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| **Invitation to Supply – Part D: Supplier Response Form**  **EVALUATION CRITERIA QUESTIONS BANK** |



**ITS – Part D Evaluation Criteria Questions Bank User Guide**

* This Invitation to Supply (ITS) – Part D: Supplier Response Form Evaluation Criteria Questions Bank can be used as a tool by public authorities to assist them in tailoring Section 4 of the ITS Supplier Response Form.
* The evaluation criteria and associated questions in this questions bank are **examples only**. Not all criteria and questions will be applicable to all procurements.
* Procurement officers should select those questions most appropriate for their procurement, based on the public authority’s requirements and approved evaluation criteria.
* The evaluation criteria will be determined by the public authority and modified for each procurement to ensure they are fit for purpose to achieve the individual procurement objective(s).
* The examples provided in this bank are based on commonly used criteria and questions that have previously been asked for a wide range of procurements across-government. You may note that some of the questions have very similar wording. However, they are intended to elicit different information from the supplier, depending on the public authority’s requirement.
* Public authorities are not limited to these criteria or the associated questions. Each criterion and question used in the Supplier Response Form must be tailored to reflect the Public Authority’s approved evaluation criteria and sub-criteria.
* It is imperative that **only information that is needed to fairly evaluate an Offer is requested from suppliers**. Public authorities should not ask for information that will not form part of the evaluation.
* If you require assistance in using this questions bank, please contact your public authority’s procurement team or contact Procurement Services SA at [procurement@sa.gov.au](mailto:procurement@sa.gov.au)



SECTION 4 - SUPPLIER RESPONSE TO EVALUATION CRITERIA



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| South Australian Business A business is considered a ‘South Australian business’ in relation to a procurement if:   * the business operates in South Australia, and * more than 50% of the workforce delivering the contract resulting from the procurement on behalf of the business are residents of South Australia.   Note: ‘Resident’ refers to an employee’s principal place of residence for taxation purposes. | Does Your organisation meet the definition of a ‘South Australian business’ in relation to this procurement? | |
| Yes | No |
| If You answered ‘yes’, provide details of the location from which Your business operates and the total percentage of the workforce to deliver the Public Authority’s requirement that are residents of South Australia. | |
| Does your business operate in South Australia? | |
| Yes | No |
| If You answered ‘yes’, provide details of the location from which Your business operates: | |
| Are more than 50% of the workforce proposed to deliver the Public Authority’s requirement residents of South Australia? | |
| Yes | No |
| If You answered ‘yes’, provide details of the total percentage of the workforce to deliver the Public Authority’s requirement that are residents of South Australia. | |
| Provide details of how the total percentage of the workforce to deliver the Public Authority’s requirement was determined/calculated. | |

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| Organisational Capacity and Capability (Knowledge and Experience) | Detail the experience and expertise of each key staff member and their role in the delivery of the Public Authority’s Requirement. |
| Describe how You measure quality in meeting or exceeding the Public Authority’s Requirements. |
| Describe Your organisation’s experience in delivering similar goods/services (same quantity, quality, delivered on time, to specification and within budget). |
| Describe Your organisation’s size and structure (if not already provided in Section 1). Explain why this is sufficient to deliver the Public Authority’s Requirements in full, on time, to specification and in the quantity required. |
| Provide information about Your operational and financial systems to track and manage delivery. |
| Provide details of Your experience and capability which demonstrates Your suitability and proven track record in effectively managing the complexity, breadth and requirements of the Public Authority’s Requirements. |
| Provide details of Your experience which demonstrates Your understanding of the requirements and ability to meet them, including your capacity to deliver a state-wide service and reach vulnerable and disadvantaged clients. |
| Provide details of Your practices to recruit, train, and continue to develop staff in the specific requirements of the service model. This should also include contingencies if key staff are on extended periods of leave (e.g. annual leave, sick leave) or if they vacate their position. |
| Provide details of Your workforce capacity and capability to deliver the required service. Your response should include, but not be limited to:   * Provision of an organisational structure identifying the key service delivery roles and reporting structure (supervision and management, including staffing and volunteers) * Identification of the roles and responsibilities of the key people providing the services, inclusive of location and relevant qualifications. |
| Provide details of Your experience in supplying the goods and/or services to the public sector and/or private sector organisations of similar size and scale including, but not limited to:   * Service/Contract description; * customer name and/or size of organisation (for comparative purposes); * details of any agreements with largely comparable services to those listed in this ITS; and * any other information that may be of interest to the State |
| Describe Your experience in the provision of services of a similar size, scope, and complexity. Your response should consider, but not be limited to:   * Experience in provision and application of your proposed service model across a similar target group; * Knowledge and experience working with clients within the [defined] sector. * Experience in monitoring, measuring and evaluating short-, medium- and long-term client outcomes (including data capture); * Experience in building and implementing a culture of continuous improvement. |
| Detail Your quality framework system and how this improves operations and performance. |
| Provide evidence of Your organisation’s experience providing customisable, timely reports that show results and findings based on differences observed in other Australian or international samples. |
| If this offer is a joint / partnership offer, provide details of Your organisation’s experience in working in partnership with the other identified organisation(s), as well as Your ability to lead, participate and work collegiately within networks. |
| Provide details (including relevant examples) of Your existing working relationships with other stakeholders in the Community e.g. effective partnerships and collaborations with other government and non-government agencies / service providers, involvement with collective impact initiatives etc. |

