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Appendix 3 – Award Criteria and Scoring Mechanism

SERVICE:

Fully Comprehensive Lift Contract 2026

CLIENT:

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DOCUMENT CONTROL

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C. APPENDIX 3 – AWARD CRITERIA AND SCORING MECHANISM

This appendix set out the selection and award criteria that will be applied to all Tenders submitted for the Lift Plant Maintenance Contract at Prifysgol Wreccsam / Wrexham University.

The evaluation process will consist of two stages:

- **Pass / Fail Selection** – Mandatory criteria that must be met in full.
- **Scored Evaluation** – qualitative and price evaluation for all Tenders that pass Stage 1

C1. PASS / FAIL SELECTION CRITERIA

The following criteria will be applied on a **Pass/Fail** basis.

Failure to achieve a “Pass” in any mandatory area may result in exclusion from further evaluation unless satisfactory evidence of “self-cleaning” is provided in line with the Procurement Act 2023.

C1.1 SUPPLIER RESPONSE FORM A - SUPPLIER INFORMATION

Requirement	Completion of supplier name, contact details and company information.
Assessment	For Information only (not scored).

C1.2 SUPPLIER RESPONSE FORM B - FINANCIAL STANDING

Requirement	Bidders must demonstrate financial stability.
Assessment	Financial ratios will be assessed from submitted accounts. • Assets ≥ liabilities = Pass • Assets < liabilities = Fail

C1.3 SUPPLIER RESPONSE FORM C - INSURANCE

Requirement	Confirmation that the bidder holds (or will obtain prior to contract award) the following minimum insurance levels: • Employer's Liability: £5 million • Public Liability: £10 million • Professional Indemnity: £2 million • Contractor's all Risk: £10 million
Assessment	Yes = Pass No = Fail (unless a clear commitment to obtain cover is provided)
Notes	References may be sought from named clients.

C1.4 SUPPLIER RESPONSE FORM D - HEALTH & SAFETY

Requirement	Confirmation of compliance with current health & safety legislations and submission of current Health & Safety Policy.
Assessment	Compliant with H&S law and policy in place = Pass Convictions or enforcement orders without adequate self-cleaning measures = Fail

C1.5 SUPPLIER RESPONSE FORM E - TECHNICAL AND PROFESSIONAL ABILITY

Requirement	Submission of up to three recent and relevant contract examples, and evidence of the organisation's technical competence to deliver services of similar scope, scale and complexity (e.g. LOLER competence, experience with passenger and goods lifts, relevant manufacturer or industry accreditations).
Assessment	• Sufficient relevant examples and evidence of technical competence of technical competence = Pass • Insufficient examples or lack of evidence of technical competence = Fail

C1.6 SUPPLIER RESPONSE FORM F - EQUALITY, DIVERSITY & INCLUSION

Requirement	Confirmation of no unlawful discrimination convictions (or satisfactory self-cleaning if applicable) and submission of Equalities Policy.
Assessment	• Compliant with Equalities law and policy in place = Pass • Convictions without self-cleaning = Fail

C1.7 SUPPLIER RESPONSE FORM G - MODERN SLAVERY ACT 2015

Requirement	Confirmation of compliance with the Act.
Assessment	• Yes with evidence (URL or statement) = Pass • No / Insufficient evidence = Fail (unless & satisfactory explanation is provided) • Conviction under the Act = Fail unless self-cleaning conditions are demonstrated.

C1.8 SUPPLIER RESPONSE FORM H – CONFLICTS OF INTEREST

Requirement	Declaration regarding any actual, potential or perceived conflicts of interest that may affect the tender process or contract
Assessment	• Confirmation of no conflicts = Pass • Any declared conflicts will be assessed on a case by case basis, unresolved conflicts may result in exclusion.

C1.9 SUPPLIER RESPONSE FORM I - ENVIRONMENTAL MANAGEMENT

Requirement	Confirmation of no environmental convictions (or satisfactory self-cleaning if applicable) Submission of Environmental Policy Statement.
Assessment	• No convictions and policy in place = Pass • Convictions without self-cleaning = Fail

C2. SCORED EVALUATION CRITERIA

Following successful completion of the mandatory Pass/Fail requirements, Tenders will be evaluated on the basis of the Most Advantageous Tender (MAT) considering both Quality and Price criteria.

