

Procurement and Evaluation Plan Optical Goods and Services

30 August 2013

Prepared by: 9(3)(a)

Procurement Solutions Team
Commercial in Confidence
Updated: 2013



MINISTRY OF
SOCIAL DEVELOPMENT
Te Manatū Whakahiato Ora

Project lead and procurement review

I have peer reviewed this Procurement Plan and agree that the intended procurement can proceed as proposed in this plan.

This Procurement Plan and intended process meets all requirements under the Mandatory Rules and supports the Procurement Guide for Public Entities.

Name:

9(2)(a)

Designation:

Signed:

9(2)(a)

Date: 4/9/13

Sponsor

I have read this Procurement Plan and authorise that the procurement can proceed as proposed.

Name: Liz Innes

Designation: Acting Chief Procurement Officer, Procurement Solutions Team

Signed:

9(2)(a)

Date: 30 August 2013

Approval to proceed

I have read this Procurement Plan and authorise that the procurement can proceed as proposed.

Name: Merv Dacre

Designation: Associate Deputy Chief Executive, People, Capability and Resources

Signed:

9(2)(a)

Date: 6-9-2013

TABLE OF CONTENTS

1	Purpose	5
2	Related Documents	6
3	Background	6
4	Optical	8
5	Objectives	10
6	Business Needs: Optical Specifications	10
7	Procurement Process	13
8	Communication with Respondents during the Procurement Process	13
9	Evaluation Panel	14
10	Probity	15
11	Evaluation methodology	15
13	Recommendation	17
14	Documentation	17
	Appendix 1: eTender Tool Risks & Mitigations	18
	Appendix 2: Evaluation Instructions: Optical Goods and Services RFP	21
	Appendix 3: The Guide for Scorers	24
	Appendix 4: Scoring Methodology for Optical Goods and Services	30
	Appendix 6: Price Evaluations	33
	Appendix 7 - Optical Goods and Services – Clinical Assessment (Eye Examination)	38

Details of the proposed sourcing activity: Optical Goods and Services	
Budget (Procurement support)	There is no direct cost from co-ordinating the RFP process. This is internally resourced from the Procurement Solutions Team and met within MSD overheads.
Anticipated spend (Value of anticipated spend over the potential duration of the relationship)	The anticipated total spend for preferred suppliers in Optical Goods and Services is expected to be around \$23.8 million ¹ for a term of three (3) years plus two (2) one year renewals.
Required start date	November 2013
Proposed method of procurement (Open tender)	<p>Notice of Intention to Tender (NOI)</p> <p>NOI for Optical Goods and Services via GETS</p> <p>One Stage RFP - OPEN:</p> <p>Request for Proposal (RFP) for Optical Goods and Services via GETS linked to eTender</p> <p>Optical Goods defined as:</p> <ul style="list-style-type: none"> a) spectacle frames: b) spectacle lenses: c) ready to wear spectacles: d) spectacle protection cases: e) spectacle care products: <p>Optical Services defined as:</p> <ul style="list-style-type: none"> f) Eye examinations: g) Fitting of any goods listed in paragraph a) and b): h) fitting of any goods listed in paragraph (b) to frames supplied by the purchasers: i) Adjustment of any of the goods listed in paragraph a), b) and d).

¹ This amount is calculated based on an annual spend of \$8m across a 5 year period minus the forecasted \$16.2 million reduction in hardship assistance (medium discount scenario) by introducing a preferred supplier arrangement

	<p>Notes:</p> <p>Clinical Eye examination is detailed in full in Appendix 7.</p> <p>Spectacle Frames:</p> <ul style="list-style-type: none"> • Range of quality, low cost spectacle frames to accommodate different spectacle types of lenses. • New spectacle lenses fitted to old spectacle frames unless defective or not possible due to new lens size/type. <p>Spectacle Lens type:</p> <ul style="list-style-type: none"> • Single vision (used to correct common visual defects such as myopia, hyperopia or astigmatism) • Bifocals (used for far and near correction) <p>Spectacle Lens materials:</p> <ul style="list-style-type: none"> • Plastic • Higher index (lighter and thinner than standard plastic lenses) <p>Spectacle Lens Coatings:</p> <ul style="list-style-type: none"> • Scratch resistant (now included for most lens types)
<p>Subject matter expert RFP co-ordinator</p>	<p>Internally resourced within MSD overheads.</p>

1 Purpose

- 1.1 This document outlines the procurement process for selecting a panel of preferred suppliers to provide MSD Clients with Optical Goods and Services (as defined in Section 3.2) for purchase using hardship assistance (social assistance).
- 1.2 Currently, there are no preferred supplier arrangements in place to deliver hardship assistance for Optical Goods and Services.
- 1.3 This Procurement Plan sets out an auditable process for:
 - a) The nature and timing for engaging with the provider market for the tender briefing and the issue of tender documents.
 - b) The methodology and process for the evaluation of proposals received in response to the tender documents.

- 1.4 All aspects of the procurement will fully comply with the Mandatory Rules for Procurement by Departments; and the Government Rules of Sourcing and support the Procurement Guide for Public Entities.

