**Method Statements (Quality Evaluation) – Management of Workspace Asset – Liskeard 60% of overall score**

The Method Statements and evaluation criteria are below. When completing the response Tenderers are asked to:

* Ensure responses are relevant to the requirements
* Ensure responses are factual and can be evidenced within the stated word count
* Ensure responses are sufficiently detailed whilst remaining direct and concise

Each response and associated document(s) shall be clearly cross-referenced to the relevant Method Statement Question.

The quality evaluation will be scored as follows:

Each scored question/section will be allocated a score between 0 and 5 in accordance with the table set out below. Any scores of 2 or under will be discounted.

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| Scoring Matrix for Quality Criteria | | | | |
| Score | Judgement | | Interpretation | |
| 5 | | Excellent | | Exceptional demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Full evidence provided where required to support the response. |
| 4 | | Good | | Above average demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services. Majority evidence provided to support the response. |
| 3 | | Acceptable | | Demonstration of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with some evidence to support the response. |
| 2 | | Minor Reservations | | Some minor reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 1 | | Serious Reservations | | Considerable reservations of the relevant ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |
| 0 | | Unacceptable | | Does not comply and/or insufficient information provided to demonstrate that there is the ability, understanding, experience, skills, resource and/or quality measures required to provide the goods/works/services, with little or no evidence to support the response. |

All Providers should answer the following questions:

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| **Question 1.**  Methodology – Describe your approach to how you would operate and manage the Workshed and canopy to achieve the aims, objectives and outcomes described within the specification.  (maximum 1000 words - words in excess of the word count limit will not be evaluated) (diagrams/charts can be used in addition to the word count) – | **Quality Weighting**  **30%** | **Your response should include:**   * Details of how you would propose to manage the co-working space/offices and how your approach would be relevant to the target sectors of digital and creative businesses * Details of how you would propose to manage the market canopy area and how this would work alongside the Workshed building management. * How you would measure and report on tenant satisfaction |
|  |  | **Service Provider Response:** |
| **Question 2.**  Methodology - Describe how you would deliver marketing activities to raise awareness of the Workshed (co-working space/offices) and canopy and drive demand for tenants occupying the space.  (maximum 500 words - words in excess of the word count limit will not be evaluated) (diagrams/charts can be used in addition to the word count) | **Quality Weighting**  **20%** | **Your response should include:**   * Any previous experience your organisation has in marketing activities, in particular associated with workspace schemes. * Any existing marketing tools / activities that you could utilise or adapt to support marketing of the Workshed and canopy * How you would propose to work with the Council and their appointed Commercial Property agents to ensure a seamless journey for prospective tenants. * Your anticipated requirement from a marketing budget. |
|  |  | **Service Provider Response:** |
| **Question 3.**  Experience – Describe your experience of managing Workspaces.  (maximum 1000 words – words in excess of the word count limit will not be evaluated) (diagrams/charts can be used in addition to the word count) | **Quality Weighting**  **30%** | **Your response should include:**   * Examples of similar work successfully undertaken * Any networks you have in the Creative and Digital industries (locally, regionally or nationally) that you would be able to draw on |
|  |  | **Service Provider Response:** |
| **Question 4.**  Capacity/Resourcing – Please describe the workforce strategy that will provide the services needed.  (maximum 500 words – words in excess of the word count limit will not be evaluated) (diagrams/charts can be used in addition to the word count) | **Quality Weighting**  **20%** | **Your response should include:**   * The overarching staffing plan and organisational structure that describes the detailed staffing arrangements and how you will maintain appropriate staffing levels to deliver the service for the duration of the contract. This will need to demonstrate key managerial roles and responsibilities, reporting relationships and accountabilities. Please include references to both on-site staff and off-site support as well as any recruitment processes required. * CVs for a maximum of 3 staff proposed (1 page pp, not included in word count) |
|  |  | **Service Provider Response:** |