

# Pest Control Service Quotation Evaluation - June 2014

<b>Quotations Score Summary</b>				
Price Evaluation Criteria	Score Weighting %	Maximum Score	Score Awarded	MEAT Ranking
<b>Sevenoaks Direct Services</b>				
Price - Schedule 2.1	60	60	35	1
Price - Schedule 2.2		33	22	
Price - Schedule 2.3		30	30	
Price - Schedule 2.4		30	20	
Price - Schedule 2.5		30	0	
Compliance	40	15	15	
Technical Merit & Quality Factors		60	59	
Information Supplied		20	20	
Acceptance of Contract Conditions		9	9	
Completeness of Response		18	18	
	<b>100</b>	<b>305</b>	<b>228</b>	75%
<b>MITIE Pest Control</b>				
Price - Schedule 2.1	60	60	38	2
Price - Schedule 2.2		33	33	
Price - Schedule 2.3		30	20	
Price - Schedule 2.4		30	30	
Price - Schedule 2.5		30	0	
Compliance	40	15	15	
Technical Merit & Quality Factors		60	47	
Information Supplied		20	16	
Acceptance of Contract Conditions		9	9	
Completeness of Response		18	18	
	<b>100</b>	<b>305</b>	<b>226</b>	74%
<b>Noah's Ark Environmental Services</b>				
Price - Schedule 2.1	60	60	53	3
Price - Schedule 2.2		33	11	
Price - Schedule 2.3		30	10	
Price - Schedule 2.4		30	10	
Price - Schedule 2.5		30	30	
Compliance	40	15	12	
Technical Merit & Quality Factors		60	38	
Information Supplied		20	18	
Acceptance of Contract Conditions		9	9	
Completeness of Response		18	12	
	<b>100</b>	<b>305</b>	<b>203</b>	67%

## Pest Control Service Quotation Evaluation - June 2014

<b>Points Score - Sevenoaks Direct Services</b>					
Evaluation Heading	Evaluation Criteria	Max. Points	Score Criteria	Points	
<b>Price</b>	Schedule 2.1 - Charge to Customers	60	Lowest rates = highest points	35	
	Schedule 2.2 - Charge/Payment to Council	33	Payment = highest points	22	
	Schedule 2.3 - Charge for SDC facilities	30	Lowest rates = highest points	30	
	Schedule 2.4 - Charge/Payment Total	30	Payment = highest points	20	
	Schedule 2.5 - Commercial Payment	30	Payment = highest points	0	
	Sub-total points =		183	Sub-total=	<b>106.8</b>
<b>Compliance</b>	Compliance with all aspects of specification	15	Compliant	15	
	Sub-total points =		15	Sub-total=	<b>15</b>
<b>Technical Merit &amp; Quality Factors</b>	Company profile	6	In House service provision	6	
	Local area knowledge	6	Substantial local knowledge	6	
	Customer focus - Complaints Handling	6	High Compliments/low complaints	6	
	Financial Standing	6	Local Authority	6	
	Technical capacity and ability	6	In House service provision	6	
	Equalities	6	Policies in place	6	
	Health and Safety Record	6	No investigations, Notices or action	6	
	Sustainability - Environmental Policy ISO 14001?	6	No ISO 14001 accreditation	5	
	Training provision	6	IIP Gold - Good Training provision	6	
	Contract Support Costs	6	In House service provision	6	
	Sub-total points =		60	Sub-total=	<b>59</b>
<b>Information Supplied</b>	Accounts	4	Trading Accounts supplied	4	
	Insurance - Emp., Pub. Liability & Prof. Indemnity	4	All necessary insurance	4	
	Bankers reference authorised & letter supplied?	4	Not required	4	
	H & S Policy, Risk & COSHH Assessments	4	Documents submitted	4	
	H & S Advisor - C.V.	4	In House service provision	4	
	Sub-total points =		20	Sub-total=	<b>20</b>
<b>Acceptance of Contract Conditions</b>	Service delivery from 1st October?	3	Continuation of service	3	
	Acceptance of Formal contract agreement?	3	Not required	3	
	Acceptance of TUPE provisions?	3	Not required	3	
	Sub-total points =		9	Sub-total=	<b>9</b>
<b>Completeness of Response</b>	<b>Assessed completeness of response</b>				
	Form of Quotation signed by authorised party?	3	Yes	3	
	Bona Fide Certificate signed?	3	Yes	3	
	Quotation valid for 90 days?	3	Yes	3	
	Questionnaire information & signed undertaking?	3	Yes	3	
	<b>Assessed capability to support contract elements</b>				
	Guarantee by Parent Company offered?	3	Not required	3	
	Claims under Firm's Professional Indemnity?	3	None	3	
Sub-total points =		18	Sub-total=	<b>18</b>	
Total Points =		305	Total Points =	<b>227.8</b>	

