

**Kielder Water & Forest Park Mountain Bike Centre Operator Tender  
Assessment Criteria**

**NAME.....**

**PROPOSAL.....**

**Note: These criteria are to assist Forestry Commission England in its determination and to help applicants. However, acting reasonably, FC England reserve the right to decline any or all proposals.**

<b>Category</b>
<b>Experience</b> Experience of running own cycle hire and/or other business
<ul style="list-style-type: none"><li>• Details of background and experience within the cycling industry particularly within the context of mountain biking.</li></ul>
<b>Business Plan</b> Business plan sets out how the business will be structured, operated, marketed and developed in line with terms of lease and with realistic projections of revenue, expenditure and capital investment. Demonstrates understanding of local situation.
<ul style="list-style-type: none"><li>• Provide a business plan setting out the above</li></ul>

**Service Offered**

Describes hire fleet, replacement policy, range of equipment for sale, other customer services and benefits to the local community and local economy

- Specify the range and type of MTB bikes you would supply for public hire on site, including children's MTB cycles.
- How often would you sell your hire fleet and replace with new up to date bikes?
- Please specify the style of MTB cycles you would have in your hire fleet, considering the different disciplines of mtb trails / facilities on offer at Kielder Water & Forest Park
- What services do you intend to offer on site. Canned drinks and energy bars may be sold. Cups of tea, and sandwiches etc., may not be sold on site. There is a tearoom at Kielder Castle and a pub the Anglers Arms a short walk away.
- What proportion of your business do you see as being retail sale of bikes and what proportion will be bike hire.
- How will you cater for the family groups who want a bargain package.

**Technical Knowledge**

Describes arrangements for maintaining hire fleet in sound mechanical condition. Describes qualifications and experience held by staff to ensure a high standard of service provision

- What training do you have and what training would you intend to complete before opening on site? Name the staff who have been checked for CRB (work with young people)
- What staff members would you envisage on site and what training would they have before operating the site?
- Please specify what training or qualifications you have for leading cyclists on rides or events. Have you any experience in working with schools.

**Health and Safety**

Provide a health and safety proposals covering staff training, customer information, defined staff roles, insurance cover

- Detail how you would ensure that a customer is ready to go cycling from the hire centre, hiring a cycle from you or from you staff, listing the safety points you or your team would cover
- State what health and safety training or knowledge you have in running such a business.
- Please give details of the public and personal liability insurance, which you or your business currently hold.

**Financial offer**

State tendered rental in first 3 years