2 Related Documents

- 2.1 Read this plan in conjunction with the following key documents:

Document	Relationship
Category Review	The Category Review documents the strategic analysis of the Optical Category.
Request for Proposals (RFP)	This document requests proposal from the market for the supply of Optical Goods and Services. MSD will issue an RFP to the market in electronic form, and will include the draft Goods and Services Agreement.
Negotiation Plan	This document details the negotiation strategy for the procurement of Optical Goods and Services. This includes the objectives, parameters, participants and their roles in the negotiation process with Respondents. This plan to be developed in August 2013.
Contract Management Framework	This document will outline the planned framework and approach to the management of the supply arrangements with preferred suppliers. This will be developed and derived from the deliverables set in the Goods and Services Agreement.

3 Background

- 3.1 The Social Security Act 1964 ('the Act') has been amended by the Social Security (Benefit Categories and Work focus) Amendment Act 2013. The amendments made to the Act enable the Minister to determine by written direction the goods and services that the Chief Executive may enter into agreements for with preferred suppliers. If the Chief Executive does enter an agreement with preferred suppliers then the Act requires Clients to use a preferred supplier(s) if that supplier supplies Optical Goods and Services in the area in which the Client resides in. Based on existing work done by MSD and the results of a review by PMMS (a global procurement consultancy firm) Optical Goods and Services are suitable for preferred supplier(s) arrangements.
- 3.2 The Minister has directed² that the Chief Executive may enter into contracts with preferred supplier(s) for the provision of Optical Goods and Services, broadly defined as: eye examination, spectacle lenses, spectacle frames and fitting. The Act also enables MSD to pay Preferred Supplier(s) directly. MSD intends to use a Payment Card that will be loaded with a

² Ministerial decision dated ...

fixed amount payable only to the supplier of the Optical Goods and Services. The Client is advised of the amount approved (examination and usually spectacles) and negotiates repayment with the case manager. This is an existing business process.

3.3

(b)(7)(D)



4 Optical

- 4.1 Around \$8 million³ per year is lent to Clients, to purchase Optical Goods and Services through hardship assistance. Data indicates that hardship grant payments ranged from \$8 to just under \$2,000 with a national average value of \$461. Around 4.5% of grants made to Clients exceed the \$1,000 guideline indicated to meet Client optical needs. Clients' optical needs are wide-ranging, and this can affect costs. This is compounded by the wide variation in costs of the individual optical goods and services, and potentially also from the practice of upselling Clients (to buy more expensive frames and lenses than are clinically required). Currently there is also a two-touch process whereby the Client receives a grant for an initial eye examination, and then reapplies for a second grant for the prescribed spectacles (if clinically indicated). This duplicates time and travel costs for Clients and work for MSD Case Managers. There is an opportunity to reduce the overall cost of Optical Goods and Services by negotiating competitive prices for Optical Goods and Services through which Clients can obtain fit for purpose spectacles at a reasonable price.
- 4.2 MSD proposes to introduce a panel of Preferred Suppliers' arrangement for Optical Goods and Services, achieving coverage for all Clients, and including:
- MSD does not require national coverage, but does require full coverage aligned with coverage provided by MSD service centres;
 - An eye examination;
 - a range of value-for money, low cost frames;
 - single vision and bifocal spectacle lenses in plastic and high index,
 - a general fitting and ongoing adjustment service;
 - new spectacle lenses fitted to old spectacle frames (where possible);
 - a range of single vision ready to wear spectacles; and
 - a minimum 2 year warranty for: defective material; fittings.

The panel Preferred Suppliers will be expected to support a single-touch process for examination and prescription. Clients would return for general fitting and pick up. Clients will not be expected to travel further than they already do.

³ These draft figures were not prepared by Forecasting and Modelling. More analysis will be undertaken. The draft figure is \$8.9 million but for purposes of consistency across all documents, this amount is rounded down to \$8 million.

4.5 Out of scope for Optical Good and Services are:

- Optical Goods and Services funded by Ministry of Health (MOH);
- Any services or item(s) where a third party (like MOH, Accident Compensation Corporation (ACC), a private insurer or similar) has paid part of the fees or charges and payment is required other than to a preferred supplier;
- Children's spectacles (funded by MOH subsidy); and
- Primary eye or vision health care outside the client's immediate optical needs.

⁴ These draft figures were not prepared by Forecasting and Modelling. More analysis will be undertaken.

5 Objectives

The main objectives of this Social Assistance procurement programme are to:

- a) Supply Optical Goods and Services that are value for money and meet Clients' immediate needs.
- b) Include: an eye examination; a range of value for money, low cost frames; a range of single and bifocal lenses made from plastic or high index materials, and fitting.
- c) Reduce cost to the Crown by reduction of Client borrowing;
- d) Reduce cost to the Client;
- e) Reduce complexity and simplify processes for frontline staff; and
- f) Improve control over price.

These objectives are in line with the Procurement Functional leadership agenda in seeking better public services.

