

## APPENDIX 1

### Evaluation Scoring

Table 1

	Contractor A	Contractor B	Contractor C	Contractor D
Total Price (£)	£481,095.77	£438,082.49	£575,026.56	£450,264.68
Price Score	91.06%	100.00%	76.18%	97.29%
Weighted Price Score (45%)	40.98%	45.00%	34.28%	43.78%

Table 2

		Contractor			
Criteria	Weighting	A	B	C	D
Implementation Plan	5%	2.50%	3.75%	2.50%	3.75%
Implementation Approach	20%	15.00%	15.00%	15.00%	20.00%
Booking Systems and Processes	5%	2.50%	3.75%	3.75%	3.75%
Interpreter Recruitment and Selection	5%	3.75%	5.00%	5.00%	3.75%
Dealing with Fluctuating Demand	5%	3.75%	3.75%	3.75%	3.75%
Language Matching	10%	5.00%	7.50%	7.50%	7.50%
Savings and Service Options	5%	3.75%	5.00%	3.75%	3.75%
Meeting Language Demand	5%	3.75%	5.00%	2.50%	3.75%
Meeting Urgent Demand	5%	3.75%	3.75%	3.75%	3.75%
Monitoring and Reporting	10%	7.50%	10.00%	7.50%	7.50%
Invoicing	5%	2.50%	3.75%	3.75%	3.75%
Complaints and Feedback	10%	7.50%	7.50%	7.50%	7.50%
Using Feedback to Improve Service	5%	3.75%	3.75%	3.75%	2.50%
Incorporating Innovation	5%	3.75%	5.00%	3.75%	3.75%
Total Quality Score		68.75%	82.50%	73.75%	78.75%
Weighted Quality Score (45%)		30.94%	37.13%	33.19%	35.44%
Social Value Score (10%)		2.50%	10.00%	7.50%	7.50%
Weighted Price Score (45%) from Table 1 above		40.98%	45.00%	34.28%	43.78%
Total Score		74.42%	92.13%	74.97%	86.72%