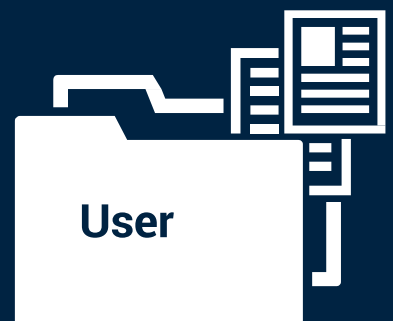


# AWARD<sup>®</sup> 6

## Evaluator's Guide



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## Commerce Decisions AWARD® Evaluator's Guide

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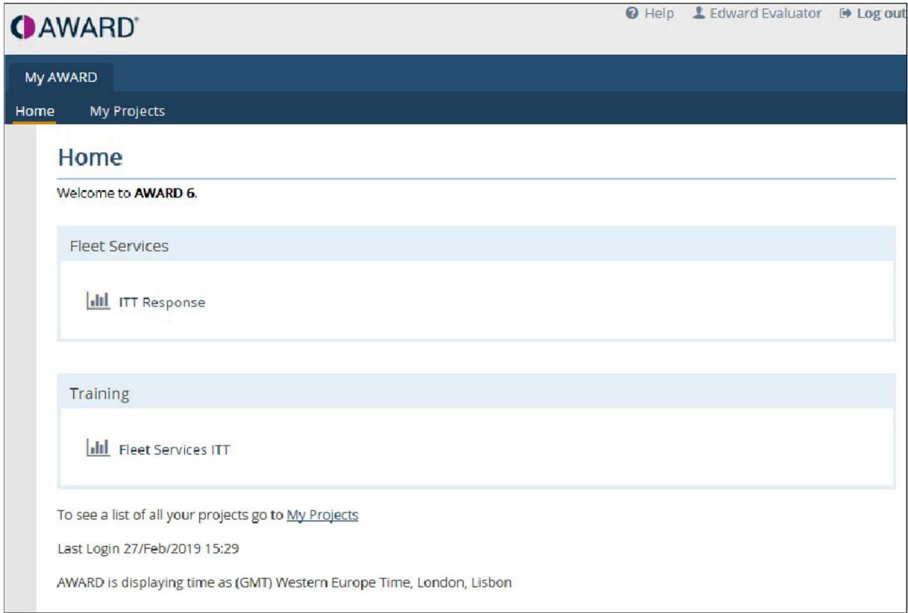
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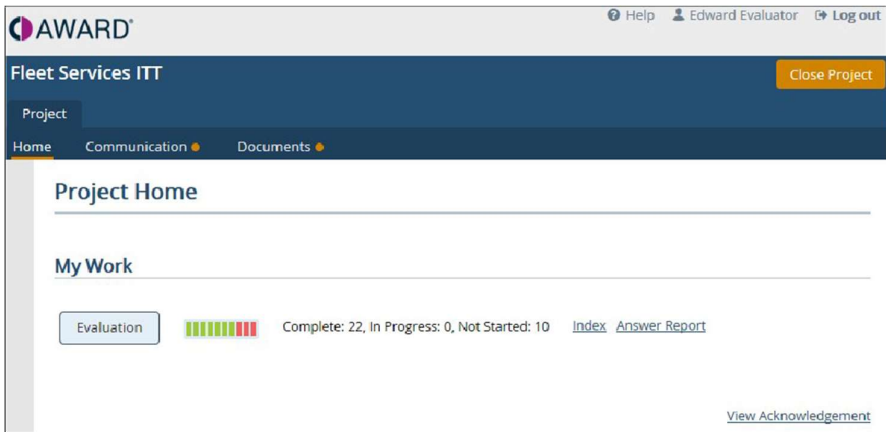
Getting Started

Home Page

- Your AWARD® Home Page will list the Project(s) to which you have been assigned. Click the Project you are going to Evaluate. This will take you to your Project Home page where you can access your work and any Documents and Issues relevant to you for that Project:



- You access your work through the applicable Exercise(s) to which you are assigned, for example, the Evaluation button as illustrated below. This will take you to your Answer Sheet and the Questions you need to evaluate.