## Pest Control Service Quotation Evaluation - June 2014

Points Score - MITIE Pest Control					
Evaluation Heading	Evaluation Criteria	Max. Points	Score Criteria	Points	
Price	Schedule 2.1 - Charge to Customers	60	Lowest rates = highest points	38	
	Schedule 2.2 - Charge/Payment to Council	33	Payment = highest points	33	
	Schedule 2.3 - Charge for SDC facilities	30	Lowest rates = highest points	20	
	Schedule 2.4 - Charge/Payment Total	30	Payment = highest points	30	
	Schedule 2.5 - Commercial Payment	30	Payment = highest points	0	
	Sub-total points =	183	Sub-total=	121.1	
Compliance	Compliance with all aspects of specification	15	Compliant	15	
	Sub-total points =	15	Sub-total=	15	
Technical Merit & Quality Factors	Company profile	6	Competitive national company	5	
	Local area knowledge	6	Dartford office	6	
	Customer focus - Complaints Handling	6	High Charges - Complaints guide	2	
	Financial Standing	6	National company large turnover	6	
	Technical capacity and ability	6	Multiple PCO's to cover	6	
	Equalities	6	Policies in place	6	
	Health and Safety Record	6	No investigations, Notices or action	6	
	Sustainability - Environmental Policy ISO 14001?	6	ISO 14001 accreditation	6	
	Training provision	6	Sufficient training provision	4	
	Contract Support Costs	6	Substantial Contract Support Costs	0	
	Sub-total points =	60	Sub-total=	47	
Information Supplied	Accounts	4	Accounts supplied	4	
	Insurance - Emp., Pub. Liability & Prof. Indemnity	4	All necessary insurance	4	
	Bankers reference authorised & letter supplied?	4	No letter	0	
	H & S Policy, Risk & COSHH Assessments	4	Documents submitted	4	
	H & S Advisor - C.V.	4	Yes - parent company employee	4	
Sub-total points =	20	Sub-total=	16		
Acceptance of Contract Conditions	Service delivery from 1st October?	3	Yes	3	
	Acceptance of Formal contract agreement?	3	Yes	3	
	Acceptance of TUPE provisions?	3	Yes	3	
Sub-total points =	9	Sub-total=	9		
Completeness of Response	Assessed completeness of response				
	Form of Quotation signed by authorised party?	3	Yes	3	
	Bona Fide Certificate signed?	3	Yes	3	
	Quotation valid for 90 days?	3	Yes	3	
	Questionnaire information & signed undertaking?	3	Yes	3	
	Assessed capability to support contract elements				
Guarantee by Parent Company offered?	3	Yes	3		
Claims under Firm's Professional Indemnity?	3	None	3		
Sub-total points =	18	Sub-total=	18		
Total Points =	305	Total Points =	226.1		

## Pest Control Service Quotation Evaluation - June 2014

Points Score - Noah's Ark Environmental Services					
Evaluation Heading	Evaluation Criteria	Max. Points	Score Criteria	Points	
Price	Schedule 2.1 - Charge to Customers	60	Lowest rates = highest points	53	
	Schedule 2.2 - Charge/Payment to Council	33	Payment = highest points	11	
	Schedule 2.3 - Charge for SDC facilities	30	Lowest rates = highest points	10	
	Schedule 2.4 - Charge/Payment Total	30	Payment = highest points	10	
	Schedule 2.5 - Commercial Payment	30	Payment = highest points	30	
	Sub-total points =		183	Sub-total=	114.2
Compliance	Compliance with all aspects of specification	15	No Operating base specified	12	
	Sub-total points =		15	Sub-total=	12
Technical Merit & Quality Factors	Company profile	6	Northampton based SME	3	
	Local area knowledge	6	No local knowledge apparent	0	
	Customer focus - Complaints Handling	6	CS excellence & complaints policy	6	
	Financial Standing	6	Small turnover - limited reserves	2	
	Technical capacity and ability	6	PCO cover - LB of Newham?	3	
	Equalities	6	Policies in place	6	
	Health and Safety Record	6	No investigations, Notices or action	6	
	Sustainability - Environmental Policy ISO 14001?	6	No ISO 14001 accreditation	5	
	Training provision	6	Sufficient training provision	4	
	Contract Support Costs	6	Some Contract Support costs	3	
	Sub-total points =		60	Sub-total=	38
Information Supplied	Accounts	4	Accounts supplied	4	
	Insurance - Emp., Pub. Liability & Prof. Indemnity	4	No Professional Indemnity	2	
	Bankers reference authorised & letter supplied?	4	Yes	4	
	H & S Policy, Risk & COSHH Assessments	4	Documents submitted	4	
	H & S Advisor - C.V.	4	H & S consultants - M.D. CV - Basic	4	
	Sub-total points =		20	Sub-total=	18
Acceptance of Contract Conditions	Service delivery from 1st October?	3	Yes	3	
	Acceptance of Formal contract agreement?	3	Yes	3	
	Acceptance of TUPE provisions?	3	Yes	3	
	Sub-total points =		9	Sub-total=	9
Completeness of Response	Assessed completeness of response				
	Form of Quotation signed by authorised party?	3	Yes	3	
	Bona Fide Certificate signed?	3	Yes	3	
	Quotation valid for 90 days?	3	Yes	3	
	Questionnaire information & signed undertaking?	3	Yes	3	
	Assessed capability to support contract elements				
	Guarantee by Parent Company offered?	3	No	0	
Claims under Firm's Professional Indemnity?	3	None as no insurance	0		
Sub-total points =		18	Sub-total=	12	
Total Points =		305	Total Points =	203.2	

