

ISFT Assessment Worksheet - Summary

Bidder :

Part		Marks Achieve	Maximum Marks	Date
ONE	<i>Executive Summary</i>	not marked	not marked	
TWO	<i>Solution Submission Requirements</i>	0	54	
THREE	<i>Community Impact</i>	0	6	
FOUR	<i>Financial Submission Requirements</i>	0	40	
FIVE	<i>Legal and Commercial Information</i>	not marked	not marked	

Total Marks	0	/ 100
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Consolidation				
Moderation				
Final Decision				
Report				
External Assurance				

PART TWO: SOLUTION SUBMISSION REQUIREMENTS

Bidder:

Total Marks : 54 (90% of Quality = 60% of Overall Evaluation) **Scoring Method** : 0-100

Harrow Council requires Bidders' IT solutions to demonstrate that its specific output requirements, as defined by its evaluation criteria set out below have been fulfilled:

Architecture & Design of Solution

Suitability of solution
 Reliability – at the level of technical components, solution and contractual commitment
 Accessible – to users, external agencies and partners from any location
 Flexibility – technical and commercial scalability, capability to integrate (at user and supplier level) and ability to adopt new technologies
 Ability to Disaggregate – allowing effective response to performance and cost management and the capacity to enable flexibility
 Integrity – of architecture and design at individual and enterprise level including security and compliance
 Visibility – of the impact of solution structure on price

Managing Service Delivery

Ability to deliver service:
 Capability, suitability and resources to deliver service
 Service Management – demonstrate robust service management process compliant with ITIL framework
 End-to-end responsibility for entire supply chain across the Solution and third parties as appropriate
 Commitment to delivery timeframe
 Governance & Quality Assurance
 Demonstrate a robust Governance and QA process to deliver solution and service
 Demonstrate a robust application in accordance with appropriate ISO standards to deliver solution and service
 Provision of service
 Process and appropriate measurement of aggregate customer experience across the solution and service
 Achieve or exceed all appropriate or equivalent service levels
 Demonstrate a robust Exit Strategy

Change, Innovation and Transformation

Service transformation, transition and innovation
 Demonstrate a low risk, robust and timely approach to the following, which is appropriate to the task, in relation to:
 Transition and transformation of core ICT service
 Restructuring and transformation of steady state
 Rate of change
 Innovation to meet the needs and priorities of the Council
 ICT enabled business transformation
 Ability to deal with IT enabled change / benefits within Council (outside core ICT service)
 Resource and capability to deliver business analysis and change management Programme & Project Management
 Demonstrate robust and compliant programme and project management processes aligned to MSP and PRINCE2
 Adequacy for purpose and stability of resources
 Risk Management
 Fair allocation of risk on the basis of the management by the party best able to control such risks

Evaluation Criteria	Score
Architecture & Design of Solution – 30%	
– Suitability of solution	
Managing Service Delivery – 30%	
– Ability to deliver service	
– Governance & Quality Assurance	
– Provision of service	
Change, Innovation and Transformation – 30%	
– Service transformation, transition and innovation	
– ICT enabled business transformation	
– Programme & Project Management	
– Risk Management	
Total Score:	0
Total Score out of 100:	0
Total Score out of 54:	0

Evaluator(s) Print and Sign:

Date completed: 24/02/2015

PART THREE: COMMUNITY IMPACT - SOCIAL VALUE

Bidder:

Total Marks : 6 (10% of Quality = 60% of Overall Evaluation) Scoring Method : 0-100

Social Value and Sustainability

Please complete Appendix A of the accompanying Social Value and Sustainability Return, by adding your responses in column C. All the responses you give require further explanation within an action plan, explained below. If any question is deemed not applicable please insert N/A in column C but explain why it is not applicable in your action plan.

Please provide a Social Value and Sustainability action plan on how you will deliver the benefits you have stated in column C of Appendix A of the accompanying Social Value and Sustainability Return, including how the process will be managed and monitored and reported back to the Council. The information provided by bidders to Appendix A will not be scored but the Action Plan will be used to make an assessment of how your organisation, if successful, will support Social Value and Sustainability objectives in practise.

The Social Value and Sustainability agenda are a high priority and it is the Council's intention that the delivery of this contract will assist in the achievement of objectives around social, economic and environmental sustainability as described below:-
New employment opportunities resulting from delivery of this contract that will be shared with Harrow residents in the same way as others have the opportunity to compete (including those who are currently without work), so that they have the free and fair opportunity to compete for them.