- The graphical indicator shows an overview of the progress you are making in terms of answers which are Complete, In Progress and Not Started.
- Click the Index link if you wish to enter the Answer Sheet at a specific point. The Answer Sheet Index will either display a list of Submissions or Questions. Click the Submission (or Question) to which you wish to go in the Answer Sheet.

Answer Sheet Index

Close

To open the Answer Sheet at the required place, click one of the Submissions below. Clicking Close will return you to the Project Home Page.

Filter:

Submission	Progress	Progress Summary
<a href="#">Alpha Cars Ltd</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 8, In Progress: 0, Not Started: 0
<a href="#">Bright Transport</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 5, In Progress: 0, Not Started: 3
<a href="#">Coronet Transport and Fleet</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 4, In Progress: 0, Not Started: 4
<a href="#">Environmental Transport Solutions</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 5, In Progress: 0, Not Started: 3

Close

- If you are working in a Lot-based Project, this Index will display a list of the Lots. You can then click the Lot to take you to the Answer Sheet or you can click the Index link on the right which will take you to the list of Submissions (or Questions) applicable to that Lot:

Answer Sheet Index

Close

To open the Answer Sheet at the required place, click one of the Lots below. Clicking Close will return you to the Project Home Page.

Filter:

Lot	Progress	Progress Summary	Submissions Index
<a href="#">Common</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 1, In Progress: 1, Not Started: 10	<a href="#">Index</a>
<a href="#">North</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 0, In Progress: 0, Not Started: 12	<a href="#">Index</a>
<a href="#">South</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 1, In Progress: 1, Not Started: 16	<a href="#">Index</a>
<a href="#">East</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 0, In Progress: 0, Not Started: 24	<a href="#">Index</a>
<a href="#">West</a>	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>	Complete: 0, In Progress: 0, Not Started: 18	<a href="#">Index</a>

Close

- Click on the **Answer Report** link to view all your answers.

### Your Answer Sheet

- Once you have opened your Answer Sheet, you should see something like this:

The screenshot shows the 'Fleet Services ITT - Evaluation Answer Sheet' interface. At the top, there's a header with the AWARD logo, a 'Help' link, the user 'Edward Evaluator', and a 'Log out' button. Below the header is a navigation bar with 'Save', 'Save And Next', 'Cancel', and 'Close' buttons. The main content area is divided into two columns. The left column is a sidebar with a 'Service' section containing 'Q5 Operations Management' (selected), 'Q6 Incident Management', and 'Q7 Fines and Charges'. Below this is a 'Management' section with 'Q8 Service Implementation' and 'Q9 Invoicing'. The right column displays the selected question 'Q5 Operations Management' for 'Alpha Cars Ltd'. It includes a '1 of 4' page indicator and a '1 of 8' question indicator. The question content includes an 'Aim' (To select a supplier who will ensure that the Authority's requirements are achieved.) and a 'Background' (The Authority is required to provide fleet transport services for its employees across multiple regions and requires the supplier to provide a suitable operations management capability to meet the expected demand.)

- For a Lot-based Project it will show the Lot in the left-hand corner:


The screenshot shows the 'Fleet Services Lots - Evaluation Answer Sheet' interface. At the top, there's a header with the AWARD logo, a 'Help' link, the user 'Edward Evaluator', and a 'Log out' button. Below the header is a navigation bar with 'Save', 'Save And Next', 'Cancel', and 'Close' buttons. The main content area is divided into two columns. The left column is a sidebar with a 'Commercial' section containing 'Q4 Delivery Price' (selected) and 'Q5 Through Life Costs'. Below this is a 'Technical' section with 'Q6 Technical Capability'. The right column displays the selected question 'Q4 Delivery Price' for 'Alpha Cars Ltd'. It includes a '3 of 5' lot indicator and a '1 of 3' question indicator. The question content includes a 'Background' (The requirement is for the best service at a low cost.)

