

APPENDIX 2

Evaluation Scoring Lot 1 Telephony

Table 1

	Contractor A	Contractor B	Contractor F	Contractor G
Total Lot Price (£)	£3,395,232.00*	£3,731,828.20	£4,664,550.25	£3,690,911.00
Price Score	100.00%	90.98%	72.78%	91.99%
Weighted Price Score (60%)	60.00%	54.59%	43.67%	55.19%

Table 2

Criteria	Contractor			
	A	B	F	G
Functionality (40%)	25.07%	26.88%	26.67%	27.63%
Service Delivery (60%)	33.75%	50.00%	50.00%	50.00%
Total Quality Score	58.82%	76.88%	76.67%	77.63%
Weighted Quality Score (40%)	23.53%	30.75%	30.67%	31.05%
Weighted Price Score (60%) from Table 1 above	60.00%	54.59%	43.67%	55.19%
Total Score	83.53%	85.34%	74.34%	86.24%

*Hosted solution, therefore incurring additional costs for the Shared Service.

Evaluation Scoring Lot 2 Automated Call Distribution

Table 1

	Contractor B	Contractor C	Contractor D	Contractor F	Contractor G
Total Lot Price (£)	£3,586,960.00	£2,462,652.00	£2,963,258.00	£2,991,065.00	£2,389,006.00
Price Score	66.60%	97.01%	80.62%	79.87%	100.00%
Weighted Price Score (60%)	39.96%	58.21%	48.37%	47.92%	60.00%

Table 2

Criteria	Contractor				
	B	C	D	F	G
Functionality (40%)	26.25%	26.17%	28.32%	28.79%	26.79%
Service Delivery (60%)	45.00%	38.75%	45.00%	45.00%	45.00%
Total Quality Score	71.25%	64.92%	73.32%	73.79%	71.79%
Weighted Quality Score (40%)	28.50%	25.97%	29.33%	29.52%	28.72%
Weighted Price Score (60%) from Table 1 above	39.96%	58.21%	48.37%	47.92%	60.00%
Total Score	68.46%	84.18%	77.70%	77.44%	88.72%

Evaluation Scoring Lot 3 Mobile Telephony

Table 1

	Contractor F
Total Lot Price (£)	£491,976.00
Price Score	100.00%
Weighted Price Score (70%)	70.00%

Table 2

	Contractor F
Criteria	F
Functionality (10%)	6.16%
Service Delivery (90%)	67.50%
Total Quality Score	73.66%
Weighted Quality Score (30%)	22.10%
Weighted Price Score (70%) from Table 1 above	70.00%
Total Score	92.10%

Evaluation Scoring Lot 4 Automated Switchboard

Table 1

	Contractor E
Total Lot Price (£)	£394,750.00
Price Score	100.00%
Weighted Price Score (60%)	60.00%

Table 2

	Contractor F
Criteria	F
Functionality (40%)	26.67%
Service Delivery (60%)	45.00%
Total Quality Score	71.67%
Weighted Quality Score (40%)	28.67%
Weighted Price Score (60%) from Table 1 above	60.00%
Total Score	88.67%