



Getting started guide – for evaluators

Introduction to evaluations with 360

This guide is for evaluation team members who are new to evaluations with 360.

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Introducing 360

360 is an online system that receives information from businesses and displays it to evaluation teams in accordance with best practice procurement standards.

360 consists of two portals:

1. The **Internal Portal** allows organisations to:
 - a. Configure formal questionnaires such as requests for tender and requests for award nominations
 - b. Publish them openly (public) or to selected respondents (invitation-only)
 - c. Manage correspondence with respondents
 - d. Evaluate responses and rank the submissions
 - e. Maintain confidentiality with auditable records and information access logs
2. The **Public Portal** allows respondents to:
 - a. Save responses to each question that applies to them (some may not)
 - b. Request more information (contact the request manager)
 - c. Receive more information (via addenda and direct messages)
 - d. Provide more information (via clarifications – initiated by evaluators)

Most important concepts

360 is a paperless system

360 displays responses in a question-and-answer format online. The questionnaire often includes guidance for evaluators too.

All scores are required

Rankings are only accurate if all scoring is complete and in accordance with the relevant evaluation plans, guidance, and best practice.

Evaluators are free to score as they see it – free from influence

360 saves each evaluator's scores and thoughts securely. If your team uses consensus evaluations, the nominated consensus evaluator can adopt the team's average scores and combined comments.

Data in 360 must be treated as IN-CONFIDENCE information

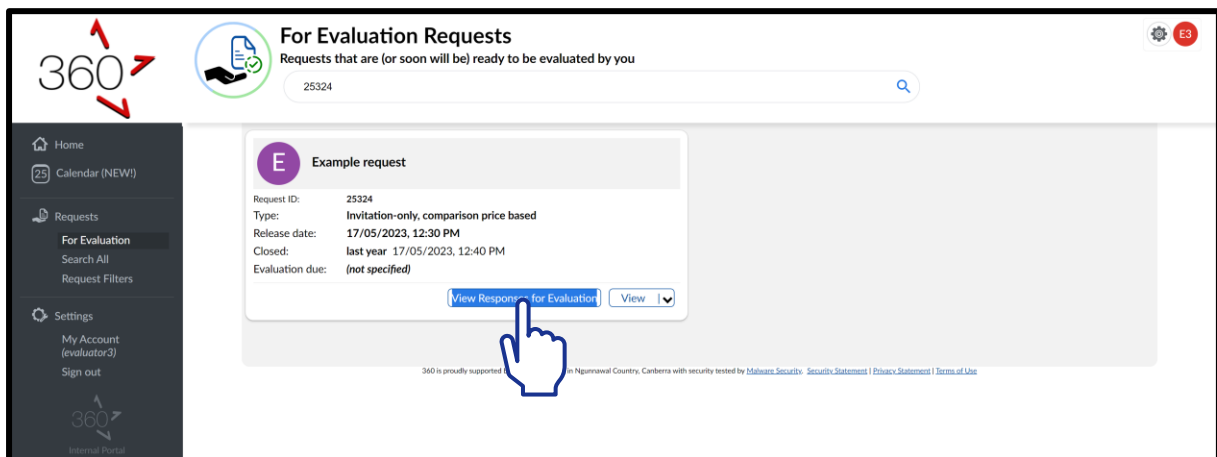
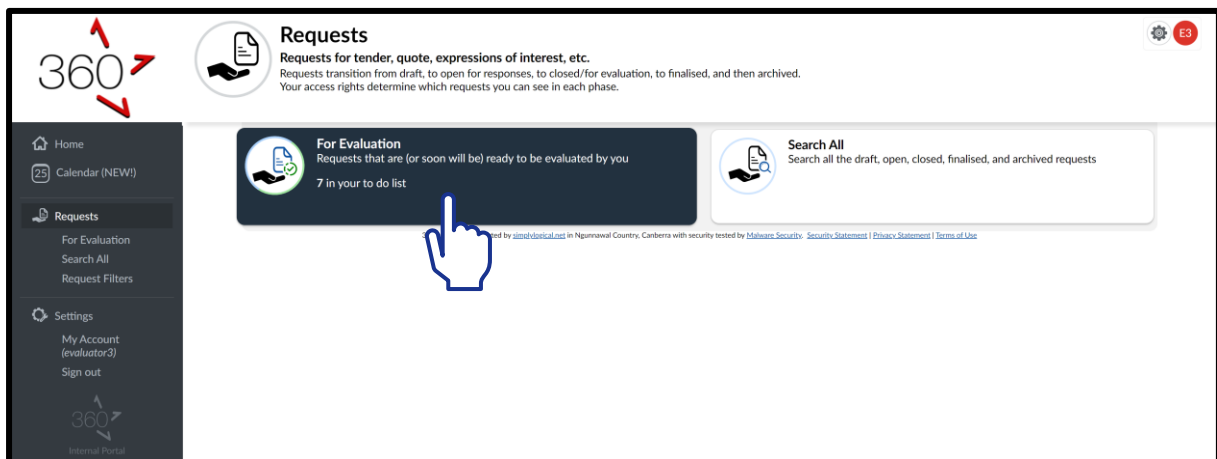
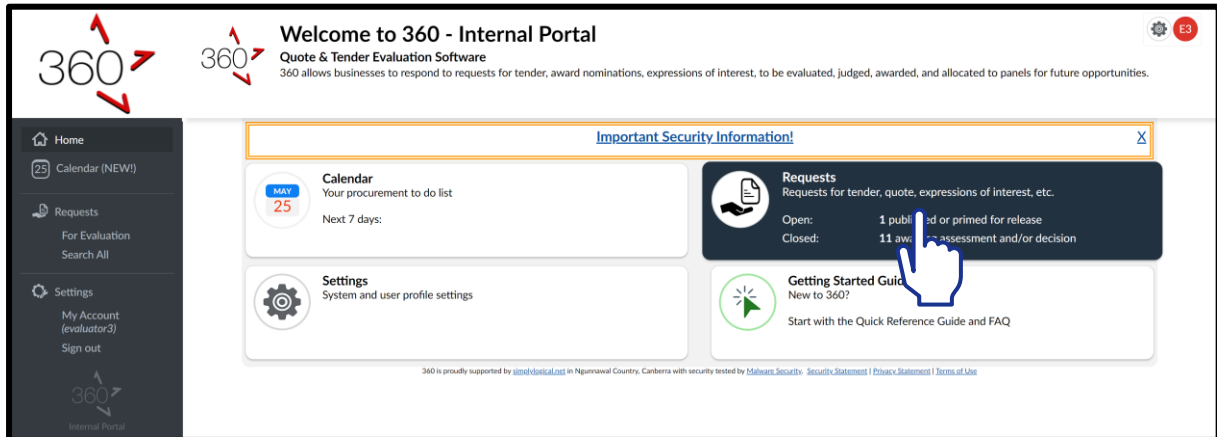
Respondents trust that all data is managed securely and that conflicts of interest are managed within best procurement practices. 360 has access and audit logs. If you have access to information that you don't think you should have, please alert the request manager immediately.