6 Business Needs: Optical Specifications

The following section outlines recommended mandatory, must have and value add Optical Goods and Services specifications as broadly agreed by representatives of the Social Assistance Working-Group:

6.1 Mandatory:

- a) Current practising certificate with the New Zealand Optometrist and Dispensing Opticians Board (ODOB);
- b) Supply a range of value for money, low cost Optical Goods;
- c) Provide an eye examination (Clinical Eye examination is detailed in full in Appendix 7);
- d) Supply a general fitting and on-going adjustment service;
- e) Warranty period – minimum two (2) year warranty for defective materials and fittings; and
- f) Provide a Complaints Process.

6.2 Required:

- a) Supply Optical Goods and Services in the 11 Work and Income Regions; where regional coverage is not fully achievable, local coverage will be considered;
- b) Range of spectacle frames which are value for money, low cost and accommodate different types of spectacle lenses;
- c) Appointment turnaround time frame – within four (4) weeks from an initial request (unless mobile services required);
- d) Warranty period – minimum two (2) year warranty for defective materials and fittings; and
- e) New spectacle lenses fitted to old spectacle frames unless not possible due to spectacle frame size/ type (own frames);
- f) Spectacle Lens type;
 - Single vision (used to correct common visual defects such as myopia, hyperopia or astigmatism)
 - Bifocals (used for far and near correction)
- g) Spectacle Lens materials;
 - Plastic
 - Higher index (lighter and thinner than standard plastic spectacle lenses). Their advantages increase for strong prescriptions. The weight of spectacle lenses is also a consideration when prescribing for elderly Clients as the skin can become extremely fragile with age and can tear or develop sores if the lenses are too heavy)
- 1.
- h) Coatings;
 - Scratch resistant (now included for most spectacle lens types)
- i) Ready to wear spectacles;
- j) Spectacles cases and care products;
- k) Value for money for individual Clients; and
- l) Simplified process.

6.3 Other requirements:

- a) Number of the panel of Preferred Supplier(s) to be determined through the RFP;
- b) Term of contract up to 3 years with 2 rights of renewal by MSD (one year each);
- c) Responsiveness to market (lowest prices based on value for money and low cost);
- d) Privacy and data protection clause;
- e) Business Continuity Plan;
- f) Due diligence – company's financial viability;
- g) Remedies for breach of contract/revocation clauses, multiple complaints;
- h) MSD to differentiate between minor, repeated breaches, major breaches;
- i) Reporting – tracking of: examination date; prescription; and delivery date. Client name and address, # of complaints and/or warranty claims; and
- j) Termination clause (for either party) including transitional clause.

6.4 Value added Services (at no extra cost):

- a) Coatings:
 - Anti-reflection (enhances contrast and eliminates reflections)
 - Driving tint (enhances contrast and blocks UV light)
 - Transition (darken in sunlight and are clear indoors, protect against UV rays)
 - Polarised (protects against the sun's reflected glare)
 - All-in-one (combination treatment of easy-clean, scratch resistant and anti-reflection, anti-static layer to repel dust)
 - Drive ware (a combination of polarised and transition)
- b) Mobile service in regions with no optometrist
- c) Optical Goods and Services to accommodate Client special circumstances.

7 Procurement Process

- 7.1 MSD will undertake an open tender process to establish a panel of Preferred Supplier arrangement for the provision of Optical Goods and Services. Several optometrists per Region may be required to obtain appropriate coverage for all Clients.
- 7.2 An eTender tool (provided by Trade Interchange) will be the mechanism for submitting and evaluating responses. The identified risks and mitigations of using this tool are outlined as Appendix 1: eTender Tool - Risks & Mitigations.
- 7.3 Those Respondents who best satisfy the evaluation criteria outlined in section 12 of this document will be considered for the Preferred Supplier Arrangement.

Indicative timeline:

Event	Date
RFP Issue Date – Clarification Period begins	6 September 2013
Tender Briefing for Respondents	6 September 2013
Notification of Intent to Respond	13 September 2013
Clarification Period ends	23 September 2013
Closing Date	4 October 2013 (3pm NZ Standard Time)
Evaluation of Proposals	From 7 October 2013
Best and Final Offer process (Commercial)	To be confirmed
Finalise panel composition and sign off	To be confirmed
Notification of Successful Respondents	To be confirmed
Anticipated Contract Start Date subject to Phased implementation	To be confirmed

8 Communication with Respondents during the Procurement Process

- 8.1 The guiding principle of transparent procurement is to ensure a fair process to all participants and that communications do not advantage or disadvantage participating Respondents. To ensure the robustness of the procurement process a record of all engagements has and will continue to be maintained by the Procurement Solutions Team.
- 8.2 Prior to the release of the RFP, we will hold a series of meetings with a representative group of the supply market to test the reasonableness of some of the information requested in the RFP.

