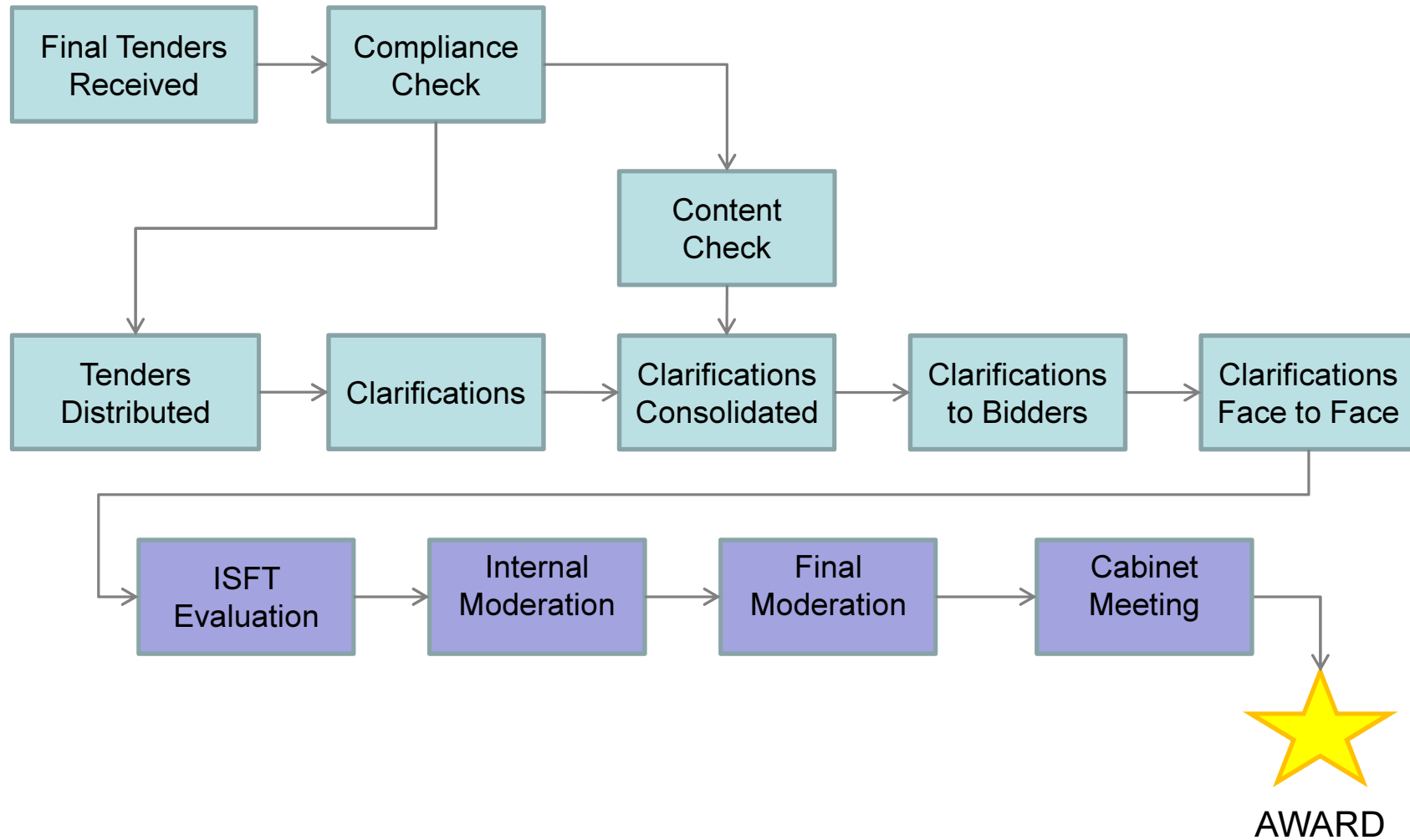


Appendix 4

Procurement of Information & Communications Technology Services

ISFT Clarification, Evaluation and Moderation Process

Key Steps in ISFT Evaluation Process



Key Steps in Process

- Final Tenders received
- Initial compliance check undertaken on document set
- Final Tender pack issued to Evaluators and Moderators
- Content comparison check performed of Final Tenders against baseline document set of 30/01/15
- Evaluation to be undertaken using the published evaluation criteria.
- Evaluator clarifications logged and submitted to Bidders
- Responses to Evaluator clarifications received
- Internal evaluations reviewed at group level
- Evaluations challenged by Moderators to assure Council and Bidders of a fair evaluation to the agreed process
 - Individual *Pre-Moderation* meetings with technical and finance streams
 - *Internal Moderation* session challenging all evaluation streams
 - *Final Moderation* session prior to Cabinet meeting

Moderator Brief



Responsibility:

- Use their specialist or business knowledge to challenge the evaluations made by the Evaluators
- To satisfy themselves that the risk of challenge is reduced as far as possible.

Specific Requirements:

- Read all Final Tender documents to gain an overview of the submissions

Moderation Session Structure:

- Individual *Pre-Moderation* meetings with technical and finance streams
- *Internal Moderation* session challenging all evaluation streams
- *Final Moderation* session prior to Cabinet meeting

Moderation Outcome:

- Assurance that Final Tenders have been evaluated fairly and according to the pre-advised criteria.

Evaluator Brief



Responsibility:

- Use their specialist or business knowledge to evaluate specific parts of all Final Tenders

Specific Requirements:

- Read and gain a good understanding of specific parts of all Final Tenders
- Evaluate and award marks according to the published criteria recording these on a controlled evaluation sheet.

Evaluation Session Structure:

- Evaluation and the recording of clarification questions to Bidders as required on receipt of Final Tenders
- Specialist group internal evaluation mediation

Evaluation Outcome:

- Specific parts of all Final Tenders evaluated and a marks awarded accordingly.

Evaluation Criteria



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
<ul style="list-style-type: none"> • Managing Service Delivery – 30% <ul style="list-style-type: none"> – Ability to deliver service – Governance & Quality Assurance – Provision of service
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Community Impact – 10% <ul style="list-style-type: none"> – Social Value – Equalities

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
<ul style="list-style-type: none"> • Variability – 30% <ul style="list-style-type: none"> – Price certainty – Price flexibility – Transparent and detailed pricing
<ul style="list-style-type: none"> • Performance and Risk – 10% <ul style="list-style-type: none"> – Price Performance Mechanism – Risk and Reward

Evaluation Scores



Score	Rationale
91 - 100: An exceptional response	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.
81 - 90: A very good response	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
71 - 80: An above expectations response	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
61 - 70: A good response	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.
51 - 60: A satisfactory response that meets most expectations	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

Evaluation Scores



Score	Rationale
41 - 50: A partly satisfactory response which meets some expectations	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.
31 - 40: A response that meets some expectations	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
21 – 30: A poor, below expectations response	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
11 – 20: A poor, well below expectations response	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
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.