

Request for Proposal



Request for Proposal (RFP) on behalf of UK Space Agency

Subject: Inspire Education and Outreach programme: Replica Rocket UK Roadshow

Sourcing Reference Number: UKSAC22_0038

UK Shared Business Services Ltd (UK SBS)
www.uksbs.co.uk

Registered in England and Wales as a limited company, Company Number 6330639.
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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping Contracting Authorities improve efficiency, generate savings and modernise. It is our vision to become the leading service provider for Contracting Authorities of shared business services in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

Our broad range of expert services is shared by our Contracting Authorities. This allows our customers the freedom to focus resources on core activities; innovating and transforming their own organisations.

Core services include Procurement, Finance, Grants Admissions, Human Resources, Payroll, ISS, and Property Asset Management all underpinned by our Service Delivery and Contact Centre teams.

UK SBS is a people rather than task focused business. It's what makes us different to the traditional transactional shared services centre. What is more, being a not-for-profit organisation owned by the Department for Business, Energy & Industrial Strategy (BEIS), UK SBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UK Shared Business Services Ltd changed its name from RCUK Shared Services Centre Ltd in March 2013.

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business Innovation and Skills (BIS) transition their procurement to UK SBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UK SBS to deliver two major procurement categories (construction and research) across Government.

UK SBS currently manages £700m expenditure for its Contracting Authorities. Our Contracting Authorities who have access to our services and Contracts are detailed [here](#).

Privacy Statement

At UK Shared Business Services (UK SBS) we recognise and understand that your privacy is extremely important, and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UK SBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.
- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

<https://www.ukpbs.co.uk/use/pages/privacy.aspx>

Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the General Data Protection Regulation (GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications and experience of employees whose CVs are submitted as part of the bid.

Purpose

The Contracting Authority are processing your personal data for the purposes of the tender exercise, or in the event of legal challenge to such tender exercise.

Legal basis of processing

The legal basis for processing your personal data is processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice.

Recipients

Your personal data will be shared by us with other Government Departments or public authorities where necessary as part of the tender exercise. The Contracting Authority may share your data if required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

All submissions in connection with this tender exercise will be retained for a period of (7) years from the date of contract expiry, unless the contract is entered into as a deed in which case it will be kept for a period of (12) years from the date of contract expiry.

YOUR RIGHTS

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the European Union

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CONTACT DETAILS

The data controller for your personal data is:

UK Space Agency

You can contact the Data Protection Officer at:

UKSA Data Protection Officer, UK Space Agency, Polaris House, North Start Road, Swindon SN2 1SZ. Email: GDPR@ukspaceagency.gov.uk

Section 2 – About the Contracting Authority

UK Space Agency (UKSA)

Founded in 2010, the UK Space Agency delivers key elements of the Government's National Space Strategy.

We use our expertise to:

- catalyse investment, supporting projects that drive investment and generate contracts for the UK space sector
- deliver space capabilities and missions that meet public needs and advance our understanding of the Universe
- champion the power of space to inspire people and offer greener, smarter solutions for business, and to support a sustainable future

Together, this enables us to harness the power of space to benefit our people and our planet.

Our professional staff include scientists, engineers, commercial experts, project managers and policy officials.

We have a track record of delivery: our programmes have propelled British technology across the Solar System and realised world-first innovations in spacecraft design and satellite applications.

We have a powerful global voice, partnering with institutions across the world, including the European Space Agency.

We support a thriving space sector, which currently generates an income of £16.4 billion each year and employs 45,000 people across the country.

Investment, including private and public, from the UK and overseas, will enable the space sector to deliver important research, develop new technologies and market applications, and keep pace with other nations.

<https://www.gov.uk/government/organisations/uk-space-agency>

Section 3 – Working with the Contracting Authority

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	UK Space Agency, Polaris House, Swindon, SN2 1SZ
3.2.	Buyer	John West
3.3.	Buyer contact details	commercial@ukspaceagency.gov.uk
3.4.	Estimated value of the Opportunity	£510,004.000 VAT INC
3.5.	Process for the submission of clarifications and Bids	<p>All correspondence shall be submitted within the Messaging Centre of the Jaggaer eSourcing portal. Guidance on how to obtain support on using the Jaggaer eSourcing portal can be found in Section 7.1.11.</p> <p>Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered, unless formally advised to do so by UKSBS.</p>