Step-by-step guide

Find the responses to evaluate

Responses to requests for tender, quote, etc., are usually made available to evaluators when they have closed and the request manager has completed compliance checks. When they are available, they will appear in your **Requests → For Evaluation** list.



System Security! The list only shows the requests you are authorised to see.



Evaluation dashboard

The evaluation dashboard is your gateway to the responses and evaluations.

To get started, click either:

- **Select respondent**
- **Select section**

These two options align with the two main ways to evaluate:

- **One respondent at a time** (*in wide and narrow layouts*)
- **One question at a time** (*in wide and narrow layouts*)

The screenshot shows the 'Evaluation Dashboard' interface. At the top left is the '360' logo. The main header includes 'Evaluation Dashboard', 'Gateway for responses, evaluations, task instructions & completion statistics', and 'Request 25324 - Example request'. Below this is a 'Request Key Information' section and an 'Evaluation Tasks' section. The 'Evaluation Tasks' section contains an information box stating 'You are an evaluator' and 'There are 2 respondents for you to evaluate. Your task is to review every response to each question and score the responses when prompted.' It also includes 'Your progress' with two bullet points: '0 of 6 scores entered' and '0 of 2 respondents marked "Respondent evaluated"'. Below the information box are five action cards: 'Select respondent' (0% progress), 'Select section' (0% progress), 'Review scores', 'Evaluation tags', and 'Getting started guide'. A hand icon with the number '3' points to the 'Evaluation tags' card. Below the 'Select respondent' and 'Select section' cards are hand icons with numbers '1a' and '1b' respectively. A hand icon with the number '2' points to the 'Review scores' card. A 'Tell the request manager you've finished all respondents' button is located at the bottom right of the information box.

Note: There's also the less frequently used **one section at a time** view for experienced users.

Tip! Choose the view that shows responses in the most convenient way.



Evaluate one respondent at a time

The one respondent at a time mode is best when responses to multiple questions need to be evaluated all together – context-specific evaluations.

To evaluate one respondent at a time:



1. Select a respondent

The screenshot shows the 'Respondents' interface. At the top, there's a search bar and filters. Below is a table with columns: Respondent, Price, Status, and Actions. Two respondents are listed: 'Demonstration Consultancy' (100% evaluated) and 'Example Company' (67% evaluated). A hand cursor points to the 'Evaluate this respondent' button for 'Example Company'.

2. Select a section

The screenshot shows the 'Sections' interface for 'Respondent 1'. It displays two sections: 'Section 1 Mandatory criteria' (100% evaluated) and 'Section 2 Option 1' (50% evaluated). A hand cursor points to the 'Evaluate the respondent for this section' button for 'Section 2 Option 1'.



