

Repairs & Voids and Heating Scoring Process



Repairs and Voids

Split into 2 lots- Lot 1 and Lot 2

Lot 1 – Covering approx. 70% of stock

Lot 2 – Covering New Addington, Monks Hill Estate, Fieldway,
Shrublands and surrounding areas approx. 30% of the stock

Heating

Whole Borough

Scoring Criteria

Score	Rating	Criteria for awarding score
5	Excellent	Meets the Council's requirements in all aspects and is likely to deliver improvement either through innovation or added value
4	Good	Meets the Council's requirements in all aspects but does not exceed it
3	Satisfactory	Satisfies the requirement. Demonstration by the Applicant of the relevant ability, understanding, skills, resource and quality measures provided in the method statement, with evidence to support the response.
2	Unsatisfactory	Fails to meet the Council's requirements in the majority of aspects but meets in some
1	Poor	Significantly fails to meet the Council's requirements
0	Failed	Completely fails to meet the Council's requirements

Housing Repairs & Voids

Evaluation Questions and Weighting

Scoring is a 60/40 split- 60% Quality, 40% Price

A - Project Delivery	A1	6	10.0
	A2	4	2.0
	A3	3	1.0
	A4	2	2.0
	A5	3	2.0
	A6	4 pages A4 plus unlimited pages A3 for plan	2.0
	A7	3	2.0
B - Resident Care	B1	5	10.0
	B2	5	4.0
C - ICT	C1	5	2.0
	C2	4	2.0
	C3	3	1.0
	C4	3	1.0
D - Social Value	D1	N/A	4.0
	D2	6	6.0
E - Performance Management and KPIs	E1	N/A	Pass/Fail
	E2	5	5.0
F - Health and Safety	F1	2	2.0
	F2	1 page A4 plus unlimited A3 Risk Register	2.0
G - Contract Amendments	G1	0	Not Used
H - TUPE	H1	2	Not Scored
	H2	1	Not Scored
Total Score			60.0

Heating

Evaluation questions and Weighting

Scoring – 50/50 split –
50% Quality/50% Price

A - Project Delivery	A1	5	8.0
	A2	2	2.0
	A3	2	2.0
	A4	2	2.0
	A5	2	2.0
B - Resident Care	B1	5	8.0
	B2	5	3.0
C - ICT	C1	4	2.0
	C2	4	2.0
	C3	3	1.0
D - Social Value	D1	N/A	4.0
	D2	5	6.0
E - Performance Management and KPIs	E1	N/A	Pass/Fail
	E2	5	4.0
F - Health and Safety	F1	1	2.0
	F2	1	2.0
G - TUPE	G1	2	Not Scored
	G2	1	Not Scored
Total Score			50.0

Evaluation Questions

Project Delivery – A

A1 - How the delivery of the contract would be Managed

A2 - How Voids will be managed

A3 - How they will ensure the workload fluctuations are managed

A4 – How the AOV commercial Model would be applied

A5 - How Specialist contractors are procured and Managed

A6 – Mobilisation plan details

Resident Engagement - B

B1. How Resident Engagement and Resident Care would be delivered

B2. How Resident Scrutiny and Monitoring will be managed

ICT Evaluation Questions – C

C1 – How technology will be used to deliver the requirements of the Term Brief

C2 – How the Interface would set up

C3 – What Security measures are used

C4 – Road map and mobilisation of the ICT components

Social Value Questions – D

D1 – complete a Social Value Matrix

D2 – Provide a detailed plan of the delivery of Social Value requirements

Performance Management Questions – E

E1 – Confirmation of KPI targets and schedules

E2 – How real time performance visibility would be available

Timetable for Contract award

STAGE	DATE
Procurement Board decision	23-Feb-23
Scrutiny Homes Sub-Committee for update	06-Feb-23
Scrutiny Homes Sub-Committee for decision scrutiny	27-Feb-23
Cabinet – for cabinet award decision	06-Mar-23
Contract Signing	25-Apr-23
Mobilisation Commences	01-May-23
Contract Commences	01-Aug-23