

**Evaluation scoring matrix**

The following is the scoring matrix that will be used for bids in the Award Stage.

**0-5 scoring system:**

<b>Assessment</b>	<b>Score</b>	<b>Summary</b>	<b>Interpretation</b>
Excellent	5	Very strong evidence of appropriate knowledge, skills or experience.	As well as addressing all, or the vast majority of, bullet points under each criteria heading, it will demonstrate a deep understanding of the project. All solutions offered are linked directly to project requirements and show how they will be delivered and the impact that they will have on other areas/stakeholders.
Good	4	Sufficient evidence provided of appropriate knowledge, skills or experience. Have confidence in their ability to deliver the required service	Will reflect that bidders will have addressed, in some detail, all or the majority of the bullet points listed under each criteria heading. Evidence will have been provided to show not only what will be provided but will give some detail of how this will be achieved. Bidders should make clear how their proposals relate directly to the aims of the project and be specific, rather than general, in the way proposed solutions will deliver the desired outcomes
Acceptable	3	Reasonable evidence of appropriate knowledge, skills or experience. Meets requirements in many areas but not all.	Will again address the majority of the bullet points under each criteria heading but will lack some clarity or detail in how the proposed solutions will be achieved. Evidence provided, while giving generic or general statements, is not specifically directed toward the aims/objectives of this project. Any significant omission of key information as identified under each criteria heading will point towards a score of 3.
Minor Reservation	2	Some evidence of appropriate knowledge, skills or experience. Meets requirements in some areas but with important omissions	Will reflect that the bidder has not provided evidence to suggest how they will address a number of bullet points under the evaluation criteria heading. Tenders will in parts be sketchy with little or no detail given of how they will meet project requirements. Evidence provided is considered weak or inappropriate and is unclear on how this relates to desired outcomes.
Serious Reservations	1	Very little evidence of appropriate knowledge skills or experience	Will reflect that there are major weaknesses or gaps in the information provided. The bidder displays poor understanding and there are major doubts about fitness for purpose.
Unacceptable	0	No evidence/response	Will result if no response is given and/or if the response is not acceptable and/or does not cover the required criteria.

**Scoring and weighting grid**

Your capability to perform the contract will be evaluated using the criteria set out below and the scoring matrix above. The highest scoring bid will be considered the most economically advantageous tender and the successful bidder.

REF	Assessment Criteria (bidders should describe their approach to the requirements stated in the specification. They should include details of each aspect of the criteria as detailed below.)	Weighting	Assessment Score (0-5)	Total score
STF	Staffing Criteria (35%)	Weighting	Assessment Score (0-5)	Total score
1	<b>Management and supervision</b> – Levels of onsite supervision, supervisory structure on and off site, senior management involvement.	7		
2	<b>Employee relations</b> - Rates of pay for employees involved, Terms and Conditions of Employment for employees involved.	7		
3	<b>Onsite staff security procedures</b> - level of DBS required to work at school, full vetting and security processes, any further security requirements.	7		
4	<b>Daily staffing levels</b> – explanation of daily staffing levels required to achieve specification, cleaning hours provided, workforce structure.	7		
5	<b>Absence management</b> - immediate absence cover available, longer term absence cover available, specific contract location experience.	7		
CUS	Customer Care Criteria (15%)	Weighting	Assessment Score (0-5)	Total score
1	<b>Audit personnel</b> – staff responsible for completing quality audits, level of senior management involvement in quality audits, description of full audit process conducted.	5		
2	<b>Audit frequency</b> - frequency of quality audits daily to annual checks, what frequency is the audit information provided to the client.	5		
3	<b>Audit Reporting</b> - by what method is the audit information reported to the client.	5		
DEL	Service Delivery Criteria (15%)	Weighting	Assessment Score (0-5)	Total score
1	<b>Mobilisation proposal</b> - example mobilisation plan specific to site, mobilisation team/manager, experienced in TUPE transfers and pension entitlements	3		
2	<b>Proposals for achieving daily cleaning</b> - methods of cleaning term time, shift patterns term time, cleaning strategies	3		
3	<b>Proposals for achieving periodic cleaning</b> - methods of cleaning non-term time, shift patterns non-term time, cleaning strategies	3		
4	<b>Equipment, materials and products</b> - list of equipment proposed (giving advantages of use), materials and products detailed (giving advantages of use), environmental characteristics of equipment, materials and products	3		
5	<b>Training</b> - training levels, specific site training, management/supervisor training	3		

PRI	Contract Price Criteria (35%)	Weighting	Assessment Score (0-5)	Total score
1	<b>Value for money</b> – the school determines value for money through Economy, Efficiency and Effectiveness. (in turn, this involves minimising the cost of resources used or required, the relationship between the output from goods or services and the resources to produce them, and the relationship between the intended and actual results of public spending.)	15		
2	<b>Costs</b> – cost breakdown as requested in section 5.1 of Document 2. (A weighted score will be calculated using the formula: (supplier's contract price - lowest contract price)/lowest contract price) x 100. I.e. if a supplier is 20% higher than the lowest contract price, then their score for costs will be reduced by 20% from the total points available.)	20		

### Award Stage- Weighting of Scores for each Requirement Section

Assessment Criteria	Maximum Weighted Score
Staffing	175 (5 x35)
Customer Care	75 (5 x 15)
Service Delivery Criteria	75 (5 x 15)
Contract Price Criteria	175 (5 x 35)
Maximum Total	500