## Pest Control Service Quotation Evaluation - June 2014

Weighted Price Scores									
Price Evaluation Criteria	Score Weighting %	Maximum Weighted Score	Sevenoaks Direct Services						
			Treatment Charge (£) Standard	Max. Sub-score	Sub-score	Treatment Charge (£) Concession	Max. Sub-score	Sub-score	Total Score
<b>Schedule 2.1</b>	50%	60		83%			17%		
Price per visit - no access	2%	4	£29.17	3.32	1.11	£29.17	0.68	0.23	1.33
Advice given but no treatment undertaken	3%	4	£29.17	3.32	2.21	£29.17	0.68	0.23	2.44
Treat Wasps	10%	7	£46.67	5.81	3.87	£29.17	1.19	1.19	5.06
Same time 2nd & subsequent Wasp nests	2%	4	£15.00	3.32	2.21	£10.83	0.68	0.23	2.44
Undertake site survey for Rats or Mice	3%	4	£29.17	3.32	2.21	£29.17	0.68	0.23	2.44
Treat for Rats	10%	7	£91.67	5.81	3.87	£80.00	1.19	0.79	4.67
Treat for Mice	5%	5	£91.67	4.15	2.77	£80.00	0.85	0.57	3.33
Treat for Rats & Mice at the same time	5%	5	£125.00	4.15	2.77	£108.33	0.85	0.28	3.05
Treat Bed-bugs	3%	4	£150.00	3.32	2.21	£150.00	0.68	0.23	2.44
Treat Fleas	2%	4	£95.83	3.32	2.21	£70.83	0.68	0.23	2.44
Treat Cockroaches	2%	4	£166.67	3.32	1.11	£166.67	0.68	0.23	1.33
Treat Squirrels	2%	4	£137.50	3.32	2.21	£137.50	0.68	0.23	2.44
Treat Ants or Cluster Flies	1%	4	£95.83	3.32	1.11	£95.83	0.68	0.23	1.33
									<b>35</b>
<b>Schedule 2.2</b>	10%	33	£7,000.00	27.39	18.26	£0.00	5.61	3.74	<b>22</b>
Price per visit - no access	0%								
Advice given but no treatment undertaken	1%								
Treat Wasps	3%								
Same time 2nd & subsequent Wasp nests	1%								
Undertake site survey for Rats or Mice	0%								
Treat for Rats	2%								
Treat for Mice	2%								
Treat for Rats & Mice at the same time	1%								
Treat Bed-bugs	0%								
Treat Fleas	0%								
Treat Cockroaches	0%								
Treat Squirrels	0%								
Treat Ants or Cluster Flies	0%								

