

# Experiences scoring and assessing complex evaluations

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# What goes well

## **Where commissioners:**

- Set up the bid in the right way to score for complexity (e.g. ensuring right balance of 'Understanding the requirements')
- Make 'space' for alternate bids which might use more complexity-aware methods

## **Where contractors:**

- Provide assurance on having completed similar, messy evaluations (even in different sectors)
- Are open and honest about their proposed methods and any uncertainty in the evaluation
- Are able to challenge the brief



# What works less well

## **Where commissioners:**

- Haven't adequately advised on the complexity of the system (do we always know?)
- Are overly prescriptive on methodologies
- Can't fully explain the complexity of the policy in the bid document

## **Where contractors:**

- May repeat previous methodologies in being risk averse
- Draw comparisons between systems which might not be correct
- Propose innovative methods which would answer the evaluation question but are prohibitively expensive (M.E.A.T)



# Suggestions: making the process smoother..

- Thinking about **more flexibility in tendering**: call off contracts, breaking down larger contracts into smaller commissions
- Contracts being able to clearly demonstrate how methods will support policy development within contexts: what is the **value added** of the complexity aware method?
- Thinking about **tools you can provide as a commissioner** within an organisation to increase capacity and fluency in complexity to support development of ITTs (e.g. Complexity Evaluation Framework)
- Maintaining a **clear dialogue** throughout starting at the bid stage – good evaluation is a partnership.

# Your thoughts..

- What works well in commissioning complex evaluations?
- And less well?
- And how could we make it better going forwards?