

Appendix One: Tender Scoring Criteria

Criteria	Tier 1 weighting	Sub-criteria/question	Tier 2 weighting
Financial	40%	Question 1 – Average Annual Management Fee	30%
		Question 2 – Business Plan Deliverability	10%
presQuality	45%	Question 3a – Active Communities Development	9%
		Question 3b – Innovation, Added Value and Investment	9%
		Question 3c – Environmental and Energy Management	9%
		Question 3d – Maintenance and Equipment	9%
		Question 3e – Marketing, Pricing and Activity Programming	9%
		Question 3f – Quality Management and Benchmarking	Pass / Fail
		Question 3g – Participation Targets	Pass / Fail
		Question 3h – Opening Hours	Pass / Fail
		Question 3i – Catering and Secondary Spend	Pass / Fail
		Question 3j – IT & Booking systems	Pass / Fail
		Question 3k – Customer Service	Pass / Fail
		Question 3l - Staffing	Pass / Fail
		Question 3m - Cleaning	Pass / Fail
		Question 3n – Health and Safety, CCTV and Security	Pass / Fail
		Question 3o - Reporting	Pass / Fail
		Question 3p – Mobilisation and building handover	Pass / Fail
Social value	10%	Question 4 – Social Value Commitments	10%
Legal/Contract	5%	Question 5 – Mark up of Draft Contract	5%

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