

Quality Questionnaire and Interview score weightings

Quality Questionnaire

Section	Question	Weighting
A. Management Arrangements	Q1. Local Organisation and Management	5%
	Q2. Mobilisation and Demobilisation	5%
	Q3. IT Mobilisation	5%
	Q4 Personnel Training and Development	5%
	Q5. Depot Proposals	5%
B. Systems and Processes	Q6. Reactive Works Management Process	5%
	Q7. Mobile IT	5%
	Q8. Administration of Financial Processes	10%
C. Operations and Methods	Q9. Parish Stewards	5%
	Q10. Management of Programmed Works	5%
	Q11. Winter, Weather and Emergency	5%
D. Customer Care	Q12 Customer Care	5%
	Q13. Data Protection	5%
	Q14. Pensions	5%

E. Performance, Innovation and Efficiency	Q15. Performance and Innovation	15%
	Q16. Operational Efficiency	10%
TOTAL		100%

Tenderer Interviews

Section	Scope	Weighting
Presentation	Introduction to team and outline	20%
Management Arrangements	Partnership working, dispute resolution, Project Manager	20%
Systems and Process	New technology, staff areas and resource management	10%
Operations and Methods	Management of planned and reactive works, new techniques and regulations. Parish Stewards	20%
Customer Care	Communications with others	10%
Performance, Innovation and Efficiency	Efficient and effective services, innovation and best value.	20%
Total		100%