
Harrow Rapid/Ultra Rapid Chargepoint Procurement – Evaluation Methodology and KPI's

Key Performance Indicators

The Operator's licence to provide EV charging services will be subject to their compliance with key performance indicators to be set by LBH. Such KPI will generally include:

- Compliance with the agreed installation schedule
- Charging station uptime 99% on Rapids (as per the regulations)
- Service and maintenance in line with defined service standards - real-time status updates to customers and a 24-hour phone line with maximum wait time of 10 minutes
- Resolution of device faults within specified parameters
- Maintenance of tariffs within guidelines and
- Other issues.

Quarterly performance meetings will be held, and the contract will be scored on an annual basis. Performance against these KPIs will be monitored and used to inform a decision on the continued performance of the Operator and contract extension.

Tender Evaluation Approach

Any Contract awarded as a result of this procurement will be awarded on the basis of value for money, quality, capacity to deliver and the extent it addresses identified need.

Tenderers are required to submit a Tender strictly in accordance with the requirements set out in this document to ensure Harrow has the correct information to make the evaluation. Evasive, unclear or hedged Tenders may be discounted in evaluation and may, at the Council's discretion, be taken as a rejection by the Tenderer of the terms set out in document. The evaluation criteria and the maximum scores attributable to each question is set out below.

1. Procurement Evaluation Criteria

The weighting for this tender is as follows:

- Quality: 40%
- Social Value: 10%
- Commercial Response: 50%