



## **Evaluation of the DRS**

**“Meet the Bidders” presentations**

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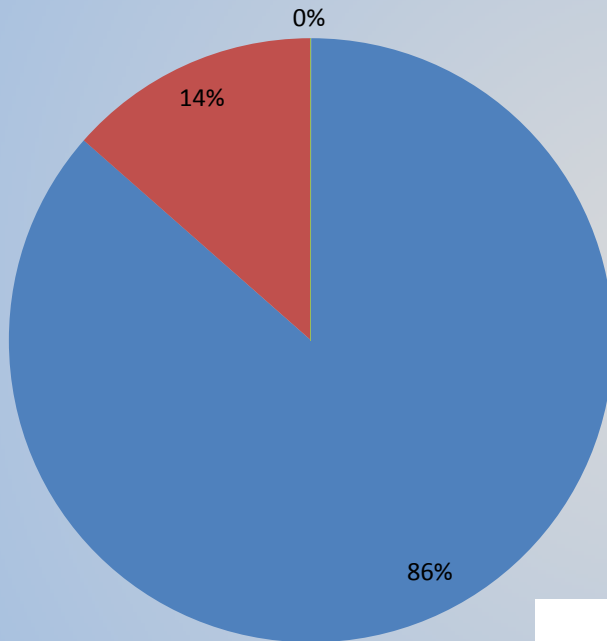
# Issue 1

## Staff perspectives on the two bidders

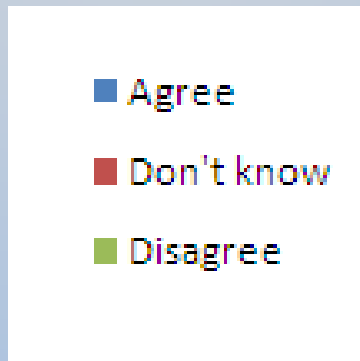
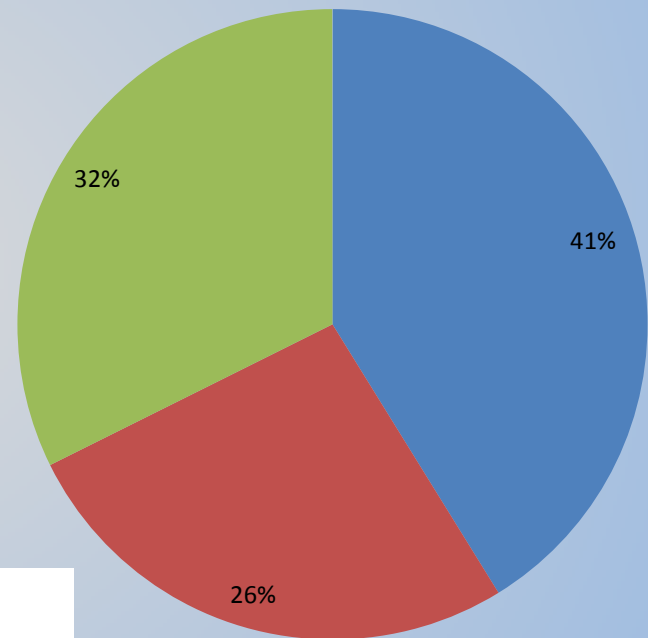
- 86 % of members found the presentation by EC Harris helpful whereas only 41% for Capita
- 86% of members found EC Harris staff helpful as compared to 50% for Capita
- Only 27% of members expressed confidence that EC Harris can effectively deliver their service, as compared with **only 3%** for Capita