A commitment to work with the Council to identify how apprenticeship, training and/or other skills development opportunities and college/school talks will be delivered, particularly to the young people of Harrow, through contract delivery.

Suppliers based in Harrow to be given the free and fair opportunity to compete for sub-contracting and supply chain opportunities in the same way as other suppliers have the opportunity to compete that result from delivery of this contract.

The negative impact on the environment resulting from delivery of this contract will be minimised.

Background information to support development of the Action Plans, is included as an appendix to the Social Value and Sustainability Return.

PART THREE: COMMUNITY IMPACT - EQUALITIES

Equality

Please develop and supply your Equality and Anti-Discrimination plan for this contract.

The Plan must demonstrate as minimum;

Application of your Equality Policy (or equivalent), that is in line with current legislation including the Equality Act 2010, to the delivery of this contract;

Implementation of policies and procedures relating to recruitment, conditions of employment (including rates of pay, access to training, promotion), termination or retirement that exclude practices that are discriminatory;

How you will ensure that each of your key nominated sub-contractors adopt and implement an Equality Policy (or equivalent) in respect of their delivery of this contract;

How you will ensure that employees and sub-contractors are trained in, and understand, equality issues that may arise in the workplace and, in particular, when delivering this contract; and

What equality and anti-discrimination related data will be collected and how it will be reported in relation to delivery of this contract.

Evaluation

Equalities

Score

Total Score Social Value / Equalities: 0

Total Score for Community Impact out of 100: 0

Total Score out of 6: 0

Evaluator(s) Print and Sign:

Date completed: 24/02/2015

PART FOUR: FINANCIAL SUBMISSION REQUIREMENTS

Bidder:

Total Marks : 40 (100% of Price=40% of Overall Evaluation) **Scoring Method** : 0-100

Harrow Council requires Bidders' IT solutions to demonstrate that its specific output requirements, as defined by its evaluation criteria set out below have been fulfilled:

Value for Money

Whole Life Cost
The percentage reduction of the cost of the service over the 5 year term, against the baseline budget

Day One Cost
The percentage reduction in the first year cost of the service against baseline budget (note that this is maximum cost of service in any of the 5 years)

Running Cost of Service at Expiry
The percentage reduction in the structural cost of the service handed back to the Council at expiry, against the baseline budget.

Price Variability

Price certainty
Addresses the potential issue of changes to the services as a result of changing requirements of customers, the services, demographics, or local government generally, and shows how it can guarantee no or minimal negative impacts, financial or otherwise, for the Council

Price flexibility
Solution includes provision for a transparent unit pricing mechanism that enables changes to user numbers, applications, storage, servers, etc. to be reflected in the price paid.

Transparent and detailed pricing
Approach sets out the impact of any changes in demand in a transparent manner and to a detailed level of granularity.

Performance and Risk

Price Performance Mechanism
Offers a price performance regime that incentivises delivery against a set of service outputs, strategic objectives, milestones and longer term outcomes that represent the bidder's offer at an appropriate level of granularity.
Response shows how the price performance mechanism provides sufficient encouragement to ensure successful delivery of services in line with the Council's performance requirements and encourages continuous improvement throughout the term of the contract.

Risk and Reward
The proposal offers a value for money approach to risk transfer
Appropriate risk related to contract is transferred to the bidder along with services and resources.

Evaluation Criteria	Score
Value for Money – 60%	
- Whole Life Cost	
- Day One Cost	
- Running Cost of Service at Expiry	
Variability – 30%	
- Price certainty	
- Price flexibility	
- Transparent and detailed pricing	
Performance and Risk – 10%	
- Price Performance Mechanism	
- Risk and Reward	

Total Score: 0
Total Score out of 100:

Total Score out of 40: 0

Evaluator(s) Print and Sign:

Date completed: 24/02/2015

Appendix - Scoring Mechanisms

7.3 Award Criteria

Harrow Council intends to award a contract on the basis of the most economically advantageous tender (MEAT).

The contract will be awarded to the Bidder that submits the most economically advantageous Final Tender, based on the following award criteria designed to ensure best value for money:

7.3.1 Quality/Price Weighting

Overall the contract will be awarded to the bidder that demonstrates MEAT based on a Quality/Price weighting of 60/40.