## Pest Control Service Quotation Evaluation - June 2014

Weighted Price Scores									
Price Evaluation Criteria	Score Weighting %	Maximum Weighted Score	MITIE Pest Control						
			Treatment Charge (£) Standard	Max. Sub-score	Sub-score	Treatment Charge (£) Concession	Max. Sub-score	Sub-score	Total Score
<b>Schedule 2.1</b>	50%	60		83%			17%		
Price per visit - no access	2%	4	£25.00	3.32	2.21	£15.00	0.68	0.45	2.67
Advice given but no treatment undertaken	3%	4	£30.00	3.32	1.11	£20.00	0.68	0.45	1.56
Treat Wasps	10%	7	£45.00	5.81	5.81	£30.00	1.19	0.79	6.60
Same time 2nd & subsequent Wasp nests	2%	4	£10.00	3.32	3.32	£0.00	0.68	0.68	4.00
Undertake site survey for Rats or Mice	3%	4	£30.00	3.32	1.11	£20.00	0.68	0.45	1.56
Treat for Rats	10%	7	£120.00	5.81	1.94	£80.00	1.19	0.79	2.73
Treat for Mice	5%	5	£120.00	4.15	1.38	£80.00	0.85	0.57	1.95
Treat for Rats & Mice at the same time	5%	5	£160.00	4.15	1.38	£100.00	0.85	0.57	1.95
Treat Bed-bugs	3%	4	£180.00	3.32	1.11	£140.00	0.68	0.45	1.56
Treat Fleas	2%	4	£55.00	3.32	3.32	£45.00	0.68	0.68	4.00
Treat Cockroaches	2%	4	£120.00	3.32	3.32	£80.00	0.68	0.68	4.00
Treat Squirrels	2%	4	£160.00	3.32	1.11	£120.00	0.68	0.45	1.56
Treat Ants or Cluster Flies	1%	4	£35.00	3.32	3.32	£30.00	0.68	0.68	4.00
									<b>38</b>
<b>Schedule 2.2</b>	10%	33							<b>33</b>
Price per visit - no access	0%	2	-£5.00	2	2				2
Advice given but no treatment undertaken	1%	3	-£6.00	3	3				3
Treat Wasps	3%	4	-£9.00	4	4				4
Same time 2nd & subsequent Wasp nests	1%	3	-£2.00	3	3				3
Undertake site survey for Rats or Mice	0%	2	-£6.00	2	2				2
Treat for Rats	2%	3	-£24.00	3	3				3
Treat for Mice	2%	3	-£24.00	3	3				3
Treat for Rats & Mice at the same time	1%	3	-£32.00	3	3				3
Treat Bed-bugs	0%	2	-£36.00	2	2				2
Treat Fleas	0%	2	-£11.00	2	2				2
Treat Cockroaches	0%	2	-£24.00	2	2				2
Treat Squirrels	0%	2	-£32.00	2	2				2
Treat Ants or Cluster Flies	0%	2	-£7.00	2	2				2

## Pest Control Service Quotation Evaluation - June 2014

Weighted Price Scores									
Price Evaluation Criteria	Score Weighting %	Maximum Weighted Score	Noah's Ark Environmental Services						
			Treatment Charge (£) Standard	Max. Sub-score	Sub-score	Treatment Charge (£) Concession	Max. Sub-score	Sub-score	Total Score
<b>Schedule 2.1</b>	50%	60		83%			17%		
Price per visit - no access	2%	4	£10.00	3.32	3.32	£5.00	0.68	0.68	4.00
Advice given but no treatment undertaken	3%	4	£20.00	3.32	3.32	£5.00	0.68	0.68	4.00
Treat Wasps	10%	7	£45.00	5.81	5.81	£30.00	1.19	0.79	6.60
Same time 2nd & subsequent Wasp nests	2%	4	£15.00	3.32	2.21	£10.00	0.68	0.45	2.67
Undertake site survey for Rats or Mice	3%	4	£20.00	3.32	3.32	£5.00	0.68	0.68	4.00
Treat for Rats	10%	7	£90.00	5.81	5.81	£65.00	1.19	1.19	7.00
Treat for Mice	5%	5	£90.00	4.15	4.15	£65.00	0.85	0.85	5.00
Treat for Rats & Mice at the same time	5%	5	£115.00	4.15	4.15	£95.00	0.85	0.85	5.00
Treat Bed-bugs	3%	4	£145.00	3.32	3.32	£100.00	0.68	0.68	4.00
Treat Fleas	2%	4	£100.00	3.32	1.11	£70.00	0.68	0.45	1.56
Treat Cockroaches	2%	4	£165.00	3.32	2.21	£130.00	0.68	0.45	2.67
Treat Squirrels	2%	4	£130.00	3.32	3.32	£98.00	0.68	0.68	4.00
Treat Ants or Cluster Flies	1%	4	£90.00	3.32	2.21	£80.00	0.68	0.45	2.67
									<b>53</b>
<b>Schedule 2.2</b>	10%	<b>33</b>	£10,800.00	27.39	9.13	£3,400.00	5.61	1.87	<b>11</b>
Price per visit - no access	0%								
Advice given but no treatment undertaken	1%								
Treat Wasps	3%								
Same time 2nd & subsequent Wasp nests	1%								
Undertake site survey for Rats or Mice	0%								
Treat for Rats	2%								
Treat for Mice	2%								
Treat for Rats & Mice at the same time	1%								
Treat Bed-bugs	0%								
Treat Fleas	0%								
Treat Cockroaches	0%								
Treat Squirrels	0%								
Treat Ants or Cluster Flies	0%								

