**Cleaning Tender 2025 Scoring weighting**

**1. Compliance with Requirements (10%)**

Checks whether the tender meets the Council’s stated needs.

**Scoring Guide:**

* **0** = Bid does not meet essential requirements (e.g., missing insurance, sites not covered, hours not addressed).
* **1** = Major gaps in compliance; significant omissions.
* **2** = Partially compliant; some key requirements unclear or not evidenced.
* **3** = Meets minimum requirements but with limited detail (e.g., hours matched but seasonal tasks not explained).
* **4** = Meets all requirements with good supporting detail.
* **5** = Fully compliant, with clear evidence of understanding, accurate schedules, and insurances in place.

**2. Relevant Experience & References (15%)**

Assesses contractor’s track record delivering similar contracts.

**Scoring Guide:**

* **0** = No relevant experience provided.
* **1** = Minimal or unrelated experience; no references.
* **2** = Some experience, but not directly comparable; weak references.
* **3** = Adequate experience with similar facilities; references acceptable.
* **4** = Strong experience with multiple, relevant contracts; positive references.
* **5** = Extensive experience in activity/community centres, offices, and public sector contracts; excellent references demonstrating reliability and quality.

**3. Method Statement & Service Delivery (25%)**

How the contractor proposes to deliver services, including cleaning schedules, quality control, and periodic works.

**Scoring Guide:**

* **0** = No clear plan of delivery.
* **1** = Very limited method statement; generic and not tailored to sites.
* **2** = Method provided but vague or unrealistic; limited coverage of periodic cleaning.
* **3** = Clear method addressing routine/periodic cleaning; evidence of quality checks and basic contingency planning.
* **4** = Comprehensive, site-specific method covering all sites, schedules, and monitoring; contingency arrangements included.
* **5** = Outstanding, highly tailored proposal; includes detailed schedules, site-specific processes, robust monitoring systems, innovative solutions, and clear quality assurance framework.

**4. Staffing & Supervision Arrangements (15%)**

Evaluates adequacy of workforce and how performance will be managed.

**Scoring Guide:**

* **0** = No staffing/supervision details.
* **1** = Insufficient staff proposed; no supervision described.
* **2** = Some details, but unclear training, cover for absence, or supervision structure.
* **3** = Adequate staffing plan with trained staff; basic cover and supervision arrangements.
* **4** = Strong staffing proposal with clear roles, supervision levels, absence cover, and staff support.
* **5** = Excellent, well-structured plan including recruitment, training, supervision, staff welfare, cover for sickness/holidays, and performance monitoring.

**5. Environmental & Sustainability Measures (10%)**

Focus on eco-friendly practices and reducing environmental impact.

**Scoring Guide:**

* **0** = No evidence of environmental consideration.
* **1** = Minimal measures (e.g., vague statement about recycling).
* **2** = Some basic sustainable practices; limited detail.
* **3** = Good evidence of sustainable cleaning practices (eco products, waste minimisation).
* **4** = Strong commitment with clear examples (certifications, energy-efficient equipment, refill systems).
* **5** = Excellent approach, innovative and proactive sustainability measures (verified credentials, carbon reduction targets, supplier sustainability commitments).

**6. Health & Safety / Risk Management (10%)**

Assesses compliance with statutory H&S requirements and contractor’s approach to safe working.

**Scoring Guide:**

* **0** = No H&S evidence provided.
* **1** = Very limited evidence; no policies or risk management processes.
* **2** = Some basic policies (COSHH, accident reporting), but incomplete.
* **3** = Adequate H&S arrangements; standard documentation provided.
* **4** = Strong risk management approach, with evidence of staff training, PPE, COSHH compliance, safeguarding awareness.
* **5** = Excellent, proactive approach with full suite of policies, detailed risk assessments, regular training, monitoring and reporting systems, and strong compliance culture.

**7. Price / Value for Money (15%)**

Evaluates cost-effectiveness of the proposal in relation to quality and coverage.

**Scoring Guide:**

* **0** = Unreasonably high or low price; poor value or unrealistic.
* **1** = Very poor value; costs significantly higher/lower than market norm without justification.
* **2** = Below average value; concerns about sustainability of bid.
* **3** = Reasonable value; price acceptable but not outstanding.
* **4** = Strong value; price competitive and proportionate to quality of service.
* **5** = Best value; highly competitive price with clear justification, realistic costings, and excellent quality.