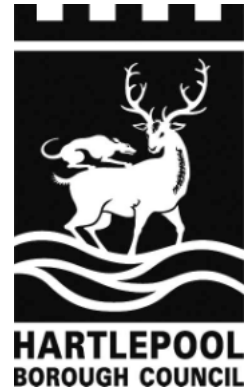


CONTRACT SCRUTINY COMMITTEE AGENDA



Monday, 9 November 2009

at 10.00 am

in Committee Room C, Civic Centre, Hartlepool

MEMBERS: CONTRACT SCRUTINY COMMITTEE:

Councillors Atkinson, Fleet, Flintoff, Griffin, Morris, Plant, Richardson, Simmons and Young.

1. APOLOGIES FOR ABSENCE

2. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS

3. MINUTES

3.1 To confirm the minutes of the meeting held on 26 October 2009

4. ITEMS FOR INFORMATION

4.1 Re-advertisement of Tender – *Commissioning and Contracts Manager*

4.2 Invitation To Participate In Dialogue (IPD) Stage 2 Opening Of Submissions:
Building Schools For The Future (BSF) ICT Managed Service (Ref: 20) -
Director of Child and Adult Services

4.3 Training And Employment Tender For Dyke House / Stranton / Grange, West
View / King Oswy, Central Estate And Headland Neighbourhood Action Plan
Areas – *Head of Neighbourhood Management*

4.4 Results Of The Evaluation Of Pre Qualification Questionnaire Responses For
A Printing & Mailing Service For Local Taxation Demands And Benefit
Notifications – *Chief Financial Officer*

5. ANY OTHER ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

6. LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006

EXEMPT ITEMS

Under Section 100(A)(4) of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that it involves the likely disclosure of exempt information as defined in the paragraphs referred to below of Part 1 of Schedule 12A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006

7. TENDERS TO BE OPENED

- 7.1 Opening of Catering Concession Tenders (CRN 406) (Para 3) - *Tall Ships Project Officer - Hartlepool 2010*
- 7.2 Building Schools for the Future (BSF) ICT Managed Service (CRN 20) (Para 3) – *Director of Child and Adult Services*
- 7.3 Ratings List Reviews 2010 (CRN 425) (Para 3)– *Estates Manager*
- 7.4 Training And Employment Tender For Dyke House / Stranton / Grange, West View / King Oswy, Central Estate And Headland Neighbourhood Action Plan Areas (CRN 409) (Para 3) – *Head of Neighbourhood Management*

8. ANY OTHER CONFIDENTIAL ITEMS WHICH THE CHAIRMAN CONSIDERS ARE URGENT

CONTRACT SCRUTINY COMMITTEE

MINUTES AND DECISION RECORD

26 October 2009

The meeting commenced at 10.00 a.m. in the Civic Centre, Hartlepool

PRESENT: Councillor Atkinson (In the Chair);
Councillors Fleet, Flintoff, Griffin, Dr Morris, Richardson and Young

In accordance with Council Procedure Rule 4.2, Councillor C Akers Belcher was in attendance as substitute for Councillor Simmons

OFFICERS: Joanne Machers, Chief Personnel Officer
Ian Merritt, Head of Commissioning and Children's Trust
Terry Maley, Commissioning and Contracts Manager
Denis Hancock, Senior Engineer (Environmental Issues)
Brian Ayre, Commissioned Services Manager
Richard Starrs, Neighbourhood Renewal and Strategy Officer
Chris Walker, Senior Legal Assistant
Sarah Bird, Democratic Services Officer

68. Apologies for Absence

Apologies were received from Councillors Plant and Simmons

69. Declarations of Interest

None

70. Minutes of the meeting held on 19 October 2009

These were confirmed as an accurate account.

71. Results of Additional Evaluation of Specialist Social Care Provision for Training and Development - Chief Personnel Officer

The Chief Personnel Officer reminded the Committee that additional evaluation was required for the Training and Development Framework categories covering Special Social Care. This was to ensure that the Local Authority paid attention to the Safeguarding requirements within Child and Adult Services. It had been identified that there was a number of sub lots which did not have a potential

provider to meet the training requirements and further consideration was being given to ensure that legal requirements for competition were adhered to whilst at the same time ensuring that sufficient suitable training providers expressed an interest.