## Pest Control Services Quotation Evaluation - June 2014

<i>Suppliers Name:</i>	<b>Sevenoaks Direct Services</b>
	Dunbrik Depot 2 Main Road, Sundridge, Sevenoaks, Kent, TN14 6EP Submitted by Angela Dodge
<b>Tender Requirements</b>	
<b>Price - Schedule 2.1 - Note all prices exclude VAT</b>	
Standard Charges to Customers - 1st year	No Access £29.17, Advice £29.17, Wasps £46.67, Add wasps £15, Survey £29.17, Rats £91.67, Mice £91.67, R & M £125, Bed-bugs £150, Fleas £95.83, C/roaches £166.67, Squirrels £137.50, Ants or flies £95.83
Concessionary Charges to Customers - 1st year	No Access £29.17, Advice £29.17, Wasps £29.17, Add wasps £10.83, Survey £29.17, Rats £80, Mice £80, R & M £108.33, Bed-bugs £150, Fleas £70.83, C/roaches £166.67, Squirrels £137.50, Ants or flies £95.83
Projected primary pest treatment costs, excluding VAT, at standard charge to customers in first year assuming 10 year average treatment numbers.	Rats £91.67 x 100, Mice £91.67 x 92, Wasps £46.67 x 597 £45,462.63
Projected primary pest treatment costs, excluding VAT, at concessionary charge to customers in first year assuming 10 year average treatment numbers.	Rats £80 x 41, Mice £80 x 35, Wasps £29.17 x 89 £8,676.13
<b>Schedule 2.2</b>	
Annual Standard Charge to Council - 1st year	£7,000.00
Annual Concessionary Charge to Council - 1st year	£0.00
Annual Standard Payment to Council - 1st year	£0.00
Individual supplementary charge/treatment to Council	Not scheduled
Individual supplementary payment/treatment to Council	Not scheduled
Projected primary pest treatment income at standard payment to Council in first year assuming 10 year average treatment numbers.	Not scheduled £0.00
Individual supplementary charge/concessionary treatment	Not scheduled
<b>Schedule 2.3</b>	
Charges for Pest Control services at SDC facilities	Rodents Dunbrik £44.34, Hollybush £39.26, Bradbourne £52.30, Wasps £46.67, Advice to SDC EP £54.16/hour
Projected overall annual cost to Council in first year assuming scheduled treatment frequencies.	Rodents Dunbrik £44.34 x 8, Hollybush £39.26 x 8, Bradbourne £52.30 x 7, Wasps £46.67 x 6, Advice to SDC EP £54.16/hour x 6 hours (estimated) £1,639.88
<b>Schedule 2.4</b>	
Charge to Council - 2nd year	£7,210.00
Payment to Council - 2nd year	£0.00
Charge to Council - 3rd year	£7,426.30
Payment to Council - 3rd year	£0.00
Total projected charge to the Council inclusive of charges for services at SDC facilities over contract period	£26,705.01
Total projected payment to the Council inclusive of charges for services at SDC facilities over contract period	N/A
<b>Schedule 2.5</b>	
Sum payable to Council on transfer of commercial details	N/A = £0.00
<b>Compliance</b>	
Method statement	Confirmed compliance with all requirements of specification
Service Hours	Yes
Houly appointment slots and first & last appointments	Yes
Visit return interval 7-12 days	Yes
Extent of Service incl. statement of customer concessions	Yes
Service Centre provision	Yes
Provider complaints handling & resoluion	Yes
Price schedules	Yes
Free telephone advice - 1 to 2 calls each day	Yes
Free pest identification - one insect per week	Yes