- 8.3 We will also communicate with a wider group of optometrists in regional/local areas in order to ensure; fair access to information about the planned tender; their input into the reasonableness of information requested in the RFP.
- 8.4 MSD will issue an open RFP notice to the market on **30 August 2013** via GETS. This notice directs Respondents to the RFP, which is to be hosted online on the eTender tool (Attached to the notice will be a PDF copy of the RFP so Respondents are able to access the documentation immediately). Respondents are required to register with the eTender tool to gain access to the RFP response tool, and are required to complete the RFP within three weeks.
- 8.5 During the clarification period, MSD will hold a Tender briefing session in Wellington, and will release a video recording of the briefing session on Youtube. Apart from this formal briefing session, Respondents are to submit all clarifications in writing via the Q+A function in the eTender tool. MSD can elect to disclose question and answer communications to all Respondents on eTender and GETS, with the exception of commercially sensitive questions.
- 8.6 Following the evaluations of the Responses, approval of recommendations and contract negotiations (if required) will commence with shortlisted Respondents.

9 Evaluation Panel

- 9.1 The Evaluation Panel has three sub-groups to assess:
- The Mandatory Requirements (Pass/Fail criteria);
 - The General proposal (Technical Ability and Nominated Sub-category questions); and
 - The Financial proposal (Commercial pricing calculations).

- 9.2 The Procurement Solutions Team (PST) will be expected to facilitate and co-ordinate the procurement process.

PST will be responsible for reviewing proposals and completing the pass/fail section for Mandatory requirements, but **will not** score any other sections. In other words, PST will be short-listing potential and capable Suppliers (based on mandatory requirements) in order for the Evaluation Panel (Refer Sections 9.4 & 9.5) to assess only those suppliers that meet MSD requirements.

- 9.3 The Procurement Solutions Team assessing the **Mandatory Requirements** is:

Name	Role	Represents
Hanelie Lategan	Chair	Procurement
Fano Siu-Magele	Deputy Chair	Procurement

- 9.4 The evaluation panel for the **general proposal** will consist of representatives from the following MSD Service lines:

Name	Role	Represents
John Allen	Regional Commissioner for Social Development	Work and Income

TBC	Contracts Representative	Work and Income
P(2)(a)		

- 9.5 The evaluation panel for the **financial proposal** will consist of representatives from the following MSD Service lines and external government agencies:

Name	Role	Represents
TBC	Finance Representative	Finance

- 9.6 We will keep the names of evaluators confidential from RFP Respondents.
- 9.7 To ensure consistency in evaluations, a document "Guidelines for Evaluators" will provide clear marking schedules for each question, we will hold a briefing session with the Evaluation Panel prior to release of responses. (The Guideline for Evaluators document is attached as Appendix 3).

10 Probity

- 10.1 The specific probity actions for this evaluation are detailed below:

- Completion of Affirmation of Independence/Conflict of Interest declarations by all personnel involved in the evaluation process prior to the commencement of their involvement;
- All RFP responses are to be treated in the strictest confidence and eTender login details must be securely stored; and
- Printing, photocopying and electronic transfer of RFP responses for evaluation purposes will be kept to a minimum.

11 Evaluation methodology

- 11.1 We will undertake evaluation of proposals using a weighted attribute evaluation method as outlined below:

- Respondents not deemed to meet MSD requirements will be labelled non-compliant and cannot proceed further;
- The Qualitative Section and Questions will be evaluated; the eTender tool will be used to auto-score questions where appropriate;
- Respondents will then be ranked by their total Qualitative Assessment (defined in section 12.1);
- The respondents with the highest scores will have their pricing assessed as outlined in Appendix 6; and

- (e) The Evaluation Panel Chair supported by the Deputy Panel Chair will present the results of the quality evaluation in each nominated sub-category for Optical Goods and Services to the Evaluation Panel.

12 Evaluation criteria

Section	Weighting
Section A – Respondents Details	For information
<ul style="list-style-type: none"> Respondent Details History and Overview RFP Contact Relationship Manager/Point of Contact Insurance details Consortia bids (if applicable) Service Agreement Acceptance 	
Mandatory Response requirements	Pass/Fail
<ul style="list-style-type: none"> Current practising certificate with the New Zealand Optometrist and Dispensing Opticians Board (ODOB); Supply a contemporary range of quality, low cost Optical Goods; Provide an eye examination (Clinical Eye examination is detailed in full in Appendix 7); Supply a general fitting and on-going adjustment service; Warranty period – minimum two (2) year warranty for defective materials and fittings; and Provide a Complaints Process. <p>Plus</p> <ul style="list-style-type: none"> Financial Viability Consortia bid financial viability 	
Section B – Qualitative and Optical Goods	50%
<ul style="list-style-type: none"> Cultural and Language Capability Reporting Security and Confidentiality Supplier Management Value Added Services (e.g. mobile service,) Certificates Recognition, Awards and Policies Relationship Management Continuous Improvement (business and clinical 	

improvements) <ul style="list-style-type: none"> • Warranty • Stock-holding Capability- Spectacle Frames • Order Fulfilment and Clinical Eye Test Requirements • Transition and Implementation Plan • Spectacle Frames and Lenses • Clinical Governance • Clinical Audit 	
Section D – Commercial	50%
<ul style="list-style-type: none"> • General • Imported Goods • Price Variation Formulae • Price Variation Options • Alternative Price Variation Basis • Sole Supplier Pricing • Eye Test Pricing Model 	

13 Recommendation

13.1 At the conclusion of tender evaluations, the outcome of the evaluation process including a recommendation will be documented in the Evaluation Minute Report and endorsed by the Evaluation Panel.

