Karen Thody
8.0	Quality Assurance & Environment	Scored – Technical Assessment in relation to QA and environmental accreditation. Q8.15 – 8.17 to be evaluated by DBC.	CC	Karen Thody
9.0	Equality and Diversity	Pass/Fail – Bidders will be required to provide evidence of their commitment to equality and diversity issues, which will be assessed by the DBC.	DBC	Fiona Williamson/ Neil Brown
10.0	Technical Ability**	Scored – Technical Assessment in relation to technical ability. The consensus score of the evaluators will be taken to summary.	DBC	Neil Brown/ Mark Kibble/ Fiona Williamson Validation David Lief
11.0	Insurances	Pass/Fail – Bidders will be required to "self declare" their status by providing details in relation to insurances currently held.	CC	Karen Thody

* CC – Cameron Consulting; DBC – Dacorum Borough Council

** Guidance in relation to the Technical Evaluation to be provided by CC

Table 5 - PQQ Evaluation Allocation & Responsibility Breakdown

2.2 Scoring Criteria

The scoring criteria and methodology is set out on the scoring sheets together with appropriate weightings, which place the relative importance of such responses to the PQQ. There was also room for the evaluator to make comment as appropriate and these are recorded here accordingly.

2.3 Financial Assessment

All bidders were subject to a number of financial 'checking' mechanisms including:-

- **Q4.13 – Credit Check** – Bidders needed to demonstrate by evidence, that the credit rating of their company is not classed as “High Risk (of business failure)”;
- **Q4.14 – Liquidity Ratios** – Bidders needed to demonstrate by evidence that they are financially sound and in particular, at the point at which they are applying for the tender. The information inserted by the bidder was first checked against the evidence being provided such as management accounts and statements. Thereafter, the information provided auto-calculated a “Pass” or “Fail” status based on the formulas for each liquidity measure. Those that received a “Fail” against each of the checks were further assessed by DBC, which may have result in a “Fail” against the criteria stated.

Any bidder who did not meet the above criteria was not eligible to submit a response and was therefore not evaluated. Since the above two criteria are “evidence-based”, bidders needed to satisfy the evaluator that suitable evidence was provided. No bidders were excluded following financial evaluation.

Results of these financial checks based on “Liquidity Ratios” are recorded at **Appendix A – Summary of Scored Criteria.**

3.0 SUMMARY OF RESULTS

The following sections outline the summary of results. This should be read in conjunction with **Appendix A – Summary of Scored Criteria** where detailed scoring by bidder is shown. In each of the following sections, there is a brief summary of the results followed by a recommended shortlist.

3.1 Pass/Fail Criteria

The PQQ requires an envisaged number of 4 bidders. Responses were firstly checked against “pass/fail” criteria (see [2.1.2 Compliance with pass/fail criteria](#)) primarily in relation to:-

- Court Actions
- Financial Standing
- Health & Safety
- Equality & Diversity
- Insurances

Based on this initial screening, it was identified that the following bidders should be removed from further evaluation following failure:-

Company	Reason(s) for exclusion
Thyssen Krup Elevator	Failed Section 9 - Equality & Diversity
Ductclean UK Ltd	Failed Section 9 – Equality & Diversity

Table 6 - Companies Excluded following Compliance Evaluation

Results of these compliance checks are recorded at **Appendix A – Summary of Scored Criteria**.

3.2 Scored Criteria

Bidders were then assessed against “scored criteria”. The following results are set out below, together with the top scoring 5 bidders, highlighted in **BOLD** for shortlisting:-

Bidder	% Score Achieved	Placing
Willmott Dixon	96.80%	1
Mears Ltd	94.90%	2
Kier Services Ltd	94.55%	3
Geoffrey Osbourne Ltd	93.90%	4
Keepmoat	93.45%	5
Wates Living Space	91.65%	DNQ
Mitie Property Services	83.75%	DNQ

Bidder	% Score Achieved	Placing
Breyer Group	77.10%	DNQ
Integral UK Ltd	61.20%	DNQ

Table 7 - Summary of total PQQ scores for all bidders

DNQ – Did not qualify

Note 5 bidders rather than 4 were shortlisted due to the negligible margin in the scores between the 4th and 5th contractors.

3.3 Summary of the Pre-Qualification Process

Other aspects of the pre-qualification process are recorded below:-

3.3.1 PQQ Clarifications

During the pre-qualification stage, a number of bidders raised queries in relation to the PQQ. These were all responded to and a copy of all such correspondence is contained at **Appendix B – PQQ Clarifications**.

4.0 SUMMARY AND RECOMMENDATIONS

4.1 Recommendations

Those bidders recommended in [3.0 Summary of Results](#) should be invited to participate in dialogue. These are noted hereunder:-

Bidder	Placing
Willmott Dixon	1
Mears Ltd	2
Kier Services Ltd	3
Geoffrey Osbourne Ltd	4
Keepmoat	5

Table 8 - Bidders to be invited to participate in dialogue

4.2 Notification of Results

Successful shortlisted bidders will be notified of their success and invited to tender via the e-tendering solution.

It is recommended that DBC write to the unsuccessful bidders notifying them of their failure to qualify and also to provide feedback in terms of the result they obtained in relation to the lowest shortlisted bidder for each lot, again administered via the e-tendering solution.