### Instructions and Navigation


- There will usually be instructions to provide you with guidance on entering your scores.
- The Questions are usually in the left-hand navigator, and clicking on each will take you to the relevant page for that Question. Alternatively, you can scroll through the Questions, Submissions or Lots using the arrow buttons in the top right-hand corner, or use the Save and Next button.
- To go to a specific point in the Answer Sheet, click the pages link (e.g. 1 of 4) against either the Submission title or Question title. This will open the Answer Sheet Index, where you can select which Submission or Question you would like to go to (the default is Submission).
- You may see a **Use this answer** button if you have visibility of other Users answers. This allows you to populate your answers fields with the answers supplied by another User – for more information about this, see the section on Moderators on page 16 of this guide.

### Understanding the symbols next to the questions (Evaluators View):

- The **symbols** next to the Questions give you an easy-to-see view of your progress:

 Not Started

 In Progress

 Complete








Viewing Supplier Documents and Responses

Links to Supplier (Submission) Documents will often be included in the Answer Sheet to aid evaluation.



- Underneath the instructions there may be Supplier Response and/ or Document links to the information supplied by the Suppliers for each Submission. Click the links to open the Documents.
  - Project Documents (Fig 1) are general documents that apply to the whole project, not just a single Submission.
  - Submission Documents (Fig 1) are specific documents that relate to the current Submission only.
  - Supplier Response (Fig 2) can be either Text or Document responses from the Suppliers.


Fig 1: Sample view for a Standard Evaluation project (i.e. where the project team have imported all the Submission responses):

Project Documents		
Q05	 <a href="#">Fleet Services Contract Terms.docx</a>	2
Q05	 <a href="#">Fleet Services ITT.docx</a>	2
Submission Documents		
Q05	 <a href="#">Alpha Cars - Operations Management.pptx</a>	1
Q05	 <a href="#">Alpha Cars Operations Management.pdf</a>	1 
<a href="#">List and Search Documents</a>		

- The element to the left of the Document (eg Q05 in the example above) is a Reference which links to the Documents. The number on the right shows the number of instances of that Reference in each Document.

Fig 2: Sample view for a Supplier Interaction Project (where responses have been Imported from eSourcing or Suppliers have submitted their own responses direct into AWARD®)

Supplier Response - Fleet Services ITT Response		
Operations Management Summary Statement	Our dedicated Control Centre provides a country wide support to regional centres to provide effective Operations Management. T Operations Director who is a board level member and this ensures focus on effective and customer focused operations manager	
Operations Management Plans	 <a href="#">Alpha Cars - Operations Management.pptx</a>  <a href="#">Alpha Cars Operations Management.pdf</a>	
<a href="#">List and Search Documents</a>		

- These Documents can also be viewed from the Documents tab on the Project Home page, or by clicking the List and Search Documents link.
- The “Eye” icon  denotes content that can be viewed in the browser. Click on the eye to view the file, once open, you will be presented with various options to manage the file.

## Entering your Scores

This is the key part of the Answer Sheet where you provide your answers to the Questions.

- The Score may be either a drop-down list or an input field.
- The Rationale is always a text field into which you enter your justification for your answer. If there is a toolbar at the top of the field then you can format your text.

**Your Answers**

Score

Fair

Rationale

**B I** |

The supplier has provided a reasonable Service Implementation plan which is rich in terms of content but poor in terms of detail. I am not satisfied that they fully appreciate the level of business that we will provide and there is no provision for periodic reviews or problem identification and resolution as the contract is rolled out.

State

Complete

- You can then set the State to either “In Progress” if you haven’t finished, or “Complete” if you have. Note that after entering your answer, moving onto a new Question or Submission will automatically set the Status to one of these. Note that the Project Manager and Moderator will have visibility of your Status.
- Close will close the Answer Sheet and save any answers. Cancel will close the Answer Sheet without saving any unsaved answers.

## Answer Sheet Spell Checker

Users can now access their browser's built-in spell check functionality by either pressing **ctrl + right click**, or for MacOS users **cmd + right click**.

**Your Answers**

Score

Rationale

**B I** | | | | | | |

Use Ctrl (⌘ on Mac) + right click to bring up your browser's spell checker's suggested corrections

State

## Answer Sheet Auto Recover

It is strongly recommended that you regularly **SAVE** your work when using AWARD®. However, if you forget, AWARD® has an **Auto Recover** feature that saves your answers on the Answer Sheet automatically in case something goes wrong (for example, if you lose power or close the page by accident). Auto Recover starts working when you stop typing for 10 seconds or more.