13.2 A recommendation of the Preferred Supplier(s) will be made to the Business Steering Group for approval.


14 Documentation

14.1 In order to provide a clear audit trail on the evaluation and selection process, each evaluation stage will be clearly documented. At the conclusion of the evaluations, the following documents will be produced to support the recommendations:

- Conflict of Interest declarations;
- Final Evaluation Minute Report and Recommendation including a summary of the evaluation scores;
- Notes from meetings or presentations on relevant aspects of the Respondents proposal (if required); and
- Contract Award Report.

Appendix 1: eTender Tool Risks & Mitigations

Risks	Potential mitigations	Confirmed actions & mitigations
Evaluation Process – poor user experience for the evaluation panel using online functionality, potentially resulting in the requirement to export responses from the tool for a manual evaluation	Leverage approach of Whiteware Tender process. In addition training for the evaluation team to be provided by Trade Interchange.	Trade Interchange has direct experience of guiding large evaluation teams through the evaluation process. Through thoughtful planning of the eTender structure and a defined process for evaluation team training and support, the risk of poor user experience will be minimised. We will 'over service' this aspect with the goal of providing a positive experience for evaluators. Trade Interchange operates a structure where they train a small number of MSD Subject Matter Experts, who then train / support MSD users as appropriate.
End user (supplier) training – insufficient supplier training, testing and acceptance of e-tender concept negatively affects credibility of the RFP methodology and the overall project outcome.	Ask Trade Interchange to present a detailed training and user testing plan based on the estimated volume of Respondents. Push message to supply market that e-tender tool will allow MSD to enable as large a response rate as possible, maximising the market participation opportunity.	The experience based recommendation from Trade Interchange is that no prior training is required for suppliers as the documentation is written in a way that guides respondents through the process. An introductory e-mail can be issued prior to or at the same time as login details are sent to respondents. Testing will consist of: <ul style="list-style-type: none"> • proof reading each question; • ensuring each question allows for the appropriate answer type; and • Confirming mandatory switches are correct.
e-RFX uptime & availability – any issues would have a significant negative impact on MSD's reputation, project critical path and project results.	Trade Interchange's uptime and availability stats for projects in the last two years. Need to be convinced that system stability and reliability are guaranteed to a standard. Seek confirmation that all current and	Over the past 5 years Trade Interchange has had one unscheduled system outage (10 minutes) due to human error. Their systems have high levels of redundancy with contracted service levels from our hosting provider (Rackspace). They can confidently commit to 99.9%

	supported Windows & Mac OS versions , and commonly used internet browsers are supported by e-tender tool (i.e. Internet Explorer, Safari, Mozilla Firefox, Opera etc).	availability. All current PC (includes Macs) browsers are supported. IE6 is supported in all versions back to version 6.0. Mobile browsers are not supported. However, they may work.
Data hosting & security – needs to meet the NZ government standards and requirements for storage location, security and privacy.	Seek compliance requirements from MBIE (ITG, CSB) and ensure Trade Interchange's solution meets the required standards. Seek statement of data confidentiality, security and privacy assurance from Trade Interchange so this can be provided to suppliers.	Provided to Whiteware Tender and Recruitment Centre of Expertise and deemed sufficient.
Data ownership – MSD needs to retain ownership of all data at all times, and assure readable access & manipulation independent of the tool in case needed in the future.	Note MSD's minimum requirements to ensure Trade Interchange's solution meets the required standards for web-based applications and hosting. Ensure provision for MSD to download and store all relevant data from the e-tender tool to meet its own audit and legislated electronic records compliance requirements. Ensure MSD data is eventually purged (or securely archived?) from e-tender tool once MSD project has finished. Ensure MSD is able to import, access, manipulate and report on the data independent of the system , as might be required in the future (OIAs, audits etc). Ensure suppliers can (and do) retain a full extract of their e-proposal for their records and audit purposes.	Data ownership by MSD is confirmed.  Trade Interchange Architecture and Security See attached document re data security. Future access is confirmed. For the pilot, Trade Interchange will commit to providing online access to a date as agreed. Ultimately, if MSD decide to discontinue using the tool, the data can be exported via Excel and stored by MSD. The data can then be erased from the Trade Interchange system. All questions and response data can be exported by MSD, at any time, to Excel for independent analysis and manipulation. Each e-RFP has its own user accessible audit trail which can be searched, filtered and exported.

		<p>From the Summary tab, suppliers can print a hard copy of their completed proposal. In addition, suppliers have ongoing online access to their completed proposals whilst the e-RFP is in the review phase. It is only when the e-RFP is manually switched to 'Historic' that suppliers lose online access.</p> <p>Typically an e-RFP is switched to Historic at some stage after a tender has been awarded.</p> <p>The system has no facility to ensure that suppliers retain a full copy of their proposal. A workaround for this would be to send a message to all suppliers, after the event has closed, advising them to print a copy of their submission.</p>
<p>System and support costs – MSD needs to have a good grasp of what is “standard” system access and support, as opposed to “enhanced” in order to be able to assess value for money as a potential future solution.</p>	<p>Understand standard costs vs. additional costs if it were a fully chargeable exercise.</p>	<p>Trade Interchange’s licensing model is on a per e-RFP basis rather than per user basis. License fees are set on a volume based scale.</p> <p>Additionally, Trade Interchange will train a small number of Subject Matter Experts from MSD who then provide internal support for future e-RFP events; minimising any need for support or charges over and above the standard package.</p>

Appendix 2: Evaluation Instructions: Optical Goods and Services RFP

1. Introduction

The purpose of evaluation is to identify which bid in a process offers the most economically advantageous proposal based on the criteria specified in the Request for Proposal (RFP) document.