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3. Evaluate the responses by:
 - a. Re-reading the question (the criteria)
 - b. Re-reading the evaluation guidance
 - c. Reading the responses
 - d. Scoring as per the evaluation guidance
 - e. Entering a reason for your score if required
 - f. Marking the response as done (scored)
 - g. Marking the respondent as evaluated

Responses
Evaluating/viewing submissions one respondent at a time - evaluate/view responses
Request 25324 - Example request

ID: 1 - Example Company | Respondent evaluated | Section 2, Option 1

Return to Respondent 1 | Section 2 | Narrow Layout | End of the list (return to the evaluation dashboard)

Question	Response & Score	Reasons for score / Comments	Extras
1 Section 2: Option 1 Question 1: Category A - Q1 View Question Text (in pop-up) Show/Hide Question Text	Statement: Comply Fully Has More Information Score: 10	Reason/comments required when not scored the max value	Save Undo Redo Done
2 Section 2: Option 1 Question 2: Category A - Q2 View Question Text & Notes (in pop-up) Show/Hide Question Text	Statement: Comply Partially Has More Information (no score selected) (no score selected)	Reason/comments required when not scored the max value Show/Hide Evaluation Guide	Save Undo Redo Done

Responses
Evaluating/viewing submissions one respondent at a time - evaluate/view responses
Request 25324 - Example request

ID: 1 - Example Company | Respondent evaluated | Section 2, Option 1

Return to Respondent 1 | Section 2 | Wide Layout | Next - Return to the evaluation dashboard

Question 2: Category A - Q2

R Comply Partially
[Has More Information](#)

Statement: Comply Partially
Response: There are many variations of passages of Lorem Ipsum available, but the majority have suffered alteration in some form, by injected humour, or randomised words which don't look even slightly believable.

E Evaluation
[No Reason for Score](#) [Evaluation Incomplete](#)

Score: [Dropdown menu]

Reason for score: Reason/comments required when not scored the max value

Changes are saved immediately.

Save Undo Redo Done

Evaluation Guide: Select a score that reflects compliance with our standards:
• 10: 100% alignment
• 8: Very high degree of alignment. Missing ...
• 6: Mostly aligned. Missing ...
• 4: Missing an essential component. Missing ...
• 2: Very low degree of alignment. Only has major component ...

Edit | View/Seek Clarifications | View/Edit Tags | View/Edit Risk Assessment | Declare Conflict | Switch to | Help



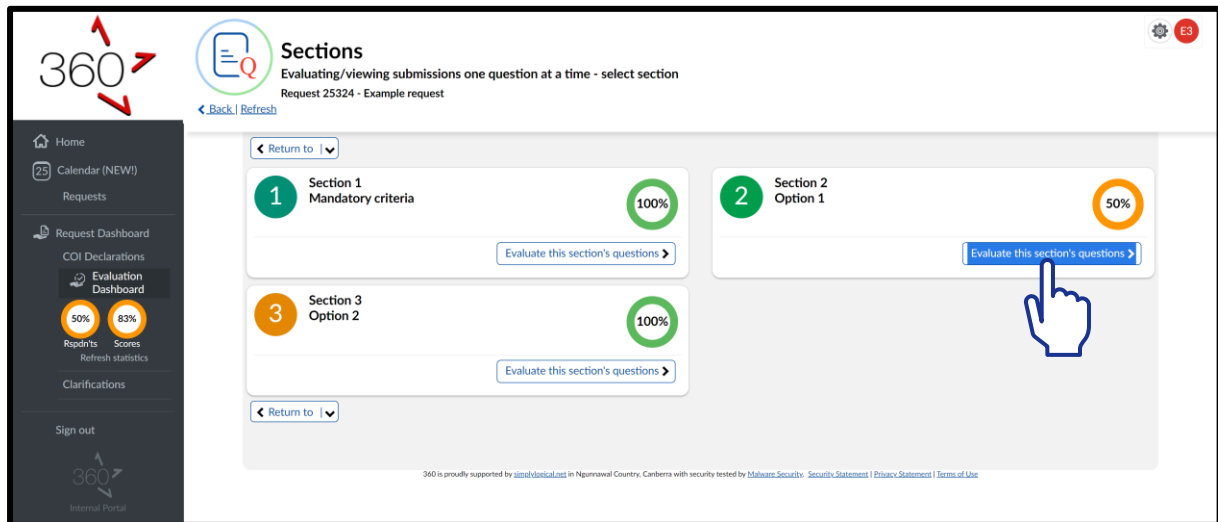
Evaluate one question at a time

The one question at a time view is best when responses to a single question need to be compared against each other – apples vs apples comparisons.

