



**Northumberland**  
County Council

## Appendix 2

# Northumberland Leisure and Well-being Service Evaluation Criteria Guidance

## 1. Quality / Social Value Method Statements

Method Statement Questions	% Points (Quality total – 70%)	<b>Anticipated Outcomes</b> (All responses must be in a format compatible with Microsoft Word)	Page Limit
<p>1 How will your organisation be an active partner working with the Council's Health and Wellbeing team? What resources will you put in place to support this? Please include a draft Active Communities Delivery Plan for Year 1 of the Contract as an Appendix</p>	<p>6</p>	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>The innovative and creative approaches you will bring to make leisure centres outward looking and to become anchor organisations within their communities.</li> <li>A description of how you will stimulate activity in the local community</li> <li>The resources you will allocate/re-deploy to support an Active Communities partnership role?</li> <li>Which residents of the County would you propose to target</li> <li>Who would you envisage as the key partners that you will need to engage with?</li> <li>Clear outline plan for year 1 of the contract showing proposed programmes you will deliver and where you will support the Council and other active partners</li> <li>The anticipated impact on physical activity levels expected from the active communities offer.</li> </ul>	<p>Maximum of 7 A4 sides, minimum font size 11pt Plus Active Communities Delivery Plan as an Appendix</p>

2	How will you deliver the Authority's Strategic Objectives, identified in the Services Specification, over the life of the Contract?	10	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>Outline of how you will contribute towards each of the Strategic Objectives</li> <li>Outline how your approach will contribute towards tackling inequalities in the County</li> <li>Identification of what your priorities will be for raising activity levels</li> <li>Indicative targets for the key performance indicators in the Services Specification.</li> </ul>	Maximum of 10 A4 sides, minimum font size 11pt
3	What targeted initiatives will you install for people who are inactive or with health challenges which could be improved through physical activity?	8	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>How you will work in partnership with primary care and healthcare providers in the County to develop pathways from primary care</li> <li>How you will identify those who are inactive in Northumberland</li> <li>How you will target and communicate with those individuals/groups and targeted groups for example, those residents with disabilities</li> <li>The proposed interventions to be delivered directly or in partnership you propose, taking into consideration needs relating to primary, secondary and tertiary prevention</li> </ul>	Maximum of 7 A4 sides, minimum font size 11pt

4	<p>Explain how your approach to programming, pricing and community and stakeholder engagement will be designed to support increases in physical activity participation, improve health and wellbeing and help tackle inequalities. Please also provide your proposed core prices for the contract in year 1 clearly showing how they compare to the current prices.</p>	8	<p>How you will track progress and the overall effectiveness of the proposed interventions.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> <li>How you will design, review and deliver programmes for the services to increase participation and tackle inequalities</li> <li>How your approach to pricing will support access for all residents of the County and contribute towards tackling inequalities</li> <li>How your design and delivery of the services will be informed by regular community and stakeholder engagement</li> <li>How you will engage with stakeholders and communities to maximise participation, particularly among target groups</li> <li>A list of proposed core prices and how they compare with current prices.</li> </ul>	<p>Maximum of 8 A4 sides, minimum font size 11pt Appendix showing proposed core prices and how they compare to current prices.</p>
5	<p>Explain your approach to managing the mobilisation of the Contract and the resources that you will dedicate to mobilisation. Your response should include a detailed mobilisation plan as an appendix.</p>	5	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>An overview of your approach to mobilisation</li> <li>The resources you will dedicate to mobilisation including head office resources</li> </ul>	<p>Maximum of 4 A4 sides, minimum font size 11pt plus Mobilisation Plan as an appendix</p>

6a	Please provide Planned and Preventative Maintenance (PPM) and Lifecycle replacement plans for the leisure facilities.	5	<p>Detailed Mobilisation Plan as an appendix.</p> <p>Your response should include for all leisure facilities:</p> <ul style="list-style-type: none"> <li>Detailed PPM plan for the life of the Contract</li> <li>A robust estimate of the costs for the PPM and lifecycle replacement items</li> <li>Clear identification of costs borne by the Authority and the Operator as set out in the Services Specification</li> <li>PPM and Lifecycle risk matrix for the top 5 risks with proposed mitigation measures.</li> </ul>	None
6b	What resources will you put in place to deliver the Operator repair and maintenance responsibilities in the Services Specification?	4	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>Clearly identified local resources proposed for the Northumberland contract detailing how and where resources will support be provided from</li> <li>Any head office or regional support</li> <li>Sub-contracted resources</li> <li>Contingency resources.</li> </ul>	Maximum of 5 A4 sides, minimum font size 11pt
7	How will you ensure that you and your onward supply chain will meet the sustainability requirements of the Contract and contribute towards the Authority's carbon neutral ambition?	5	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>How you will maximise energy and water efficiency in the delivery of the services and management of facilities</li> </ul>	Maximum of 5 A4 sides, minimum font size 11pt