2. Before you start – some key principles about the evaluation process

When Evaluation Teams are scoring submissions, our top of mind focus must always be on ensuring our individual and collective behaviours meet appropriate standards of probity.

- Everyone involved in the evaluation must have completed/signed a Conflict of Interest & Confidentiality Agreement.
 - Confidentiality must be respected and maintained throughout the process
 - The Evaluation Team should not discuss any element of the process with work colleagues or any other party.
 - If any Respondent contacts you in your capacity as an Evaluation Team member, you will need to refrain from commenting and refer them to the Procurement Solutions Team.
-

3. Evaluation Team

Hanelie Lategan will Chair the Evaluation Team. Fano Siu-Magele will be the Deputy Chair. Both the Evaluation Team Chair and Deputy Chair are non-scoring members of the Evaluation Team for Section B and C. The role of the Evaluation Team Chair and Deputy Chair includes acting as co-moderators of the moderation sessions.

You will focus on the evaluation of Responses to Section B Qualitative, which relates to the assessment of the capability and capacity of the Respondent and Section C, which focuses on specific Optical Goods questions.

An eTender tool (provided by Trade Interchange) will be used as the mechanism for evaluating Responses. You will have online access to the relevant section of each Response that you are marking. You will not need to access the commercial Response which will be evaluated separately from the qualitative aspects of the Responses. Please ensure your login details are kept confidential at all times, and please ensure when you are reviewing Responses that the information you are viewing is also kept confidential.

4. Instructions – initial evaluation

There are a number of principles that should be applied when you are evaluating the Responses:

- Each Evaluator must carry out an independent evaluation by reviewing each Response, and allocating marks as appropriate before moving on to another Response.
- As you mark Responses, you may develop clearer ideas on the relative marks, and therefore you may wish to reassess the marks of the first one or two Responses after you have evaluated all Responses.
- You should strive for consistency in the approach to marking across all Responses, so that an answer that merited a specific mark in one Response will also merit the same mark in another Response if it is of equal merit. Ensure your marking is equal and fair.
- Individual scores will then be reviewed and debated as a team. Either a consensus will be arrived at or team members will be asked to carry out a 'second pass' of their evaluations, taking into account the team discussions.
- Responses must be evaluated in strict accordance with the RFP criteria.
- Only information contained in the Response is to be evaluated. No extraneous views, supposition or assumptions should influence your evaluation.
- Clear, succinct but comprehensive notes are required in support of your scores. Due to eTender tool functionality, these will need to be recorded off-line. All evaluation notes and material must be retained for audit purposes

Next steps:

1	Independently score each Response	Independently score each Response online by following the Guide for Scorers provided by Trade Interchange. The Guide for Scorers is contained in Appendix 2.
2	Evaluation Team review meetings	The schedule covering the evaluation period is contained in Appendix 3.

If Evaluators have any queries about the evaluation process or criteria that prevent them from completing their individual rating, they must resolve these queries with the Chair or Deputy Chair of the panel with the aim of completing the individual rating process before the evaluation ends.

5. How to score each submission

The following rating scale shall be used to score each requirement. The evaluation methodology does not permit ½ marks (e.g. 4.5, etc)

Rating	Definition	Score
Exceeds requirements	Comprehensive and strong information which demonstrate a level of service beyond MSD's expectations, stated requirements and business objectives and the level of service proposed by competitors. The Respondent is offering major benefits in terms of reduced risk and/or a quantifiable value added to MSD with little or no increase in cost.	4
Capable	Comprehensive and strong information indicating proposal capable of delivering outcomes to required standard	3
Potential	Information indicating potential to deliver outcomes	2
Concerns	Some concerns that proposal may lack certain requirements in this area to achieve the required standard of service delivery	1
Inadequate	Significant indications that proposal lacks certain requirements in this area to achieve the required standard of service delivery/information totally inadequate	0

Note: Questions that have a Yes/No response are auto-scored in the eTender system.

Where you have signed a Conflict of Interest Management Plan, stating that you will not evaluate a particular Respondent, and you receive a Response from that Respondent, then you will not evaluate that Response. Instead of entering a score into the eTender tool, please select the 'C' for Conflict.

6. Questions

If you have any questions, please direct these to the Evaluation Team Chair/Deputy Chair.

The Chair/Deputy Chair will respond to the evaluator, copying the correspondence to all other evaluators as appropriate.