1. I found the presentation helpful

EC Harris

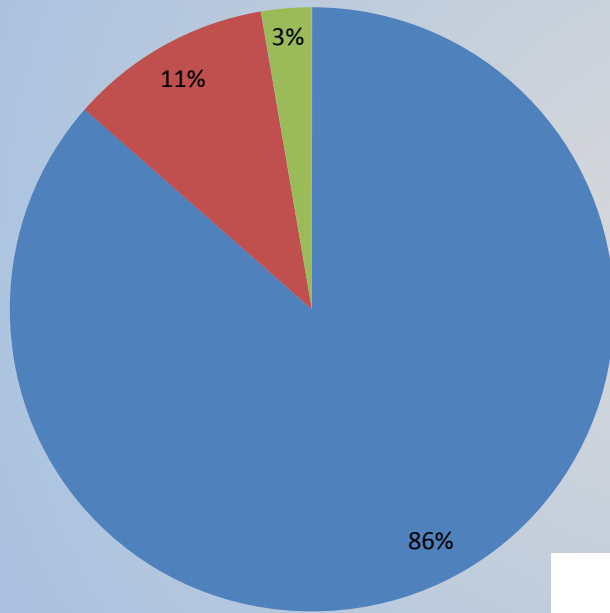


Capita Symonds

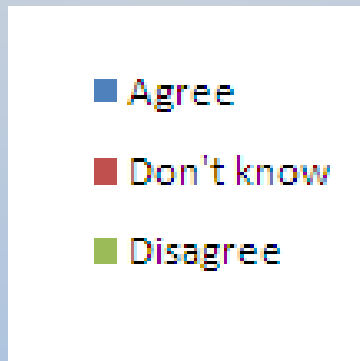
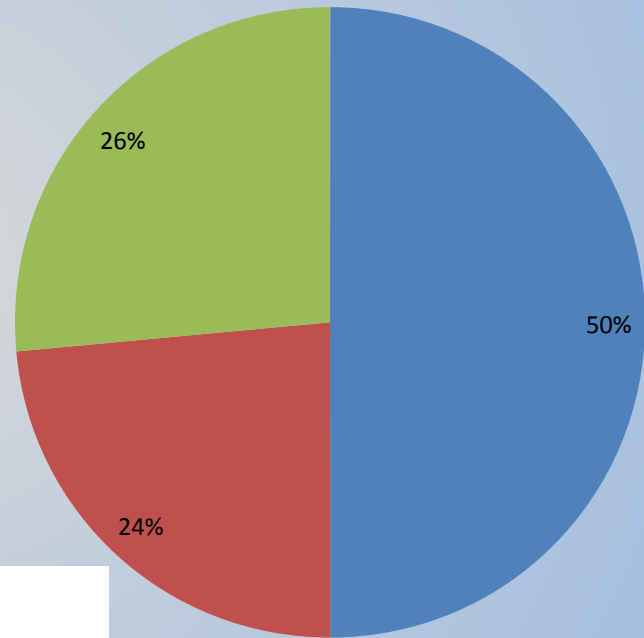


2. I found the staff helpful at the presentation

EC Harris

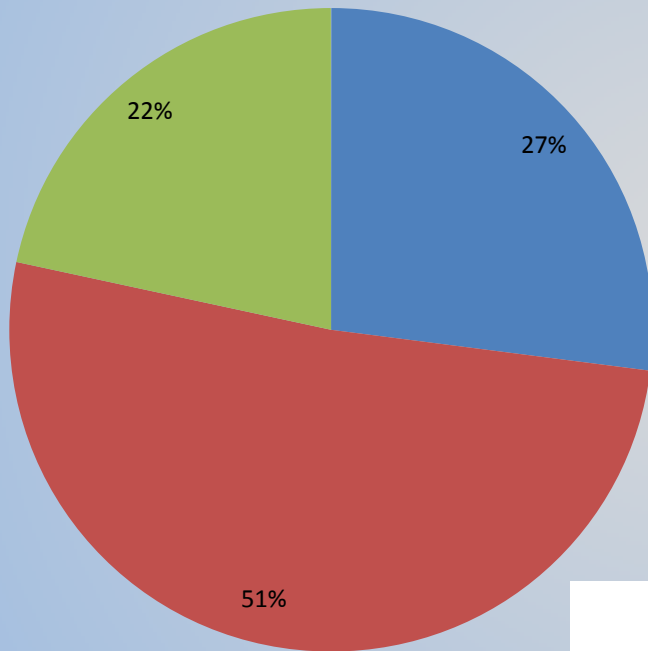


Capita Symonds

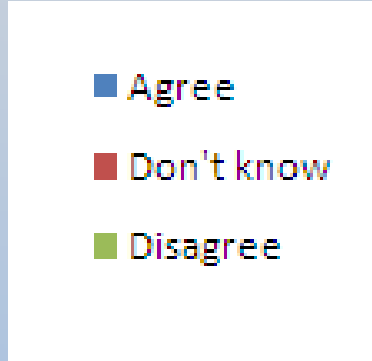
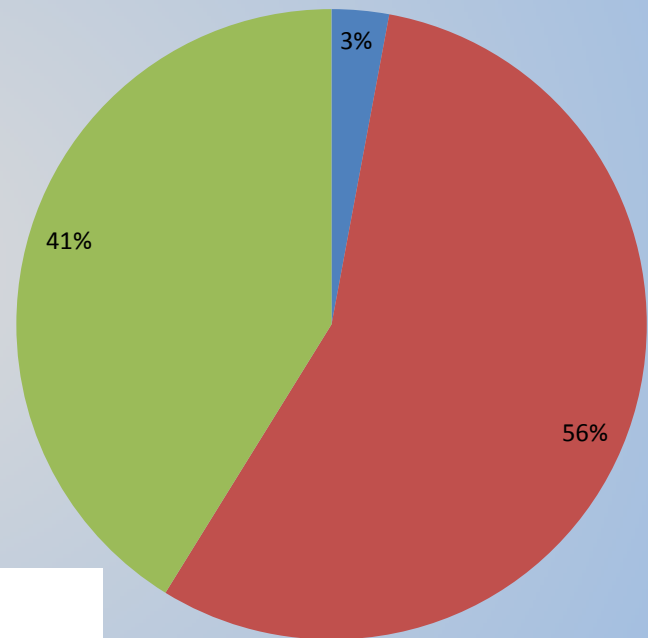


