

Criteria	Weight	Actual Interview Scores: Range 0 - 4			Adjusted Scores			Total	Comments
		B. Hall	I. Skinner	M. Taylor	B. Hall	I. Skinner	M. Taylor		
1 Competence across all areas of the business	3	3	3.5	3	9	10.5	9	28.5	Excellence across all areas of the tender proposal and it was obvious that a great deal of work and research backed-up the whole proposal.
2 Health & Safety across all areas of the business	3	4	4	3	12	12	9	33	It is hard to fault the level of expertise in this area as CTC set the standard. A good awareness of managing children was also demonstrated.
3 Staffing & Operating	2	3	4	3	6	8	6	20	A clear proposal which fulfils all areas of the brief.
4 Bike Hire Equipment	1	4	4	3	4	4	3	11	An innovative approach to building a business and sharing bike resources across sites and organisations.
5 Customer Experience	3	4	4	4	12	12	12	36	An extremely good approach to customer experience was portrayed with clear examples and a structure for communication that was clearly thought out and cohesive. The vision for the Dalby Bike Barn was innovative and would add significantly to the visitor offer at Dalby.
6 Business Plan	3	3	3	3	9	9	9	27	At interview a true respect for the brand and business of other site users was portrayed and the Board felt confident that the level of capital investment were realistic and thought through.
7 Increasing Visitor Numbers	3	4	4	4	12	12	12	36	The creation of Dalby Bike Barn as a destination in its own right within the UK was a huge strength, as does the use of the CTC website and its associated marketing mechanisms. The concept of a year round destination which gave equal importance to the winter months was outstanding.
8 Engaging with User Groups	2	4	4	4	8	8	8	24	CTC and their areas of expertise are a huge asset in this area.
9 Working Relationships	3	4	4	4	12	12	12	36	Excellent landlord tenant relationships and a proactive approach with on-site/off-site businesses showed a maturity and understanding of good strategic and practical relationship building.
10 Skills	2	3	3.5	3	6	7	6	19	All aspects required for this business opportunity were clearly evident.
11 Financial Offer	5	3.04	3.04	3.04	15.2	15.2	15.2	45.6	
Totals	30				105.2	109.7	101.2	316.1	

Dalby Bike Hire

Scoring Matrix

Pace & CTC

Pre interview

Criteria	Weight	Scores: Range 0 - 4			Adjusted Scores			Total	Comments
		B. Hall	I. Skinner	M. Taylor	B. Hall	I. Skinner	M. Taylor		
1 Competence across all areas of the business	3	3	3.5	3	9	10.5	9	28.5	
2 Health & Safety across all areas of the business	3	3	3.5	3	9	10.5	9	28.5	
3 Staffing & Operating	2	3	4	3	6	8	6	20	
4 Bike Hire Equipment	1	3	4	3	3	4	3	10	
5 Customer Experience	3	3	4	3	9	12	9	30	
6 Business Plan	3	2	3	3	6	9	9	24	
7 Increasing Visitor Numbers	3	3	4	4	9	12	12	33	
8 Engaging with User Groups	2	3	4	3	6	8	6	20	
9 Working Relationships	3	3	4	4	9	12	12	33	
10 Skills	2	3	3.5	3	6	7	6	19	
11 Financial Offer	5	3.04	3.04	3.04	15.2	15.2	15.2	45.6	
Totals	30				87.2	108.2	96.2	291.6	

MAR 2024

Dalby Bike Hire Scoring Matrix Company: Pace & CTC

Assessor: MT Scores: Range 0 - 4 Assessor:

Criteria	Weight	Panel Lead	Score	Adjusted	Comments
1 Competence across all areas of the business	3	MT	3	9	Blend of skills from CTC & Pace cycles. Some bike hire experience but appears specialist - skills should be transferable. CTC involvement would enable targeted training & development of new markets. Criteria fully met.
2 Health & Safety across all areas of the business	3	BH	3	9	Comprehensive and appropriate policies provided in submission.
3 Staffing & Operating	2	MT	3	6	Initial staffing challenges covered with CTC plugging any gaps from staff pool. Strong on skills development with comprehensive proposals - will all be delivered?
4 Bike Hire Equipment	1	BH	3	3	Full range of bikes. Hire rates appropriate for market. No road bikes in table but mentioned in submission - clarify intention?
5 Customer Experience	3	BH	3	9	Strong on inclusion of other Dalby businesses. CTC strategic focus adds value. Specific measures to broaden customer base.
6 Business Plan			3	9	Comprehensive and easy to interpret the two financial elements. Like the broad based objectives - these look realistic & deliverable? Access to working capital so financially robust. Income prediction appear conservative? Advertising low - £2k? Tight but doable time-line for business initiation.
7 Increasing Visitor Numbers	3	IS	4	12	Destination is strong tourism theme. Décor has been considered - welcome environment. Suggestion of current limited winter activity? Broadening retail? Some excellent ideas on activities, building on existing links, etc.. Question the resource to deliver?
8 Engaging with User Groups	2	BH	3	6	Evidence of current/previous engagement with users groups by both Pace & CTC. Overlay project additional factor - not a given. CTC extensive networks & provision..
9 Working Relationships	3	IS	4	12	Proactive approach for local business group. Structured liaison for CTC/Pace/FC? Ideas for new joint developments. Instigator of Singletraction? Sound strategic approach is evident throughout submission.
10 Skills	2	MT	3	6	Joint bid has significant combined skills base
11 Financial Offer	5	IS	3.04	15.2	Lowest of three bids.
Totals	30		35.04	96.2	

