

## GUIDE TO TENDER EVALUATION

### Introduction

Technical and quality evaluation is one of the most important stages of the Procurement Process. This stage of the process ensures that:

- The contract award decision is objective
- The decision making process is fair, transparent and auditable
- The Council can demonstrate best value in the tender process

An evaluation panel of at least two people should be established and consist of individuals with the technical knowledge of the procurement to evaluate tenders. The evaluation panel membership should be consistent throughout the entire evaluation process, from pre-qualification to any presentations or site visits. The evaluation panel should be able to withstand any scrutiny and not be associated in any way with any of the tendering suppliers. Prior to the commencement of the evaluation, each panel member will be required to complete the [Conflict of Interest Declaration](#).

The role of the Procurement Manager in the evaluation panel is to ensure an impartial and objective approach is taken to the evaluation of tenders.

### The Technical Evaluation

The evaluation criteria and scoring methodology will have been determined at the Specification stage and published to Tenderers in the Invitation to Tender (ITT).

The panel members should read and score the quality/technical aspects of the tenders independently using the pre-defined evaluation criteria and scoring system. The panel must provide a detailed explanation of why they scored each question the way they did.

A full justification of scoring is especially important where a bid has failed to meet the 'acceptable' expectation, as set out in the evaluation criteria, as this will form the basis of the standstill letters and debriefing that we are required to provide to the bidder on their submission.

### Scoring Methodology

Each scoring methodology will be related to the question. The guidance should provide the Bidders with an indication of how you would determine what a "Superior ", "Good", "Adequate " , "Inadequate " , "Poor to deficient" & "Unacceptable" response would be using the mandatory scoring methodology below.

### SCORING MATRIX

5	Superior	Sound achievement of the requirements specified in the tender offer & presentation for that criterion. Some
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		minor errors, risks, weaknesses or omissions, which may be acceptable as offered
4	Good	Satisfactory achievement of the requirements specified in the tender offer & presentation for that criterion. Some errors, risks, weaknesses or omissions, which are possible to correct/overcome and make acceptable.
3	Adequate	Reasonable achievement of the requirements specified in the tender offer & presentation for that criterion. Some errors, risks, weaknesses or omissions, which can be corrected/overcome with minimum effort.
2	Inadequate	Minimal achievement of the requirements specified in the tender offer & presentation for that criterion. Several errors, risks, weaknesses or omissions, which are possible, but difficult to correct/overcome and make acceptable.
1	Poor to deficient	No achievement of the requirements specified in the tender offer & presentation for that criterion. Existence of numerous errors, risks, weaknesses or omissions, which are very difficult to correct/overcome and make acceptable.
0	Unacceptable	Totally deficient and non-compliant for that criterion.

The Procurement Manager will provide assistance and work with the evaluation panel to determine the guidance notes against each question and score prior to issuing the Invitation to Tender.

### **During the evaluation Process**

### **Do's and Don'ts of Tender Evaluation**

<b>Do</b>	<b>Don't</b>
Make note of areas that are unclear for clarification with the bidder	'Read between the lines' or make assumptions
Read the submission at face value and score on the basis of the information provided	Collude with other panel members to agree scoring collectively
Score tenders independently and discuss any irregularities at a Tender Evaluation Meeting	Make changes to the evaluation criteria during the process - the criteria MUST be the same as that published in the ITT
<b>Ensure full justification for scoring is provided for each question to assist with debriefing</b>	

A justification should be provided against each scored question that provides evidence the Bidder has met the key points within the Guidance Section.

### **Examples of Satisfactory and Unsatisfactory justifications**

Satisfactory	Unsatisfactory
The bidder has exceeded the minimum standards of services and/or quality of goods by .....(Give examples on the specifics of the bid that is over and above the minimum requirements of the specification)	<b>Excellent Response</b>
The bidder has demonstrated good understanding of the services/goods/works by providing information including.....(Give specific examples of why you thought it was a good answer)	<b>Good Response</b>
The bidder met the criteria of the specification, the bid was a basic response due to the lack of information on.....(Give examples of what was missing from the bid, what could they have done better)	<b>Ok</b>
The answer provided did not demonstrate an understanding of the services/goods/works required, (Give examples of why you feel the answer did not meet the criteria, what was missing, what could they have done better)	<b>Not enough information/Never answered the question.</b>

**Once they have completed their evaluation, each panel member should provide their individual scoresheet to the Procurement Manager. The Procurement Manager will then review the scores and produce a final scoring assessment spreadsheet showing the overall average scoring for each Bid along with the . This process to agree the final scores must be fully transparent and documented.**

### **The Commercial Evaluation**

The Procurement Manager will evaluate the price or commercial aspects of the tenders separately but may ask the panel members to check their assessment of the costs. **As a matter of good practice, no member of the evaluation panel should assess both the quality/technical elements and the commercial elements of the tender.**

### **Presentation/Site Visits**

The tender evaluation stage may be accompanied by presentations or off site visits and clarification meetings.

Presentations and external site visits can be included as part of the evaluation process to offer the opportunity for the evaluation panel to gain a clearer and deeper understanding of the tenderers proposal.

The purpose and anticipated outcomes of the presentations and site visits must be made clear in the Invitation to Tender (ITT) documentation including details of how the visits will count towards the overall evaluation of the tender submissions.

Details of any scoring for either the presentation or site visit must be pre-agreed and published with the Contract Notice and ITT documentation.