Section 3 - Timescales		
3.6.	Date of posting of Contract advert to Find a Tender and Contracts Finder.	Monday 28 th November 2022
3.7.	Bidder Conference	Tuesday 6 th December 2022 – To register for the bidder conference please confirm via direct message within the Jagger Portal
3.8.	Latest date / time RFP clarification questions shall be received through the Jaggaer eSourcing Portal	Wednesday 7 th December 2022 11:00
3.9.	Latest date / time RFP clarification answers should be sent to all Bidders by the Buyer through the Jaggaer eSourcing Portal	Friday 9 th December 2022 11:00
3.10.	Latest date and time for Bidder to request access to the RFP documents	Tuesday 3 rd January 2023 11.00
3.11.	Latest date and time RFP Bid shall be submitted through the Jaggaer eSourcing Portal (the Deadline)	Tuesday 3 rd January 2023 11:00
3.12.	Anticipated notification of proposed Contract award to unsuccessful bidders	Thursday 19 th January 2023
3.13.	Anticipated Contract Award Date	Tuesday 31 st January 2023
3.14.	Commencement of Contract	Wednesday 1 st February 2023
3.15.	Completion of Contract	Friday 29 th September 2023

3.16.	Bid Validity Period	90 Days
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Section 4 – Specification and about this Procurement

Background

Later this year, the first satellite launch from UK soil will take place from Spaceport Cornwall in Newquay – making the UK the first country in Europe to launch into orbit. This will be followed by vertical launches from Sutherland in the Highlands and SaxaVord in the Shetlands next year.

The UK Space Agency will use launch from the UK soil as an opportunity to inspire and engage young people, particularly those from under-represented groups about a) the role of space in improving life in earth and b) the job opportunities within the UK space sector through a nationwide awareness and engagement programme.

Additionally, growing the UK's launch capability will help bring new jobs and economic benefits to communities and organisations right across the UK. Launch will also deliver a key ambition of Government's [National Space Strategy](#) as well as support Government's aim to become the leading provider of commercial and small satellite launch in Europe by 2030. Further information about our Spaceflight Programme, including our [Spaceport Brochure](#) can be found [here](#).

Further background information on the Agency please see **Appendix A**.

Therefore as the UK's first space launch will be such a historic moment for the country, we want to use this opportunity to inspire the next generation of scientists, engineers and space entrepreneurs to ensure the future space talent pipeline. The UK Space Agency is already delivering a number of existing education activities to support our objective to:

- *Inspire and engage young people, particularly those from underrepresented groups, in order to encourage uptake of STEAM (Science, Technology, Engineering, Art & Math's) subjects with a view to building and sustaining the talent pipeline.*

We are looking to create an education outreach activity that will fit alongside our existing and ongoing Launch Year education activities, which include:

- [LogoLiftOff!](#) competition which received over 10k entries from primary aged children;
- [Nanosat Design & Build competition](#) for young people aged 16+ and;
- [CanSat](#) competition for 14-22 year olds, which this year had 55 schools participate, more than double that of previous years.

The opportunity and context

In 2022 the UK Space Agency commissioned a full-scale, 72ft replica of Virgin Orbit's LauncherOne rocket to provide an exciting and engaging asset to support the deliver of our education objectives as well as increase awareness of launch from the UK. The replica formed the basis of a high-profile [UK Space Agency rocket replica](#) education event held outside the Science Museum in London in October 2022 which was attended by over 60,000 people across the weekend. The replica will be on display in the lead up to and immediately after the historic first launch from UK soil which will take place from Spaceport Cornwall later in 2022.

Our ambition is to bolster the above education activities by delivering a UK-wide education tour featuring the life size, 72ft replica of Virgin's LauncherOne rocket to engage and inspire young people about launch and the career opportunities available. Therefore, we are seeking a delivery partner to lead on the design, planning and implementation of this activity.



[Images show the rocket in situ in Newquay for the G7 Conference in Summer 2021 and outside the Science Museum in London as part of the UK Space Agency's Rocket Replica event in October 2022.]