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| Supplier Methodology | Provide details of the methodology that You would use to deliver the Public Authority’s Requirement. |
| Provide details of how your good/service fulfils the requirements of the Specification, including any deviations from the Specification. |
| Provide a well-considered and detailed Service Delivery Model. Explain how You will operationalise your Service Delivery Model and ensure that it will deliver the Public Authority’s Requirement. |
| Provide details of what You consider to be appropriate performance measures and benchmarks for the delivery of the Public Authority’s Requirement. |
| Provide details of Your proposed Service Model including a description of the service activities and Your understanding of, and proposed methodology for, servicing the specification requirements and achieving the intended outcomes. |
| Provide details of the program theory and evidence that informs your chosen Service Model and service activities. Consider how the program theory and evidence that informs Your proposed Service Model is relevant to achieving the intended outcomes for the identified target group. |
| Provide details of how an ongoing client voice will be captured in the design, delivery, and evaluation of Your proposed service. |
| Provide details of the procedures You intend to implement to ensure customer satisfaction for the duration of the provision of the Public Authority’s Requirement. |
| Provide an indicative timeline for the supply of the goods/services, showing delivery dates, invoice and payment dates, and any authorisation hold points. |
| Provide a detailed project schedule to deliver the Requirement within the specified timeframe. |
| Provide details of Your proposed implementation/transition in plan. |
| Provide details of Your proposed transition out plan. |
| Provide details of specific management mechanisms and strategies to demonstrate Your ability to handle any service delivery issues likely to arise. |

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| Cultural Responsiveness and Accessibility | Describe Your commitment to Cultural Responsiveness e.g. specific training for all staff, a Reconciliation Action Plan, employment of Aboriginal staff, board members, cultural advisors. |
| Describe Your experience working and building positive, culturally sensitive and safe service provision and connection to clients, including but not limited to those who identify as:   * Aboriginal * Culturally and Linguistically Diverse (CALD) * New and Emerging Communities (NEC).   Your response should describe the knowledge, values, attitudes, behaviours and corporate responsibility You have fostered that contribute to cultural responsiveness within Your organisation and how this supports participants within Your proposed service model. |
|  | Detail your organisation’s service delivery model in relation to how it offers culturally appropriate and accessible services. This should include but not be limited to:   * Your organisation’s policies and processes to develop and implement culturally appropriate services to People with Disability, Culturally and Linguistically Diverse and Aboriginal and Torres Strait Islander communities * Your understanding of issues specifically related to People with Disability, Culturally and Linguistically Diverse, and Aboriginal and Torres Strait Islander persons and their engagement with this service * How your service delivery methodology seeks to address these issues and promotes access to the service by People with Disability, Culturally and Linguistically Diverse, and Aboriginal and Torres Strait Islander persons * Details of previous programmes you have undertaken with these groups of people and Your successes and learnings. |