Further updates on this would be provided to the Finance and Performance Portfolio Holder and the Committee as appropriate.

Decision

The Committee noted:-

- The extension of the current training and development framework to include the specialist social care Lot 6 sub lots in respect of the successful providers
- The work planned in respect of the packaging of lots prior to commencing an additional competitive exercise to fill the gaps identified by the additional evaluation process

72. Local Government (Access to Information)

Under Section 100 (A)(4) of the Local Government Act 1972, the press and public were excluded from the meeting for the following items of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of the Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information)(Variation) order 2006

Minute 73 – Promenade Handrail Refurbishment, Coronation Drive to Station Lane, Seaton Carew (Contract Reference Number 424) para 3 information relating to the financial or business affairs of any particular person (Including the Authority holding that information)

Minute 74 – Provision of an Assertive Outreach Service for Children and Young People (CRN 398) para 3 information relating to the financial or business affairs of any particular person (Including the Authority holding that information)

Minute 75 – Contract for the Provision of 24 Hour, Short Stay Care and Accommodation for Adults with Learning Disabilities (CRN 197) para 3 information relating to the financial or business affairs of any particular person (Including the Authority holding that information)

Minute 76 – North Neighbourhood Action Plan Training Tender (CRN 409) para 3 information relating to the financial or business affairs of any particular person (Including the Authority holding that information)

73. Promenade Handrail Refurbishment, Coronation Drive to Station Lane, Seaton Carew (Contract Reference Number 424) (para 3) - Senior Engineer (Environmental Issues)

Four tenders had been received in respect of this contract and these were opened in the presence of the committee.

Decision

The Committee noted the opening of the tenders

74. Provision of an Assertive Outreach Service for Children and Young People (CRN 398) – Commissioning and Contracts Manager

The Commissioning and Contracts Manager informed the Committee of the result of a recent tender evaluation relating to the creation of an Assertive Outreach Service for Children and Young People aged 5 – 18 years.

Decision

The Committee noted the outcome of the tender evaluation.

75. Contract for the Provision of 24 Hour, Short Stay Care and Accommodation for Adults with Learning Disabilities (CRN 197) – Commissioned Services Manager

The Committee were updated on the evaluation of the tenders received for the provision of the above named service.

Decision

The Committee noted the Director of Child and Adult Services support of the views of the evaluation panel and the awarding of the contract for 5 years with possible extension of a further 2 years subject to satisfactory performance reviews and continued need for the Service) for the provision of the service.

76. North Neighbourhood Action Plan (NAP) Training Tender (CRN 409) – Neighbourhood Renewal and Strategy Manager

Members were informed of the invitation to tender for the North NAP forum provision of a training employment programme. Four tenders had been received for opening but members expressed reservations

about the need for this training as there was other assistance available. Members asked that a report be submitted to the next meeting of the Committee.

Decision

The item was deferred until the next meeting of the Committee.

The meeting concluded at 10.45 am.

CHAIR

CONTRACT SCRUTINY COMMITTEE

9 November 2009



Report of: Director of Child and Adult Services

Subject: Re-advertisement of Tender

1. PURPOSE OF REPORT

To inform Contract Scrutiny Committee of the re-advertisement of a tender pertaining to the provision of services for the Team Around the Primary School (formerly Children's Fund).

2. BACKGROUND

To ensure competition, value for money and compliance with the Public Contract Regulations 2006, the Child and Adult Services Department advertised a tender opportunity on 19 August 2009. The total value of the contract is £254,000. Only one agency submitted a pre-qualifying questionnaire in line with the stated deadlines. Following advice from officers in corporate procurement, a decision was taken to re-advertise this project, to ensure this magnitude of public money was allocated in the most competitive and contestable manner.

This report informs Contract Scrutiny of this re-advertisement and the revised project timescales.

3. REVISED PROJECT TIMESCALES

The project was re-advertised in September 2009 and the table below details the revised project timescales.

Return of Pre-Qualifying Questionnaire	Monday, 26 th October 2009
Return of Tender Packs	Noon on Friday 4 th December 2009
Opening of tenders	Monday 7 th December 2009
Presentation and Interviews	Tuesday 5 th January 2010

A further report detailing the outcome of the tender evaluations will be presented to Contract Scrutiny Committee in early 2010.