3. I am confident that the bidders will be able to effectively deliver the service

EC Harris



Capita Symonds



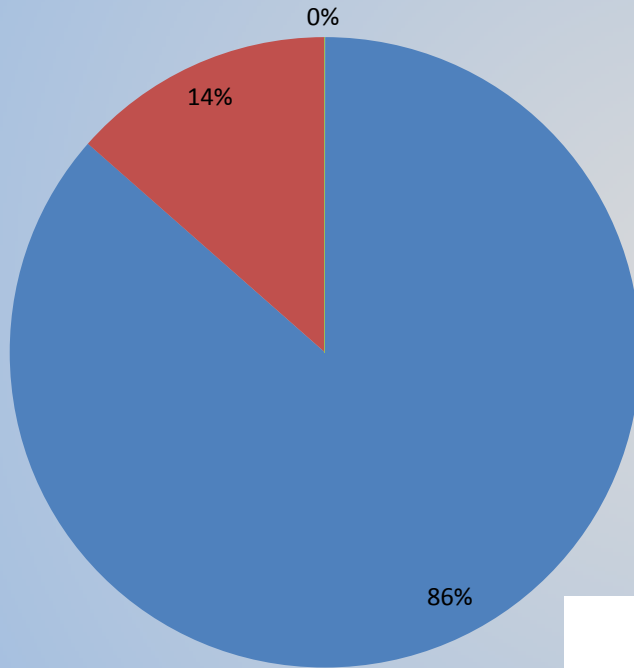
# Issue 2

## Staff concerns about terms and conditions

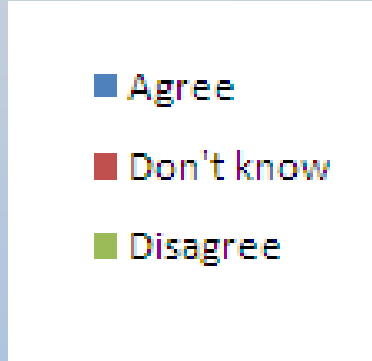
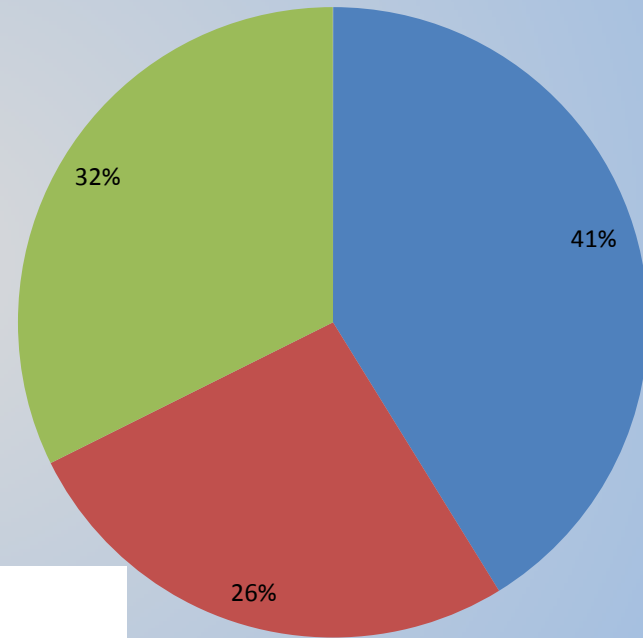
- **86% of members felt EC Harris addressed their concerns about locating the service within the borough as compared with only 41% of members had confidence in Capita Symonds**
- **Only 19% of members were confident EC Harris would not make staff redundant after TUPE transfer as compared with only 12% for Capita Symonds**
- **Only 24% of members believed EC Harris would protect flexi time, flexible working, membership of the pension scheme and terms & conditions as compared with 9% for Capita Symonds**