## Pest Control Services Quotation Evaluation - June 2014

Suppliers Name:	MITIE Pest Control
	5 Limeharbour Court, Limeharbour, London, E14 9RH Submitted by Daniel Ashton
<b>Tender Requirements</b>	
<b>Price - Schedule 2.1 - Note all prices exclude VAT</b>	
Standard Charges to Customers - 1st year	No Access £25, Advice £30, Wasps £45, Add wasps £10, Survey £30, Rats £120, Mice £120, R & M £160, Bed-bugs £180, Fleas £55, C/roaches £120, Squirrels £160, Ants or flies £35
Concessionary Charges to Customers - 1st year	No Access £15, Advice £20, Wasps £30, Add wasps £0, Survey £20, Rats £80, Mice £80, R & M £100, Bed-bugs £140, Fleas £45, C/roaches £80, Squirrels £120, Ants or flies £30
Projected primary pest treatment costs, excluding VAT, at standard charge to customers in first year assuming 10 year average treatment numbers.	Rats £120 x 100, Mice £120 x 92, Wasps £45 x 597 £49,905.00
Projected primary pest treatment costs, excluding VAT, at concessionary charge to customers in first year assuming 10 year average treatment numbers.	Rats £80 x 41, Mice £80 x 35, Wasps £30 x 89 £8,750.00
<b>Schedule 2.2</b>	
Annual Standard Charge to Council - 1st year	Not scheduled
Annual Concessionary Charge to Council - 1st year	Not scheduled
Annual Standard Payment to Council - 1st year	Not scheduled but see projected income payment based on individual primary pest treatment payments to the Council below. <b>Client audit role will be necessary to ensure recovery of all income from treatments.</b>
Individual supplementary charge/treatment to Council	£0.00
Individual supplementary payment/treatment to Council	No Access -£5.00, Advice -£6, Wasps -£9, Add wasps -£2, Survey -£6, Rats -£24, Mice -£24, R & M -£32, Bed-bugs -£36, Fleas -£11, C/roaches -£24, Squirrels -£32, Ants or flies -£7. <b>Query - confirm payments not charges</b>
Projected primary pest treatment income at standard payment to Council in first year assuming 10 year average treatment numbers.	Rats -£24 x 100, Mice -£24 x 92, Wasps -£9 x 597 -£9,981.00
Individual supplementary charge/concessionary treatment	£0.00
<b>Schedule 2.3</b>	
Charges for Pest Control services at SDC facilities	Rodents Dunbrik £90, Hollybush £75, Bradbourne £90, Wasps £45, Advice to SDC EP £47/hour
Projected overall annual cost to Council in first year assuming scheduled treatment frequencies.	Rodents Dunbrik £90 x 8, Hollybush £75 x 8, Bradbourne £90 x 7, Wasps £45 x 6, Advice to SDC EP £47/hour x 6 hours (estimated) £2,502.00
<b>Schedule 2.4</b>	
Charge to Council - 2nd year	£0.00
Payment to Council - 2nd year	-£9,981.00
Charge to Council - 3rd year	£0.00
Payment to Council - 3rd year	-£9,981.00
Total projected charge to the Council inclusive of charges for services at SDC facilities over contract period	N/A
Total projected payment to the Council inclusive of charges for services at SDC facilities over contract period	-£22,437.00
<b>Schedule 2.5</b>	
Sum payable to Council on transfer of commercial details	£0.00
<b>Compliance</b>	
Method statement	Confirmed compliance with all requirements of specification
Service Hours	Yes
Houly appointment slots and first & last appointments	Yes
Visit return interval 7-12 days	Yes
Extent of Service incl. statement of customer concessions	Yes
Service Centre provision	Yes
Provider complaints handling & resoluion	Yes
Price schedules	Yes
Free telephone advice - 1 to 2 calls each day	Yes
Free pest identification - one insect per week	Yes

## Pest Control Services Quotation Evaluation - June 2014

<b>Suppliers Name:</b>	<b>Noah's Ark Environmental Services Ltd.</b>
	67 Berry Lane, Wootton, Northampton, NN4 6JU Submitted by Catherine and Jonathon Cook
<b>Tender Requirements</b>	
<b>Price - Schedule 2.1 - Note all prices exclude VAT</b>	
Standard Charges to Customers - 1st year	No Access £10, Advice £20, Wasps £45, Add wasps £15, Survey £20, Rats £90, Mice £90, R & M £115, Bed-bugs £145, Fleas £100, C/roaches £165, Squirrels £130, Ants or flies £90
Concessionary Charges to Customers - 1st year	No Access £5, Advice £5, Wasps £30, Add wasps £10, Survey £5, Rats £65, Mice £65, R & M £95, Bed-bugs £100, Fleas £70, C/roaches £130, Squirrels £98, Ants or flies £80
Projected primary pest treatment costs, excluding VAT, at standard charge to customers in first year assuming 10 year average treatment numbers.	Rats £90 x 100, Mice £90 x 92, Wasps £45 x 597 £44,145.00
Projected primary pest treatment costs, excluding VAT, at concessionary charge to customers in first year assuming 10 year average treatment numbers.	Rats £65 x 41, Mice £65 x 35, Wasps £30 x 89 £7,610.00
<b>Schedule 2.2</b>	
Annual Standard Charge to Council - 1st year	£10,800.00
Annual Concessionary Charge to Council - 1st year	£3,400.00
Annual Standard Payment to Council - 1st year	£0.00
Individual supplementary charge/treatment to Council	Not scheduled
Individual supplementary payment/treatment to Council	Not scheduled
Projected primary pest treatment income at standard payment to Council in first year assuming 10 year average treatment numbers.	Not scheduled £0.00
Individual supplementary charge/concessionary treatment	Not scheduled
<b>Schedule 2.3</b>	
Charges for Pest Control services at SDC facilities	Rodents Dunbrik £110, Hollybush £110, Bradbourne £100, Wasps £35, Advice to SDC EP £20/hour
Projected overall annual cost to Council in first year assuming scheduled treatment frequencies.	Rodents Dunbrik £110 x 8, Hollybush £110 x 8, Bradbourne £100 x 7, Wasps £35 x 6, Advice to SDC EP £20/hour x 6 hours (estimated) £2,790.00
<b>Schedule 2.4</b>	
Charge to Council - 2nd year	£14,342.00
Payment to Council - 2nd year	£0.00
Charge to Council - 3rd year	£14,628.84
Payment to Council - 3rd year	£0.00
Total projected charge to the Council inclusive of charges for services at SDC facilities over contract period	£48,253.00
Total projected payment to the Council inclusive of charges for services at SDC facilities over contract period	N/A
<b>Schedule 2.5</b>	
Sum payable to Council on transfer of commercial details	£1,500.00
<b>Compliance</b>	
Method statement	Confirmed compliance with all requirements of specification
Service Hours	Yes
Houly appointment slots and first & last appointments	Yes
Visit return interval 7-12 days	Yes
Extent of Service incl. statement of customer concessions	Yes
Service Centre provision	Yes
Provider complaints handling & resoluion	Yes
Price schedules	Yes
Free telephone advice - 1 to 2 calls each day	Yes
Free pest identification - one insect per week	Yes