ISHAGBELL

Criteria	Weight	Scores: Range 0 - 4			Adjusted Scores			Total	Comments
		B. Hall	I. Skinner	M. Taylor	B. Hall	I. Skinner	M. Taylor		
1 Competence across all areas of the business									
2 Health & Safety across all areas of the business	3	3			9	0	0	9	Shows strong competence from the start in all aspects of the business especially in building the Dalby brand. Good recognition from the start of quarterly reviews and need for FC to see accounts. Clear from the start on the value and success of other projects on FC estate.
3 Staffing & Operating	3	3			9	0	0	9	uses the industry standard set by CTC itself.
4 Bike Hire Equipment	2		3		6	0	0	6	Ability to draw on large pool of CTC staff a strength. Fully meets opening hours. Coaching will be integral from the start with additional funds sought for more. Good understanding of demographics. Good range of adapted bikes available. CTC brings valuable marketing databases and holiday business.
5 Customer Experience	1	3			3	0	0	3	Defined number of disability bikes and promise of electric bikes to aid access.
6 Business Plan	3	3			9	0	0	9	Clear and inclusive thinking showing active involvement of the FC in weekly meetings to review customer care and progress.
7 Increasing Visitor Numbers	3	2			6	0	0	6	Like idea of a customer survey to guide business plan in the future. A realistic business plan.
8 Engaging with User Groups	3	3			9	0	0	9	Four season site a good aspiration. Retail plans innovative including road cycling stock. Good mention of working with segways etc.
9 Working Relationships	2	3			6	0	0	6	Kids Club excellent. Overlay project a good way of achieving additional outreach.
10 Skills	3	3			9	0	0	9	Lots of thought gone into working with site partners and clear table of communication. Willingness to develop trail network very valuable to FC.
11 Financial Offer	2	3			6	0	0	6	CTC resource gives additional skill base over and above that expected.
Totals	30	32.04	0	0	87.2	0	0	87.2	

Williamson, David

From: Skinner, Iain
Sent: 29 April 2012 13:46
To: Taylor, Mike
Cc: Hall, Bridgette
Subject: Dalby Cycle Hire scores

Mike my aggregated scores are as follows:

Pre interview Scores.

BIG Bear Bikes

Competence	3	Need details on key workers qualifications
H&S	6	Lone wkg & CRB. Punctures and lost cyclists
Staffing	4	Discriminate against young and pt/women
Bike Hire Equip.	3	lack of adapted provision
Experience	9	
BP	12	Good
Increase Visit	6	Nothing innovative or new or link with vision for the site.
Engaging	4	Nothing on how
Wkg Relationships	6	Not much info on ptrship wkg with FC and NGOs
Skills	6	Good but no proof
Financial	17.1	I am sceptical of the strength of this marking system so have adjusted for weaknesses in the other parts of the BP.
Total	76.1	- Ignored

Purple Mountain

Competence track record?	12	Very good, how is recruitment and retention worked on and what is their
H&S	12	Compliant
Staffing	7	Deducted ½ pt as closed more than other offers
Bike Hire Equip.	3.5	Good but limited adapted bikes and why not done up until now?
Experience	12	
BP	12	Not addressed impact on site numbers
Increase Visit	12	gd Mkting plan, no mention of quiet periods or shoulder months.
Engaging	6	Good but why has this not happened before?
Wkg Relationships	6	How to recover the FC relationship with local staff
Skills	6	ok
Financial	15	Deducted 1 pt for weaknesses in the relationship with the FC
Total	103.5	

CTC/Pace

Competence	10.5	Bike hire gap identified and addressed
H&S	10.5	CRB in person spec but needs inc in H&S too.
Staffing	8	Good mix of skills and procedures
Bike Hire Equip.	4	Excellent adapted provision
Experience	12	Open all the time with good feedback
BP	9	OK needs more description on the different areas
Increase Visit	12	Excellent outreach and use of members
Engaging	8	Excellent outreach and method of delivery
Wkg Relationships organisations	12	Shown excellent wkg relationship with FC and other commercial and ptr
Skills	7	Good Mix with some strengthening identified.
Financial	15.2	OK and with the outreach/marketing I think it will be exceeded.
Total	108.2	

Mike sorry this is late. See you Tuesday, enjoy the kids.

Iain

Iain Skinner BSc. (Hons), MRICS

04/05/2012