5. RECOMMENDATION

Contract Scrutiny Committee is asked to note the re-advertisement of this project and the revised timelines.

6. REASON FOR RECOMMENDATION

There is a need to ensure that the Council's business is allocated in a competitive manner that provides value for money. The response to the original advert was disappointing so it was decided to re-test the market to ensure adequate competition as warrants a project of this size and strategic importance.

7. BACKGROUND PAPERS

None

8. CONTACT OFFICER

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CONTRACT SCRUTINY PANEL

9 November 2009



Report of: Director of Child and Adult Services

Subject: Invitation to Participate in Dialogue (IPD) Stage 2 Opening of Submissions: Building Schools for the Future (BSF) ICT Managed Service (Ref: 20)

1. PURPOSE OF REPORT

To inform the panel of the requirement to tender for the ICT Managed Service Contract for the Building Schools for the Future (BSF) Programme. This report is in relation to the Invitation to Participate in Dialogue (IPD) Stage 2.

2. BACKGROUND

As part of the Building Schools for the Future (BSF) programme Hartlepool issued an Official Journal of the European Union (OJEU) notice on 2nd March to procure an ICT Managed Service provider. A Pre-Qualification Questionnaire (PQQ) was sent to all companies who expressed an interest in the Hartlepool scheme.

The Council received 6 completed Pre Qualification Questionnaires from potential providers, which were evaluated against the criteria outlined in the Pre Qualification Questionnaire Evaluation Matrix. The outcomes of the evaluation process were reported to the Children's Services Portfolio Holder on 5th May 2009. The three selected bidders identified to proceed to Stage 1 – Invitation to Participate in Dialogue (IPD) were issued with the Invitation to Participate in Dialogue documents on 8th May 2009.

The three selected bidders participated in a series of dialogue meetings and gave presentations to schools and Hartlepool Borough Council representatives as part of the Invite to Participate in Dialogue Stage 1 process.

On 29th June the Council received three completed IPD Stage 1 submissions. The IPD Stage 1 submissions were evaluated against the stated criteria in the IPD (Volume 1 – Instructions and Guidance to Bidders), ICT Services document.

The evaluation team members were:

ICT Workstream lead

ICT External Adviser

Project Support

Education Consultant

ICT and D&B Integrator

External Legal Adviser (working with internal Legal personnel)

External Financial Adviser (working with internal finance personnel)

Representatives from 7 Schools

Following the evaluation period, a moderation day was held on 15th July 2009 to collate, discuss and agree which bidders should go forward to IPD Stage 2. The outcome of the evaluation process and moderation day was reported to the Children's Services Portfolio Holder on 29th July 2009.

On the 31st July 2009, bidders were notified of the outcome of IPD Stage 1 and the two successful bidders were invited to proceed to IPD Stage 2. A meeting was arranged with the unsuccessful bidder to provide feedback on their submission.

The two successful bidders have been involved in extensive dialogue meetings with the local authority dialogue team, during the period 19th August 2009 to 22nd October 2009. The Invitation to Submit Final Bids (ITSFB) was issued to the two bidders on the 2nd November with a closing date of the 6th November 2009.

3. RECOMMENDATIONS

It is recommended that all Invitation to Submit Final Bids (ITSFB) Stage 2 submissions received by the deadline date of 6th November 2009 (noon) are opened at the subsequent meeting of the Contract Scrutiny Panel on 9th November 2009.

4. CONTACT OFFICER

Anne Smith

Head of Information, Planning and Support Services

Child and Adult Services Department

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CONTRACT SCRUTINY COMMITTEE

9 November 2009



Report of: Head of Neighbourhood Management

Subject: TRAINING AND EMPLOYMENT TENDER FOR DYKE HOUSE / STRANTON / GRANGE, WEST VIEW / KING OSWY, CENTRAL ESTATE AND HEADLAND NEIGHBOURHOOD ACTION PLAN AREAS.

1. PURPOSE OF REPORT

To provide information to the Contract Scrutiny Committee on the background to the collective North Hartlepool NAP Tender for the delivery of employment and training programmes through the Residents Priority Budget (RPB) in each of the respective NAP forum areas.