4. The bidder addressed my concerns about locating the service within the borough

EC Harris

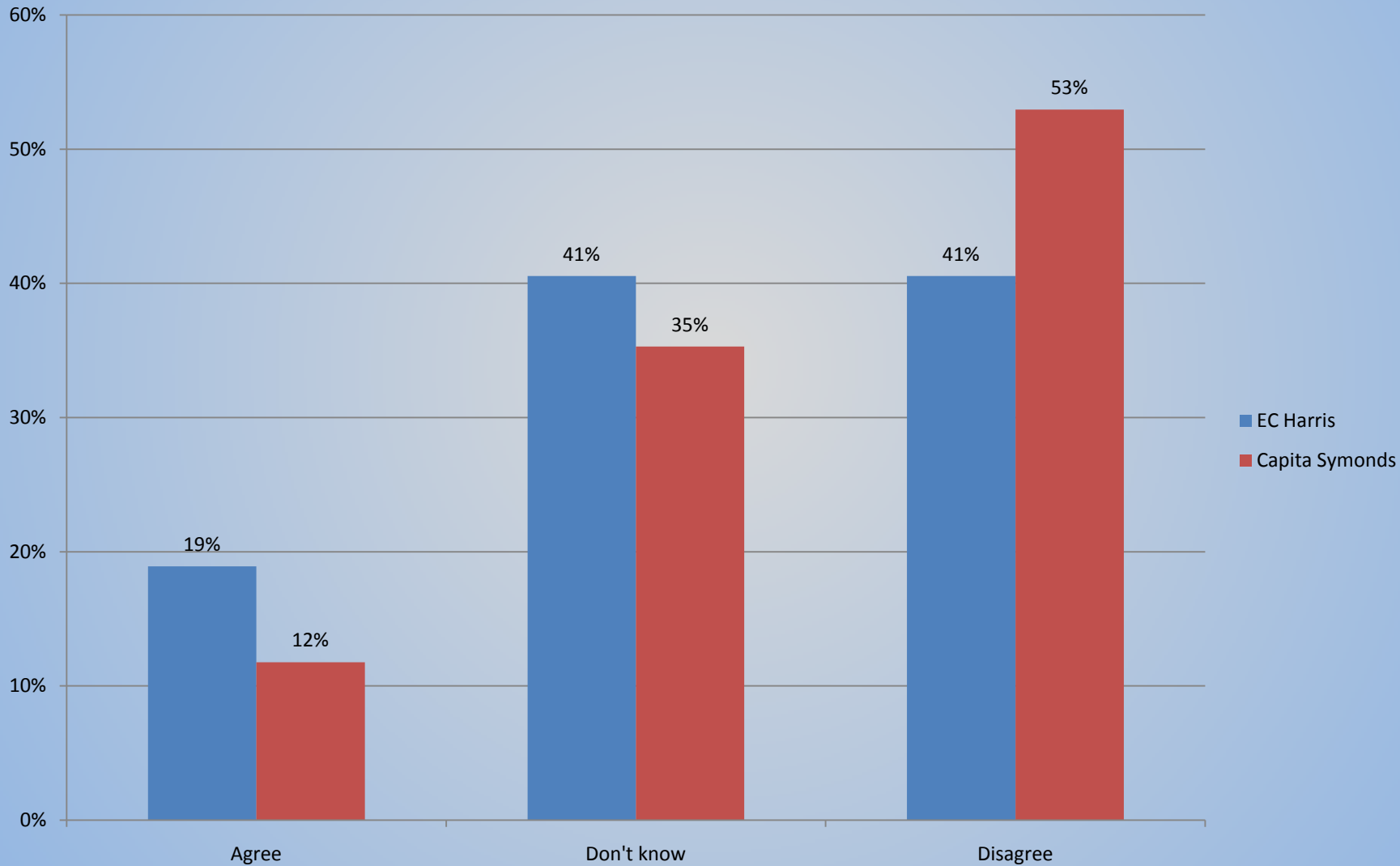


Capita Symonds

