

Appendix B. Proposed Award Criteria

1. Suitability Questionnaire

Pass/fail basis

- a) There will be Service specific criteria included within the mandatory suitability questionnaire

The following are Service specific requirements for this procurement:

- Please outline the training/qualifications held by your staff in order that they can be a Trusted Assessor to enable the delivery of minor Installations.
- Please provide evidence of your staff HNC Construction qualifications

These will be evaluated on a Pass/fail basis

2. Evaluation Criteria

Section Headings and Sub-Headings	Maximum Score Available	Weighting Within Sub-Heading
Quality Service Model Please outline your experience of delivering the specified service to a community of similar size and make-up to that of Rutland.	70%	14%

<p>Service Characteristics</p> <p>Please describe how you will provide the specified services and break down your response into the separate elements of the service:</p> <p>a) Minor adaptions b) Handyperson service c) Signposting d) Housing MOT</p> <p>Please include details of any sub contract arrangements and procurement processes, if any, you intend to use to provide the specified services.</p>	14%
<p>Outcomes</p> <p>Please describe how you intend to measure and evaluate service performance and compliance to ensure:</p> <ul style="list-style-type: none"> • Good quality assessments and advice has been provided • Agreed service outcomes are met. • Continuous improvement in service delivery • Customer satisfaction 	14%
<p>Staffing</p> <p>Please provide the staff structure for the Service, including management and details of the skills, experience and qualifications that each member of staff or role will possess.</p> <p>Please describe what training and support will be provided to staff to ensure they have and maintain the relevant skills, competence, knowledge and qualities to deliver an effective Service.</p>	7%

Safeguarding In providing the specified service, what will your approach be to safeguarding and the protection of vulnerable Service Users? If you are proposing to use sub-contractors for part of the service, please also describe how you will ensure that they comply with safeguarding requirements and best practice too.		7%
Service User Engagement Please describe how you will ensure service users are involved in decision making about the services and support they receive, and use feedback from service users to develop and improve the Service		10%
Social Value Detail the social value your service will deliver across at least two of the three areas of: supporting the local economy; reducing demand for public services; and looking after the local environment. This should be additional value above and beyond the specified service and at no additional cost.		4%
Price (exclusive of VAT)	30%	30%
Total	100%	100%

3. Price Criteria

The price: quality ratio will be 30:70; with 30% of the overall weighting awarded for price.