			<p>Approach to waste management</p> <p>Climate resilience – ability to respond to effects of climate change which may be included in business continuity</p> <p>How you will engage your workforce and customers on the sustainability agenda</p>	
8	<p>What HR resources and training opportunities will you bring to the Authority’s community leisure and wellbeing offer?</p>	5	<p>Your response should include:</p> <p>Your approach and experience of managing staff transfers (TUPE)</p> <p>Clear identification of HR and training resources</p> <p>A demonstration of how your appraisal system links into training and continuous improvement</p> <p>Core annual training programmes for staff within the Contract</p> <p>Your approach to workforce development</p> <p>How you will support staff and workplace wellbeing.</p>	<p>Maximum of 6 A4 sides, minimum font size 11pt</p>
9	<p>How will your Quality Assurance system ensure high standards of customer satisfaction for key operational areas including cleaning, customer service, health and safety and maintenance?</p>	4	<p>Your response should include:</p> <p>Diagram showing your quality assurance system and how audits and/or customer feedback links with improvement planning</p> <p>Any quality assurance certifications held such as ISO or Sport England’s Quest</p>	<p>Maximum of 5 A4 sides, minimum font size 11pt</p>

10	Outline how you will track the progress of the Contract including the use of ICT and reporting progress against the key performance indicators for the Contract.	5	<p>Diagram illustrating your health and safety management system.</p> <p>Your response should include:</p> <ul style="list-style-type: none"> <li>Details of your ICT capability</li> <li>How you will accurately collect data required for the performance indicators and contribute to public health indicators</li> <li>How you will collect and report on qualitative measures</li> <li>How you will present a “dashboard” to the Authority for monthly and quarterly reporting</li> <li>How the presentation of information can be adapted for different audiences</li> <li>How information will be used to drive service improvements.</li> </ul>	<p>Maximum of 5 A4 sides, minimum font size 11pt</p> <p>Example dashboard reports can be included as Appendix</p>
11	Please outline what wider social value you will bring to the Contract including training and employment opportunities, use of the local supply chain and social investment.	5	<p>Your response should include:</p> <ul style="list-style-type: none"> <li>How you will measure Social Value</li> <li>How you will use your role as a major employer in the County to deliver social value, including details of training and employment opportunities expected</li> <li>Impact of investment on the local supply chain.</li> </ul>	<p>Maximum of 6 A4 sides, minimum font size 11pt</p>

**Maximum % Points Available 70**

## 2. Method statement scoring evaluation criteria

Assessment	Scores 0-5	% Equivalent (Unweighted)	Reason to award this score based on evidence provided against the criteria included
Unacceptable	0	0	<ul style="list-style-type: none"> <li>Does not meet the Core Requirements</li> <li>Does not comply and/or insufficient information provided to demonstrate that the Candidate has the ability, understanding, experience, skills, resource &amp; quality measures required to meet the Core Requirements, with little or no evidence to support the response</li> <li>Does not submit a reply to the question.</li> </ul>
Serious reservations	1	20	<ul style="list-style-type: none"> <li>Meets some of the Core Requirements with major reservations.</li> <li>Considerable reservations of the bidder's relevant ability, understanding, experience, skills, and resource &amp; quality measures required to meet the Core Requirements, with little or no evidence to support the response.</li> </ul>
Minor reservations	2	40	<ul style="list-style-type: none"> <li>Satisfies the Core Requirements with minor reservations</li> <li>Some minor reservations of the Candidate's relevant ability, understanding, experience, skills, and resource &amp; quality measures required to meet the Core Requirements with little or no evidence to support the response.</li> </ul>
Satisfactory	3	60	<ul style="list-style-type: none"> <li>Satisfies the Core Requirements</li> <li>Demonstration by the Candidate of the relevant ability, understanding, experience, skills, resource and quality measures required to meet the Core Requirements with evidence to support the response.</li> </ul>
Good	4	80	<ul style="list-style-type: none"> <li>Satisfies the Core Requirements with minor additional benefits</li> <li>Good demonstration by the Candidate of the relevant ability, understanding, experience, skills, resource &amp; quality measures required to meet the Core Requirements</li> </ul>



			<ul style="list-style-type: none"> <li>Response identifies factors that will offer potential added value, with evidence to support the response.</li> </ul>
Excellent	5	100	<ul style="list-style-type: none"> <li>Satisfies the Core Requirements with major additional benefits</li> <li>Exceptional demonstration by the bidder of the relevant ability, understanding, experience, skills, resource &amp; quality measures required to meet the Core Requirements</li> <li>Response identifies factors that will offer potential added value, with evidence to support the response.</li> </ul>

### **3. Price Award Criteria**

The bidder offering the most favourable annual average management fee payment over the 10-year period to the Authority / payment to the Operator will be awarded the full 30 percentage points available for price.

Other bids will be scored according to where their bid falls within a determined range from the highest bidder, based on 1% having a value of £40,000.

Bids that fall outside of this range (£1,200,000 below the highest tender price) will be awarded 0%. Price scores will be calculated using the following approach:

#### Price Scoring Example

First place is an annual average management fee payment to the Authority of £100,000 = 30% points

Second-place is an annual average management fee payment to the Authority of £50,000 Difference between bids = £50,000

% Value of difference =  $\frac{£50,000}{£40,000} = 1.25\%$  points Bidder 2 score = 30 points – 1.25 points = 28.75% points

Third place is an annual average management fee payment to the Operator of £50,000 Difference between bids = £150,000

%Value of difference =  $\frac{£150,000}{£40,000} = 3.75$  points Bidder 3 score = 30 points – 3.75 points = 26.25% point