

## Structure of ITT

The ITT is in the format of 2 stages.

**Stage 1, Quality of Service (100%)** – Bidders will need to achieve a rating of above 60% to pass through to stage 2.

**Stage 2, Percentage (100%)** - If you achieve 60% or above you will go to the next stage which is 'offer of percentages' (Commercial Envelope). The award decision will be down to the most competitive percentages offered to the Council

## Evaluation Matrix

Example:

ITQ Criteria	Raw Score	Weighting	Maximum Available Points
<b>Stage 1 – Quality of Service (100%)</b> – Bidders will need to achieve a rating of 60% or above to pass into to stage 2.			
Customer Care	5	15%	150
Complaints	5	10%	100
Sales	5	10%	100
Training	5	10%	100
Quality Control	5	10%	100
Business Innovations	5	5%	50
Fees to debtors	5	10%	100
Fees to Harrow	5	10%	100
Performance and timescales	5	10%	100
Sustainability	5	10%	100
<b>Total - Quality of Service</b>		<b>100%</b>	<b>1000</b>
<b>Stage 2 – Percentage (100%)</b> - The award decision will be down to the most competitive percentages offered to the Council			
<b>Total Percentage – offered through negotiation</b>		<b>100%</b>	<b>1000</b>

## SCORING CRITERIA

Score 5	<p><b>COMPLETELY MEETS THE REQUIREMENT</b> The bidder's proposal is comprehensive and demonstrates that they fully understand the requirement. They have supplied clear, detailed information and the evidence is unequivocal. The evaluation team is fully satisfied about the bidder's ability to meet the detailed criteria.</p>
Score 4	<p><b>ALMOST MEETS THE REQUIREMENT BUT NOT COMPLETELY</b> The bidder has demonstrated a good understanding of the requirement. The evidence is clear and convincing with minor reservation(s) in one key area.</p>
Score 3	<p><b>MOSTLY MEETS THE REQUIREMENT BUT FAILS IN PARTS</b> The bidder has demonstrated a reasonable understanding of the requirement. The evidence is fairly clear and convincing with minor reservations in two or more key areas.</p>
Score 2	<p><b>MOSTLY FAILS TO MEET THE REQUIREMENT BUT MEETS IN PARTS</b> In the majority of the key areas the evidence is unclear and unconvincing but in others the evidence is clear and convincing. The overall response casts doubt on the bidder's ability to deliver the requirement.</p>
Score 1	<p><b>SIGNIFICANTLY FAILS TO MEET THE REQUIREMENT</b> In virtually all key areas there is a lack of convincing evidence which casts serious doubt about the bidder's understanding of the requirement.</p>
<b>Score 0</b>	<p><b>TOTALLY FAILS TO MEET ANY OF THE REQUIREMENTS OR FAILS TO PROVIDE A RESPONSE</b> No response provided or totally fails to address the method statement</p>