

**ICT Managed Support Service Scoring Template**

Commercial	30%
Service	30%
Other	40%
<b>TOTAL</b>	<b>100%</b>

**MODEL ASSUMES AT LEAST 3 POTENTIAL SUPPLIERS**

**COMMERCIAL**

Scoring	Score 0 to 5			COMMENTS
	Supplier 1	Supplier 2	Supplier 3	
<b>1: Contract Terms and Conditions</b>				
Contract terms are reasonable and acceptable. Please provide details of an appropriate contract, similar to the scope detailed in this specification, managed by your Company. Please include an overview of the services provided and an indication of length of contract and value.				
<b>Contract terms weighted score</b>				<b>15%</b>

Scoring	Score 0 to 5			COMMENTS
	Supplier 1	Supplier 2	Supplier 3	
<b>2: Price</b>				
Overall price for base service scoring (Supplier X score = 5* lowest bidder price/ Supplier X price) so the lowest price scores 5				
Price for add on services out of hours rates etc				
<b>Price weighted score</b>				<b>15%</b>

**COMMERCIAL OVERALL SCORE 30%**

**SERVICE**

**1: Security & Business Continuity**

15%

Score 0 to 5

**Scoring**

<b>Weight</b>	<b>Supplier 1</b>	<b>Supplier 2</b>	<b>Supplier 3</b>	<b>COMMENTS</b>
40%				
30%				
30%				

**Weighted Score**

**2: Quality & Communication**

Score 0 to 5

15%

**Scoring**

	<b>Weight</b>	<b>Supplier 1</b>	<b>Supplier 2</b>	<b>Supplier 3</b>	<b>COMMENTS</b>
Please provide details of how you would propose to manage and administer the contract to ensure effective communication with the school and high levels of customer satisfaction.	40%				
Please provide details of how would you monitor and ensure that identified KPIs are met	40%				
Please provide details of how you and your site based staff would support the ethos of the school, its Anglican faith and the local community.	20%				

**Weighted Score****SERVICE OVERALL SCORE****30%**

**OTHER**

**Section 1: ICT & Telecommunication Solution**

Score 0 to 5

12%

**Scoring**

Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
30%				
20%				
25%				
15%				
10%				

**Weighted Score**

**2: Environmental** Score 0 to 5 7%

Scoring		Supplier 1	Supplier 2	Supplier 3	COMMENTS
Weight	100%				
Please state how you would ensure high levels of environmental control with regard to disposal of ICT equipment in accordance with applicable regulations and ISO14001					

**Weighted Score**

**3: Safeguarding** Score 0 to 5 7%

Scoring		Supplier 1	Supplier 2	Supplier 3	COMMENTS
Weight	100%				
Please state how you would ensure that your business and all the members of your staff in connection with St Teilos conform strictly to the highest standards of safeguarding practice, and conformity to compliance and regulations.					

**Weighted Score**

**4: Health & Safety** Score 0 to 5 7%

Scoring		Supplier 1	Supplier 2	Supplier 3	COMMENTS
Weight	70%				
Please state how you would ensure that your business and all the members of your staff in connection with St Teilos conform strictly to the highest standards of health & safety practice, and conformity to compliance and regulations.					

Please state how you would ensure that your business and all the members of your staff in connection with St Teilos will undertake suitable health and safety training around the school's ICT equipment	30%					
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**Weighted Score**

7%

Score 0 to 5

**Section 5: Implementation and Mobilisation**

**Scoring**

Weight	Supplier 1	Supplier 2	Supplier 3	COMMENTS
50%				
50%				

**Weighted Score**

**OTHER FACTORS OVERALL SCORE 40%**

Each question will be scored out of 5 using the following mechanism:

Score	Evidence
No evidence provided	0
Little or no evidence provided / proposal clearly does not meet NGP's minimum acceptable standard	1
Evidence shows general understanding of question but lacks relevant substance and is poorly presented / proposal falls below minimum standard	2
Evidence is adequate and addresses all aspects of the question / proposal meets minimum acceptable standards	3
Evidence addresses all aspects of the question with full descriptions of techniques or methods employed / clearly meets minimum acceptable standards	4
Evidence addresses all aspects of the question with full descriptions of techniques or methods employed and includes innovations or evidence of a desire to overcome particular problems / exceeds minimum expectations	5