

Feedback to bidders

Please consider this example alongside the [Best Practice Guidance on Contract Award & Contract and Supplier Management](#), and other [Tools](#).

The following example is not representative of all sectors and is drawn from a multi-supplier contract. The example shows the feedback to an unsuccessful bidder on its response to a Fair Work practice criterion and the relative advantages of the successful bidder's response.

Bidder score (out of 4)	Feedback to bidder
<p>Bidder receiving feedback on Fair Work practices criterion – 3.4</p>	<p>Feedback on your response</p> <ul style="list-style-type: none"> • Response is relevant and good. The bidder has signed up to the Scottish Business Pledge and is an accredited Living Wage Employer. • The bidder is very committed to being a best practice employer and clearly believe in making it a good and fair place to work in terms of rewards, flexible working, Continuous Professional Development (CPD), diversity, health and CSR to its community. This is evidenced by it being an Investor in People, Mind the Gap in Scotland supporter and winner of Scottish Business in the Community award. • It has no zero hours contracts, provide 2-5% pension contributions, private healthcare, life assurance, flexible / family working and 5 days more holiday than statutory. • It also has a formal relationship with two universities to encourage real Living Wage work placements. • All of its staff have formal job descriptions, annual appraisals development objectives. Training and account managers in particular must achieve industry qualifications. • Good staff engagement and empowerment. • Supplier works with industry bodies to develop best practice and applies policies across the board regarding employment, parity of remuneration and training / development.
<p>Highest scoring bidder response to Fair Work practices criterion – 3.8</p>	<p>Your score was less than this bidder.</p> <ul style="list-style-type: none"> • The evaluation panel commented that the bidder has signed up to the Scottish Business Pledge and is an accredited Living Wage Employer. • The bidder detailed a comprehensive response and clearly puts considerable effort into ensuring it is a good place to work in terms of rewards, flexible working, CPD, diversity and Corporate Social Responsibility (CSR) to its community, as evidenced by the independent external practice assessment of Best Companies Survey and relatively rare 2 Star Outstanding rating. • Other benefits include gym membership, fruit, childcare vouchers, sickness benefit and detail was provided of the level of training events held and the budget for this. • Policies and supporting practices support staff engagement and empowerment. • Bidder shows a good understanding of Fair Work best practice policies and provide in detail how each one is being met, with tangible measurements provided.

EXAMPLE

Lowest scoring bidder response to Fair Work criterion – 2.4

Your score was higher than this bidder.

- The evaluation panel commented that the bidder pays employees in excess of the national living wage and have no staff on zero hours contracts.
- It encourages all of its staff to undertake CPD training, for example, Masters in Leadership Communication. Through its client associations with Skills Development Scotland and the Design Body Association, it offers work to undergraduates.
- Its pay is benchmarked against UK industry standards.
- It offers apprenticeships, flexible working, career breaks and have recently allowed two employees to live outside Scotland in mainland Europe.
- Its training also takes into consideration inclusion of disadvantaged groups.