



Dalby Forest Courtyard Cycle Hire Centre and Courtyard Café Tender.

EUREST.

Scoring

	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A	PASS	Submitted by post
2.	Competence across all elements of the business.	N/A	PASS	Good evidence on site Competent business operation
3.	Health and Safety across all elements of the business.	N/A	PASS	Good evidence of training and standards.

Dalby Forest Cycle Hire Centre and Café Tender

4.	Staffing and operating	X 2 (max 20)	17	<p>On site manager - Permanent. Job profiles has performance measures.</p> <p>Strong emphasis on customer care, training + mentoring. Opening hrs - clarify at interview. External marketing.</p> <p>Experienced manager with knowledge of Dalby.</p> <p>Job specs provided.</p> <p>Unit manager staff coaching and system reviewing.</p> <p>On site promotion good, clarify external marketing @ interview.</p>
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)		
6.	Food (Lot 2 only)	X 1 (max 10)	8	<p>Economics of seats.</p> <p>> % offer ↓</p> <p>Simple menu, good range, home prepared products.</p> <p>Grab + Go range excellent. - hot + chilled.</p> <p>Healthy snacks</p> <p>Wade to order</p> <p>Good pricing.</p> <p>Tailored to the market - Mtd. through surveys.</p> <p>Survey customers and non-customers to clarify menu.</p>
7.	Customer Experience	X 1 (max 10)	8.5	<p>Good initiatives for benchmarking. Concepts cards etc. - customer focus</p> <p>Reports details.</p> <p>Ability to flex between sites and be flexible with hrs.</p> <p>Trade record to date @ VC v. Good.</p> <p>Survey of non-users ✓</p> <p>Customer care training programme launch April 2 - New.</p>

Customer Complaints - clarify @ interview.

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8.	Business Plan	X 3 (max 30)		<p>Proposal to merge businesses + increase overall % age. - 12% well costed + open. on both.</p> <p>19</p> <p>£60k refurbishment + £5k @ yr 3. forecast cpe good. Committed to providing good quality. 10% - stand alone = £12k. 12% - Dual offer = £42,000</p> <p>Realistic timescales for opening mid April after refurbishment</p> <p>Uncovered £23k.</p>
9.	Financial Offer	X 2 (max 20)	<p>option 1</p> <p>option 2</p> <p>11</p> <p>18</p>	<p>std agreement + 12% offer.</p> <p>10,000 fixed or 10% of sales Est £120k.</p> <p>or</p> <p>12% of sales.</p> <p>Concern over loss of localism. Sound financial offer but estimates for cpe seem low.</p>
	Possible Total Score:-	100	63.5 / 70.5	

Criteria 1-3 are fundamental requirements of the contract. If a submission scores 'fail' in any of these criteria, the Forestry Commission may reject the submission in full, ceasing to evaluate the remainder of the questions.

Capital Investment

For the purposes of this application please include any significant plans for capital investment in your financial offer. During the interview stage any plans can be discussed including the potential for a mechanism to help encourage investment.



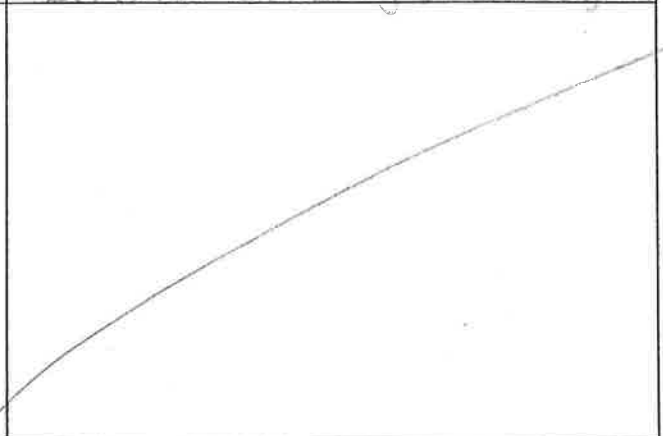
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	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A	PASS	Presented on time by post.
2.	Competence across all elements of the business.	N/A	PASS.	Good evidence of competence and expertise in the industry. Regular reviews to ensure the desired standard for the client is being achieved
3.	Health and Safety across all elements of the business.	N/A	PASS.	Good evidence of H&S training for all staff and monitoring/reporting of incidents on A&S. ISO Accreditation. Safety campaigns.

