

## CLOUD Support: AWARD® Technical Support, Training and Procurement Services

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## Training

We offer training services, user education offerings, and accreditation options for the AWARD® software.

| Training Type                    | Focus                      | Outcome                                                                |
|----------------------------------|----------------------------|------------------------------------------------------------------------|
| Core User Training (1-day)       | Practical AWARD use        | Operate/Manage AWARD projects                                          |
| AWARD® Accreditation Programme   | Deep proficiency           | Certified Foundation → Expert badges                                   |
| Procurement Masterclasses        | Best practice + capability | Broader procurement insights                                           |
| Technical Consultancy for AWARD® | AWARD® Experts             | Accelerated delivery, risk mitigation, improved technical capabilities |
| Managed Services                 | Ongoing operation          | Stable performance, reduced risks                                      |
| Procurement Support Services     | Applying proven methods    | Optimised procurement outcomes                                         |

### Core User Training

Practical, hands-on instruction for teams involved in procurement, using AWARD®. Typically suited to people who are running supplier evaluations.

This 1-day course can be delivered on-site or remotely and is designed to teach attendees how AWARD® supports the procurement lifecycle, from Pipeline Notices, through to evaluations and reporting.

### AWARD® Accreditation Programme

Commerce Decisions offers a structured **accreditation programme** targeted at **super-users** or internal AWARD® champions within organisations.

This multistage programme (around 11 training days across three stages) is designed to build a deep AWARD® capability.

Coursework includes actual AWARD® configuration, evaluation concepts, question hierarchy, project setup and score aggregation.

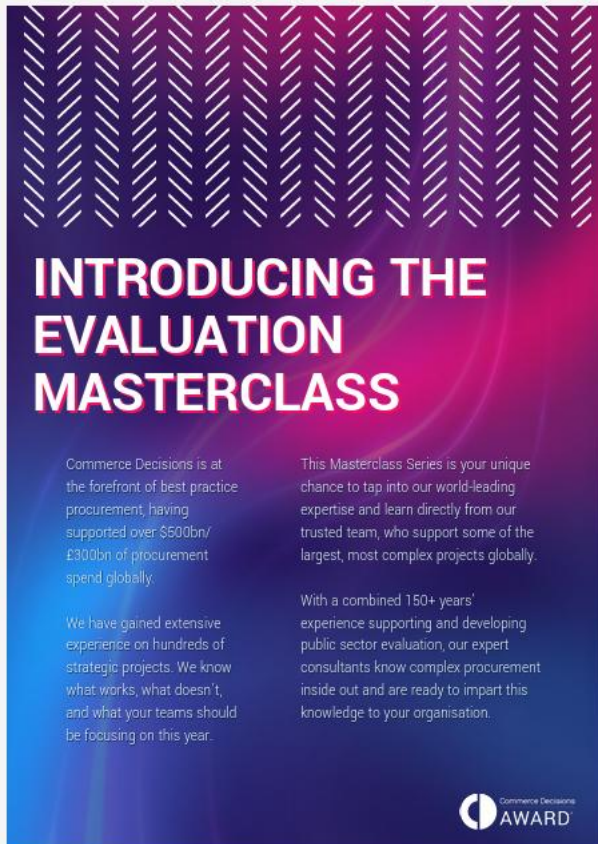
Delegates receive digital badges at Foundation, Intermediate and Expert Levels upon successful completion.

### **Procurement Masterclasses**

Commerce Decisions offers a structured **Masterclass Series** that goes beyond the standard AWARD® user training and technical accreditation. Rather than just teaching *how the software works*, this programme focuses on **practical procurement excellence**, covering the methodologies, strategies, and evaluation techniques that underpin effective strategic procurements.

This approach is designed for procurement practitioners who want **deeper capability** in managing evaluations, writing criteria, weighting, Value for Money and delivering defensible outcomes.

The CPD-accredited **Masterclass Series** brings together several component courses to build out procurement expertise.



## INTRODUCING THE EVALUATION MASTERCLASS

Commerce Decisions is at the forefront of best practice procurement, having supported over \$500bn/£300bn of procurement spend globally.

We have gained extensive experience on hundreds of strategic projects. We know what works, what doesn't, and what your teams should be focusing on this year.

This Masterclass Series is your unique chance to tap into our world-leading expertise and learn directly from our trusted team, who support some of the largest, most complex projects globally.

With a combined 150+ years' experience supporting and developing public sector evaluation, our expert consultants know complex procurement inside out and are ready to impart this knowledge to your organisation.





## EVALUATION MASTERCLASS

**COURSE 01**  
**Principles of Tender Evaluation**  
Understand key principles for delivering effective tender evaluations that ensure robust competition, minimise legal risks, and achieve value for money.

**COURSE 02**  
**Conducting Successful Evaluations**  
Gain practical advice on assessing tenders, writing consistent rationales, and avoiding bias or challenges during the evaluation process.

**COURSE 03**  
**Weighting Workshop**  
Learn different weighting methods, overcome challenges, and choose suitable approaches to create well-structured tender evaluations.