The Chair/Deputy Chair's details are as follows:

Name: Hanelie Lategan

9(3)(a)

Name: Fano Siu-Magele

9(3)(a)

Appendix 3: The Guide for Scorers

Trade Interchange e-RFx System V7.5.X

Guide for Scorers

This guide is intended for first time reviewers and scorers of online tenders that have been published through the Trade Interchange e-RFx system.

Accessing the system

You will receive an email with your username, password and the system website address. If you did not receive this, please contact the creator of the e-RFx and ask them to send it to you.

When you log in for the first time you will be asked to change your password. You may also be asked to select your preferred time zone.



Welcome to the ARCUS eSourcing platform.
If you require help at any time click on the 'help' link in the top right.

☐ English ☐ Français

Username: Stakeholder3-1478

Password:

☐ Remember Me (Username Only) [Forgotten your password?](#)

Whilst this site will work with all compliant browsers, it has been designed for Microsoft Internet Explorer. To verify your browser is Java Enabled, please click the button below:

Home Page

Once you have logged in you will be taken to the Home Page which will look similar to this:

[Home](#)
[SIM](#)
[Project](#)
[My Details](#)

[Homepage](#)
[SIM Dashboard](#)

2013
MARCH
8
FRI

Time: 09:07 - (GMT+10:00) Canberra, Melbourne, Sydney

Welcome to the Trade Interchange ARCUS™ eSourcing Platform

Please note all statistics on this page are based on the events your access level allows you to view.

eRFx	eAuction	Bid workflow	Contract Management	Grant tracker (demo)
Potential eRFx	Potential auctions	Draft	Not started	Saved
Live eRFx	Live auctions	Approved for publication	In progress	Use for Update
Future eRFx	Future auctions	Published	Complete	Updated
For Review eRFx	Historic auctions	Withdrawn	Delayed	Inactive
Historic eRFx			Shilled	

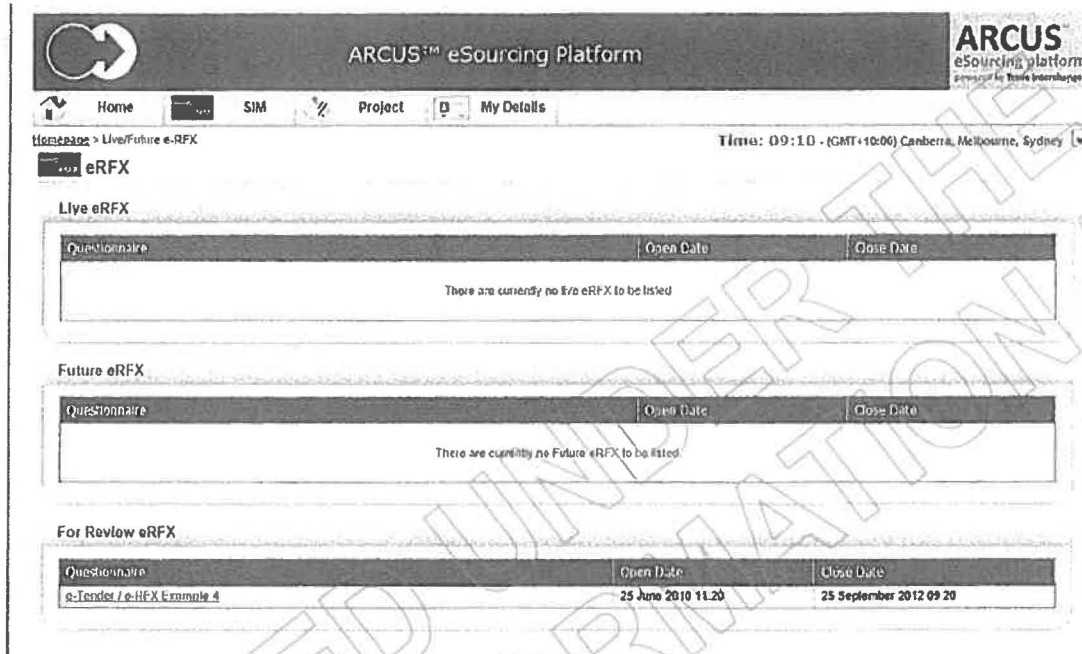
My Tasks

Completion key: ☐ Early ☒ On Time ☐ Late
Show tasks that are due in the next 30 Days

Select 'For Review e-RFX'

e-RFX Listing Page

Select the e-RFX to be reviewed from the 'For Review e-RFX' list (there may only be one in the list).



ARCUS™ eSourcing Platform

Home SIM Project My Details

Time: 09:10 - (GMT+10:00) Canberra, Melbourne, Sydney

Home > Live/Future e-RFX

eRFX

Live eRFX

Questionnaire	Open Date	Close Date
There are currently no Live eRFX to be listed.		

