# Preface

An **Evaluation Plan** is an essential procurement document that will outline the evaluation process and the governance framework for the evaluation committee to select the right vendor for a particular product, service or solution being procured.

The plan will clearly outline a set of mandatory and non-mandatory requirements. It provides instructions on how the evaluation team should score vendor responses against each criterion.

A best practice approach to evaluation will result in a transparent and fair process to identify the best system or technology for users while achieving value for money for the organisation.

The Evaluation Plan provides a baseline template that can be tailored to suit the needs of the organisation and the system or technology being procured.

# Disclaimer

The information in this publication is provided by the Australian Digital Health Agency (the Agency) for guidance purposes.  While every effort has been made to ensure that this publication is accurate and up to date, any user should exercise independent skill and judgment before relying on it.  Further, this publication is not a substitute for independent professional advice and users external to the Agency should obtain appropriate advice relevant to their circumstances. The Agency does not make any representation or warranty about the accuracy, reliability, currency or completeness of any material contained in this publication and nothing in this publication should be considered a representation by the Commonwealth.  In publishing this information, the Agency does not warrant that the information will be used in any particular procurement process.  The Agency is not liable for any loss resulting from any action taken or reliance made on any information or material in this publication (including, without limitation, third party information).

# Instructions for how to use this template

Everything in **RED** is information for the buyer organisation’s evaluation committee (that’s you). Delete these red parts throughout the document, once completed. Anything shaded in **YELLOW** is customisable. When you have completed these areas, please un-shade them.

| **Before you release your RFx…** |  |
| --- | --- |
| 1. **Review and customise the sections in this document highlighted YELLOW.**
 | [ ]  |
| 1. **Delete all instructions and tips (RED).**
 | [ ]  |
| 1. **Remove the customised areas highlighted YELLOW.**
 | [ ]  |
| 1. **Delete page instructions (page 0)**
 | [ ]  |

**Evaluation Plan template**

**Ver 1.0**

Contents

[Preface 1](#_Toc273323744)

[1. Introduction 4](#_Toc1172878619)

[1.1 Activity overview 4](#_Toc839925089)

[1.2 Objectives 4](#_Toc705417818)

[1.3 Timelines 5](#_Toc1393500270)

[2. Evaluation Governance 5](#_Toc503851753)

[2.1 Evaluation Steering Committee 5](#_Toc327352460)

[2.1.1 Steering committee members 6](#_Toc1222286432)

[2.2 Evaluation committee members 6](#_Toc129580026)

[2.3 Subject Matter Experts (SMEs) or advisory members 6](#_Toc1580426497)

[2.4 Roles and responsibilities 7](#_Toc1884566446)

[2.5 Managing conflicts of interest 7](#_Toc738882053)

[3. Evaluation Criteria 7](#_Toc882372290)

[3.1 Mandatory criteria 7](#_Toc890159659)

[3.2 Non- mandatory criteria 8](#_Toc1473954513)

[4. Weighted scale and scoring system 8](#_Toc478905232)

[4.1 Weighted scale 8](#_Toc344465179)

[4.2 Rating matrix 9](#_Toc265076501)

[5. Evaluation Process 10](#_Toc1252924612)

[6. Evaluation Results 11](#_Toc502224673)

[7. Appendices 12](#_Toc2023151561)

[Appendix A: Sample Evaluation worksheet 13](#_Toc822334286)

[Appendix B: Confidentiality and conflict of interest policy 14](#_Toc688689553)

[Appendix C: Evaluation summary report template 14](#_Toc226221487)

[Appendix D: Vendor List 14](#_Toc1221975750)

Version history

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Version number** | **Modified by** | **Date modified** | **Modifications made** | **Status** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

Document approval and endorsement

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation Committee member name** | **Role** | **Signature** | **Approval date** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

# Introduction

This Evaluation Plan provides a best practice approach to the selection of an appropriate vendor to meet the organisation’s requirements. It outlines how vendor proposals will be evaluated, focusing on key areas such as requirement compliance, pricing, quality and their ability to integrate with existing business and technical workflows.

This plan is designed to be easy to follow and provides a fair and transparent process for the evaluation committee to select a supplier who offers value for money and meets the organisation’s needs. The document also includes the mandatory requirements for procurement auditing processes.

