

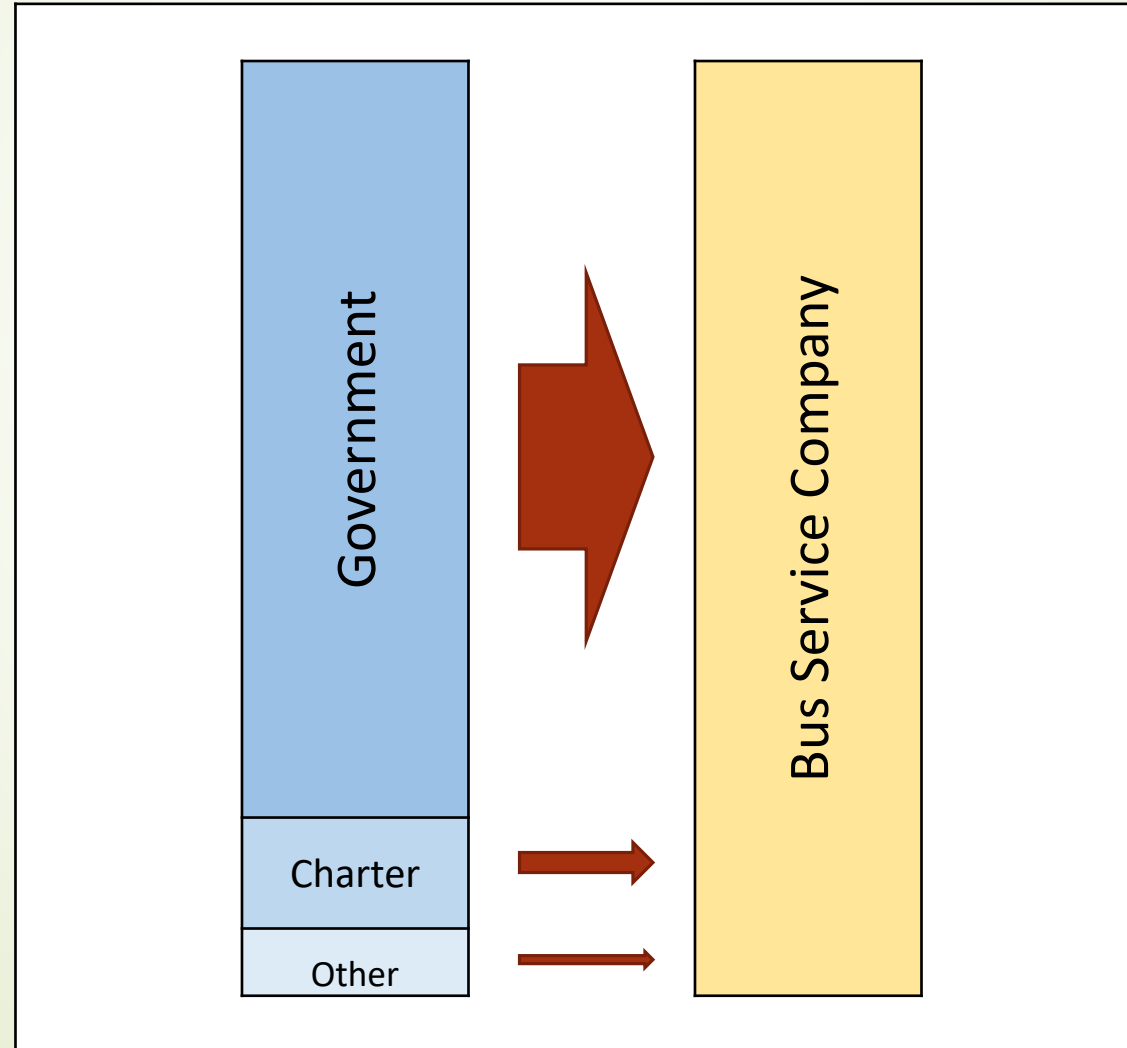


Competitive Evaluation

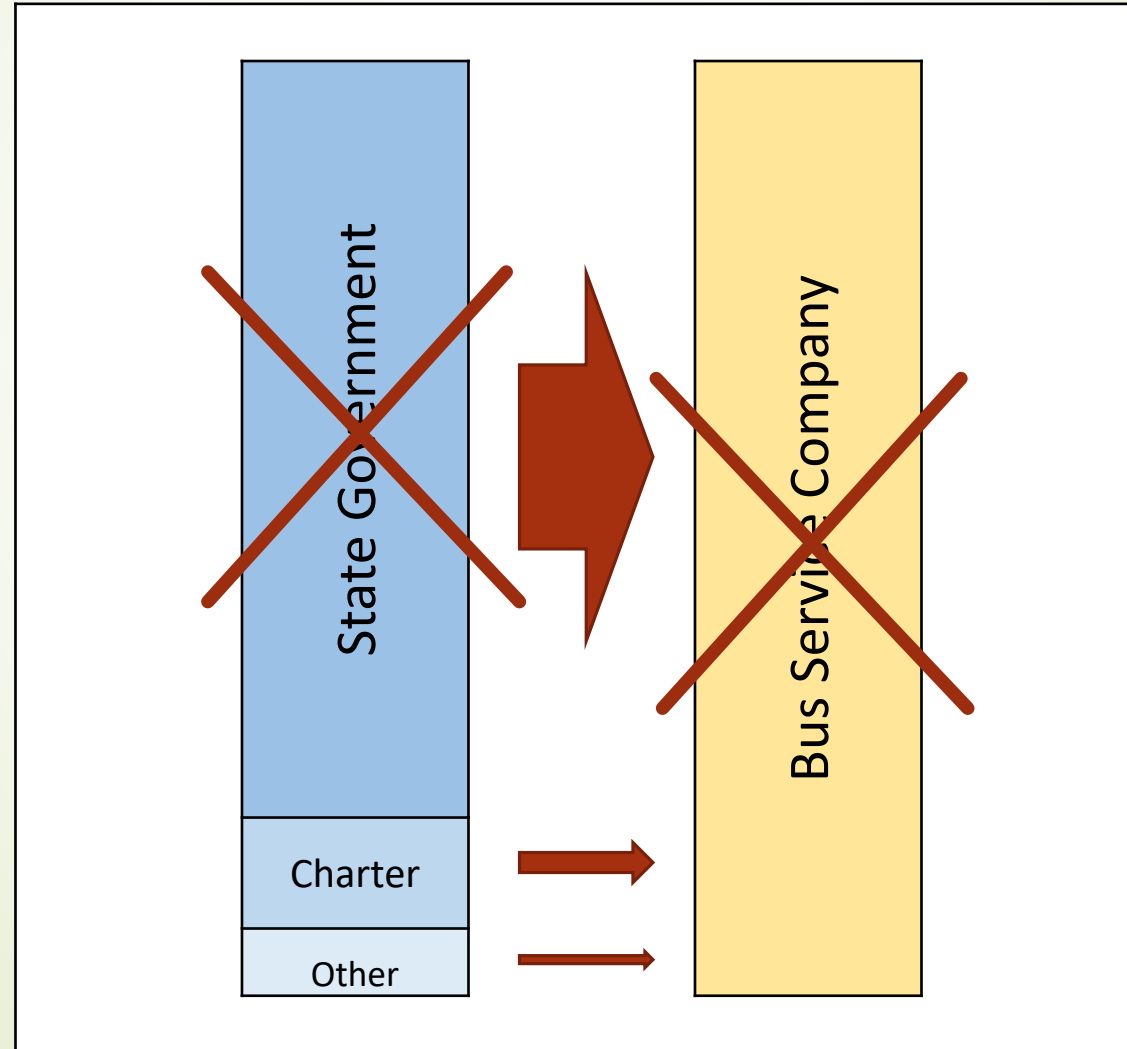
Higher evaluation standards for a reverse captive market

David Overington & Samuel King

What makes the bus service industry unique?



So, What's the Issue?





Interface with the public sector




Contract
Management

Specification &
contract
writing

Market
Approach

Evaluation
Process

Contract
Award



Tender Evaluation – What Can Go Wrong?

- Hasty Tender Evaluation
- Conflicting Work Commitments
- The Glossy Tender / Operator Resources Effect
- Bias in Tender Evaluation
- Double Counting in Tender Evaluation
- Accidental Errors
- Probity Advisor Role



Tender Evaluation

The Process


- Subject to departmental policy
- Carefully defined at the start
- Process contracts in place
- Probity officers involved throughout
- Auditable (both internal and external audit teams used)

The Decisions

- Criteria weightings
- ...



Partial Improvements

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- **Improved training for tender evaluators.** It is hard to see how improved training could be anything but beneficial. Improved training might help overcome problems such as double counting of tender offerings, may help ensure consistency in scoring, and other such technical improvements.
 - **More time for tender evaluation.** This would assist the evaluation process, compared to instances where time is very constrained.
 - **Greater evaluation transparency.** This could include sharing individual evaluator scores and key evaluation decision with bidders.



The Improvement

- Introduce competitive tension to the evaluation process:
 - One evaluation plan
 - **Two evaluation teams**
 - Concurrent evaluation to keep timescales the same
 - Chinese walls between the teams
 - Reportable to the executive sponsor
 - Any difference in overall ranking must be explored

The Costs

Cost of CoEval

Cost of getting
evaluation
wrong





The 3 Key Benefits

- Finding the genuine best value for money offer!
- Improved supply market confidence in procurement decision making!
- Data to shine a light on the decision making process!



What's sauce for the goose...

Thank you