

APPENDIX 2

TENDERER'S SCORES

Note: As per the Invitation To Tender, a response that is awarded a score of:
(a) 0 for one or more Quality/Technical or Social Value question(s); or (b) 2 or less for two or more Quality/Technical or Social Value questions will be deemed to be a fail overall and be excluded from the process.

TENDER EVALUATION GRID – CONTRACT FOR THE PROVISION OF INTERPRETING AND TRANSLATION LANGUAGE SERVICES

Question	Criteria weighting	Score Con A	Con A	Score Con B	Con B	Score Con C	Con C	Score Con D	Con D
Implementation plan	6.00%	4	4.80%	4	4.80%	3	3.60%	4	4.80%
Implementation approach	9.00%	4	7.20%	4	7.20%	3	5.40%	4	7.20%
Booking systems and processes	4.50%	4	3.60%	4	3.60%	4	3.60%	4	3.60%
Interpreter recruitment and selection	4.50%	3	2.70%	4	3.60%	3	2.70%	3	2.70%
Dealing with demand	3.00%	4	2.40%	4	2.40%	3	1.80%	3	1.80%
Language matching	3.00%	4	2.40%	4	2.40%	3	1.80%	4	2.40%
Interpreter cancellation	3.00%	4	2.40%	3	1.80%	3	1.80%	4	2.40%
Meeting language demand	4.50%	4	3.60%	4	3.60%	3	2.70%	4	3.60%
Meeting urgent demand	4.50%	4	3.60%	4	3.60%	3	2.70%	4	3.60%
Usability of site	3.00%	5	3.00%	4	2.40%	3	1.80%	4	2.40%
Monitoring and reporting	3.50%	4	2.80%	4	2.80%	3	2.10%	4	2.80%
Invoicing	2.00%	4	1.60%	4	1.60%	3	1.20%	4	1.60%
Complaints and feedback	2.50%	5	2.50%	4	2.00%	4	2.00%	4	2.00%
Confidentiality	2.00%	5	2.00%	4	1.60%	2	0.80%	4	1.60%
Using feedback to improve service	3.00%	4	2.40%	4	2.40%	3	1.80%	3	1.80%
Incorporating innovation	2.00%	4	1.60%	4	1.60%	3	1.20%	3	1.20%
Quality - Sub total score	60%		48.60%		47.40%		37.00%		45.50%
SV: Strong foundations	4.50%	3	2.70%	4	3.60%	4	3.60%	5	4.50%
SV: Every opportunity to succeed	2.00%	3	1.20%	4	1.60%	3	1.20%	4	1.60%
SV: Safe, secure, happy and healthy	3.50%	3	2.10%	4	2.80%	3	2.10%	4	2.80%
Social value - Sub total score	10%		6.00%		8.00%		6.90%		8.90%
Price score	30%		30.00%		26.62%		29.13%		26.22%

Contract Procurement and Management Guidelines Precedent 1(i)

Officer Key Decision - Authority to Award Report