Use this plan to select a supplier who will partner with the organisation to achieve the best outcomes for the project, while staying aligned with the company’s values and business objectives.

## Activity overview

Briefly describe the procurement activities that will be covered, for example Type of procurement, procurement reference ID, procurement methodology, etc. This should align to your RFx document.

## Objectives

Customise the sections in **YELLOW** by specifying the main objectives of the procurement Evaluation Plan and the desired outcomes.

Use the **SMARTA** – Specific, Measurable, Achievable, Relevant, Time Bound and Agreed method to establish a clear and effective objective.

**TIP:** Consider the inclusion of objectives that align with organisational strategies, consumer outcomes, workflow efficiencies and system interoperability.

The key objectives of this procurement activity are as follows:

* Add an objective
* Add an objective
* ….
* ….

## Timelines

Customise the YELLOW sections to match your high-level activities and associated timelines for this procurement. The table below is provided as an example.

|  |  |  |
| --- | --- | --- |
| **Activity** | **Start date** | **End date** |
| Invitation to tender |  |  |
| Preliminary vendor screening |  |  |
| Detailed evaluation |  |  |
| Request for additional information |  |  |
| Shortlisting of vendors |  |  |
| Demonstration or site visit |  |  |
| Reference checks |  |  |
| Negotiations |  |  |
| Appointment of the preferred vendor(s) |  |  |

# Evaluation governance

Customise the YELLOW sections to match the relevant procurement activity. Delete any sections that are not applicable.

The following governance groups have been established to ensure a transparent, fair and systematic process in assessing vendor proposals for the procurement of [system or technology].

1.
2.

## Evaluation steering committee

Customise the information in YELLOW to ensure it aligns with your organisation’s governance framework.

The Evaluation Steering Committee will:

* approve the Evaluation Plan
* oversee the activities performed by the evaluation committee
* be responsible for endorsing the Evaluation Report
* assist in any blockers or challenges encountered by the evaluation committee
* provide guidance whenever required.
* ensure procurement, security and privacy compliance throughout the procurement process
* manage perceived and potential conflicts of interest.

##  Steering committee members

List all steering committee members in the table below.

If there are delegates, make sure to add them in a separate table.

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Business Unit** |
|  | Executive Sponsor | Finance  |
|  |  |  |
|  |  |  |

## Evaluation committee members

Update the table below with the names and details of the Evaluation Committee and the Subject Matter Experts.

The following evaluation committee members will:

* establish evaluation criteria and agree on a weighted scoring system
* review, evaluate and discuss all vendor proposals.
* develop a shortlist and meet with potential vendors
* if required the committee may request the vendor:
* delivers a presentation or demonstration
* participates in an interview
* provides clarity or additional information
* provides supplementary documentation i.e. ISO certifications, case studies, etc.
* assist in the preparation of an evaluation report.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Position** | **Business unit** | **Responsibility**  | **Voting member** | **Internal/ external** |
|  | Procurement Manager | Procurement representative | Chair | No | Internal |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Subject Matter Experts (SMEs) or advisory members

The following non-voting SMEs or advisory members who will provide insights and guidance to the evaluation committee:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Position** | **Business unit** | **Area of expertise**  | **Internal/ external** |
|  |  |  |  | Internal |
|  |  |  |  |  |
|  |  |  |  |  |

## Roles and responsibilities

Provide the roles and responsibilities of key members of the evaluation committee. For example: chair, evaluation panel, probity officer, SMEs or advisory member. This will ensure clear roles and responsibilities during the evaluation process.

## Managing conflicts of interest

Update this section based on how your organisation manages potential or perceived conflicts of interests. Provide a link or append your organisation’s Conflict of Interest Policy in the appendix.

# Evaluation criteria

Customise the sections in YELLOW to match the procurement activity related to this document.

Modify the relevant tables to reflect the details agreed upon by the evaluation committee.

Update the evaluation guidelines column to match the main aspects the committee is planning to evaluate.

The tables below are provided as an example only.

The evaluation criteria will help the committee select the best vendor for its organisational needs. The goal is to make sure the procured [system or technology] is the best fit for the organisation. The evaluation committee will use these criteria to review and compare proposals based on how well they align with the prescribed requirements.

1.