C2.1 WEIGHTED VALUES

<u>Item</u>	<u>Weight (%)</u>
Staffing	15%
Customer Care and Support Service Levels	20%
Contract Delivery and Implementation	25%
Social Value	10%
Price	30%
Total	100%

C2.2 STAFFING

<u>Item</u>	<u>Question Weight (%)</u>
Details of relevant Key Personnel including name and job title and Curriculum Vitae (CVs) which shall demonstrate with evidence their experience, skills and qualifications in order to successfully deliver and implement this contract.	30%
Proposed frequency of visits of the Contract Manager responsible for this contract.	10%
Proposals for complying with DBS checks and vetting requirements where necessary for this contract including but not limited to the information provided by the client	10%
Proposals for the provision of suitable engineers for the contract, including but not limited to, measure to ensure familiarity of the sites.	20%
Proposed training programme for personnel engaged in the delivery of this contract.	30%
Total	100%

C2.3 CUSTOMER CARE AND SUPPORT SERVICE LEVELS

<u>Item</u>	<u>Question Weight (%)</u>
Detailed description of the Maintenance and Support service available including After Sales Support and Service	30%
Description of the process for dealing with and reporting and responding to faults including response times and location of engineers to react to call-outs.	30%
Details about the sourcing and delivery response for the supply of parts and consumables.	20%
Provide details of your complaints procedure and key contacts who will resolve any complaints under this contract. Include details regarding complaints for but not limited to, customers services, invoicing and faulty equipment including resolution response times in hours/days for all aspects outlines above.	20%
Total	100%

C2.4 CONTRACT DELIVERY AND IMPLEMENTATION PLAN

<u>Item</u>	<u>Question Weight (%)</u>
Proposals/procedures for a contract implementation programmes, including but not limited to, responsibilities and timescales.	25%
Proposals for the provision of a planned preventative maintenance programme i.e. example of a PPM programme demonstrating the expected content of such a programme.	30%
Proposals for the provision of an emergency breakdown service and reactive maintenance service. (Emergency response times and rates for reactive call outs will be considered in the evaluation of this criteria)	30%
Proposal to effectively manage sub-contractors, where stated.	15%
Total	100%

C2.5 SOCIAL VALUE

<u>Item</u>	<u>Question Weight (%)</u>
Proposals to deliver local employment, apprenticeships, work placements or skills development opportunities connected to the Contract.	30%
Proposals to support environmental sustainability beyond contract compliance (carbon reduction initiatives, energy efficiency improvements, low-carbon working practices, waste reduction).	30%
Proposals to support community engagement and social benefit initiatives within North Wales / Wrexham region (schools engagement, community projects, supply chain social value).	20%
Proposals demonstrating fair employment practices, workforce wellbeing, equality, diversity and inclusive working practices related to Contract delivery.	20%
Total	100%

C2.6 PRICING

The lowest evaluated price will receive the maximum score available for price (30 points). All other tenderer's price score will be calculated in proportion to the lowest price using the following formula:

- Tenderer's Price Score = (Lowest Evaluated Price / Tenderer's Evaluated Price) x 30 (max price points).

This ensures that tenderers whose prices are higher than the lowest price receive a proportionately lower score.

Example: If Tenderer A submits the lowest price of £100,000. They receive the full 30 points. If Tenderer B submits £120,000. Their score is:

- $100,000 / 120,000 \times 30 = 25$ points (rounded)

The University reserves the right to query prices that appear abnormally low in accordance with procurement regulations. Where this occurs, clarification will be sought from the tenderer before any decision is made on exclusion or scoring.

C3. SCORING METHODOLOGY

<u>Score</u>	<u>Score Standards</u>	<u>Methodology</u>
0	Non-Compliant / No Answer Given	Fundamentally unacceptable response. The response is not relevant to the question or the question has simply not been answered. Where the question has been answered, the response raises significant and unacceptable concerns about the Tenderer's understanding of the requirements and/or ability to meet those requirements which may have a highly detrimental impact on Contract performance. The response is deemed not to be of benefit to the University.
1	Poor Answer / Major Concerns	Poor response that raises serious/major concerns about the Tenderer's understanding of the requirements and/or ability to meet those requirements which are likely to have a detrimental impact on Contract performance. The response to the question has not been answered in sufficient detail and the response is deemed not to be of benefit to the University.
2	Acceptable Answer / Minor Concerns	Response achieves satisfactory standards in most respects, but has elements which raise some minor concerns about the Tenderer's understanding of the requirements and/or ability to meet those requirements which may impact to a limited extent on Contract performance. Generally, an acceptable standard of response with majority of requirements met, but with some minor reservations and the response is partially to the University's benefit.
3	Good Answer / Good Confidence	Good standard of response without any minor or major concerns. Good, robust and justified, showing a good understanding of the University's requirements. The response raises no concerns about the Tenderer's understanding of the requirements and/or ability to meet those requirements. Good response with a good level of substantiating information and detail provided. The response answers the question and addresses the majority of the points covering adequate detail and the answer provided is deemed to be of reasonable benefit to the University.
4	Excellent Answer / High Confidence	Excellent standard of response without any issues. Comprehensive, robust and well justified showing a full understanding of the University's requirements. The response raises no concerns about the Tenderer's understanding of the requirements and/or the ability to meet those requirements. The response fully answers the question and addresses all of the points covering adequate details and the answer provided is deemed to be of strong benefit to the University.