




Dalby Forest Courtyard Cycle Hire Centre and Courtyard Café Tender.

Big Bear Bikes.

Scoring

	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A	PASS	<i>Submitted by hand.</i>
2.	Competence across all elements of the business.	N/A	PASS	<i>Good evidence of experience within the industry since 2009.</i>
3.	Health and Safety across all elements of the business.	N/A	PASS	<i>Own Health + Safety Policies + training in place. limited appreciation of operational issues.</i>

Dalby Forest Cycle Hire Centre and Café Tender

4.	Staffing and operating	X 2 (max 20)	12	<p>Good solid structure. - May be a bit light on staff?</p> <p>Good detail on skills + courses Some innovative but very ambitious ideas.</p> <p>Previous experience of key individuals provided and relevant. Good management. Minimal structure?</p> <p>Training + Coaching courses good. Good info on marketing segments but no specific medium mentioned for marketing. Ongoing professional development? H&S Procedures ← Evidence provided</p>
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)	7	<p>Good information on fleet. ✓ TREK.</p> <p>8 month replacement? Is this realistic.</p> <p>Full and help day only.</p> <p>No mention of specific all ability bikes.</p> <p>Tadans.</p>
6.	Food (Lot 2 only)	X 1 (max 10)		
7.	Customer Experience	X 1 (max 10)	4.5	<p>Signage clear.</p> <p>Feedback forms + Complaints training in house - examples?</p> <p>Customer service training mentioned but no specifics.</p> <p>Information, Assistance + AC messages not addressed.</p> <p>Basic information.</p> <p>Lost gear policy? Working with AC to receive training on what to say.</p> <p>Not enough evidence to address this section.</p>

Dalby Forest Cycle Hire Centre and Café Tender

8.	Business Plan	X 3 (max 30)	16	<p>Sales driven. Detailed plans but v. unrealistic. Thought they would know? National Demo Centre for TREE + orange. Only mentioned skill levels not age groups in particular. Charity events/ large grp - schools companies colleges as age/ability outside > Range. Focus on bike sales. Based on shop benchmark. Ask bike stock. High prediction on sales + times. Initial setup 620k / 125k no bike</p>
9.	Financial Offer	X 2 (max 20)	10	<p>£89k ? → yr 3. Yr 1 Base £12,000 + 8% = £660k Yr 2 Base £12,000 + 8% = £76k Yr 3 Base £12,000 + 8% = £89k</p> <p>Realistic? Possibly unrealistic sales? 8% - low percentage figure</p>
	Possible Total Score:-	100	49.5	

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.

Big Bear

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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	✓	
3.	Health and Safety across all elements of the business.	N/A	?	

Dalby Forest Cycle Hire Centre and Café Tender

4.	Staffing and operating	X 2 (max 20)	164	Good substructure minimal staffing
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)	7	Good variety adults children m8 £25 day £15 £50 £20 half day £10 replace flat twice a year 200-250
6.	Food (Lot 2 only)	X 1 (max 10)		
7.	Customer Experience	X 1 (max 10)	3	Work with FC to receive training on ^{and} FC wants them to sign signage clear feedback form complaints shared

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8.	Business Plan	X 3 (max 30)	26 15	National Demo Centre for Track & Grange (only mention skill levels not age groups in particular) charity events large group events → schools companies colleges go a/c / ability order
9.	Financial Offer	X 2 (max 20)	20 10	set up 20k 25k non bike stock 75 bikes 60142 76663 89247 realistic?
	Possible Total Score:-	100	60 57 39	

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Scoring

	Criteria	Weighting	Score	Comments/Observations/Evidence provided
1.	Full specification document provided by the stated deadline.	N/A	PASS	<i>Submitted by hand.</i>
2.	Competence across all elements of the business.	N/A	PASS	<i>Good evidence of experience within the business.</i>
3.	Health and Safety across all elements of the business.	N/A	PASS.	<i>BBB Health and Safety policies and training.</i>

Dalby Forest Cycle Hire Centre and Café Tender

4.	Staffing and operating	X 2 (max 20)	6 = 12	<p>Previous experience of key individuals provided and relevant local recruitments of staff.</p> <p>Min 2 staff.</p> <p>Ongoing professional development?</p> <p>limited info on key skills + job roles.</p> <p>Mar - Oct daily</p> <p>Nov - Feb closed weekdays, will be flexible.</p> <p>Training + coaching course to be available - Good</p> <p>Servicing + well maintenance system</p> <p>Good info on marketing required but no specific media referenced</p>
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)	7	<p>Good information provided on hire fleet.</p> <p>\$25/day \$20/half day. ✓</p> <p>6 month replacement.</p>
6.	Food (Lot 2 only)	X 1 (max 10)	/	/
7.	Customer Experience	X 1 (max 10)	4	<p>Customer complaint training in house.</p> <p>Feedback process for customers</p> <p>Customer service training mentioned.</p> <p>Information + assistance + PC Messages not addressed</p>

