

Tier 1	Tier 1 Weighting	Tier 2	Tier 2 Weighting	Tier 3	Tier 3 Weighting
Services	40%	Delivery against Outcomes Framework	20%	Outcome Focussed Delivery	5%
				General reporting	0.5%
				Service Development Plan	5%
				Annual Marketing Plan	3%
				Major Incident Reporting	0.5%
				Participation Targets	3%
				Innovation	3%
		Quality and Customer care	5%	Quest Accreditation	2.5%
				Customer Care	2.5%
		Operational Delivery and Service Development	15%	Pricing Requirements	1%
				Opening Hours	1%
				Programming	3%
				Mobilisation and TUPE	1%

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				Staffing	2%
				Health and Safety Management	2%
				Security and CCTV	1%
				Equipment	1%
				Routine and Reactive Cleaning	1%
				Environmental and Energy Management	1%
				Catering and Vending	1%
Technical	10%	Capital Development & Design	5%	Development Opportunities	2%
				Design and Proposals	3%
		Planning Risk	2%		
		Maintenance Proposals	3%		
Commercial	50%	Usage, Expenditure and Revenue	10%	General Deliverability	3.3%
				Operational Income	3.3%
				Operational Expenditure	3.3%
		Affordability	20%		

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		Risk and Contract Acceptance with Performance Guarantees	10%	Degree of agreement to the terms of the Contract and Performance Monitoring System and, as applicable, the extent of any proposed changes.	8%
				Provision of a clear, robust contractual and performance structure with appropriate sub contract terms and performance guarantees	2%
		Capital Investment Plan	7.5%	Outline Business Case	4%
				Build costs and fees	3.5%
		Delivery & Risk	2.5%		