- In 2023, our ambition is for the replica rocket to embark on a high-profile UK-wide tour visiting a minimum of 6 and maximum of 14 locations across the UK to inspire and engage young people about launch from the UK and the career opportunities available to them within the UK's burgeoning space sector.
- As per our launch education objectives, the primary aim of the UK-tour is to inspire and engage young people, *particularly those from underrepresented groups*, in order to encourage uptake of STEAM subjects with a view to building and sustaining the future talent pipeline.
- Therefore, the locations identified for the UK-wide tour by the chosen delivery partner will need to reflect these objectives and demonstrate appropriate reach and impact across these target audiences. We expect the tender response to demonstrate a robust approach to audience insight in identifying potential suitable locations.
- The replica rocket tour must feature interactive elements to maximise the educational value and ensure a rich learning experience for young people viewing the replica. These interactive elements must also link to specially created digital resources to allow deeper engagement with users across digital channels, as well as enabling young people *not able to be part of the physical tour* to allow them to still interact the educational elements and resources available online.
- The UK Space Agency has access to a small number of educational resources that were developed as part of the above activities and could potentially be incorporated into the supporting educational activities required as part of this tender. The existing educational assets include those created for LogoLiftOff! [here](#), as well as any other free to use resources detailed on the UK Space Agency website [here](#). Furthermore, there is the potential to utilise Spaceport Cornwall's VR experience (fully accessible

through Oculus headsets) which enables users to experience what it's like to be in Mission Control and experience Launch, as well as videos/social content/vox pops from those involved in launch.

- In addition, this should be supported by an engaging programme of on-the-ground outreach activity that should be rolled-out at each location to maximise impact and engagement for both visitors and passers-by. It is envisaged this will be through trained 'hosts' to engage with passers-by and demonstrate any interactive elements. These 'hosts' will not be provided by the UK Space Agency and therefore, provision for these individuals must be reflected in the tender response.
- This activity will need to include a robust level of monitoring and evaluation to demonstrate reach and impact across audiences. Due to the unique nature and profile of this activity, we would anticipate that this UK outreach tour will attract in excess of 500,000 people (children and families) that will be a mix of both physical and digital visitors.
- In order to meet the project objectives, we will expect to see a breakdown of where we are engaging with those from under-represented groups, so evaluation will need to reflect both quantitative (eg reach) and qualitative (eg demographic) measures.
- We expect the tour and supporting activity to generate significant national and local media interest and earned social media reach. Therefore we envisage that awareness of the activity (through earned and owned media and digital channels as well as press coverage) will reach into the millions.
- After the completion of the tour, the replica will take residence in a permanent location within the UK. This location has not yet been confirmed.

Target audience and insight

Our focus is to inspire and engage young people, *particularly those from underrepresented groups*, in order to encourage uptake of STEAM (Science, Technology, Engineering, Art & Math's) subjects with a view to building and sustaining the talent pipeline.

This is a UK-wide programme and therefore reaching all areas of the UK are within scope. The programme of activity will need to appeal and attract a variety of audiences at different levels of engagement, and therefore we will need to ensure that the opportunity to engage with the content and messages are accessible and appropriate.

To this end, we are looking to attract and inspire the space scientists and entrepreneurs of the future, demonstrating that the burgeoning UK space sector is an appropriate and accessible career choice (potentially on their doorstep) for 'people like me'.

Therefore we have identified our target audience for this education activity to be 4-17 years olds but with a key focus on the late primary school/early secondary school ages (as this is a particularly influential age when beginning to consider future job options and well ahead of making exam subject choices). This is expanded below.

Primary audience

- *Children and young people* under the age of 18– with a core target being 9-13 year olds.

A key focus of our education campaign and therefore this activity is to target those from

underrepresented groups with a view to change awareness and attitudes to working in the sector. Therefore, as part of this activity you will be required to scope out who these 'under-represented' groups are and how we should target them. Accepting that young people in Cornwall and other spaceport locations may already have connections to the space sector, considering unrelated locations with high populations that will allow us to reach a wide audience (e.g. Bradford/Gloucester) is also another key consideration for this work.

Drawing on UCL's 2020 ASPIRES 2 report (2020): [Young people's science and career aspirations, age 10-19](#) and learnings from the Principia Rocket Science programme, we know that to engage young people in science and encourage them to take up STEM subjects, it is imperative to engage them as early as possible - ideally in primary school.

Young people are also an effective conduit to reach parents/carers and therefore this outreach activity will act as both a mechanism to build 'science capital' among parents and families as well as increase their knowledge about the UK's spaceflight activities.

