

# AWARD<sup>®</sup> ExpertAssist

**Project assistance from our in-house experts; on-call to guide, advise and help deliver project excellence in AWARD<sup>®</sup>.**

## **ExpertAssist is a package of training and telephone support for AWARD<sup>®</sup>.**

It is aimed at procurement team members who wish to use AWARD<sup>®</sup>, but who do not require high levels of expertise in the solution. The ExpertAssist service enables these procurement end-users to configure and manage their AWARD<sup>®</sup> 6 projects. Support is also provided for a customers using existing pre-configured AWARD<sup>®</sup> 5 templates.

The AWARD<sup>®</sup> ExpertAssist team is on hand to guide you through the key elements of a standard AWARD<sup>®</sup> 6 Evaluation Project.

This Includes:

### **Questions**

These are the criteria that the evaluators will score during the evaluation. Answer Measures (see below) are assigned to the questions so that an overall weighted score can be calculated for each submission.

### **Answer Measures**

This is how the various elements of a tender will be scored, for example:

- Pass / Fail
- Confidence
- Points
- Risk

### **User Profiles**

Profiles ensure control over which users are able to see what data, or access/use the various functions of the AWARD<sup>®</sup> solution (for example; reports, project setup options and evaluator progress).

## **AWARD<sup>®</sup> ExpertAssist** **Help and advice on-call,** **when you need it**



### **Exercises**

These are the main stages/phases of an evaluation, for example:

- Compliance
- Evaluation
- Consensus

User assignments within each of these phases control which criteria will be scored by each evaluator. It is also possible to track progress at an individual and overall level.

### **Document Groups**

Tender responses are uploaded into Document Groups. They also control which documents are available for viewing by each evaluator.

### **eSourcing transfer**

AWARD<sup>®</sup> sits alongside and complements existing eSourcing tools. Data (users, questions, tender documentation etc) can be imported into the AWARD<sup>®</sup> solution from tendering tools via a simple import.

For users of BravoSolution's tendering software, questions are imported into an AWARD<sup>®</sup> project as Evidence Items. Once the Evidence Items have been created the tender responses can then be imported into the AWARD<sup>®</sup> project from eSourcing.

### **Reports**

The reporting capability in AWARD<sup>®</sup> is comprehensive and wide-ranging. ExpertAssist will offer assistance with the use of standard, templated reports (eg. progress, results, audit etc)

### **Who is AWARD<sup>®</sup> ExpertAssist for?**

In addition to the large, complex procurements carried out by procuring authorities, there are often a larger number of lower value standardised projects being run.

A good example of this is a standardised PQQ process – although there are some project specific questions / criteria to be assessed, the process by which the assessment is carried out usually remains the same. This is also often the case for lower- value ITTs.

The AWARD<sup>®</sup> ExpertAssist support package is designed to support a procurement project manager or administrator in undertaking the AWARD<sup>®</sup> configuration themselves. It is not intended to provide support to in-house AWARD<sup>®</sup> "experts" who provide support to procurement team end-users within their organisation.

## Pre-requisites for ExpertAssist

In order to take advantage of AWARD® ExpertAssist, the following must be in place:

- An AWARD® account.
- AWARD® licences for the required number of users, covering the period over which AWARD® ExpertAssist is required.
- Nominated AWARD® ExpertAssist users. These individuals must be project end-users: procurement managers or administrators (i.e. not internal AWARD® experts supporting a wider procurement team). In AWARD® they will typically be set up to have the permissions to create new projects and will be the project managers for their projects.



**“Good honest training.”**

**“The information is good and clear. The instruction was excellent!”**

**“Practice in the live systems helps to get a sense of how things work. Excellent!”**

**“Excellent event. Very clear presentation and delivery. The trainer was very accommodating and patient when reviewing questions and walking through the examples.”**