**COURSE 04**  
**Value for Money**  
Explore how to achieve best value between cost and quality, avoid common pitfalls, and optimise procurement outcomes with rigorous methodologies.

**COURSE 05**  
**Effective Criteria Writing**  
Develop skills to design precise evaluation criteria, structure quality assessments, and improve bidder responses while reducing risks.



## Technical Consultancy for AWARD®

Commerce Decisions consultants can work directly with customer teams to **design your competition, build, configure, and deliver AWARD® projects end-to-end**, including:

- Supporting competition design, using the SCD, WW and VFM modules in AWARD®
- Building AWARD® projects and evaluations on your behalf
- Configuring workflows, criteria structures, weightings, and scoring models
- Applying procurement best practice to technical configurations
- Managing users, roles, and permissions
- Supporting live procurements through critical stages
- Delivering role-based user training alongside the build

This allows organisations to leverage **deep AWARD® expertise without needing in-house specialists**.

## **Managed Services**

The AWARD® Managed Service is designed to remove the operational and technical burden of configuring, maintaining, and evolving the AWARD® platform. Customers can focus on delivering their core work, confident that the system is being built, maintained, and governed by AWARD® specialists who work with the platform every day.

This service provides not only execution, but ensures consistency, quality, and resilience across all technical and functional changes.

We take full responsibility for configuring and maintaining AWARD® in line with agreed requirements, including:

- System configuration and ongoing changes
- Workflow, rules, and process setup
- Environment management and controlled releases
- Configuration documentation and standards alignment

All builds are delivered using established best practices developed through continuous work on AWARD® across multiple customers and use cases.

We manage user administration end-to-end to ensure secure and efficient access to AWARD®:

- User onboarding, role assignment, and deactivation
- Permissions and access reviews
- Alignment with organisational policies and compliance requirements

This ensures users have the right access at the right time, without placing administrative overhead on customer teams.

The Managed Service includes structured user enablement to support adoption and effective use of the platform:

- New user onboarding and role-based training
- Refresher training following system changes
- Guidance on best practices and efficient usage

Training is delivered by practitioners who design and configure AWARD®, ensuring practical, real-world guidance rather than generic instruction.

We act as an extension of the customer's team, managing requests and changes in a controlled, predictable way:

- Intake and prioritisation of configuration requests
- Impact assessment and change planning
- Controlled deployment with validation and rollback planning
- Ongoing optimisation and continuous improvement

A core component of the Managed Service is structured peer review of technical builds.

- All significant configurations and changes are reviewed by a second AWARD® specialist
- Peer reviews validate design decisions, technical correctness, and alignment to standards
- Knowledge is shared across the team, reducing dependency on any single individual

This approach significantly reduces risk, improves build quality, and ensures continuity even as requirements evolve.

### **Procurement Support Services**

Commerce Decisions' Professional Services team are designed to support organisations with the **design, assurance, and execution of strategic procurements**, combining deep procurement expertise with practical experience of delivering procurements in AWARD®.

These services go beyond AWARD® software configuration, focusing on **getting the procurement right before and during system build**.

### **Procurement Design & Advisory**

Expert support to shape the procurement approach from the outset, including:

- Market Engagement Strategy
- Evaluation strategy and model design
- Scoring, weighting, and Value-for-Money workshops
- Governance, compliance, and audit defensibility
- Early risk identification and mitigation

This ensures the procurement is sound before it is built or launched.

### **Embedded Procurement Experts**

Experienced consultants can embed into your team.

- Act as trusted advisors to procurement leads
- Support strategic or high-risk procurements
- Contribute hands-on to design and delivery activities
- Augment internal capability and capacity

Engagements can be time-bound or span key project phases.

### **Criteria Design Workshops**

Facilitated workshops to create **clear, measurable, and defensible evaluation criteria**, including:

- Translating business needs and strategic goals into evaluation content
- Reducing ambiguity and duplication
- Aligning criteria with scoring guidance and outcomes

Output is ready for direct implementation in AWARD®.

### **Scoring, Weighting & Value for Money Workshops**

Structured sessions to help stakeholders:

- Agree priorities and trade-offs
- Understand the impact of different scoring, weighting and VfM models
- Support Value-for Money decisions
- Reduce bias and challenge risk
- Increase the likelihood of good competition outcomes

These workshops build alignment and confidence across teams.

### **High-Impact Packages**

Pre-defined, outcome-focused service packages designed to deliver rapid value, such as:

- Procurement Design Review
- Criteria Development
- Criteria Writing

- Value for Money Design
- Delivery Risk Evaluation Design
- Strategic Objective Alignment Review
- Sensitivity Analysis
- Confidence-Based Criteria: Enhanced Training & Toolkit
- Four Factor Weighting Method (Incl AWARD® Define Software)

Ideal for organisations needing targeted expertise without long-term consultancy.

### **How This Fits with AWARD®**

Professional Services are often delivered alongside:

- AWARD® project builds and configuration
- Other embedded consultancy or managed services
- User training and accreditation

This provides **end-to-end continuity** from procurement design through to system execution.