Additionally, awareness among young people about the potential career opportunities offered by the space sector and how to access these roles is also low. Just over half of those aged 16-34 (53%) agreed that the UK space industry provides job opportunities for young people, and less than half of these (41%) knowing how to pursue a career in the UK space industry, with a marked reduction in the answers between females and males. Therefore, there is a need to increase the awareness of young people (and specifically women/girls) about the career opportunities available in the space sector and encourage them to consider opportunities within the sector.

Supporting audiences

- *Families / educators* – those who support children and young people to make informed decisions around education and career choices, noting the benefits of engaging with parents to pass on the value of science capital within families.
- *General public* – so that there is an increased awareness and understanding of the benefits of launch from the UK.
- *Stakeholders* – acknowledging that whilst they may not be the primary focus for the activity, ensuring that engaging them with the activity gives a better chance of increase reach and promoting advocacy and goodwill.

Audience	Think	Feel	Do
Children and young people (to be split further as needed)	UK space sector has a wide range of exciting jobs that are for people like me	This is an exciting sector that I can see myself as part of	Explore STE(A)M subjects and routes to study/industry. <i>Potential measurement – digital stats for website/resources/downloads</i>
Families / educators	UK space sector is thriving and a good career path	Studying the right subjects / being informed could help children progress into the	Support choices and/or explore career options. <i>Potential measurement – digital stats for</i>

		sector	website/resources/download
General public	UK space sector is a thriving industry and provides everyday benefits for us and is a 'good thing' for the country	Informed about the role that space and satellites play in improving our everyday lives. Pride that this is happening with the UK	Create positive sentiment on the value of space for all, across the UK. <i>Potential measurement - link to Perceptions Study % increase</i>

Evaluation

An essential part of this activity will be to measure and evaluate the impact of our campaign programme. Setting the right set of evaluation criteria collaboratively will be an important factor in defining the success of this work, ensuring we have the right focus on monitoring the appropriate behaviours and outcomes.

For example, to achieve our vision of inspiring and engaging young people and encouraging an uptake of STEM subjects with a view to building and sustaining the talent pipeline into the sector, we will need to consider a range of qualitative and quantitative evaluation measures and metrics.

We are also looking to engage with those from underrepresented groups and not just those who may already be considering a career in the sector – therefore demonstrating impact to these groups will also be a key evaluation factor, supporting the government's Levelling-Up agenda and Building Back Fairer campaigns.

Further details are outlined in the **Requirement** section below.

Technical details for the replica rocket are shown in **Appendix B** (below)

Requirement: Delivery partner brief – Education Outreach Replica Rocket UK tour

We are looking to appoint a delivery partner to create, develop, facilitate and evaluate a UK-wide Rocket Replica tour on behalf of the UK Space Agency (UKSA).

A summary of what the chosen delivery partner is required to undertake is outlined here to allow partners to scope, shape and cost their proposals. As part of your submission, please outline the breakdown of your costs, allocation of resources and key timings.

The chosen delivery partner will be responsible for leading and delivering the following areas:

1. Location sourcing and tour management

- Identify the venues/locations that the rocket replica will visit as part of the UK tour (both geographically and specific siting). Chosen locations must take into consideration the overall objectives for the tour, target demographics and potential reach/impact in each of the locations. **NB** The tour is required to cover the UK

through a *minimum* of 6 locations (taking in all the devolved nations) demonstrating a good spread of locations across the whole of the UK.

- Ensure young people from 'harder to reach' communities and underrepresented backgrounds are engaged and targeted as part of the delivery approach. Therefore, the chosen locations must be informed by robust audience insight which clearly demonstrates that the chosen locations are located in areas which will effectively engage under-represented groups and the target audiences outlined in the brief.
- Provide analysis and evidence of engagement, reach and route to market to support suggested locations, including identifying key partners and supporting activities for each element.
- When identifying locations, consider the balance between reach and engagement opportunities and how this can work with potential partner locations and also supports the audience objectives, bearing in mind the tension between reach (quantity) and target audience (quality).

