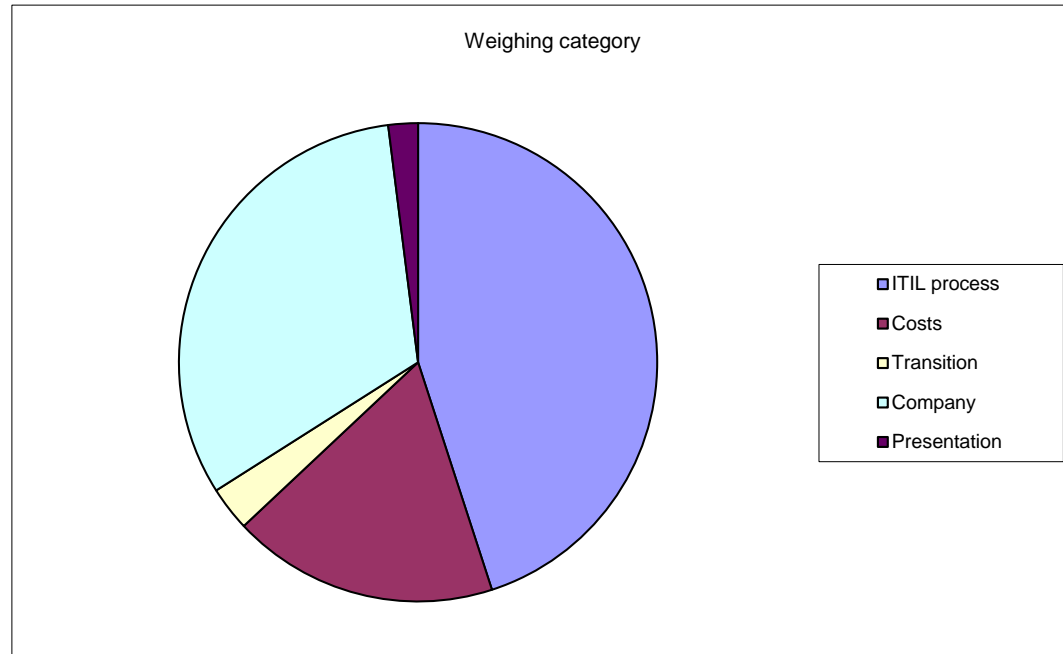


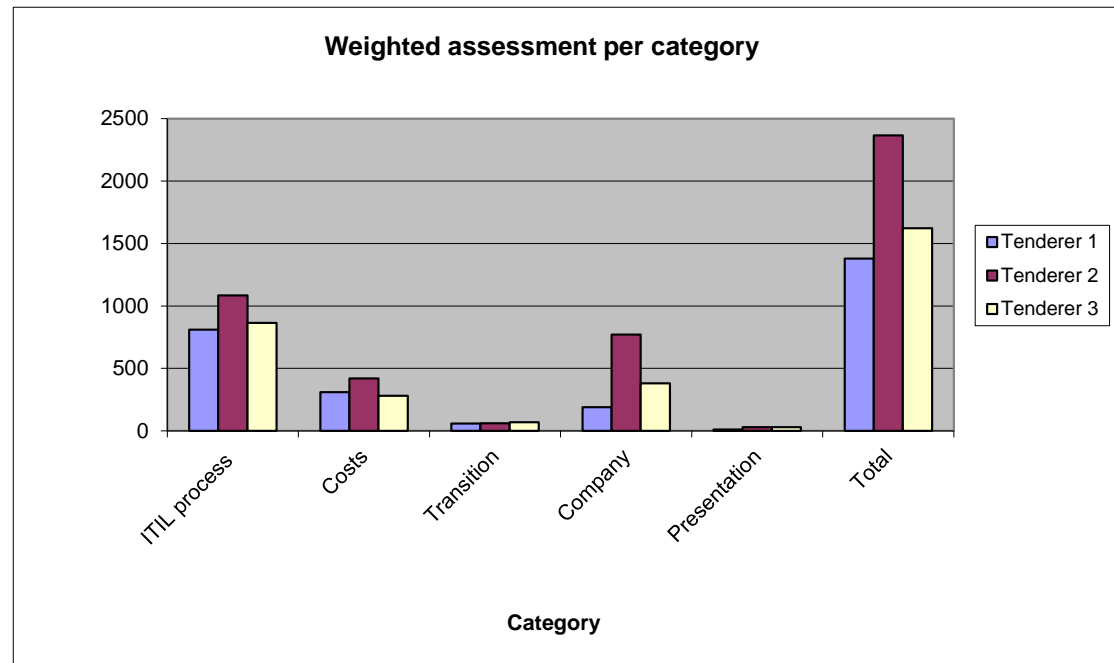
Service provider tender

Service provider tender				1=low; 5 = high								
		worth	worth%	scores (example)			weighted scores (example)					
Compliance to mandatory requirements is not evaluated in this model			(rounded)	Tenderer 1	Tenderer 2	Tenderer 3	Tenderer 1	Tenderer 2		Tenderer 3		
ITIL process	Incident management	50	10	4	5	5	200		250		250	
	Problem management	15	3	2	4	4	30		60		60	
	Change management	50	10	5	5	4	250		250		200	
	Release management	25	5	3	4	4	75		100		100	
	Helpdesk	25	5	3	5	3	75		125		75	
	Service Level management	15	3	3	5	3	45		75		45	
	Service Asset and Configuration management	15	3	3	5	3	45		75		45	
	Knowledge management	20	4	3	5	3	60		100		60	
	CSI/Continual service improvement	10	2	3	5	3	30		50		30	
		225	45	3	5	4		810		1085	865	
Costs	Price 2 years	30	6	4	4	1	120		120		30	
	Price 5 years	10	2	4	5	5	40		50		50	
	Structure of proposal	50	10	3	5	4	150		250		200	
		90	18	4	5	3		310		420	280	
Transition	Approach	7	1	5	3	4	35		21		28	
	Price	8	2	3	5	5	24		40		40	
		15	3	4	4	5		59		61	68	
Company	Proven capacity to collaborate	30	6	1	4	3	30		120		90	
	Financial stability	30	6	1	5	3	30		150		90	
	Accessibility to the client	30	6	2	5	2	60		150		60	
	References	30	6	1	5	2	30		150		60	
	Demonstrated experience	40	8	1	5	2	40		200		80	
		160	32	1	5	2		190		770	380	
Presentation	Presentation and demonstration	10	2	1	3	3	10		30		30	
			10	2	1	3	3		10		30	30
Total/average		500	100	3	4	3	1379	1379	2366	2366	1623	1623

	%
ITIL process	45
Costs	18
Transition	3
Company	32
Presentation	2



	Tenderer 1	Tenderer 2	Tenderer 3
ITIL process	810	1085	865
Costs	310	420	280
Transition	59	61	68
Company	190	770	380
Presentation	10	30	30
Total	1379	2366	1623



	Tenderer 1	Tenderer 2	Tenderer 3
ITIL process	0	++	+
Costs	+	++	0
Transition	+	+	++
Company	--	++	-
Presentation	--	0	0
Final assessment	0	+	0