2. BACKGROUND

2.1 At the Contract Scrutiny Committee meeting held on the 26th October 2009, members deferred the opening of the above tender and requested a report which would evidence that there would be no duplication between this tender proposal and the work that will be undertaken through the Future Jobs Fund (FJF).

2.2 Within Hartlepool's Working Neighbourhoods Fund allocation for 2009/10, an allocation of £220,000 was agreed through the Council's budget process to support the Residents Priority Budget (RPB) within each of the relevant Neighbourhood Action Plan (NAP) areas. The four NAP Forums in the North of Hartlepool (excluding Throston) are Dyke House Stranton Grange, West View / King Oswy, Central Estate and The Headland. The total allocation of RPB for these areas in 2009/10 is £95,900. A breakdown of this figure is provided below;

NAP Forum Area	Funding Allocated
Dyke House/Stranton/Grange	£47,400
West View/King Oswy	£28,600
Headland	£10,700
Central Estate	£9,200
Total	£95,900

- 2.3 Within each of the four NAP Forum areas, there remain high levels of worklessness and residents without the appropriate qualifications and employability skills in which to progress into employment as shown within the table below:

NAP Forum Area	% of residents who are unemployed	% of residents on an out-of-work benefit	% of residents without a qualification
Dyke House/Stranton/Grange	9.7%	34.5%	47%
West View/King Oswy	8.4%	30.8%	49%
Headland	7.0%	27.3%	48%
Central Estate	8.3%	38.3%	55%

- 2.4 To tackle these issues each of the aforementioned NAP Forums identified worklessness as a key priority to address in 2009/10. A proposal was made by the Chair of the West View / King Oswy Forum that the Forums in North Hartlepool pooled their Residents Priority Budget so that a broader innovative initiative could be delivered across the whole of the area enhancing both partnership working between neighbourhoods and service providers. This approach would also offer greater value for money.

3. PROPOSALS

- 3.1 A Tender Brief was produced and approved by each of the North NAP Forum Chairs, it was agreed that the brief would be circulated to all members of the Jobsmart Consortia together with any other organisations who expressed an interest to tender through an advert placed in the Hartlepool Mail and on the HBC Website (in line with HBC Procurement Guidelines).

- 3.2 The target groups identified within the brief that would be eligible for the employment and training programme were;

- Young people not in education, employment or training (NEET);
- The long term unemployed (over six months unemployed);
- Adults on other out-of-work benefits including income support, incapacity benefit or other sickness related benefits;
- Adults who are unemployed from the British Minority Ethnic (BME) group;
- Young people and adults with caring responsibilities; and

- Ex-offenders.

- 3.3 Key within each proposal is the need for each tenderer to submit a statement of how this project will link with other major regeneration programmes together with a statement of how the proposal will add value to current service provision.
- 3.4 A panel made up from the Chairs of each forum, the North Neighbourhood Manager and a member of the Regeneration team will carry out the short listing and interview process and subsequently appoint the successful provider.

4. RISK IMPLICATIONS

- 4.1 At the Contract Scrutiny Committee meeting held on the 26th October 2009 concerns were raised that this Tender proposal could duplicate services being delivered through the Future Jobs Fund (FJF), and as a consequence it was agreed to defer the opening of tenders until this issue was clarified.
- 4.2 FJF is a Government initiative aimed at creating jobs for those in greatest need, particularly long term unemployed young people and also areas suffering from high unemployment. The Department of Work and Pensions (DWP) confirmed on the 28 July 2009 that Hartlepool's bid to the FJF was successful with a request for confirmation on the number of job starts that partners can commit to over the period of September 2009 to 31 March 2010. HBC's Economic Development Team responded by agreeing to support the creation of up to 650 jobs during this period.
- 4.3 Eligibility to the FJF programme is fairly narrow. 75 % of the clients must be aged between 19 and 24, who have been receiving Job Seeker Allowance (JSA) for between 39 – 50 weeks. As Hartlepool is considered an unemployment 'hotspot' DWP have agreed that 25% of clients may be over 24, however they also must have been seeking JSA for between 39 and 50 weeks.
- 4.4 As outlined in Section 3, the client base for the NAP tender is much broader and more flexible and will therefore cover many individuals not eligible for FJF support, particularly those furthest from the labour market who may not be working with Job Centre Plus or in receipt of JSA. The Economic Development Manager has advised that the proposed NAP programme will not impact on proposed FJF activities in North Hartlepool and that they will actively work with successful tenderer(s) to ensure a complementary fit to the activities that will be delivered through the FJF and NAP Tender.

