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