TENDER RESPONSE – PART D – QUALITY EVALUATION FOR THE WATER SPORTS AND OUTDOOR ACTIVITY CONCESSION AT HAMWORTHY PARK OUTDOOR EDUCATION CENTRE

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Evaluation Criteria Questions to be Scored

This document sets out the questions asked as part of the Quality Evaluation of the procurement exercise. Bidders should therefore ensure that have read and fully understood the contents of the ITT and the evaluation approach taken to assess responses to these questions as set out in Section 5 of the Invitation to Tender.

The following Quality questions cover the specific services required by the Council. Answers should be concise and include examples of relevant contracts to demonstrate experience wherever possible.

Bidders must respond fully to each question and not simply refer to another answer or annexed document unless a question states that it is permissible. Where a Bidder fails to provide a response for a question(s) the Council will automatically award a score of “0” in respect of that question(s) and the Council reserves the right to reject that Bidder and not to consider that Bid further.

Bidders are encouraged to provide sufficient detail when responding to each question.

In providing responses to the questions set out in this document, Bidders should not assume that the Council has any prior knowledge of the Bidder, its practice, reputation or its involvement in existing services, projects or procurements. In evaluating responses to these questions the Council will only consider information provided in response to these questions.

Page Limits Per Question

Answers should not exceed the page limits indicated within each question.

The page limit is based on a single side, of the size of the paper, indicated for each criteria in the table below. The page limit is inclusive of text, drawings, diagrams, screen prints, flow charts or any other form of presenting a response. All text should be Arial font size 11.

Responses to each question should be completed on separate documents, clearly identified as being response to each question. Once the response has been completed, it should be saved in the naming format indicated below for that question. Please ensure when you upload your response to ProContract, that you attach your document for each of the questions below.

Question Weightings

The quality questions will be evaluated, scored and the weightings applied to each evaluation criteria question outlined in the Section 5 of the Invitation to Tender.

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Criteria Number	Evaluation Criteria
E1	**Bidders approach to the operation of the business in order to ensure a successful operation that meets the needs of the requirements** Please supply a business plan which outlines how the you will set up, finance and operate the business during the term of the licence. Please give details of how the operation will be funded, and financial forecasts for the contract.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E1 - *Supplier Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.
E2	**Bidders approach to the management structure and operational resources to successful deliver the business** Please provide details as to who will be responsible for the management of the business, how the management will be structured and detail how the business will be staffed to manage the daily operation. Please also detail your intended operating days and hours, showing how the operation will be run on a day to day basis.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E2 - *Supplier Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E3	**Bidders approach to the promotion of the operation to ensure a successful business** Please provide details of how you would attract business to your operation, who your target markets are and how you would target these markets. Please detail how you would maximise usage of the facility throughout the seasons to ensure a successful business
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E3 - *Supplier Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 4 A4 pages.
E4	**Bidders approach to the services and activities to be operated from the site and how they will both ensure a successful business as well as provide additional value to the area** Please provide details of which services and activities you intend to operate from the site, the intended pricing for these services, how you will continue to invest and diversify to ensure that there is a successful business operation, while being a valuable part of the community.

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	Please also include details as to how you will ensure that the business is able to operate the services and activities in line with government guidance in relation to Covid-19.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E4 - *Supplier Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E5	**Bidders approach to using their experience to ensure the successful delivery of the operation** Please provide details of your previous experience and how you will use this experience to successfully deliver the operation, giving examples of this experience and how you would apply it to this contract.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E5 - *Supplier Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 3 A4 pages.
E6	**Bidders approach to ensure that they deliver their business operation sustainably including how they will reduce their environmental impact** Please provide details of the measures that will be taken to ensure your business operation is delivered sustainably taking into consideration how you will work to reduce the environmental impact that your business operation has.
	Please complete your response to this question within a separate document. Once you have finished your response, please save the document as 'Response to E5 - *Bidder Name*' and upload as part of your tender submission. Please ensure that you do not exceed the maximum page limit for this question of 2 A4 pages.

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