## Pest Control Services Quotation Evaluation - June 2014

<i>Suppliers Name:</i>	<b>Sevenoaks Direct Services</b>
Provision of accommodation & facilities	Yes
Baits & Poisons - Up to date Register & safe storage	Yes
Provision of equipment	Yes
Communication - provision of contract details	Yes
Transport provision	Yes
Protective clothing	Yes
Business continuity	Yes
Record keeping & Treatment sheets	Yes
Service standards & Monitoring	Yes
Payment arrangements	Yes
<b>Technical Merit &amp; Quality Factors</b>	
Company details	Local Authority and in-house service provider
Local area knowledge	Excellent first hand knowledge of Sevenoaks District area
Evidence of Customer focus - Complaints Handling	Compliant with all SDC requirements
Financial Standing	Local Authority funded
Technical capacity and ability - references	24 hour contact either through day time contact centre or out of hours control room call handling. PCO's have 50 years combined experienced. PCO's contact customers, assess requirements and site conditions and arrange appointments directly ensuring expectations are met. Data records for performance monitoring maintained - High quality in-house service well regarded by Council Members and senior managers, with very high customer satisfaction and complimentary feedback
Equalities	Equality, diversity and inclusion policies in place.
Health and Safety Record	No investigations, improvements or prohibitions relevant to Pest Control
Sustainability - Environmental Policy ISO 14001?	Yes but not ISO 14001 accredited
Training provision	IIP Choices Gold - PCO's have BPCA Levels 1 & 2, ATB foundation module & CPC's in wildlife management, safe handling of pesticides and Pest control management. Training plan and PDP for refresher training
Contract Support Costs	None - In house service provision
Additional services offered	N/A
<b>Information Supplied</b>	
Accounts	Local Authority - Relevant trading accounts information provided
Insurance - Employers, Public Liability & Prof. Indemnity	Insurance levels recorded and current certificates provided
Health & Safety Policy, Risk & COSHH Assessments	Provided Policy, Risk Assessment includes ref. to COSHH
Bankers reference authorised and letter supplied?	N/A - Local Authority in-house provider
Confirmation of no bankruptcy?	Local Authority - No Bankruptcy allowed
H & S Advisor - C.V.	Not provided - Council employees of known competency
Other information	-
<b>Acceptance of Contract Conditions</b>	
Service delivery from 1st October?	Yes
Acceptance of Formal contract agreement?	N/A in-house service provider
Acceptance of TUPE provisions?	N/A in-house service provider
<b>Completeness of Response</b>	
<b>Assessed completeness of response</b>	
Form of Quotation signed by authorised party?	Yes
Bona Fide Certificate signed?	Yes
Quotation valid for 90 days?	Yes
Questionnaire information and signed undertaking?	Yes
<b>Assessed capability to support all contract elements</b>	
Guarantee by Parent Company offered?	N/A - Local Authority in-house provider
Claims under Firm's Professional Indemnity?	No