5. RECOMMENDATIONS

- 5.1 The Contract Scrutiny Committee is requested to note this report and to proceed with the Tender process for the aforementioned NAP Tender.

6. REASONS FOR RECOMMENDATIONS

- 6.1 This report clarifies that there will be no duplication of work through the FJF programme and the proposed NAP Tender.

7. BACKGROUND PAPERS

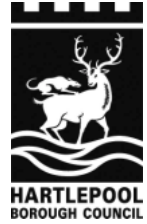
N-A

8. CONTACT OFFICER

- 8.1 Richard Starrs, Neighbourhood Renewal Officer. Tel 523589
Karen Oliver North Neighbourhood Manager. Tel 523680.

CONTRACT SCRUTINY COMMITTEE

9 November 2009



Report of: Chief Financial Officer

Subject: RESULTS OF THE EVALUATION OF PRE
QUALIFICATION QUESTIONNAIRE
RESPONSES FOR A PRINTING & MAILING
SERVICE FOR LOCAL TAXATION DEMANDS
AND BENEFIT NOTIFICATIONS

1. PURPOSE OF REPORT

- 1.1 To inform members of the panel of the outcome of the evaluation of those responses received from potential service providers for the provision of a printing and mailing service for council tax / business rates demands and council tax / housing benefit notifications.

2. BACKGROUND

- 2.1 Prior to annual billing 2006, the Council printed and mailed its' annual council tax / business rates demands and benefit notifications in-house. The process, being highly resource intensive, placed a significant burden on the service both in terms of cost and reduced service standards to the customer during the annual billing period and immediately after. The Council's in-house printing and packing capability also struggled to cope with the large volumes of bills. The resulting machine breakdowns pushed staff to the limit in trying to meet the tight statutory billing timescales over this period.
- 2.2 In view of these pressures and the increasing potential risk to the Council of not being able to bill within the statutory timescales, the Council approached a number of suppliers with a view to outsourcing the annual billing production and mailing service. The initial value of the contract was approximately £10k and therefore fell within the Council's Informal Contract Procedure rules.
- 2.3 As a result, since February 2006, the Council has printed and mailed its' annual council tax / business rates bills and benefit notifications off-site through DSI Billing Services, based in Jarrow. The arrangement has proved to be extremely successful and over the

course of the relationship, DSI have used their print expertise to further streamline the Council's billing processes. Hartlepool was one of the first Councils in the country to mail both the council tax bill and associated benefit notification together in the same envelope. This advance realised significant savings for the Council both in terms of mailing costs and improved customer service standards, in that benefit claimants were informed of their council tax liability and benefit entitlement at the same time. This led to a significant decrease in the number of avoidable contact calls from claimants over the billing period.

- 2.4 Hartlepool's billing arrangements were recognised as best practice across the Tees Valley and resulted in an opportunity to develop a partnership arrangement with Darlington Borough Council for annual billing print and mailing services, with DSI. The resulting economies of scale from the partnership further reduced the cost of the Council's annual billing exercise.
- 2.5 The Council's relationship with DSI has further developed over the last 12 months to include the weekly production and mailing of ad hoc council tax and business rates bills, and will be extended further during the course of this year to include weekly benefit notifications.

3 DECISION TO TENDER

- 3.1 Hartlepool's relationship with DSI has grown rapidly over recent years to the extent that the value of the work undertaken during 2009/10 is expected to exceed £50k, and therefore the EU procurement level over a 3 year contract period. It is also important that, despite the excellent service and support DSI has provided, the Council remains confident that the current bill printing and mailing arrangements provide value for money in today's market.
- 3.2 The Council's partnership with Darlington Borough Council also provides an excellent opportunity for a collaborative procurement exercise, allowing both Councils to benefit from shared resources and a competitive contract price.

4 PROCUREMENT

- 4.1 At the Finance & Performance Portfolio Holder meeting on 4th September, the Portfolio Holder approved the joint procurement of a 'print and mail service for local taxation demands and benefit notifications' with Darlington Borough Council, via an OJEC tender exercise.
- 4.2 The printing and mailing contract includes the following:
- The printing, merging and mailing of the annual council tax / business rates demands, housing & council tax benefit

notifications and the associated statutory information for both Hartlepool and Darlington Borough Councils.

