



## EVALUATORS' QUICK REFERENCE GUIDE

Buyers' Portal

*This guide is for subject matter experts and others new to evaluating tender submissions and similar offers using 360. If it has an error or seems to be out-of-date, please email [support@simplylogical.net](mailto:support@simplylogical.net). For additional help, please browse or search the online knowledgebase: [360 – Buyers' Portal Help Articles](#).*

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## INTRODUCING 360

360 is an online quote and tender evaluation system with two portals:

1. The Buyers' Portal allows buyers to:
  - a. Configure a request for tender, request for quote, and similar requests
  - b. Publish them
  - c. Manage correspondence with respondents
  - d. Evaluate responses
  - e. Maintain confidentiality and auditable records
2. The Providers' Portal allows providers of goods and services to:
  - a. Respond to the requests
  - b. Demonstrate their offer is good value for money
  - c. Be notified when requests are published and progressed

## MOST IMPORTANT CONCEPTS

### ***360 is a paperless system!***

*Buyers publish requests (e.g. for tender) online. Providers respond by completing the buyer's questionnaire online. Evaluators score, comment, identify risks, and reach consensus online too.*

### ***Every evaluation criterion needs a score for every provider!***

*To assess fairly, every provider's response to a criterion needs a score by each and every evaluator that is assessing the criterion. 360 does not allow one evaluator to score some providers and another evaluator to score others.*

### ***Evaluators should be free to score as they see it – free from influence!***

*Prices influence assessments so 360 allows them to be hidden from evaluators.*

*One evaluator's opinions should not influence another's so 360 allows each evaluator's scores and thoughts to be saved and a separate consensus evaluation to record the evaluation team's definitive outcome.*

*Each evaluator's approach should be what makes sense to them. If they wish to express concerns by assessing risk separately from raw scores, they are free to do so within 360. 360 looks to see if each evaluator has assessed evenly (i.e. if assessing risk for one provider, risk should be assessed for all providers).*

### ***Data in 360 must be treated as commercial-in-confidence information!***

*Providers trust that all data is managed securely without, conflicts of interest. 360 allows evaluators to be restricted to their areas of expertise. The same feature helps prevent data leakage – especially with contracted subject matter experts.*



## HOW TO EVALUATE A REQUEST (E.G. FOR TENDER) IN 360

### QUICK LINKS

1. As a member of the Evaluation team  
See: [How to evaluate a request \(e.g. for tender\) in 360](#)
2. As the Consensus Evaluator  
See: [How to use consensus evaluations in the 360 buyers' portal](#)

### TIPS

1. Evaluate one provider at a time or one question/criterion at a time – the  icon switches between these views
2. When evaluating one provider at a time, the  icon shows the list of providers and allows switching
3. To be sure, always click **Save** or **Next**. There is auto-save in many places but to be safe, please save often – your work is important!
4. Click on the  icon if it's available – it is the Evaluation Guide for the question and it can have short-cuts to make your job easier
5. Every weighted question needs a score
6. If you risk assess one provider, make sure you risk assess them all for that question
7. Use 360 to record your evaluation rationale – concise but comprehensive records in the relevant Comment fields make it easier to justify decisions and to provide debriefs to respondents
8. When you have scored the last question of the last provider, the **Next** button changes to **Finish** and you're done when you click it

### NOTES

#### On cost-associated requests:

1. Sometimes a lump-sum price is not submitted by providers so an evaluation formula is used to calculate a comparison price
2. Only one evaluator should set the comparison price

***Do not let price or peers affect your scoring. Score fairly!***



## FREQUENTLY ASKED QUESTIONS

### IF I HAVE A QUESTION, WHO DO I ASK?

If it's a question about the request's contents or a provider's response, please contact the request manager.

If it's a question about how to use 360 or if there seems to be an error with the system, please contact the technical support team:

- ✓ [support@simplylogical.net](mailto:support@simplylogical.net)
- ✓ 02 51 004 009

#### NOTES

1. The Tags feature allows an issue to be identified without affecting a provider's scores (unlike the Risk Assessment feature)
2. The technical support team is not authorised to speak to a request's contents or a provider's response.

### HOW DO I FIND A REQUEST FOR TENDER TO EVALUATE?

If you have the rights to evaluate it, you'll find it in the [Closed Requests](#) list.