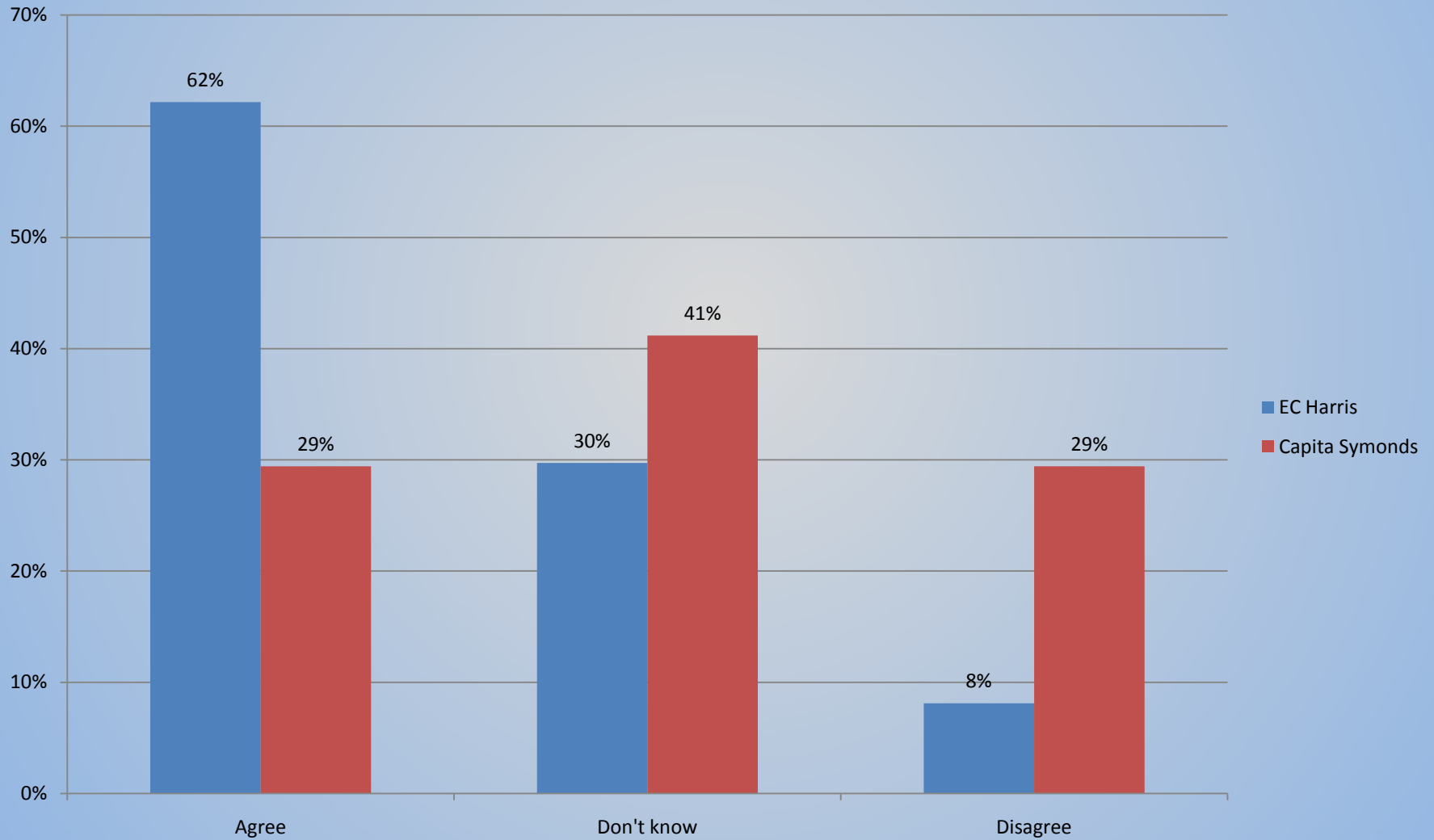




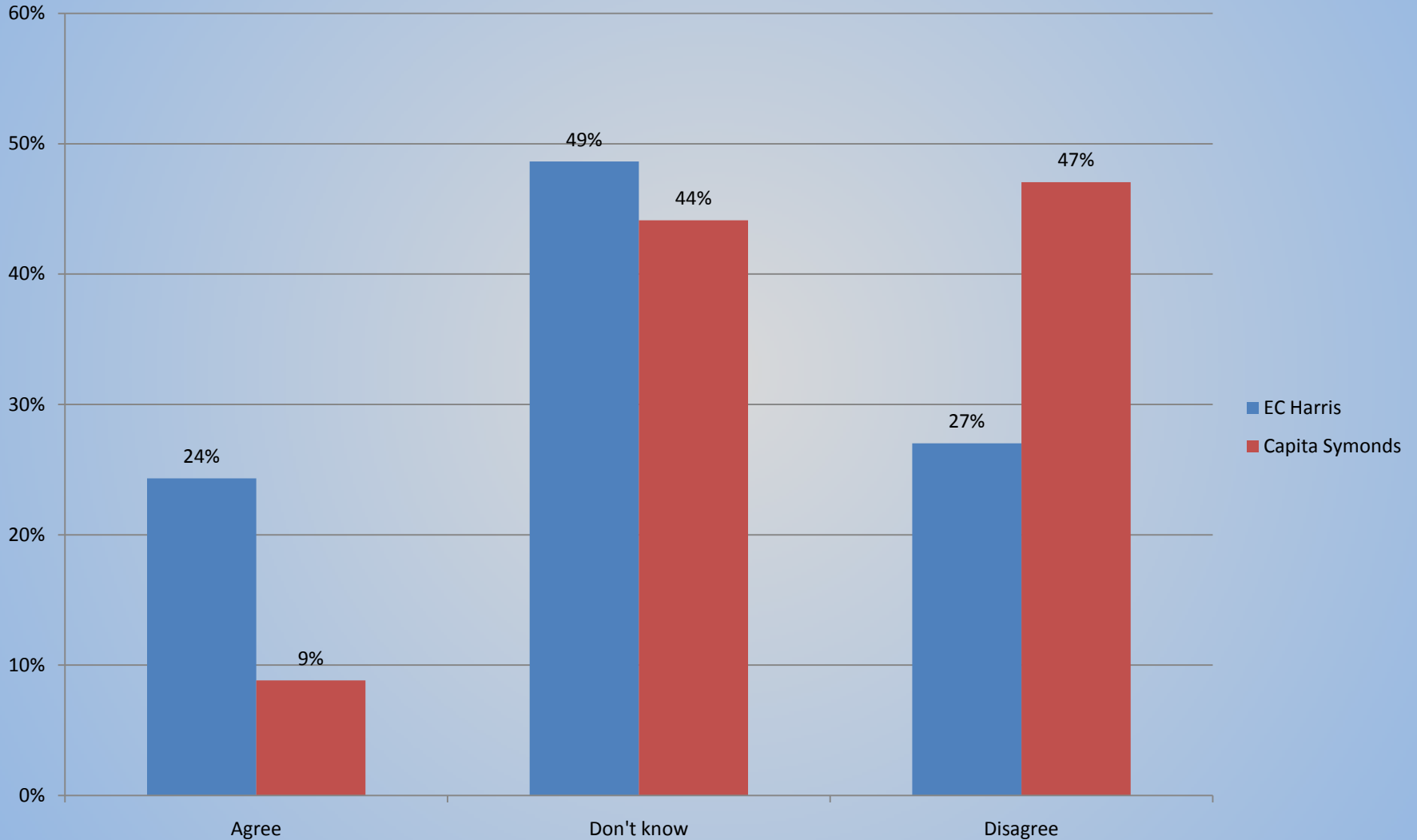
## 5. I am confident that there will be no compulsory redundancies after the TUPE transfer