- The printing, merging and mailing of weekly council tax / business rates demands, housing & council tax benefit notifications and the associated statutory information for both Hartlepool Borough Council only.
- The application of future technological innovations in the industry to the Council's printing and mailing processes to achieve further efficiencies.

4.3 The aim of the tender is to secure a value for money printing and mailing service that meets the needs of the Council in terms of professionalism, reliability and data security.

4.4 To balance flexibility in the contract with the need to continue to develop a partnership with the successful contractor that allows innovations in the print industry to be turned into cashable savings for the Council, tenders are being invited on the basis of an initial period of 3 years with the option to extend for a further 2 x 12 month periods.

4.5 The Invitation to Tender was advertised on the OJEC website on 9th September, following the timetable set out below under the restricted procedure route:

Stage	Date/time
Submission of completed PQQs	12th October 2009
Evaluation of completed PQQs	13th – 15th October 2009
Notification of result of evaluation	16th October 2009
Expected issue of Invitation to Tender	16th October 2009
Expected date for submission of Invitation to Tender	20th November 2009
Evaluation of Tenders	23rd November to 10th December 2009
Advise Tenderers of outcome of evaluation	21st December 2009
Award Contract	7th January 2010
Contract start date	1st February 2010

- 4.6 The Council received 23 completed Pre Qualification Questionnaires from potential providers, which have been evaluated against the following criteria:

Section /Question	Evaluation
Section B: Grounds for Exclusion	Pass or fail
Section C: Insurance	Pass or fail
Section D: Financial Information	Pass or fail
Section E: Health & Safety	For information
Section F: Equality & Diversity	Pass or fail
Section G: Technical Capacity:	Scored
<p>1 (a) Please provide details of services similar in size and nature to those required under this Contract, that your organisation has acquired over the past three years; including details of when the services were provided; to whom; and the total contract value.</p> <p>1 (b) Please provide details of Contracts acquired, that have 'added value' to an organisation in terms of; shared service support arrangements; introduction of innovative service improvements; and the generation of cashable efficiencies.</p>	Weighting 40%
<p>2 (a) Please provide a statement of the technicians and technical services available to you including a statement of your average annual staffing and number of managerial staff over the past 3 years broken down according to discipline where relevant.</p> <p>2 (b) Please provide details of the tools, plant and technical equipment available for performing the contract.</p>	Weighting 20%
<p>3 (a) Please provide a statement of any of the services which you intend to sub-contract to another person identifying the sub-contractor and the relevant services to be sub-contracted expressed both by value and proportion of contract sum, or proposed proportion (%).</p> <p>3 (b) Please confirm that any sub-contractor you have identified or intend to identify will comply with the standards set out in this PQQ. Please note that the Council reserves the right at any time in the procurement process to seek evidence of this.</p>	Weighting 10%
4 (a) Please provide details of your measures for	Weighting 15%

<p>ensuring quality, details of your quality accreditation registrations (if any) for example under ISO9001 or equivalent, details of your approach to contract and project management, service delivery and complaints. Please also provide details of the experience of the person who is responsible for quality standards.</p> <p>4 (b) Please provide the account management arrangements you would propose to work to when providing the required services and the educational and professional qualifications of those within the proposed arrangements.</p>	
<p>5 (a) Please confirm whether your organisation has ever had a contract terminated within the last 3 years?</p> <p>5 (b) Please confirm whether your organisation has ever NOT had a contract renewed for failure to perform to the terms of the contract?</p> <p>5 (c) Please confirm whether your organisation has withdrawn from a contract prematurely</p> <p>5 (d) Please confirm whether your organisation has any outstanding claims or had litigation against it in the last 3 years?</p>	Weighting 15%

- 4.7 Following the conclusion of the evaluation of the Pre-Qualification Questionnaires, five potential service providers were issued with the invitation to tender documents on 16th October 2009.

5 RECOMMENDATION

- 5.1 That members of the panel note the conclusion of the process of evaluation of the Pre Qualification Questionnaires.

6. CONTACT OFFICER

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 Chief Executive's Finance Division
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