**APPENDIX 1 – EVALUATION REPORT (Anonymised)**

**Introduction**

There is no tender process under the G-Cloud 13 Framework. The customer conducts a search or number of searches on G-Cloud using relevant keywords and filters to produce a shortlist of potential suppliers. Through study of the suppliers G-Cloud service summary and more detailed service description, and then discussions and clarifications with suppliers, followed by an evaluation, the customer identifies the supplier whose G-Cloud offering (including service description and service and pricing definition documents) best fits its requirements.

**Number of Expressions of Interest Received and Key Procurement Dates**

**G-Cloud Search and Shortlisting**

A combined search on G-Cloud (Lot 3 – Cloud Support) provided a long list of 24 service offerings from 14 different suppliers. 11 service offerings were eliminated as there were Service Offerings from those suppliers which provided a better fit to the Council’s requirements. A further 4 service offerings were eliminated as their G-Cloud service summary was not a good fit to the Council’s requirements.

The remaining 9 service offerings were shortlisted. Clarification documents consisting of Introduction & Instructions, Background & Requirements, Service Offering Clarifications and Pricing Clarifications were issued to the respective suppliers them via the London Tenders portal on 6th March 2023, with a return date of 27th March 2023

4 responses were received on 27th March 2023.

**Full detail of Evaluation**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Criteria | Weighting | Sub-criteria | Weighting | Supplier A | Supplier B | Supplier C | Supplier D |
| Technical Merit & Functional Fit | 55% | Application Maintenance Support Requirements | 10% | 6 | 8 | 8 | 8 |
|  |  | Skills Suitability – Application Maintenance | 10% | 6 | 10 | 4 | 8 |
|  |  | Continuous Improvement | 10% | 8 | 6 | 8 | 8 |
|  |  | Work Packages – Discovery Phase | 15% | 12 | 12 | 9 | 12 |
|  |  | Skills Suitability - Implementation | 10% | 8 | 10 | 4 | 6 |
| After Sales Service Management | 7% | Team Structure | 7% | 5.6 | 4.2 | 2.8 | 5.6 |
| Non Functional | 13% | Governance | 3% | 1.8 | 1.8 | 0.6 | 2.4 |
|  |  | Support Transition | 3% | 1.8 | 1.2 | 1.2 | 2.4 |
|  |  | Change Management | 7% | 5.6 | 4.2 | 1.4 | 5.6 |
| **Quality Total** | **75%** |  | **75%** | **54.8** | **57.4** | **39** | **58** |
| Pricing | 25% |  | 25% | 17.15 | 25 | 23.22 | 18.67 |
| **Total** | **100%** |  |  | **71.95** | **82.4** | **62.22** | **76.67** |

The recommended provider is Supplier B