## Mandatory criteria

The mandatory criteria, including the evaluation guidelines, that vendors **must** comply with:

|  |  |
| --- | --- |
| Criteria | Evaluation Guidelines |
| [insert functionality] | * Has the vendor responded “Compliant” on all mandatory requirements stated in the Request For Proposal (RFP) document.
* If a response on a mandatory requirement is “non-compliant”, was there any indication that the vendor can include this in the enhancement roadmap with no additional cost?
 |
|  |  |
|  |  |
|  |  |
|  |  |

## Non- mandatory criteria

A list of non-mandatory requirements that may help further differentiate vendors against their peers during the evaluation process:

|  |  |
| --- | --- |
| Criteria | Evaluation Guidelines |
| Additional Enhancements | * Does the vendor have a roadmap that illustrates the application enhancements?
 |
|  |  |
|  |  |
|  |  |
|  |  |

# Weighted scale and scoring system

The table below is provided as an example. Refer to the <Establishing a scaled scoring approach document for further guidance>.

Customise the sections in YELLOW to match the procurement activity your organisation is currently engaged in.

Modify the table based on what has been discussed and agreed by the evaluation committee.

The Evaluation Committee has agreed to follow the weighted scale and scoring matrix for each criterion to assess vendor proposals.

1.
2. 1.

## Weighted scale

The evaluation committee has agreed to following weighted scale for the following criteria:

|  |  |
| --- | --- |
| Overall rating  | 100% |
| Functional requirements | 30% |
| Value for Money | 20% |
| Security Compliance | 10% |
| Scalability | 10% |
| Interoperability | 30% |

## Rating matrix

The evaluation committee has agreed to follow the rating matrix to ensure consistency in assessing each vendor.

|  |  |  |
| --- | --- | --- |
| **Rating**  | **Score**  | **Value for money**  |
| **Exceptional**  | **5**  | Exceeds value for money expectations by delivering exceptional efficiency and effectiveness, while also offering additional value beyond the core requirements through enhanced features.  |
| **Above standard**  | **4**  | Competitive pricing, providing substantial value for money.  |
| **Meets standard**  | **3**  | Meets market expectations with fair pricing that aligns with the industry average, ensuring value for money without concerns.  |
| **Minor concerns**  | **2**  | Pricing is slightly higher than average, offering limited value for money.  |
| **Major concerns**  | **1**  | High pricing with low value for money compared to competitors.  |
| **Unsatisfactory**  | **0**  | Uncompetitive or unjustified pricing, offering poor value.  |

# Evaluation process

Customise the evaluation process table below based on each procurement activity. Make sure to add all the activities and corresponding details.

Steps required to support the selection of a preferred vendor:

|  |  |  |
| --- | --- | --- |
| **Step** | **Activity** | **Details** |
| 1 | Invitation to Tender | Commence relevant tender documentations RFx for all potential vendors or suppliers. |
| 2 | Preliminary vendor screening | High level review to confirm vendors meet the minimum requirements to be considered as part of the process ie. Responded to all sections, legally able to operate in Australia etc |
| 3 | Detailed evaluation | Against the defined criterion |
| 4 | Request for additional information |  |
| 5 | Shortlisting of vendors |  |
| 6 | Demonstration or site visit | Refer to the <Requesting demonstrations and site visits> document for more guidance |
| 7 | Reference checks | Refer to the <Guidance on conducting reference checks> document for more guidance |
| 8 | Negotiations |  |
| 9 | Appointment of the preferred vendor(s) |  |

# Evaluation results

Customise this section based your organisation’s evaluation summary report requirements.

# The evaluation committee will prepare a detailed evaluation summary report and submit it to the [steering committee] for approval.

This report will provide the vendor scoring comparison in a table format to illustrate the strengths and weaknesses of each vendor against the various criteria being assessed.

The final recommendation is clearly articulated with key summation on why the vendor has been chosen. Furthermore, the report should provide an outline of key next steps. This should include notification of the preferred vendor, discussion with the legal and procurement team to negotiate pricing and contract terms. The report will also cover the communication plan for non-selected vendors.

# Appendices

### Appendix A: Sample Evaluation worksheet

Update this section as per the evaluation worksheet your organisation will be using.

Click on this **link** to access the scoring worksheet template.



### Appendix B: Confidentiality and conflict of interest policy

### Appendix C: Evaluation summary report template

### Appendix D: Vendor list