

[illegible]

	Maximum Score	Example	Company 1	Company 2	Company 3	Company 4	Company 5	Company 6	Company 7	Evaluators Comments
Approach to Total Quality Management										
Modern approaches to service delivery										
Staff training and development										
Score	5	3	0	0	0	0	0	0	0	
Max Score	5	5	5	5	5	5	5	5	5	
Percentage of Score (before weighting)	100%	60%	0%	0%	0%	0%	0%	0%	0%	
Weighted Score MAX	20	25	25	25	25	25	25	25	25	
Weighted Points Total	20	15	0	0	0	0	0	0	0	
Performance and Contract Management										
Approach to contract management										
Meeting contract specification targets										
Complaints handling										
Record keeping and billing accuracy										
Score	5	3	0	0	0	0	0	0	0	
Max Score	5	5	5	5	5	5	5	5	5	
Percentage of Score (before weighting)	100%	60%	0%	0%	0%	0%	0%	0%	0%	
Weighted Score MAX	20	15	15	15	15	15	15	15	15	
Weighted Points Total	20	9	0	0	0	0	0	0	0	
Overall Quality Score	20	10	0	0	0	0	0	0	0	
Overall Maximum Score	20	20	20	20	20	20	20	20	20	
Percentage of Score (before weighting)	100%	50%	0%	0%	0%	0%	0%	0%	0%	
Weighted Score MAX	100	100	100	100	100	100	100	100	100	
Weighted Points Total	100	46	0	0	0	0	0	0	0	
Financial Score	100	67	0	0	0	0	0	0	0	
ITT Score Weighting										
Financial Weighting (60%)	60	60	60	60	60	60	60	60	60	
Weighted Financial Score	60	40.2	0	0	0	0	0	0	0	
Quality Weighting (40%)	40	40	40	40	40	40	40	40	40	
Weighted Quality score	40	18.4	0	0	0	0	0	0	0	
Overall ITT Score (Quality and Financial Combined)	100	58.6	0	0	0	0	0	0	0	