### WHAT OPTIONS DO I HAVE WHEN SCORING?

It depends on the system settings, request configuration settings, and question configuration settings. The options are:

- ✓ Score one question at a time (to see all providers' responses to the question)
- ✓ Score one provider at a time (to see a single providers' responses to all the questions in a section simultaneously)
- ✓ View the evaluation guide for each question and the overall process (instructions on how to evaluate)
- ✓ Click to score and comment (if the evaluation guide has been configured to do so)
- ✓ Score by numbers (0 being the lowest score)
- ✓ Score by labels (the first label being the lowest possible score)
- ✓ Comment (justify your score)
- ✓ Tag (mark a response as "Clarification Required" or something else)
- ✓ Assess risk (identify likelihood and consequence of an unmitigated scenario so that providers representing high-risk receive a lower risk-assessed ranking)

### DO I HAVE TO SCORE EVERYTHING?

Yes, but please read the next FAQ. Everywhere you're prompted for a score will need a score. The "How much more needs evaluating?" report can help you track and review your progress.

### A PROVIDER'S RESPONSE IS NON-COMPLIANT; WHAT DO I DO?

Tag the provider and/or contact the request manager. If the provider is non-compliant, the request manager can black-flag them. A black-flagged provider does not need to be fully evaluated.



## CAN I EDIT A PROVIDER'S TENDERED PRICE IF IT IS INCORRECT?

It depends on your access rights to the request and the system settings. It is common for the request manager to set themselves as the evaluator for prices and all other evaluators restricted from seeing prices.

See: [How to assign a comparison price for fixed-price tenders and quotes in the 360 buyers' portal](#)

## HOW DOES A RISK ASSESSMENT AFFECT A PROVIDER'S RANKING?

A risk assessment applies a penalty to the value for money assessment separately from the raw score. The higher the risk, the greater the penalty, resulting in an overall lower Risk Assessed Ranking for that provider compared to those providers assessed as having lower risk. If assessing risk for one provider, it should be done for all – even for those where the risk assessment is “Nil”.

See: [How to assess risk when evaluating a provider's response in 360](#)

## HOW DOES THE INFO TAGS FEATURE WORK?

Use Info Tags to highlight responses in a simple and standard way. They quickly highlight work to be done without delaying the evaluation process. The request manager usually monitors the evaluation team's progress with a report that contains tags and evaluation completion statistics.

Examples of tags are “Clarification Required” and “Guidance Requested”.

## HOW DOES THE CONSENSUS EVALUATION FEATURE WORK?

Often the request manager sets themselves to be the consensus evaluator when the evaluation team has done as much as they can do. They enter the non-contentious scores, ensure comments are OK for provider debriefings, and then facilitate a meeting so that the evaluation team can reach agreement.

The individual evaluators' scores are recorded but are not used to rank the providers.

## CAN I BE NOTIFIED WHEN A REQUEST FOR TENDER IS TO BE EVALUATED?

Yes, but the notifications are controlled by the request manager.

The request manager has the option to send a “You have been selected to evaluate...” message when the request is published and/or when the evaluation team is assigned.

***Best procurement practice is to select the evaluation team prior to publishing a request for tender but keep it secret until after it is closed.***

## WHAT DO I NEED TO EVALUATE RESPONSES TO A REQUEST FOR TENDER?

A good internet connection and a modern web browser.

For specifics, see: [Minimum system requirements to use 360](#)



## IMPORTANT PROBITY-BASED QUESTIONS

### I'VE DISCOVERED A CONFLICT OF INTEREST; WHAT DO I DO?

Contact the request manager. The request manager will apply appropriate measures to ensure the integrity of the procurement process. Options available to them include:

- ✓ Adjusting the evaluation team
- ✓ Recording an audit log entry

### I'M BEING PRESSURED TO CHANGE MY SCORES; CAN 360 HELP ME?

Yes. 360 has two systems that can help:

1. Anyone with access to a request can record an audit log entry. People with the request manager, reporter, boss, and overseer access rights will be able to download the audit log and see your entry.
2. 360 records the history of every score and comment saved. Your original scores and comments can be revealed if there is an audit or investigation by lodging a help-desk request via [support@simplylogical.net](mailto:support@simplylogical.net).

*Using 360 is a protection against corrupt activity.*  
*We at simplylogical.net are committed to our ideals for 360:*  
**CONFIDENCE | VALUE | INTEGRITY**