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8.	Business Plan	X 3 (max 30)	6 = 18	<p>Proposal covered in parts to include hire, sales, parts, training, servicing and events.</p> <p>Initial set up £20k £25k £30k £35k £40k £45k £50k £55k £60k £65k £70k £75k £80k £85k £90k £95k £100k £105k £110k £115k £120k £125k £130k £135k £140k £145k £150k £155k £160k £165k £170k £175k £180k £185k £190k £195k £200k £205k £210k £215k £220k £225k £230k £235k £240k £245k £250k £255k £260k £265k £270k £275k £280k £285k £290k £295k £300k £305k £310k £315k £320k £325k £330k £335k £340k £345k £350k £355k £360k £365k £370k £375k £380k £385k £390k £395k £400k £405k £410k £415k £420k £425k £430k £435k £440k £445k £450k £455k £460k £465k £470k £475k £480k £485k £490k £495k £500k £505k £510k £515k £520k £525k £530k £535k £540k £545k £550k £555k £560k £565k £570k £575k £580k £585k £590k £595k £600k £605k £610k £615k £620k £625k £630k £635k £640k £645k £650k £655k £660k £665k £670k £675k £680k £685k £690k £695k £700k £705k £710k £715k £720k £725k £730k £735k £740k £745k £750k £755k £760k £765k £770k £775k £780k £785k £790k £795k £800k £805k £810k £815k £820k £825k £830k £835k £840k £845k £850k £855k £860k £865k £870k £875k £880k £885k £890k £895k £900k £905k £910k £915k £920k £925k £930k £935k £940k £945k £950k £955k £960k £965k £970k £975k £980k £985k £990k £995k £1000k</p> <p>£45k non bike £45k bike stock.</p> <p>Sales very high? unrealistic!</p> <p>High predictions on hires + sales + courses.</p> <p>Tuesdays are acceptable to allow take over.</p>
9.	Financial Offer	X 2 (max 20)	5 = 10	<p>Yr 1. Base £12,000</p> <p>8% <u> </u></p> <p>low?</p> <p>Unrealistic?</p> <p>£ 60,142.</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	Pass	Received on time - score Hes?
2.	Competence across all elements of the business.	N/A	Pass	2009 - BBB - business - Pickering Staff ✓ Mgr.
3.	Health and Safety across all elements of the business.	N/A	?	BBB's has policy - (No EVIDENCE - statements) ?? ???

Dalby Forest Cycle Hire Centre and Café Tender

4.	Staffing and operating	X 2 (max 20)	<p>⚡</p> <p>⑥</p> <p>12</p>	<p>- Proposed staffing structure reflects minimum.</p> <p>- Cycling background</p> <p>- Pike guides.</p> <p>- Discussed bike hire</p> <p>Fe-ecent</p> <p>- Road cyclists.</p> <p>(Non cycling approach)</p> <p>Has Procedures</p> <p>← evidence of</p> <p>Key skills</p> <p>add res</p>
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)	<p>⚡</p> <p>7</p>	<p>Page 5.</p> <p>- Trek focused</p> <p>Genosio / group. → local products</p> <p>Full range.</p> <p>← <u>Non mention of specific attributes</u></p>
6.	Food (Lot 2 only)	X 1 (max 10)		N/A
7.	Customer Experience	X 1 (max 10)	5	<p>Basic → customer satisfaction? Min.</p> <p>Few pros</p> <p>Not clear policy - but mention customer</p>

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8.	Business Plan	X 3 (max 30)	10	<p>> range - Breadth of cycles - (electric) - w/s - Training Basic machine portfolio -</p> <p>Based on slope <u>Benck mark.</u></p> <p>Focus in Bikes Sub X Broad spectrum</p>
9.	Financial Offer	X 2 (max 20)	10	<u>Book</u>
	Possible Total Score:-	100	52	

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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 (MARGINAL)	- Poor process - V. limited - No appreciation of biddy vines.

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4.	Staffing and operating	X 2 (max 20)	6 = 12	Aim vague on staff - gd. detail on skills, courses Some innovative though very ambitious ideas.
5.	Bike Hire Equipment (Lot 1 only)	X 1 (max 10)	7	Technos. Gd. Market range & inclusivity 1/2 day hire only Reductive replacement policy
6.	Food (Lot 2 only)	X 1 (max 10)		
7.	Customer Experience	X 1 (max 10)	3	<ul style="list-style-type: none"> - Coaching - 1/2 day only - Gd staff - FC team - Computers v. limited

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8.	Business Plan	X 3 (max 30)	5 =15	<ul style="list-style-type: none"> - Scales driver. - Detailed plans but v. <u>unrealistic</u>. - Inclusion: - Carted sales/shop. <p>> Thought they would have.</p>
9.	Financial Offer	X 2 (max 20)	5 =10	<ul style="list-style-type: none"> - Messily made. - 8% low.
	Possible Total Score:-	100		

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