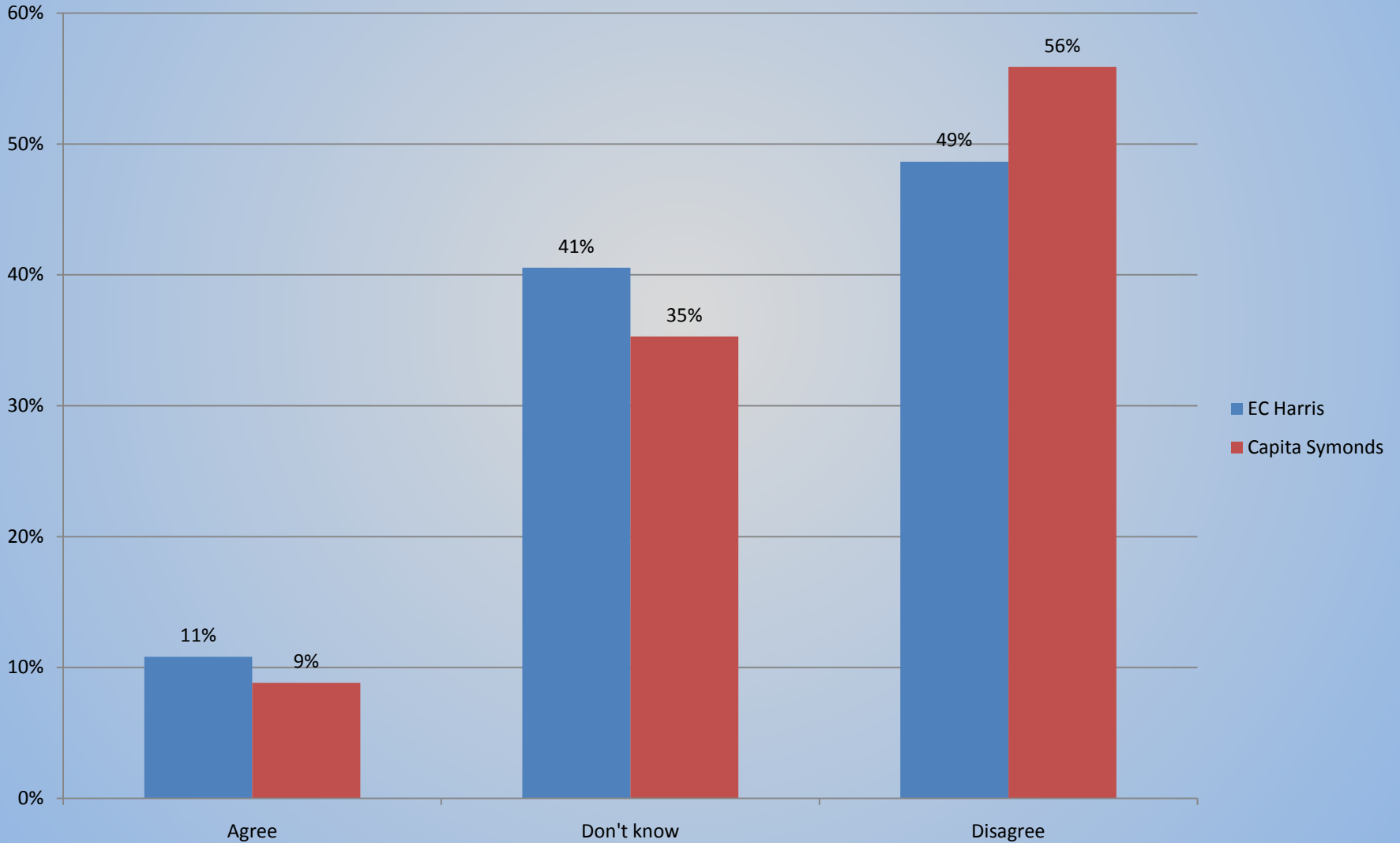
6. I feel the bidders demonstrated a commitment to a modern and quality working environment for staff