7.3.2 Quality threshold

Please note that for the 60% Quality criteria of the award criteria a quality threshold will apply of 50%; in other words if a bidder fails to score more than 50% for the quality criteria (31 Marks or more after weighting) then they will not be taken forward.

7.3.3 Quality

Evaluation Criteria
QUALITY – 60% Quality threshold – 50% scored in this section
<ul style="list-style-type: none">• Architecture & Design of Solution – 30%<ul style="list-style-type: none">– Suitability of solution• Managing Service Delivery – 30%<ul style="list-style-type: none">– Ability to deliver service– Governance & Quality Assurance– Provision of service• Change, Innovation and Transformation – 30%<ul style="list-style-type: none">– Service transformation, transition and innovation– ICT enabled business transformation– Programme & Project Management– Risk Management• Community Impact – 10%<ul style="list-style-type: none">– Social Value– Equalities

7.3.4 Price

Evaluation Criteria
PRICE – 40%
<ul style="list-style-type: none">• Value for Money – 60%<ul style="list-style-type: none">– Whole Life Cost– Day One Cost– Running Cost of Service at Expiry• Variability – 30%<ul style="list-style-type: none">– Price certainty– Price flexibility

Appendix - Scoring Mechanisms

- Transparent and detailed pricing

Evaluation Criteria

- **Performance and Risk – 10%**
 - Price Performance Mechanism
 - Risk and Reward

Evaluation of Scoring Methodology

<p>91 - 100 An exceptional response</p>	<p>Harrow Council's requirements are addressed and exceeded to an exceptionally high order with no material derogation and dependencies placed on Harrow Council which are unavoidable and the bidder is demonstrating that it will exceed such requirements; provides exceptional confidence of the bidder's ability to deliver on Harrow Council's requirements.</p>
<p>81 - 90 A very good response</p>	<p>Harrow Council's requirements are addressed with no material derogation and dependencies placed on Harrow Council which are unavoidable and the bidder is demonstrating that it could exceed such requirements; provides great confidence of the bidder's ability to deliver on Harrow Council's requirements.</p>
<p>71 - 80 An exceptional response</p>	<p>Harrow Council's requirements are addressed with very few material derogations and dependencies placed on Harrow Council which are unavoidable and the bidder is demonstrating that it could exceed such requirements; no reservations about ability to deliver on Harrow Council's requirements.</p>
<p>61 - 70 A good response</p>	<p>Harrow Council's requirements are very substantially or wholly addressed with few material derogations and dependencies placed on Harrow Council which are unavoidable, none of which has an a critical negative impact on the offering; provides substantial confidence about the ability to deliver on Harrow Council's requirements.</p>
<p>51 - 60 A satisfactory response that meets most expectations</p>	<p>Harrow Council's requirements are substantially addressed; any material derogations and dependencies placed on Harrow Council are not such as to derogate from the offering to an extent that degrades the commitment to address requirements below that of a satisfactory response; provides confidence about the ability to deliver on Harrow Council's requirements.</p>
<p>41 - 50 A partly satisfactory response which meets some expectations</p>	<p>Harrow Council's requirements are addressed in large part but with substantial omissions or lack of clarity; there are significant material derogations and dependencies placed on Harrow Council that degrades the commitment to address requirements below that of a satisfactory response; offers only a limited amount of confidence and there is significant lack of confidence about the ability to deliver on Harrow Council's requirements.</p>
<p>31 - 40 A response that meets some expectations</p>	<p>Harrow Council's requirements are addressed only to a limited extent; there are significant material derogations and dependencies placed on Harrow Council that degrades the commitment to address requirements; there is little or no confidence in the ability to deliver on Harrow Council's requirements.</p>
<p>21 - 30 A poor, below expectations response</p>	<p>Harrow's requirements are substantially unaddressed; there are substantial material derogations and dependencies placed on Harrow Council which significantly undermine the commitment to address requirements; there is a lack of confidence in the ability to deliver on Harrow Council's requirements.</p>
<p>11 - 20 A poor, well below expectations response</p>	<p>Harrow's requirements are all but wholly unaddressed; there are material derogations and dependencies placed on Harrow Council which undermine any commitment to address requirements; there is no confidence in the ability to deliver on Harrow Council's requirements.</p>

Appendix - Scoring Mechanisms

0 - 10

An unacceptable response

The response fails to address each of Harrow Council's requirements; there are material derogations and dependencies placed on Harrow Council which undermine any commitment to address requirements; there is no confidence in the ability to deliver on Harrow Council's requirements.