## Pest Control Services Quotation Evaluation - June 2014

<i>Suppliers Name:</i>	<b>MITIE Pest Control</b>
Provision of accommodation & facilities	Yes
Baits & Poisons - Up to date Register & safe storage	Yes
Provision of equipment	Yes
Communication - provision of contract details	Yes
Transport provision	Yes
Protective clothing	Yes
Business continuity	Yes
Record keeping & Treatment sheets	Yes
Service standards & Monitoring	Yes
Payment arrangements	Yes
<b>Technical Merit &amp; Quality Factors</b>	
Company details	Part of MITIE Group PLC since 2003 - rapid growth over last 7 years. Target to double turnover in next 5 years. Plan to aggressively compete to increase Local Authority clients
Local area knowledge	Dartford office and contracts with Maidstone and Swale Borough Councils
Evidence of Customer focus - Complaints Handling	24 hr helpdesk, PDA equipped operatives, Complaints guidelines,
Financial Standing	Accounts provided - from £10 to £15 million in last 4 years
Technical capacity and ability - references	National 24 hour '0844' helpdesk number. Pest Control turnover in the region of £15 million. One of the largest UK operations with 258 employees split over 3 regions and spread over 14 geographic areas. Service manager and six technicians currently working in Kent. Will train TUPE staff on PDA use and central database will allow call-outs and job completions in 'real time'. Innovation includes thermal imaging and a sniffer dog to locate mouse infestation. Client access to e-pest data via secure website using unique username and password.
Equalities	Equality, diversity and inclusion policy in place.
Health and Safety Record	No investigations, improvements or prohibitions relevant to Pest Control
Sustainability - Environmental Policy ISO 14001?	Yes ISO 14001 accredited
Training provision	Operational staff qualified to BPCA standard (Query Level 1 or 2?). Induction, probation and refresher training provided across a range of general health and safety topics.
Contract Support Costs	Yes - significant costs - see separate sheet
Additional services offered	Proofing works undertaken by technicians and materials carried on vans
<b>Information Supplied</b>	
Accounts	3 years accounts for company, parent and sister companys provided.
Insurance - Employers, Public Liability & Prof. Indemnity	Insurance levels recorded and current certificates provided
Health & Safety Policy, Risk & COSHH Assessments	ISO 18001 H&S standard, Policy, Risk Assessment includes ref. to COSHH
Bankers reference authorised and letter supplied?	No
Confirmation of no bankruptcy?	Yes
H & S Advisor - C.V.	Yes
Other information	Ethical business policy, Procurement code of conduct and policy
<b>Acceptance of Contract Conditions</b>	
Service delivery from 1st October?	Yes
Acceptance of Formal contract agreement?	Yes
Acceptance of TUPE provisions?	Yes
<b>Completeness of Response</b>	
<b>Assessed completeness of response</b>	
Form of Quotation signed by authorised party?	Yes
Bona Fide Certificate signed?	Yes
Quotation valid for 90 days?	Yes
Questionnaire information and signed undertaking?	Yes
<b>Assessed capability to support all contract elements</b>	
Guarantee by Parent Company offered?	Yes
Claims under Firm's Professional Indemnity?	No

## Pest Control Services Quotation Evaluation - June 2014

<i>Suppliers Name:</i>	<b>Noah's Ark Environmental Services Ltd.</b>
Provision of accommodation & facilities	No operating base specified
Baits & Poisons - Up to date Register & safe storage	Yes
Provision of equipment	Yes
Communication - provision of contract details	Yes
Transport provision	Yes
Protective clothing	Yes
Business continuity	Yes - limited provision evident
Record keeping & Treatment sheets	Yes
Service standards & Monitoring	Yes
Payment arrangements	Yes
<b>Technical Merit &amp; Quality Factors</b>	
Company details	Northampton based company providing principal activity of stray dog collection and kennelling along with pest control services (started in 2008) to Council and private sector clients.
Local area knowledge	Work for London Borough of Newham - no local knowledge apparent
Evidence of Customer focus - Complaints Handling	Customer service excellence certificate & complaints policy/procedure
Financial Standing	Company turnover from £298k to 418k over 3 years with limited reserves
Technical capacity and ability - references	24 hour contact either directly to office in work hours or to sub-contracted out of hours call centre. Also fast response 15 minute call back request via company website. PCO's contact customers to assess requirements and site conditions and arrange appointments directly. Data records for performance monitoring maintained. Customer surveys for quarterly feedback.
Equalities	Equality, diversity and inclusion policy in place.
Health and Safety Record	No investigations, improvements or prohibitions relevant to Pest Control
Sustainability - Environmental Policy ISO 14001?	Yes but not ISO 14001 accredited
Training provision	Operational staff qualified to BPCA standard Level 2. Induction and probation training provided across a range of service specific and health and safety topics.
Contract Support Costs	Yes - some costs - see separate sheet
Additional services offered	Company undertakes stray dog collection and kenelling for other clients
<b>Information Supplied</b>	
Accounts	3 years accounts for company provided.
Insurance - Employers, Public Liability & Prof. Indemnity	Insurance levels and certificates provided - <b>No Professional Indemnity</b>
Health & Safety Policy, Risk & COSHH Assessments	Provided Policy, Risk Assessment includes ref. to COSHH
Bankers reference authorised and letter supplied?	Yes
Confirmation of no bankruptcy?	Yes
H & S Advisor - C.V.	M. D. supported by outside H & S specialist consultants - M.D. CV - Basic
Other information	
<b>Acceptance of Contract Conditions</b>	
Service delivery from 1st October?	Yes
Acceptance of Formal contract agreement?	Yes
Acceptance of TUPE provisions?	Yes
<b>Completeness of Response</b>	
<b>Assessed completeness of response</b>	
Form of Quotation signed by authorised party?	Yes
Bona Fide Certificate signed?	Yes
Quotation valid for 90 days?	Yes
Questionnaire information and signed undertaking?	Yes
<b>Assessed capability to support all contract elements</b>	
Guarantee by Parent Company offered?	None
Claims under Firm's Professional Indemnity?	<b>None - No Professional Indemnity insurance cover</b>