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4.	Staffing and operating	X 2 (max 20)	8 = 16.	<ul style="list-style-type: none"> Experience Manage with knowledge of the Dalby forest operations and limitations. Job spec provided for manager, and customer service assistants. Opening hrs - Customer survey Nov - Oct, 7 days Nov - Feb weekends Unit manager staff coaching card system, etc. Not tender / Aus trade / Local sourced Marketing - ONSITE (loyalty scheme) No other marketing externally listed
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)		
6.	Food (Lot 2 only)	X 1 (max 10)	8	<ul style="list-style-type: none"> Customer survey for menu choices. Home prepared prepared Grab + go range hot + chilled - healthy snacks. Needs to order Good menu and prices.
7.	Customer Experience	X 1 (max 10)	7	<ul style="list-style-type: none"> Comments cards / customer service help line Survey of non-users. Bi-monthly mystery shop. (Independent) Customer case training programme launch 2012 No mention of customer complaints procedure.

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8.	Business Plan	X 3 (max 30)	7 = 21.	<p>Proposal to moving to business and increase %age to PC. Invest £60K refurbishment, = +£55k yr Committed to providing quality.</p> <p>10% - stand alone = £12K 12% - Deal offer = £42,600</p> <p>Not provided?</p> <p>Realistic time scale for takeover, mid April?</p> <p>Financ LOW.</p>
9.	Financial Offer	X 2 (max 20)	7 0 5 = 10 <hr/> 8 16.	<p>Good sound financial offer but estimates for CAFE are low.</p> <p>Fixed rent for option 1</p> <p>Not provided in correct table re new tender due to option 2.</p>
	Possible Total Score:-	100		

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Scoring

	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A	✓	
2.	Competence across all elements of the business.	N/A	<i>[Handwritten scribble]</i>	
3.	Health and Safety across all elements of the business.	N/A	✓	

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4.	Staffing and operating	X 2 (max 20)	15 12	
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)		
6.	Food (Lot 2 only)	X 1 (max 10)	8	
7.	Customer Experience	X 1 (max 10)	10	

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Dalby Forest Cycle Hire Centre and Café Tender

8.	Business Plan	X 3 (max 30)	15 48 33	
9.	Financial Offer	X 2 (max 20)	10 20 58 68	£12000 42600 21150 <hr/> £21450
	Possible Total Score:-	100	68 77 77	

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	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A		✓ ON TIME .
2.	Competence across all elements of the business.	N/A		✓ - Existingly business on site re - Part of Compass group. - +ve record to date .
3.	Health and Safety across all elements of the business.	N/A		✓ Page 9.

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4.	Staffing and operating	X 2 (max 20)	10	<ul style="list-style-type: none"> - on site manager . - - Job pack . - Includes report of mtd performance - Bench Marks - opening hrs - Staff training - <u>customer care</u> . - structure . - marketing . <hr/> <ul style="list-style-type: none"> * - opening hrs. } to clean at - external marketing } <u>intention</u>
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)		N/A
6.	Food (Lot 2 only)	X 1 (max 10)	8	<p>Economies of Scale Pages. > % diff.</p> <ul style="list-style-type: none"> - Sample menu ✓. - Pricing ✓ <hr/> <p>-> tailoring to MTD. Soft drinks.</p> <hr/> <p>+ Survey.</p>
7.	Customer Experience	X 1 (max 10)	7 +2	<ul style="list-style-type: none"> - connect cards etc. } witness tours (Boris) + Refurb details. + Flooring between sites. (from road to data & VC)

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8.	Business Plan	X 3 (max 30)	20 *	Composite contract - improved bid 12% across both cakes. (net sales) (8%) + 1/3rd. = economics of scale + rebat. <u>£60K rebate</u> + 1/5u 2-yr. 3. Forecast c/cfe. Standard P/Plan. Costed
9.	Financial Offer	X 2 (max 20)	or 12 20	Std agreement. + 12% offer.
	Possible Total Score:-	100	67/75	

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	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A	PASS	
2.	Competence across all elements of the business.	N/A	PASS	
3.	Health and Safety across all elements of the business.	N/A	PASS	6th Evidence of training.

Dalby Forest Cycle Hire Centre and Café Tender

4.	Staffing and operating	X 2 (max 20)	9 - 18	- Excellent staffing & benchmarks - Attractive opening hours. - On-site Manager. - Limited off-site mkt.
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)		
6.	Food (Lot 2 only)	X 1 (max 10)	7	Good, interesting menu limited niches only. limited trading to market. Customer survey.
7.	Customer Experience	X 1 (max 10)	9	Good introduction for benchmarking.

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8.	Business Plan	X 3 (max 30)	7 21	MTB? Attache, will cost less x oper. ↓ N.B. Option 1.
9.	Financial Offer	X 2 (max 20)	6 12 8 16	10,000 fixed or 10% scales (Estimated 120,000), or 12% Concern for homogenised. Loss localism.
	Possible Total Score:-	100		

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£60k
+ £5k for year 4.