If you return to AWARD® after a problem, you will find a **Recovered Answers** section on your **Project Home** screen. This section shows you the questions that have saved answers.

## My Work

Evaluation

Complete: 0, In Progress: 0, Not Started: 8
[Index](#) [Answer Report](#)
Start Date: Unspecified, End Date: Unspecified

## Recovered Answers

The following answers have been recovered from autosaved data; please review the details in the Answer Sheet linked to each row

Exercise	Submission	Question
Evaluation	Canyon	How will the bicycle be tested and verified for safety and functionality?

To see your saved answer, click on the question link in the Recovered Answers section. You will go to your Answer Sheet, where you will see an Information message.

Information  
The displayed answer was recovered from your last activity on this Answer Sheet; please use the Cancel action if you want to discard it and revert to the previously saved version.

The message tells you that you have a recovered answer and gives you two options:

- **Save:** Keep your recovered answer and continue working on the question.
- **Cancel:** Discard your recovered answer to see the previously saved answer. Note: on clicking Cancel you will be returned to the project Home page.

You can choose the option that suits you best.

**Important information about Rationales**

It is important to enter a rationale because it:

- is the justification behind the rating
- will be used in support of the Open and transparent process
- can be requested under the Freedom of Information Act

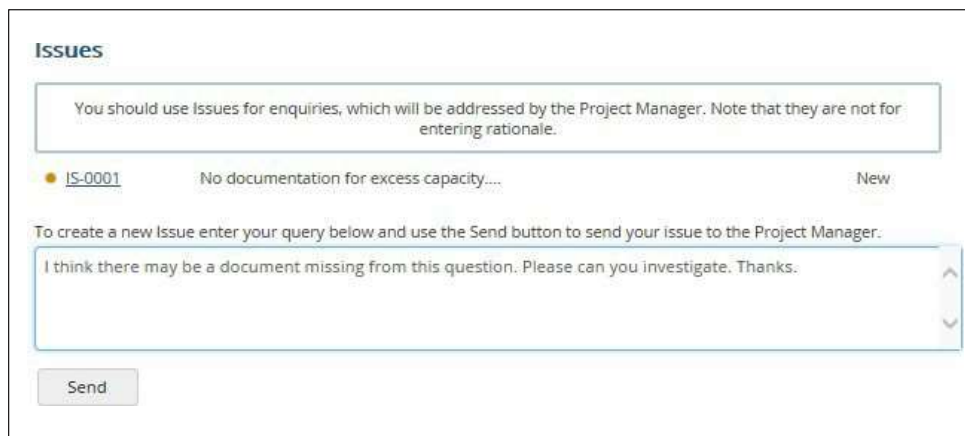
A rationale must be:

- completed for every answer – irrespective of score
- specific to the bidder's response in question
- suitable for public use
- defensible during bidder feedback
- based on considered judgement
- understandable in isolation
- the justification for the score – and NOT the process by which the score was concluded.

## Raising Issues

Issues allow you to raise internal queries that will be responded to by your Project Manager. Note that they should not be used for entering rationales.

- At the bottom of the page, you may see the following. Simply enter your query in the box and click **Send**.



The screenshot shows a web interface titled "Issues". At the top, a message box states: "You should use Issues for enquiries, which will be addressed by the Project Manager. Note that they are not for entering rationale." Below this is a list of issues. The first issue is labeled "IS-0001" with an orange circle icon, followed by the text "No documentation for excess capacity...." and a "New" status. Below the list, a text box contains the instruction: "To create a new Issue enter your query below and use the Send button to send your issue to the Project Manager." Underneath the instruction is a large text input area containing the text: "I think there may be a document missing from this question. Please can you investigate. Thanks." At the bottom of the form is a "Send" button.

- If you enter Issue text and answers, and click **Send**, the Issue is created and you are returned to the Answer Sheet with your entered answer/rational/progress intact but not saved. A subsequent save or navigation action will save the answer, and if you cancel you get a loss of data warning. If there is text in the Issue box which you have not sent and you attempt to save the Answer Sheet or navigate, it will not work unless you either send the Issue or remove the Issue text.
- You can view your Issues either from the Answer Sheet under the Question against which you raised it, or from the **Issues** list under the **Communication** option on the Project Home Page. Any Issues that are unread and have been responded to are indicated by the orange circle.
- Note that any Issues you raise can also be read by any User who has been assigned to the same Questions as you.