2. Logistics and delivery of tour

- The tour will travel to a *minimum* of 6 locations across all nations of the UK – Northern Ireland, Wales, Scotland and England - ensuring an appropriate UK-wide spread is achieved. As outlined above, the tour will need to demonstrate UK-wide coverage and maximum reach /impact particularly in regard to engaging those from underrepresented groups.
- Assembly, installation and then de-assembly of the replica rocket (according to given guidance) for each site of the tour. The delivery partner must ensure the replica is erected safely and securely each time, minimising the risk of damage and ensuring public safety.
- The rocket replica will be located initially at Spaceport Cornwall (Newquay) and so the tour will start by dis-assembling the rocket from there before moving to the first location of the tour.
- The Contractor must plan all transportation between each site, taking into account any potential restrictions upon the cargo being transported, and ensuring Value for Money is considered within planned logistics. Transportation costs must be factored into the available budget.
- Management and delivery of safe and appropriate transportation of the replica between venues. The approach must consider how costs and risk have been minimised, whilst also ensuring suitable health & safety and risk assessments are adhered to.
- Coordination and delivery of all supporting planning and administration required to deliver the tour, coordinating with landlords, local authorities, partners, suppliers and stakeholders as needed, considering additional logistical issues such as power and access to local services.
- Liaise with real estate/locations to provide all logistics support including risk and Health & Safety statements and security/permissions as required.
- It is envisaged that the rocket replica will be publicly available for engagement activities for a minimum of 5 days (including a weekend) in each location to maximise reach and value return on cost, although in certain areas it may be prudent to recommend a longer stay.
- When not being manned by staff engaging with the public during core hours, identify and provide suitable security for the replica rocket whilst on tour (i.e. overnight) and if appropriate, organise for safe storage in between locations. The rocket cannot not be left without suitable security cover for any time.
- Identify timelines, issues and potential challenges that may impact delivery of the proposed timeline/approach and outline mitigation measures in place.

- Therefore, after completion of the tour, the Contractor is responsible for a) dis-assemble of the replica b) transportation to final UK location where the replica will be permanently displayed and c) re-assembly at this location (final location tbc). Please include an additional option for off-site storage (monthly) should there be down-time between locations.

3. Creation and delivery of supporting educational digital content

- Lead on the design, creation and delivery of supporting digital content/resources to allow deeper engagement across digital channels, as well as enable young people not able to be part of the physical tour to enable them to still participate in and harness the educational elements and resources online. Please note: the 'success' of the tour will not be measured solely upon footfall/physical attendance.
- Integrate any existing relevant digital resources into the overall user experience such as Spaceport Cornwall's VR experience which enables users to experience what it's like to be in Mission Control, videos/Vox pops of those involved in launch and [LogoLiftOff! resources](#).
- Consider how any newly created digital resources can link to existing UK Space Agency existing education outreach resources and activities and be used beyond the lifespan of the physical tour, thereby demonstrating an ongoing legacy element for the activity.
- Outline where and how proposed digital resources support the core objectives of the tour – i.e. to inspire and engage young people, particularly those from underrepresented groups, in order to encourage uptake of STEAM (Science, Technology, Engineering, Art & Maths) subjects with a view to building and sustaining the talent pipeline.
- Digital content proposals should demonstrate clear value for money, including recommendations and justification for each education element and specific customer journey (eg driving people to/from the content as part of the plan).
- Consider what engagement metrics and evaluation to capture in support of the overall campaign objectives.
- Any print costs are not included as in scope of requirement 3. In the event that supporting resources, developed under requirement 3, are approved for printing by UKSA, they will be billed under a Limit of Liability identified within the Contract Price.)
- NOTE: All products and assets produced as part of this work will remain properly of HMG in compliance with HMG protocols.

4. Audience engagement and education outreach programme

- Creation and delivery of core messaging and wrap-around educational outreach activity for the tour, including providing an overarching narrative for the tour and key touchpoints outlining how, where and when audiences will engage with the activity.
- The wrap-around programme must be tailored towards the appropriate age group/audience demographic and designed to be as accessible and inclusive as possible to maximise participation.
- Driving visitors to the tour – both physically and virtually, demonstrating how you will engage with audience groups to maximise both physical impact across locations and virtual online visitors.
- Outline your approach to where and how the you expect to meet the visitor numbers, identifying the difference between physical and virtual visitors and allowing for a focus

on attracting under-represented groups, and highlight why your approach demonstrates value for money in delivering the programme objectives.