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| Sustainability | Does Your organisation have an environmental or sustainability policy in place? |
| Are raw materials used in the product or production sourced from legal and sustainably-managed sources? Please provide details/evidence. |
| What actions/initiatives have been implemented to reduce waste during manufacture of the offered products / service delivery? |
| Provide details of the packaging requirements for the supply of the goods, including whether the packaging materials are recyclable and any measures you can implement to minimise wastage. |
| Can the offered products be recycled at the end-of-life? |
| What steps will be put in place to reduce travel and transport e.g. teleconferencing or video conferencing? |

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| Social Procurement | Provide details of any formalised programs or initiatives that Your organisation has in place that are directed towards meeting social and ethical responsibilities and objectives. |
| Do You assess Your supply chain against relevant labour standards? If yes, provide details of how the assessment is undertaken and how You address any risks, issues or other concerns that are identified during the assessment. |
| What does Your organisation do to apply fair employment practices to Your workforce employees and sub-contractors? |

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| Stakeholder Engagement | Provide details of Your organisation’s ability to develop and maintain positive and effective relationships and partnerships to assist and support delivery of the Public Authority’s Requirement. |

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| ICT and data security and storage requirements | Provide details of how Your organisation proposes to transfer and store data to ensure privacy and anonymity requirements outlined by the Public Authority. |

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| Innovation and value for money | Provide details of any innovative solutions, systems or processes that may add value to the delivery of the Public Authority’s Requirement. |
| What is Your strategy and methodology to ensure that value for money is achieved and delivered? |
| Describe any new ideas or processes You offer which are innovative. Describe the benefits of these e.g. greater efficiency, better quality solution etc. Describe how the benefits are measured. |
| Detail any other value-added services Your organisation can offer in its provision of the goods and/or services. |
| Provide details of how You are able to add value to the services you provide, which would deliver additional benefits to site users or the State in general. |
| Demonstrate how You have created innovative ways of delivering services to other clients, or innovative ways in which You have created efficiencies or cost savings within Your organisation. |

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| Whole-Of-Life Cost | Provide the total price and a breakdown of the total costs over the whole-of-life of the Contract. | |
| <Where a pricing schedule has been provided by the Public Authority as part of the Invitation, complete and attach a copy of that schedule to this Response Form.  If a pricing schedule was not provided by the Public Authority as part of the Invitation, You can insert Your response here or attach a separate pricing schedule to this Response Form. Make sure all attachments are clearly named/numbered for the Public Authority.> | |
| Is Your Offer based on fixed or variable pricing? | |
| Fixed | Variable |
| <If Your Pricing is variable, specify price variation methodology> | |
| Detail any assumptions that You have made in relation to the cost and pricing information. | |
| Provide details of any measures You take to reduce the whole-of-life cost including (but not limited to) cost of transport, packaging or storage? | |

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| Risk Management | Provide details of the risk management strategies and practices that You would implement in the delivery of the Public Authority’s Requirement, including strategies to minimise disruption and ensure continuity during the Covid-19 pandemic. |
| Please state any assumptions You have made in relation to the Public Authority’s Requirements. Where You have made assumptions in relation to the costs and pricing information, please state these in the ‘whole-of-life cost’ section. |
| How might the Public Authority assist You in reducing Your risks, and what effect will this have on the delivery of the Public Authority’s Requirement? |

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| Financial Viability You are required to demonstrate that You have the financial viability to deliver the Public Authority’s Requirement. The following questions apply to Your organisation, and its parent or any associated entities or any director(s), including any consortium members and partners where relevant. | Are there any significant events, matters or circumstances which have arisen that could significantly affect Your operations? Have there been any:   * bankruptcy and/or de-registration actions within the past 12 months; or * insolvency proceedings (including voluntary administration, application to wind up, or other like action) either actual or threatened, against You in the past three years? If so, what (if any) remedial action has been taken? | |
| Yes | No |
| If You answered ‘yes’, provide an explanation: | |
| Are You currently in default of any agreement, contract, order or award that would or would be likely to adversely affect Your financial capacity to deliver the Public Authority’s Requirement? Are there any other factors which could adversely impact Your financial ability to successfully perform the obligations in this Invitation? | |
| Yes | No |
| If You answered ‘yes’, provide an explanation: | |

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