

Example Evaluation Criteria

MAIN SECTION	SUB-SECTIONS	EXAMPLE DETAIL
Management Arrangements	<ul style="list-style-type: none"> <li>• Mobilisation</li> <li>• Partnership Working</li> <li>• Staff and Culture</li> <li>• Asset Proposals</li> </ul>	<p>Detailed project plans incorporating Client requirements and split of responsibilities, TUPE and pension issues, data transfer</p> <p>Sub-contracting proposals, contract management and interface with Client, VCS/Social Value proposals</p> <p>Local management and experience, cultural fit with Behaviours Framework, training and development proposals, health and safety training</p> <p>Use of existing depots, approach to planning applications including contingency planning, vehicle acquisition</p>
Systems and Processes	<ul style="list-style-type: none"> <li>• ICT systems</li> <li>• System Interfaces</li> <li>• Processes</li> <li>• My Wiltshire App</li> </ul>	<p>Asset management and other systems, detailed proposals for meeting capability requirements, transition planning from existing systems.</p> <p>Mobile IT, integration with Council IT platforms</p> <p>Financial/ordering/payment</p> <p>Residents' reporting system</p>

Operations and Service Delivery Methods	<ul style="list-style-type: none"> <li>• Business Continuity</li> <li>• General Approach</li> <li>• Detailed Method Statements</li> </ul>	<p>Weather emergency and general contingency planning, interface with Council, flexible deployment of staff</p> <p>Understanding Council policies and requirements, programming and scheduling of staff and other assets (especially vehicles), environmental management</p> <p>(per lot), co-mingled method proposals, use of existing assets (especially bins), proposals to dispose of/treat residual waste</p>
Customer Focus	<ul style="list-style-type: none"> <li>• Complaints</li> <li>• Local Communities</li> <li>• Customer Care</li> </ul>	<p>Company processes for dealing with escalated complaints</p> <p>Proposals to add value to local communities that help create distinct identity</p> <p>Systems, processes, and training and development to ensure all contact creates a positive impression and enhances the Council's reputation, service information available, especially by website</p>
Performance, Innovation, and Efficiency	<ul style="list-style-type: none"> <li>• Efficiency Savings</li> <li>• Innovation in Service Delivery</li> <li>• Income and Profit Sharing</li> <li>• Performance and Key Performance Indicators</li> </ul>	<p>As a percentage or monetary value of annual contract value of lot, specific proposals to deliver without compromising service delivery</p> <p>Proposals for dedicated forum and governance arrangements, Client interface, method of delivery including system thinking reviews</p> <p>Detailed proposals, use of open-book accounting</p> <p>Proposals for meeting stated Client reporting requirements, proposals to provide information at local community level, proposals for addressing underperformance</p>