

The weighting used to select providers through the original Invitation to Tender process is detailed below. Weighting is listed on a Lot by Lot basis and is provided for information purposes to assist organisations in determining their further competition evaluation criteria and associated weighting. Organisations are advised to select evaluation criteria and associated weighting that supports the spirit of the particular Lot under which they are conducting their further competition and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to an Organisation's further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

Lot 1

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Devices and Services Compliance with the device technical specifications	23
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	2
Ordering Process Electronic communication/ordering systems, cancellation policies	1
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	7
Training e.g. user and super user training provision	2
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	8
Marketing e.g. marketing tools and plans	3
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	3

Lot 2

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Devices and Services Compliance with the device technical specifications	23
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	2
Ordering Process Electronic communication/ordering systems, cancellation policies	1
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	7
Training e.g. user and super user training provision	2
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	8
Marketing e.g. marketing tools and plans	3
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	3

Lot 3

It is expected that the ratio of price to quality will range between 40% Price and 60% Quality, to 10% Price and 90% Quality, however it is recognised that the exact price:quality ratio will be determined by the Member when conducting the further competition.

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	10



Criteria	Weighting %
<p>Process Capabilities</p> <p>Ordering process e.g. electronic communications</p> <p>Print audit services e.g. ability to undertake audits</p> <p>Due diligence methodology e.g. methodology for undertaking due diligence prior to contract implementation/variation</p> <p>Policy definition, implementation, delivery e.g. ability to define leading edge print strategy and implement and deliver the same</p> <p>Transfer of responsibilities ensuring continuity e.g. ability to ensure efficient transfer of responsibilities during contract</p> <p>Risk management e.g. ability to manage risk as part of an efficient and effective print service</p> <p>Account management e.g. ability to manage the contract and customer interface including management of performance to key performance indicators, management information, complaints and escalation</p> <p>Regular review of equipment and solution to deliver efficiencies e.g. regular review of solution and component parts to ensure on-going efficiency and effectiveness of solution</p> <p>Service continuity e.g. ability to demonstrate service continuity through change</p> <p>Consolidated invoicing e.g. ability to provide consolidated invoicing</p> <p>Exit strategy at the end of contracts e.g. effective and efficient management of the contract expiry and handover process</p>	30
<p>Technical Capabilities</p> <p>Hardware e.g. ability to provide comprehensive range of print and related hardware</p> <p>Software e.g. ability to provide print management software, ability to integrate software with users' networks and systems and ability to bespoke/customise where necessary</p> <p>Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity</p> <p>Automated services e.g. ability to provide remote diagnostics, , remote monitoring of print devices, remove meter reading</p> <p>Remote printing e.g. ability to provide off-site printing facilities to support print service</p> <p>Security e.g. ability to deliver security of information in data and printed form</p> <p>Device service and maintenance requirements e.g. maintenance options (offsite and onsite), response and fix times, planned and reactive maintenance</p>	50



Criteria	Weighting %
Technical Capabilities (Continued) Consumable management e.g. ability to manage supply and use of consumables IT support services e.g. ability to provide networking services, hardware and software support services and IT support services Customer support services e.g. ability to provide help desk support services Training and skills transfer e.g. user and super user training Value added services e.g. ability to provide a range of additional value added support services including cloud based services, scanning and archiving, IT support, mail room management, mailing services, management of offset and specialist print, provision of associated IT print and office related consumables and document storage, workflow, data and document management systems	50
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	5
Marketing e.g. marketing tools and plans	5

Lot 4

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Devices and Services Compliance with the device technical specifications	23
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	3
Ordering Process Electronic communication/ordering systems, cancellation policies	1.5
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	6.5
Training e.g. user and super user training provision	1.5
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6



Criteria	Weighting %
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	8
Marketing e.g. marketing tools and plans	2.5
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	3

Lot 5

Price 60%

Quality 40%

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	3
Technical Specification Devices and Services Compliance with the device technical specifications	14.5
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	3
Ordering Process Electronic communication/ordering systems, cancellation policies	1.5
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	5
Training e.g. user and super user training provision	0.5
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	3
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	6
Marketing e.g. marketing tools and plans	1.5
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	2



Lot 6

Price 60%

Quality 40%

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	3
Technical Specification Devices and Services Compliance with the device technical specifications	15
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	2.5
Ordering Process Electronic communication/ordering systems, cancellation policies	1.5
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	5
Training e.g. user and super user training provision	0.5
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	3
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	6
Marketing e.g. marketing tools and plans	1.5
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	2



Lot 7

Price 70%

Quality 30%

Quality Criteria:

Criteria	Weighting %
Method Statement Strategic statement upon the delivery of the framework	3
Audit Due Diligence and Consultancy Services Compliance with the specified consultancy services	11
Service Quality e.g. quality assurance policies, after sales care and support	2
Ordering Process Electronic communication/ordering systems, cancellation policies	1
Delivery e.g. delivery process, safe and secure delivery of supplies and business continuity	3
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	6
Marketing e.g. marketing tools and plans	2
Sustainability e.g. approach to sustainability, carbon reduction and low energy service provision	2

Use of Supplier Presentations and Site Visits as part of the Bid Evaluation Process

Supplier presentations can be received as part of the evaluation process. Should you wish to have supplier presentations you must make mention of this within your further competition documentation.

In most cases supplier presentations are not scored in their own right but are instead used as way of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a presentation that the Evaluation Panel has misinterpreted the written submission.

If supplier presentations are to be scored one must take great care to ensure that whatever is to be scored is clearly determined in advance of the presentation. It is also important that suppliers are aware of how the presentation is to be assessed.

Site visits can be undertaken but similarly to presentations, they are generally not scored in their own right but are instead used as a means of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a site visit that they have misinterpreted the written submission.