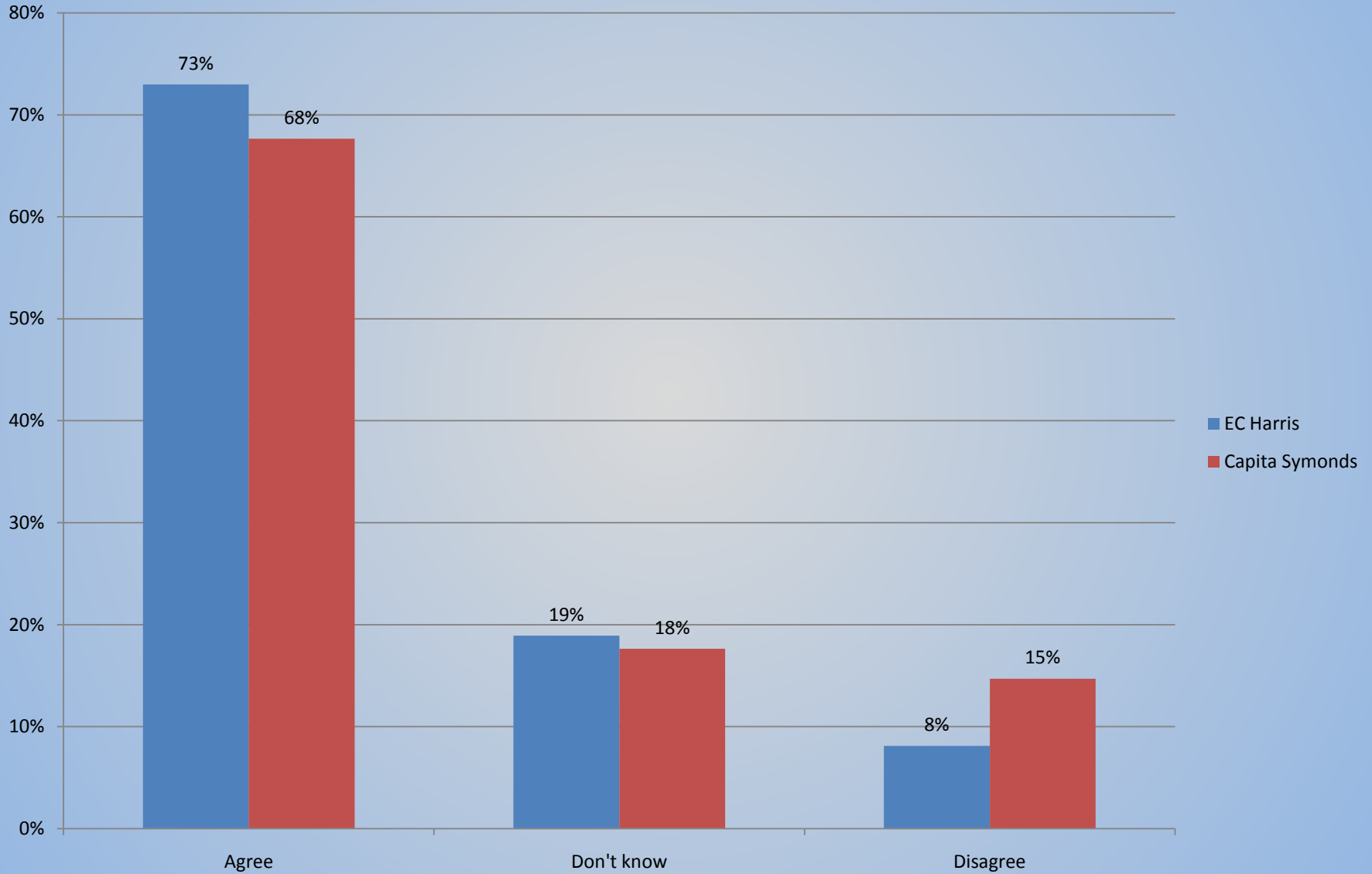
7. I am confident that the bidder will protect my flexi time, flexible working, membership of the pension scheme and terms & conditions



