

SCORE	CATEGORY	CONTRACT OBJECTIVES / REQUIREMENTS	DETAIL / EXAMPLES / SUPPORTING EVIDENCE	COMPLIANCE / KEY POINTS	COMPETENCY
0	UN-SATISFACTORY	Not addressed.	No relevant / unsatisfactory level of detail.	Non - compliant. Key points not addressed.	Insufficient evidence to assess.
1	POOR	Major deficiencies and only minimally addresses / linked to the objectives / indicative requirements.	Insufficient relevant detail. Some supporting evidence / examples provided.	Non – compliant: key points insufficiently addressed. Little evidence of the ability to meet the Council's needs.	Little evidence of competency.
2	PARTIAL	Partial satisfaction of some aspects / deficiencies apparent. Insufficient linkage to objectives / indicative requirements.	Contains some relevant detail, but incomplete. Some relevant supporting evidence / examples.	Partial / qualified compliance stated. Some key points unanswered.	Some evidence of competency.
4	SATISFACTORY	Objectives / Requirements are addressed and whilst fully linked to the objectives / indicative requirements only basic detail provided.	Complete but basic. Sufficient relevant supporting evidence / examples provided.	Compliance stated. All key points addressed or in the absence of this, if some key points addressed to a good or excellent level, then this may equal satisfactory evidence overall.	Sufficient evidence of competency / ability to meet Council's needs.
7	GOOD	Response fully addresses and is linked with a good level of clarity to the objectives / indicative requirements. Contains a good level of Council specific detail. Response adds value.	A good level of detail and Council specific supporting evidence / examples.	Compliance stated. All key points addressed to a good level of detail, or in the absence of this, if some key points addressed to an excellent level, then this may equal good evidence overall.	Good evidence of competency / ability to meet Council's needs.
10	EXCELLENT	Response fully addresses and is linked with outstanding clarity to the objectives / indicative requirements. Contains an excellent level of Council specific detail. Response enhances / adds substantial value / may contain innovation.	An excellent level of detail and Council specific supporting evidence / examples.	Compliance stated. All key points addressed to an excellent level of detail, or in the absence of this, if some key points addressed to an outstanding level then this may equal excellent evidence overall.	Excellent evidence of competency / ability to meet the Council's needs.

* **The definition of competency = in simple terms, the ability to carry out the service well.** This includes evidence of competency to carry out administrative functions, which is evidenced by a high quality of document presentation; accuracy of detail and clarity of response; including attachment of all enclosures.

GUIDELINES FOR MARKING OMITTED RESPONSES / CLARIFICATIONS

If a question is not applicable then this should be clearly stated, as failure to provide Mandatory Information may invalidate or disadvantage the response.

Failure to respond or an ambiguous response to any applicable question will usually lead to a Clarification Question being issued by the Council: the response to which ('Clarification Answer') may satisfy Mandatory Information provision or a Compliance Requirement, however the Council reserves the right not to accept or not to give marking credit for new or additional material to that contained within the original Tender. This discretion is reserved to strike a balance, (in other words respond in a proportion manner) in respect of the need not to invalidate a Tender for minor, non material errors which do not alter the facts on which the Tender submission is based, whilst not disadvantaging Tenderers who have successfully completed a fully compliant Tender. In adopting this approach the Council is seeking to support all Tenderers in allowing the opportunity to correct minor, non material errors which do not alter the facts on which the Tender submission is based.