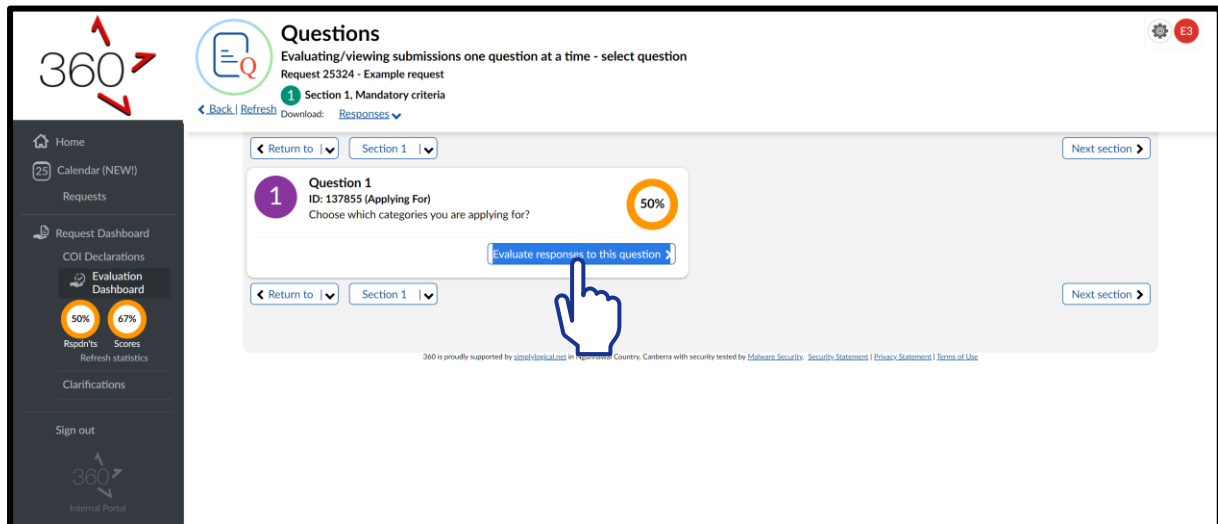
To evaluate one respondent at a time:



1. Select a section



2. Select a question (if prompted)



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3. Evaluate the responses by:
 - a. Re-reading the question (the criteria)
 - b. Re-reading the evaluation guidance
 - c. Reading the responses
 - d. Scoring as per the evaluation guidance
 - e. Entering a reason for your score if required
 - f. Marking the response as done (scored)
 - g. Marking the respondent as evaluated

Responses
Evaluating/viewing submissions one question at a time - evaluate/view responses
Request 25324 - Example request

Section 1, Mandatory criteria | Question 1: Applying For

Search by ID, entity/business name, trading name, ABN, or email address

Don't show: Respondent evaluated/Done

Download: Responses

Return to | Section 1 | Question 1 | Narrow Layout | Next section >

Respondent	Response & Score	Reasons for score / Comments	Extras
D Demonstration Consultancy <input checked="" type="checkbox"/> Respondent evaluated	Statement: Category B 5	Alignment of essential components. Missing category A.	<input checked="" type="checkbox"/> Respondent evaluated
E Example Company <input type="checkbox"/> Respondent evaluated	Statement: Category A (no score selected) 5	Reason/comments required when not scored the max value	<input type="checkbox"/> Save <input type="checkbox"/> Undo <input type="checkbox"/> Redo <input type="checkbox"/> Done <input type="checkbox"/> No Reason for Evaluation

Responses
Evaluating/viewing submissions one question at a time - evaluate/view responses
Request 25324 - Example request

Section 1, Mandatory criteria | Question 1: Applying For

Search by ID, entity/business name, trading name, ABN, or email address

Don't show: Respondent evaluated/Done

Download: Responses

Return to | Section 1 | Question 1 | Wide Layout | Next section >

[E Example Company](#)
 Respondent evaluated

[R Category A](#)

E Evaluation
No Reason for Score | Evaluation Incomplete

Score: (no score selected)

Reason for score: Reason/comments required when not scored the max value

Changes are saved immediately.

Evaluation Guide: Select a score that reflects compliance with our business goals:
• 10: 100% alignment
• 9: Very high level of alignment. Missing minor component ...

View/Seek Clarifications | View/Edit Tags | View/Edit Risk Assessment | Declare Conflict | Switch to

