



EVALUATION GUIDE

Digital Training and Support Framework

REFERENCE NUMBER

02112015

ATTACHMENT 6

Mandatory Questions Evaluation

All suppliers will be required to pass the Supplier Declaration mandatory questions in order to qualify to technical evaluation phase.

Technical Case Study Evaluation

The services covered by this procurement have been sub-divided into 2 Sections and has a total of 5 LOTS:

Section A: assisted digital

- LOT 1 - Support to use government digital services

Section B: digital inclusion

- LOT 2 - Digital inclusion research and analysis
- LOT 3 - Design of a digital inclusion course, product or intervention
- LOT 4 - Delivery of digital inclusion/basic digital skills training
- LOT 5 - Digital inclusion marketing and promotion

Suppliers may bid for one or more LOTS.

Suppliers are required to submit one case study for each LOT they are applying for.

Each case study represents 60% of the overall score for the relevant LOT. The commercial evaluation represents 40% for the relevant LOT.

Case Study scoring methodology

In each LOT, the case study represents 60% of the overall score. This is split up into subcriteria for each LOT, as follows:

LOT 1: Support to use government digital services - 60% total

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|-----|--|
| 5% | Set out your understanding of assisted digital within the <u>Government Digital Strategy</u> and how offline users will be supported. |
| 25% | Describe how you will help users complete government digital services, to meet the requirements specified in the description of LOT 1. |

- 10% Describe how you will help users become more independent by building their digital skills as part of the support.
- 10% Describe how you will capture, record and manage users' personal data.
- 10% Describe how you will measure and evaluate your support, to provide assurance of successful outcomes and to help government improve its digital services.

LOT 2 - Digital inclusion research and analysis - 60% total

- 20% Demonstrate your understanding of digital inclusion and why research and analysis is important.
- 20% Describe how you will design and deliver research and evaluation to inform or assess strategy/policy/delivery and demonstrate a track record in successful research and evaluation design and delivery.
- 20% Outline how you will create a credible plan to increase digital inclusion and demonstrate a successful track record.

LOT 3 Design of a digital inclusion course, product or intervention - 60% total

- 20% Describe how you will design a digital inclusion course intervention or product to meet user needs and demonstrate a successful track record in designing products around user needs.
- 20% Outline systems/plans for how you will measure the effectiveness of the intervention and demonstrate a successful track record in monitoring and evaluation design.
- 20% Demonstrate how you will design a training plan for a particular target group and demonstrate a successful track record in designing a training plan

LOT 4 - Delivery of digital inclusion/basic digital skills training - 60% total

- 30% Describe how you will deliver basic digital skills training to meet user needs and demonstrate a successful track record in delivering training to meet user needs.
- 10% Outline plans for monitoring and evaluation, including key performance indicators and demonstrate a successful track record in monitoring and evaluation.
- 10% Describe the management mechanisms will you have in place to support effective training across one or more sites and show how you have effectively managed relevant training before.
- 10% Demonstrate how you will collaborate with other partners, and demonstrate a track record of relevant collaborative working.
(10%)

LOT 5 - Digital inclusion marketing and promotion 60% total

- 30% Describe how you will promote the benefits of digital inclusion and demonstrate a successful track record in creating and delivering marketing campaigns.
- 30% Describe how you will promote the benefits of digital inclusion through different communication channels and techniques and demonstrate a track record in delivering successful communications.

Each of the subcriteria will be scored from 0 to 3.

Scoring

0 = Question not answered or response is completely inappropriate.

1 = Adequate: only partially answered, or deficiencies apparent, or little relevant detail, or limited understanding displayed.

2 = Satisfactory: few (or no) deficiencies, detail is sufficient, or basic understanding displayed.

3 = Strong: compelling response, with full detail and clear description of techniques to be employed. High level of understanding evident.

All responses will be scored based upon the above mechanism. A multiple of evaluators shall score suppliers responses. The mean average of all evaluators scores shall form the final score of 0 to 3.

Maximum Scores for each LOT:-

LOT 1 - Total maximum score of 15

LOT 2 - Total maximum score of 9

LOT 3 - Total maximum score of 9

LOT 4 - Total maximum score of 12

LOT 5 - Total maximum score of 6

Each sub criteria will be judged on a score of 0 to 3 which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criteria is worth 20% then the 0 - 3 score achieved will be multiplied by 20.

Suppliers must score 2 or above in all of the areas in order to be considered for commercial evaluation. The Authority reserves the right to eliminate suppliers from the evaluation process in this scenario.

Example

If a bidder scored scores 2 from the available core of 3, this will equate to 66.66% by using the the following calculation:

(SCORE/TOTAL MARKS AVAILABLE) MULTIPLIED BY WEIGHTING ((2 / 3) X 20 =13.33)

LOT 2	AWARD CRITERIA PERCENTAGE	MAXIMUM SCORE - 0 TO 3	SUPPLIER SCORE	SUPPLIER WEIGHTED SCORE
Demonstrate your understanding of digital inclusion and why research and analysis is important.	20%	3	2	13.33

Describe how you will design and deliver research and evaluation to inform or assess strategy/policy/delivery and demonstrate a track record in successful research and evaluation design and delivery.	20%	3	3	20.00
Outline how you will create a credible plan to increase digital inclusion and demonstrate a successful track record.	20%	3	3	20.00
TOTAL WEIGHTED SCORE	60%			53.33

Commercial Evaluation

The commercial rates supplied are a 'Not to exceed' rates for the purpose of Government Department undertaking competition at call off competition.

The commercial evaluation shall be calculated by the mean average price for each LOT. The commercials will be calculated based upon the nearest the price from the mean average.

Example

Mean average scoring table:

Lower than mean average	£6,960.00	40%
within 0-10% of Mean Average	£7,656.00	40%
within 10.01-20% of Mean Average	£8,352.00	30%
within 20.01-30% of Mean Average	£9,048.00	20%
within 30.01-40% of Mean Average	£9,744.00	10%
within 40.01-50% of Mean Average	£10,440.00	0%

LOT 2 - Digital Inclusion Research and Analysis	Supplier 1	Supplier 2	Supplier 3	Supplier 4	Supplier 5
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Total Schedule of Day Rates	£5,000.00	£6,000.00	£9,600.00	£8,700.00	£5,500.00
Mean Average	£6,960.00				
Weighted Percentage	40%	40%	10%	30%	40%