

PROCUREMENT OF SUPPORT SERVICES ACROSS ENGLAND AND WALES
Invitation to Tender - ANNEX G: SCORING GUIDE FOR EVALUATION CRITERIA

Score	Rating	Description
0	Unacceptable	<p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Builds very little or no confidence that the tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures; • Builds very little or no confidence that the tenderer's approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution.
1	Reservations	<p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Raises reservations that the tenderer can deliver the requirements due to insufficient evidence of relevant ability, understanding, skills, resources and quality measures; • Raises reservations that the tenderer's approach/solution will deliver the requirements due to insufficient evidence or an inappropriate approach/solution. • Note: a response at this rating includes reservations which cannot be easily resolved with the tenderer pre-contract award (i.e. changes which would distort the competition) or during the contract term without impacting time, quality or cost.
2	Acceptable	<p>A proposal at this rating:</p> <ul style="list-style-type: none"> • Confirms that the tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures; • Provides an acceptable approach/solution to delivering the requirements utilising standard strategies, plans, tools, methods or technologies. • Note: an acceptable response may include minor reservations that can easily be resolved with the tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost.

3	Good	<p>A proposal at this rating:</p> <ul style="list-style-type: none">• Builds confidence that the tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;• Provides a good approach/solution to delivering the requirements utilising appropriately tailored strategies, plans, tools, methods or technologies.• Note: a good response may include a small number of minor reservations that can easily be resolved with the tenderer pre-contract award (i.e. changes which would not distort the competition) or during the contract term without impacting time, quality or cost.
4	Excellent	<p>A proposal at this rating:</p> <ul style="list-style-type: none">• Builds a high level of confidence that the tenderer can deliver the requirements through evidence of relevant ability, understanding, skills, resources and quality measures;• Provides an exceptional approach/solution to delivering the requirements utilising appropriately tailored and at times innovative strategies, plans, tools, methods or technologies.• Note: an excellent response should not include any reservations.