Return to | Section 1 | Question 1 | Wide Layout | Next section > | Help

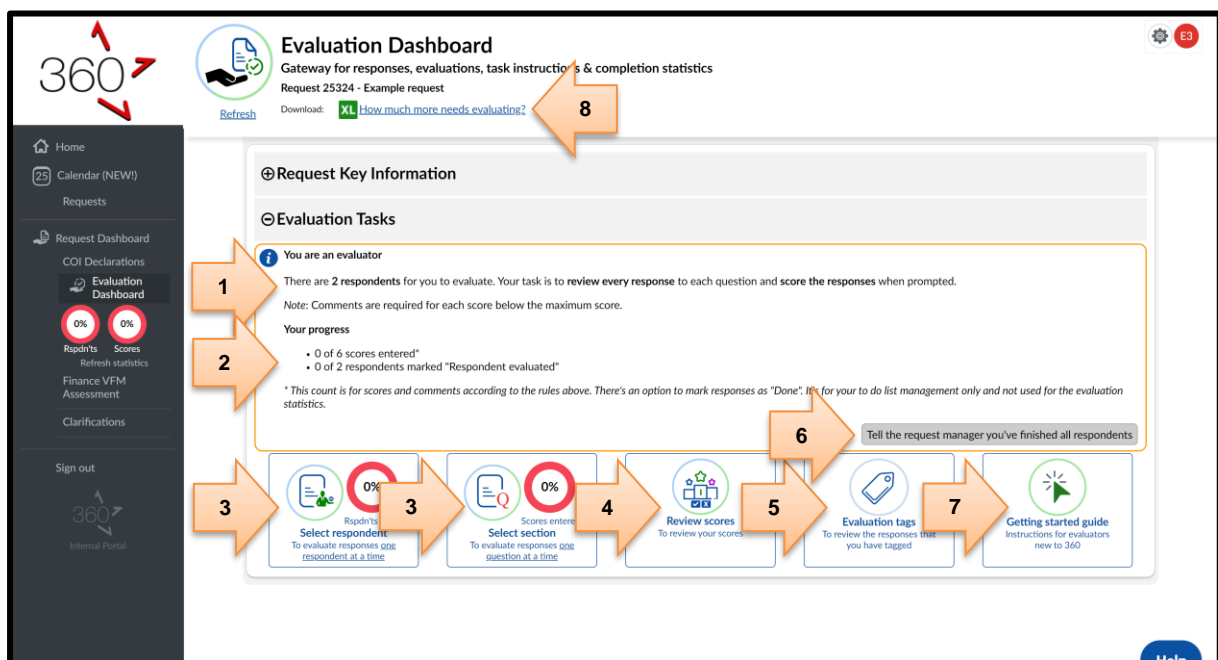


Features found on each page

Evaluation dashboard

The **Evaluation Dashboard** displays:

1. Instructions
2. Your progress
3. Different ways to view responses and scores
4. A view so can review your scores and, if required, make recommendations
5. Evaluation tags
6. A button so you can tell the request manager that you've finished
7. An evaluation guide (which may be this document or one specific to your organisation)
8. A download so you can see how much more needs evaluating in detail



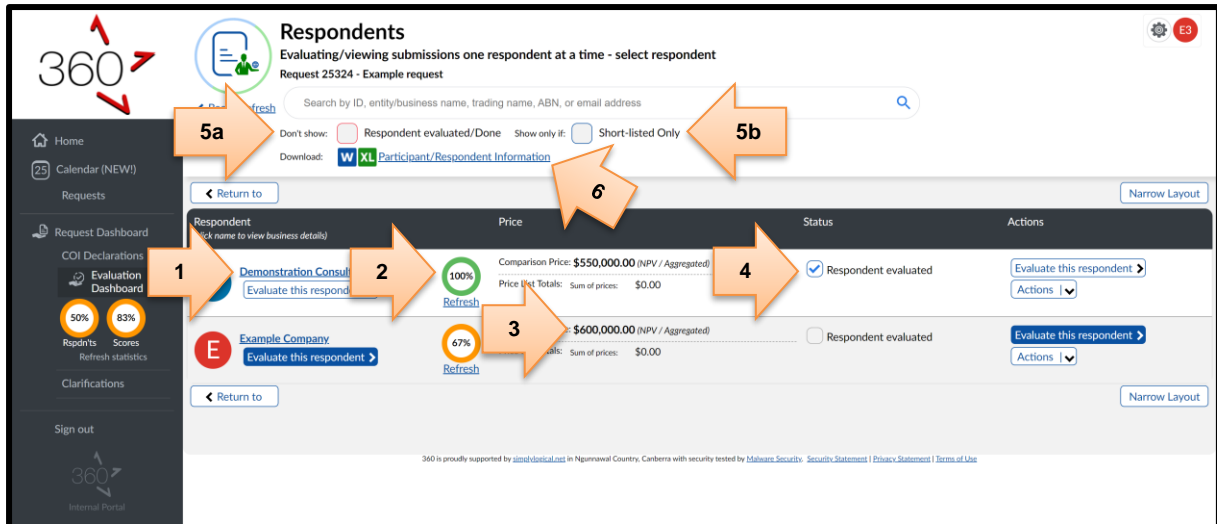
Respondents – when evaluating one respondent at a time

The **Respondents** list displays:

1. The name of each respondent (as a link that displays more details)
2. Your progress evaluating each respondent
3. The respondents' comparison price (if applicable and permitted)
4. A tick-box to mark **Respondent evaluated**
5. Filter options:
 - a. Don't show the evaluated respondents
 - b. Only show the short-listed respondents
6. A variety of download options that may be helpful when checking to see if you have a conflict of interest