## Moderators

Moderator Users are responsible for reviewing all the Evaluation answers in a Consensus Answer Sheet and entering or selecting the most representative score.

- In a Consensus Answer Sheet, you will find a section with the Evaluators' answers, usually called **Evaluation Answers**.
- To choose one of these answers for yourself, click on the **Use this answer** button below it. This will copy the answer to **Your Answers**, but you will still need to mark it as **Complete**. You can also modify the answer if you want.
- To combine the Rationales from different answers, click on the **Use this answer** button for each answer that has a Rationale you want to include. The Rationales will be added one after another in **Your Answers**.

The screenshot shows the AWARD Fleet Services ITT - Consensus Answer Sheet interface. The sidebar on the left lists various categories and questions. The main content area displays the details for 'Alpha Cars Ltd' and 'Q11 IT Security'. It includes sections for Project Documents, Submission Documents, and Evaluation Answers. The Evaluation Answers section shows a table with columns for Score and Rationale, and a 'Use this answer' button.

Category	Question	Score	Rationale	Action
Service	Q5 Operations Management			
Service	Q6 Incident Management			
Service	Q7 Fines and Charges			
Management	Q8 Service Implementation			
Management	Q9 Invoicing			
General	Q10 Delivery and Collection			
General	Q11 IT Security			
General	Q12 Analysis and Reporting			
Commercial	Q13 Price			

Project Documents	Score
Q11 Fleet Services Contract Terms.docx	4
Q11 Fleet Services ITT.docx	4

Submission Documents
No referenced Documents were found



Evaluation Answers	Summary				
<table border="1"> <thead> <tr> <th>Score</th> <th>Rationale</th> </tr> </thead> <tbody> <tr> <td>Fair</td> <td>There was inadequate information about protection of IT related information such as web site, online booking and personal information. The supplier has not provided adequate confidence in protection and there is the potential for information not being adequately protected.</td> </tr> </tbody> </table>	Score	Rationale	Fair	There was inadequate information about protection of IT related information such as web site, online booking and personal information. The supplier has not provided adequate confidence in protection and there is the potential for information not being adequately protected.	Use this answer
Score	Rationale				
Fair	There was inadequate information about protection of IT related information such as web site, online booking and personal information. The supplier has not provided adequate confidence in protection and there is the potential for information not being adequately protected.				

- To display all the answers without the Rationales, click the **Summary** button.



Evaluation Answers			Detail
Display Name	Score	Actions	
<div><div></div> Edward Evaluator</div>	Fair	Use this answer	
<div><div></div> Kathryn Gable</div>	Good	Use this answer	

**Understanding the symbols next to the questions (Moderators View):**

- You may see an additional progress symbol  against some or all the Questions in the navigator. This indicates that these Questions have not yet been answered by all the Evaluators, however you can still enter your moderator score, but this will mean that any Evaluator who tries to enter or modify their score subsequently will be prevented from doing so.
- This symbol  indicates that there are differences in the Evaluators completed answers in previous Exercises. Once you enter your own answer, the symbol will be set to one of the usual States indicating your own progress. This symbol works in conjunction with the “blocked” symbol, that is you will see one or the other. It will only be used on Score and Pick List Answer Measures

## Summary

The following steps are a summary of the actions you need to perform for your Evaluation:

1. **Read the question instructions.** These will tell you what the bidder has been requested to provide for each criterion, and what aspects of their bid you need to focus on.
2. **Read the scoring guidance.** This will tell you how the bid should be scored.
3. **Read the evidence.** You can access the evidence provided by the bidder through AWARD® references, searching or listing documents.
4. **Record your rationale.** For each criterion, explain how you scored the bid, and what evidence you used to support your decision. Include any reasons for not awarding a higher score, and any strengths or weaknesses of the bid that you noticed.
5. **Select the appropriate score.** Based on your rationale and the scoring guidance, choose the score that best reflects the quality and suitability of the bid for each criterion. Make sure your score is consistent with your rationale and the evidence.