8. I am confident that the bidder will ensure that new starters will have access to the LGPS and the same terms & conditions



9. I expect to see commitments encompassing terms & conditions, location and pension in writing from each of the bidders prior to their being selected

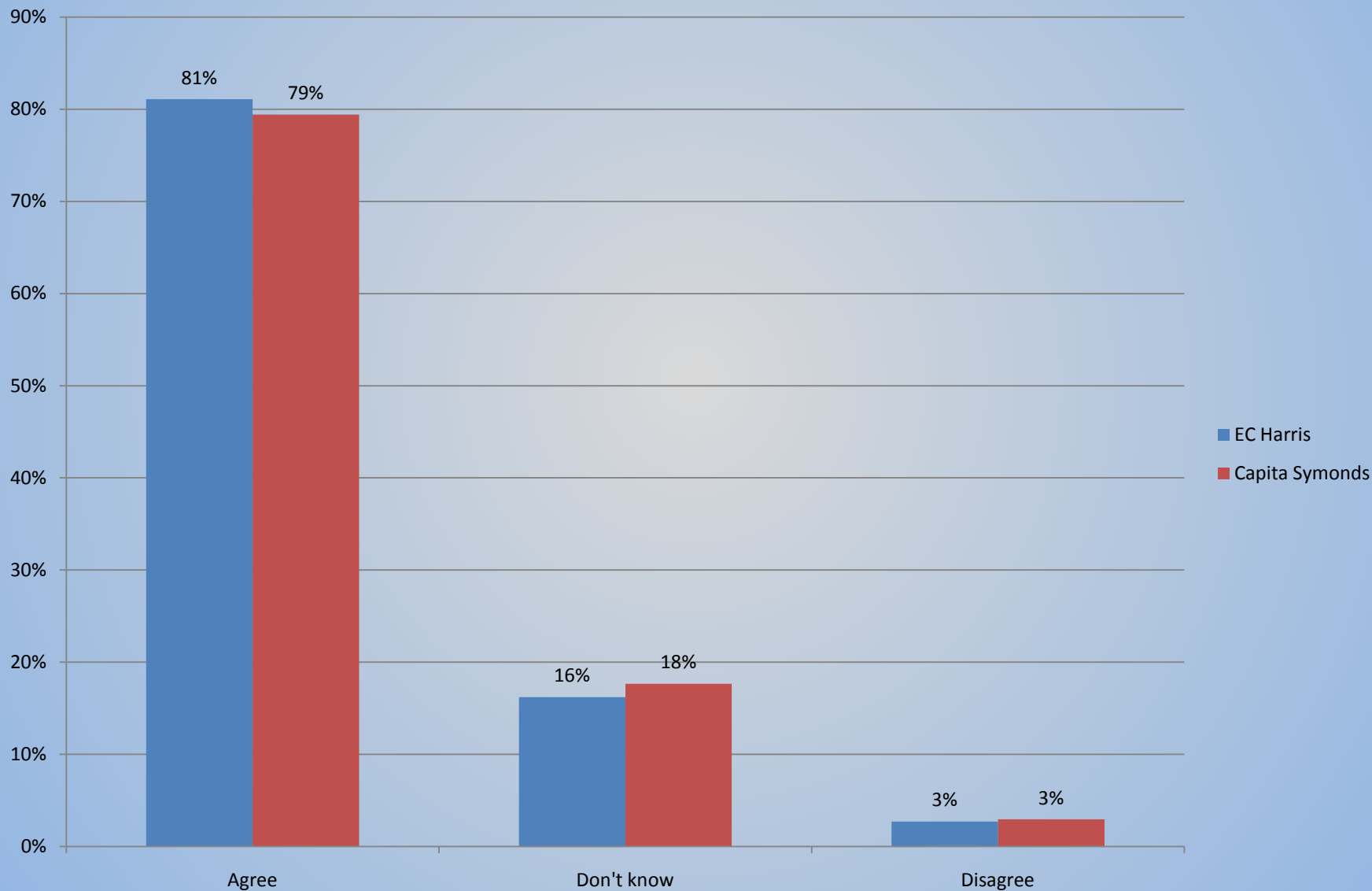


# Issue 3

## Interaction of the staff with the bidders

- A high percentage of our members want to see commitments in writing from both Bidders
- The majority of our members want to meet the Bidders before the preferred Bidder is selected

# 10. I would like another chance to meet the bidders before the preferred bidder is selected



# Conclusion

- Most members indicated a preference for the EC Harris presentation but neither Bidders convinced members they could effectively deliver their service
- The majority of members remain unconvinced that either contractor will protect terms & conditions for current staff and new starters
- The majority of members want any commitments made by Bidders in writing and are requesting a second meeting with both Bidders