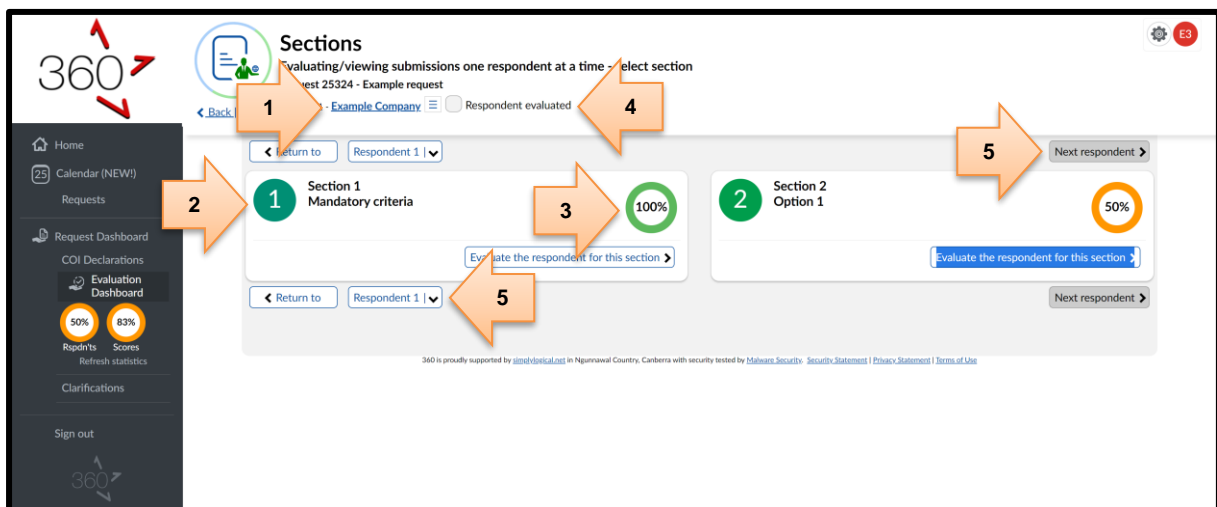
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Sections – when evaluating one respondent at a time

The **Sections** (one respondent at a time) list displays:

1. The name of the selected respondent (as a link that displays more details)
2. The name of each section that is to be evaluated
3. Your progress evaluating each section (for the selected respondent only)
4. A tick-box to mark **Respondent evaluated**
5. Options to select a different respondent



Responses – when evaluating one respondent at a time

The **Responses** (one respondent at a time) list displays:

1. The name of the selected respondent (as a link that displays more details)
2. The selected section's number and name
3. Expandable sections to display the question text and instructions to respondents
4. The response, when applicable, as a link in the wide layout and onscreen in the narrow
5. Evaluation guidance with time saving short cuts (if configured)
6. Drop-downs for selecting scores
7. Text-areas for entering reasons for your scores and other comments
8. A range of commands to perform additional actions (if applicable and permitted):



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- Edit the comparison price
- Seek clarification
- Add/edit evaluation tags
- Record risk assessments
- Declare a conflict
- Switch views

9. Status indicators

10. Tick-boxes to mark the response evaluation as **Done** and **Respondent evaluated**

11. Filter option to not show the evaluated respondents and responses that are done

12. Options to select a different respondent or section

This screenshot shows the 'Responses' page in the 360 system. The interface includes a sidebar with navigation options like Home, Calendar, Requests, Request Dashboard, COI Declaration, Evaluation Dashboard, Reports, Scores, Clarifications, and Sign out. The main content area displays a list of responses for 'Request 25324 - Example request'. Each response entry shows the question, the respondent's score (e.g., 'Comply Fully' with a score of 10), and a 'Reasons for score / Comments' field. Numbered callouts (1-12) point to specific UI elements: 1 (Back/Refresh), 2 (Section 2, Option 1), 3 (Request Dashboard), 4 (Question details), 5 (Evaluation Guide), 6 (Score dropdown), 7 (Reason for score), 8 (Done/Undo/Redo buttons), 9 (Status indicators), 10 (Response status), 11 (Filter options), and 12 (Respondent/Section dropdowns).

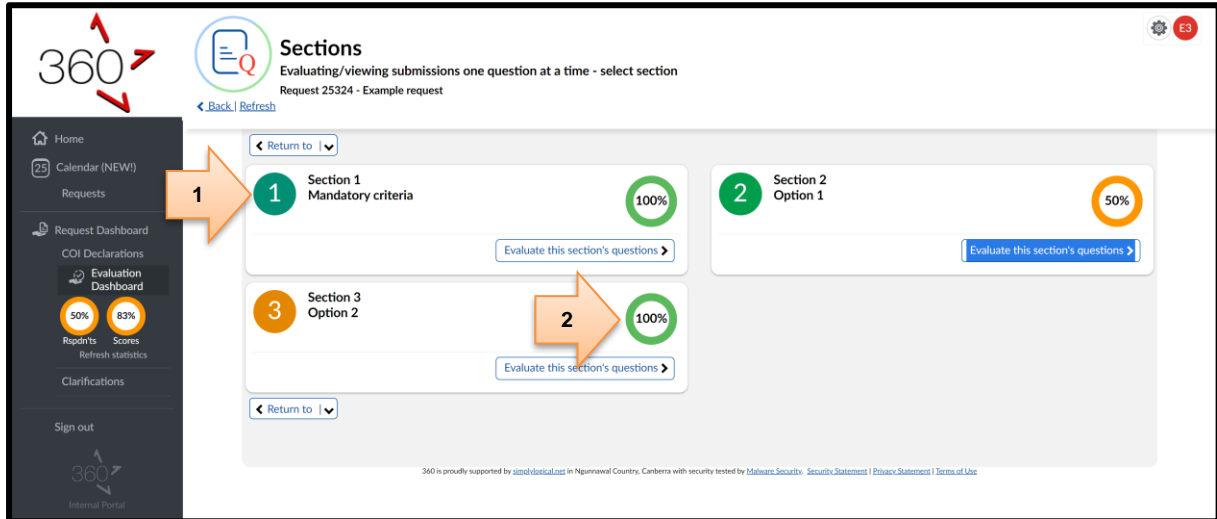
This screenshot shows a detailed view of a response in the 360 system. The interface displays the question text, the respondent's score ('Comply Partially'), and the response text. The 'Evaluation' section is visible, showing a score dropdown, a 'Reason for score' field, and an 'Evaluation Guide' with a list of criteria. Numbered callouts (1-12) point to specific UI elements: 1 (Back/Refresh), 2 (Section 2, Option 1), 3 (Request Dashboard), 4 (Question details), 5 (Evaluation Guide), 6 (Score dropdown), 7 (Reason for score), 8 (Done/Undo/Redo buttons), 9 (Status indicators), 10 (Response status), 11 (Filter options), and 12 (Respondent/Section dropdowns).