Future eRFX

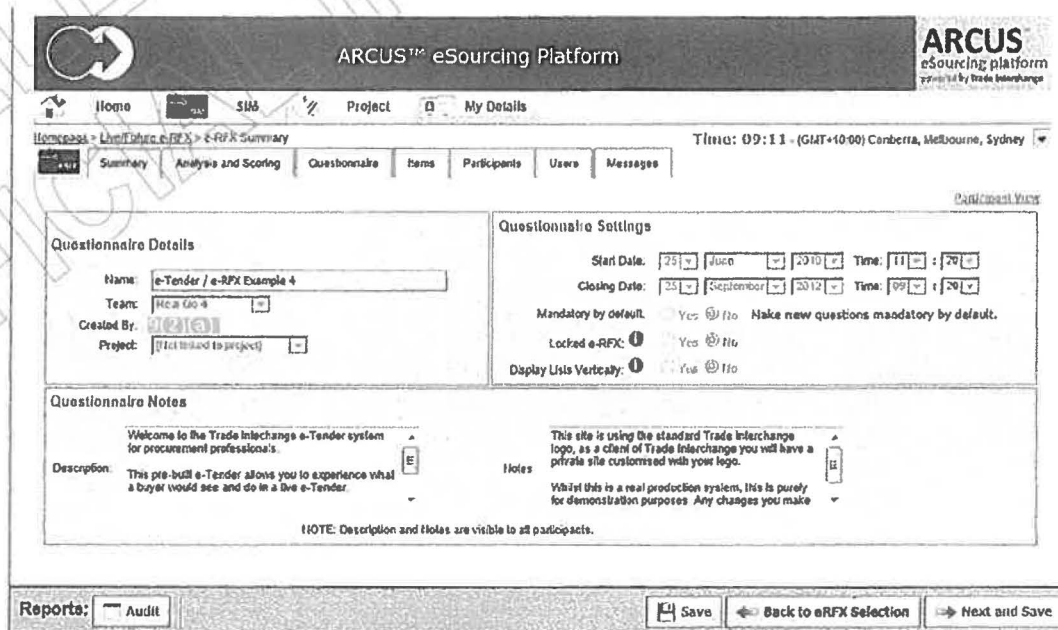
Questionnaire	Open Date	Close Date
There are currently no Future eRFX to be listed.		

For Review eRFX

Questionnaire	Open Date	Close Date
e-Tender / e-RFX Example 4	25 June 2010 11:20	25 September 2012 09:20

Summary Page

You will arrive at a summary page with a series of tabs along the top. Select the 'Analysis and Scoring' tab.



ARCUS™ eSourcing Platform

Home SIM Project My Details

Time: 09:11 - (GMT+10:00) Canberra, Melbourne, Sydney

Home > Live/Future e-RFX > e-RFX Summary

Summary Analysis and Scoring Questionnaire Items Participants Users Messages

Questionnaire Details

Name: e-Tender / e-RFX Example 4

Team: Mea Geo 4

Created By: [User Icon]

Project: [Project Icon]

Questionnaire Settings

Start Date: 25 June 2010 11:20

Closing Date: 25 September 2012 09:20

Mandatory by default: ☒ Yes ☐ No Make new questions mandatory by default.

Locked e-RFX: ☒ Yes ☐ No

Display Lists Vertically: ☒ Yes ☐ No

Questionnaire Notes

Description: Welcome to the Trade Interchange e-Tender system for procurement professionals. This pre-built e-Tender allows you to experience what a buyer would see and do in a live e-Tender.

Notes: This site is using the standard Trade Interchange logo, as a client of Trade Interchange you will have a private site customised with your logo. Whilst this is a real production system, this is purely for demonstration purposes. Any changes you make

NOTE: Description and Notes are visible to all participants.

Reports: Audit

Save Back to eRFX Selection Next and Save

Analysis and Scoring Page

You will now see a list of all suppliers invited to participate in this event.

Select the suppliers you wish to review by clicking on the checkboxes in the right hand column or by clicking on 'Select All' at the top of the column. Once you have selected the suppliers, click on the 'Score' button at the bottom of the screen.

ARCUSTM eSourcing Platform

Home SIM Project My Details

Home > Live/Future e-RFX > e-RFX Status Time: 09:14 - (GMT+10:00) Canberra, Melbourne, Sydney

Summary Analysis and Scoring Questionnaire Items Participants Users Messages

e-Tender / e-RFX Example 4

(NOTE: % compl. refers only to mandatory questions and documents)
* When scoring or viewing reports the order of suppliers is taken from the table below. The default is alphabetical. To change the sort order of reports click on the column heading that you wish to sort by.

Show Scoring: ☐ Yes ☒ No

Company Name	Close Date	Submitted	Documents (Attached)	View	% compl.	
Supplier 41: Supplier 41	25/09/2012 09:20	No	+ (0/1) Documents		0%	<input type="checkbox"/>
Supplier 42: Supplier 42	25/09/2012 09:20	No	+ (0/1) Documents		0%	<input type="checkbox"/>
Supplier 43: Supplier 43	25/09/2012 09:20	No	+ (0/1) Documents		0%	<input type="checkbox"/>

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Reports: ☐ Compare Quote ☐ Compare Ques. ☐ Compare Items ☐ Compare All Scoring:

Scoring Report

The system will now compile the responses of all selected suppliers and produce a table with a row for each question and a column for each supplier. This enables 'side by side' comparison of supplier responses on a question by question basis. Compilation of the table can take from a few seconds to a minute or more depending on the number of suppliers selected and the number of questions in the e-RFX.