Sections – when evaluating one question at a time

The **Sections** (one question at a time) list displays:

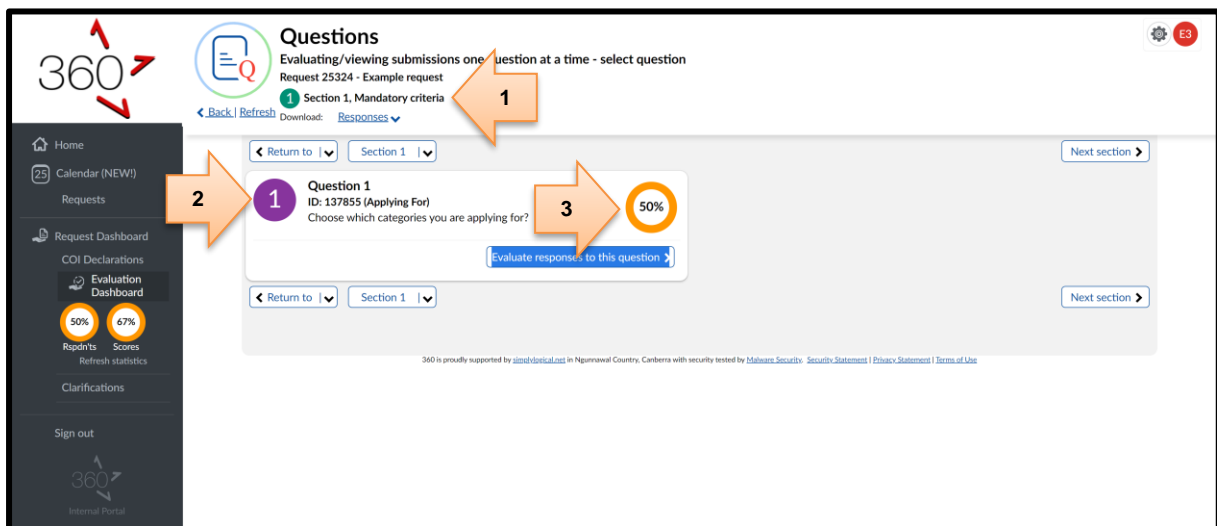
1. The name of each section that is to be evaluated
2. Your progress evaluating each section (for all respondents)



Questions – when evaluating one question at a time

The **Questions** (one question at a time) list displays:

1. The selected section's number and name
2. The name and number of each question that is to be evaluated
3. Your progress evaluating each question (for all respondents)



Responses – when evaluating one question at a time

The **Responses** (one question at a time) list displays:

1. The selected section's number and name
2. The name and number of the selected question (as a link that displays more details)
3. The name of each respondent (as a link that displays more details)
4. The response, when applicable, as a link in the wide layout and onscreen in the narrow



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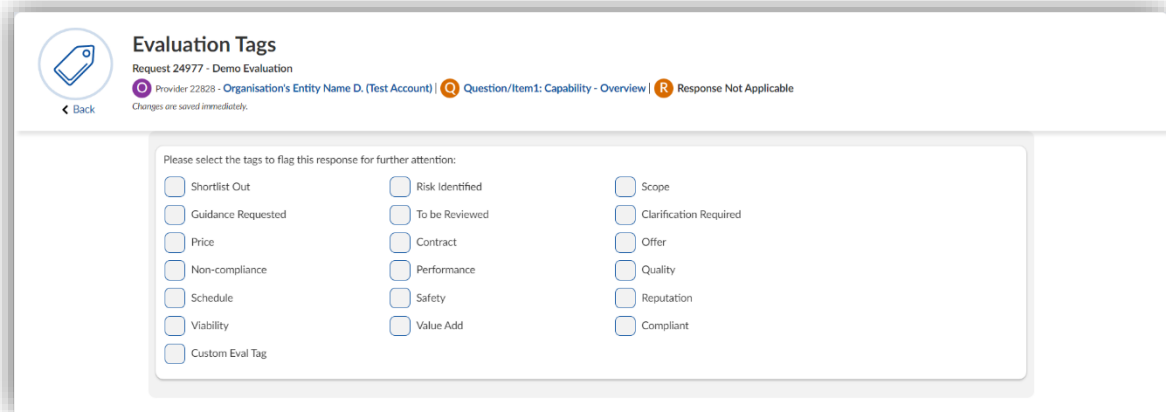
5. Evaluation guidance with time saving short cuts (if configured)
6. Drop-downs for selecting scores
7. Text-areas for entering reasons for your scores and other comments
8. A range of commands to perform additional actions (if applicable and permitted):
 - Edit the comparison price
 - Seek clarification
 - Add/edit evaluation tags
 - Record risk assessments
 - Declare a conflict
 - Switch views
9. Status indicators
10. Tick-boxes to mark the response evaluation as **Done** and **Respondent evaluated**
11. Filter option to not show the evaluated respondents and responses that are done
12. Options to select a different section or question



Additional features

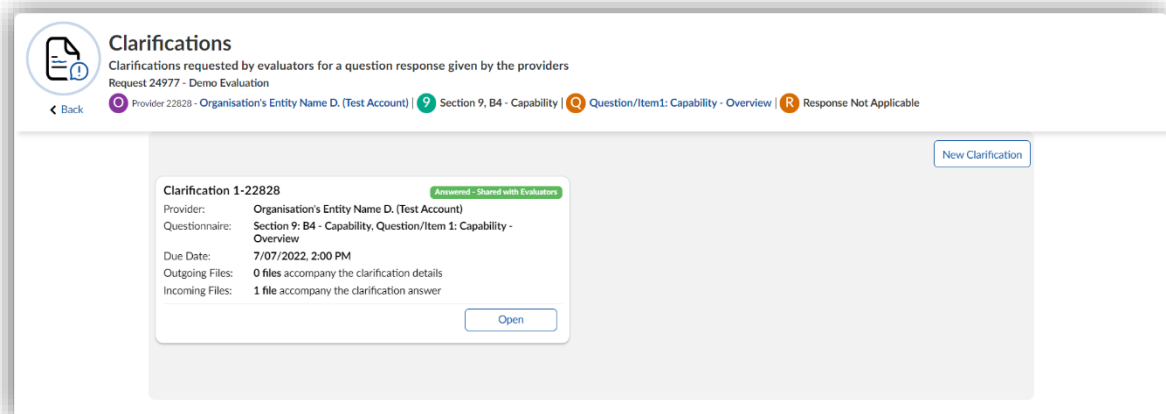
Evaluation tags

Tags allow evaluators to quickly mark a response with any number of pre-defined terms such as “Guidance Requested” and risk indicators “Scope” and “Quality”. The request manager can review the tags and follow-up as appropriate.



Clarifications

Clarifications allow evaluators to seek more information from a respondent.



Request managers must review each clarification and the respondent’s newly submitted information. If necessary, the request manager can seek follow-up clarifications.

Risk assessments

Risk assessments are used to calculate risk assessed scores. The likelihood and consequence of an unmitigated risk is used to reduce the initial score by a set percentage.



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Unmitigated Risk Assessment

Important!
If you assess risk for one provider's response to this question, you must assess risk for all providers' responses to this question.
Changes are saved immediately.

← Back

What is affected? Select one or more risk-affected elements:

Cost (risk of cost blow-out) | Contract (risk of variation) | Offer (risk of not being fit-for-purpose) | Compliance (e.g. OSH) (risk of non-adherence to the contract) | Performance (risk of delay)

Score: Select a cell in the matrix:

		Likelihood				
		Rare	Unlikely	Moderate	Likely	Highly likely
Consequence	Critical	Medium (20%)	High (40%)	Very High (60%)	Extreme (70%)	Almost Certain (100%)
	Major	Low (10%)	Medium (20%)	High (40%)	Very High (60%)	Extreme (70%)
	Moderate	Very Low (8%)	Low (10%)	Medium (20%)	High (40%)	Very High (60%)
	Minor	Very Low (8%)	Low (10%)	Low (10%)	Medium (20%)	High (40%)
Insignificant	Negligible (0%)	Very Low (8%)	Low (10%)	Low (10%)	Medium (20%)	

Reason for score: Clear, objective, and justified assessment

How risk assessments work: **i** The Value for Money (VFM) algorithm uses Risk Assessed Scores. The Risk Assessed Score is the selected percentage less than the Raw Score (which is selected from the drop-down).

Save Back

Risk assessments are best suited to risk-based criteria such as work health and safety policies, practices, and incident history.

Important!

If you assess risk for one response, you must assess risk for all responses to the same question.