- Create, manage and deliver the on-the-ground activity for each element of the tour, demonstrating how you will connect with and inspire audiences to communicate the core narrative and deliver the overall educational objectives of the tour.
- Identify and provide suitable staff to deliver the activity and engage with the public, ensuring all briefing and measures are in place. NB: The UK Space Agency is unable to provide any on-the-ground resource to support the physical tour.
- It should be noted that whilst no additional budget is available for paid-advertising to promote the tour, we would look to the chosen delivery partner to identify and deliver suitable engagement, outreach and communication opportunities, and work with the UK Space Agency, to deliver these through low/no-cost channels where possible.

5. Evaluation and monitoring

- The appointed partner will provide regular project updates to UK Space Agency to outline progress and delivery success including approximately 2-weekly development meetings, mini report for each event and a final evaluation report at the end of the project.
- This activity will need to include a robust level of monitoring and evaluation to demonstrate reach and impact across audiences indicating value for money for the programme of work.
- The success of the tour will not be measured solely on footfall (physical) attendance as in order to meet the project objectives, we are looking for a mixture of quantitative and qualitative metrics – this includes demonstrating the overall reach of the activity (physically and digitally) and well as identifying where we have made specific inroads in engaging with under-represented groups and harder to reach communities.
- It is this mixture of reach (quantitative) and engagement with those from under-represented groups (qualitative), that we will be looking for in the winning bid.
- This will include a summary report for each location, including learnings from each site and a full campaign report at the end of the tour.
- Where possible, look to include key questions from Public Perceptions report to demonstrate change on attitudes pre-post activity. As a guide, our communications plan identifies the following objectives that this national rocket tour should also seek to support:

Primary target

- ***Inspire and engage young people, particularly those from under-represented groups, in order to encourage uptake of STEM (Science, Technology, Engineering & Math's) subjects with a view to building and sustaining the talent pipeline into the sector.***
- *KPI: awareness of UK space industry jobs for young people (Public Perceptions quarterly survey- target increase 46% - 50%).*

Supporting targets

- ***Inform the UK public and interested parties about the strategic benefits of commercially sustainable launch from the UK in order to increase advocacy towards HMG's spaceflight activities;***
- *KPI: awareness of UK plans to enable satellite launch among the general public (target increase from 32% to 45% ahead of the first launch).*

- **Showcase the UK's position as a world-leader in the small satellite launch market in order to encourage inward investment and foster trade;**
- *KPI: Increased awareness of the benefits of investing in the space industry to create economic growth (target from 15% to 18%)*
- **A supporting aim is also to increase awareness of the role of space (ie how through the use data from satellites provide benefits to our everyday lives) with a view to building advocacy and a sense of pride that this happens from within the UK.**
- *KPI: favourability towards the UK space industry (target increase from 40% to 45%)*

Therefore, the work will consist of the following outputs:

Requirement	Details	Comments
Identification of tour location	Defining the best opportunities nationally to inspire and engage with children and young people that represents best return per venue and links to target audience.	To consider footfall, partner locations, link to exiting activities as well as national /regional ambitions. Consider audience requirements so that quality and quantity measures are equally considered.
Management of tour	Liaison with estate holders, H&S requirements, logistics and timing. Provision of staff to man/secure the site as needed and transport/installation for each site.	To cover all elements to manage and deliver the tour including regular updates with UKSA team
Development and delivery of supporting digital education resources	Identify appropriate digital resources needed to support educational objectives and create/deliver in time for the tour.	Consider how to deliver/engage with the audiences in a fun and educational way that works for physical and digital audiences - including hosting and reusing content /resources that could exist
Activation narrative, wrap-around programme and audience engagement	Create coherent educational messaging for the tour and develop a wrap-around package that delivers the objectives (both physically and digitally). Consider additional opportunities that may help to increase engagement and reach, thereby maximising the impact of this activity.	Consider how all the elements work together to provide an impactful and unique, relevant and coherent message with a clear user journey and touchpoints across all channels.
Evaluation:	Use relevant insight to inform	To make sure that the physical

Identify how you will meet the project objectives.	recommendations and demonstrate how targets and KPIs will be identified and measured effectively.	and digital visitors meet identified numbers demonstrating value for money. To measure key outcomes within the Perceptions Report as well as recording appropriate metrics that demonstrate impact.
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Options

Post successful delivery of the tour, whilst the permanent location of the rocket replica is being identified, storage of the deconstructed replica rocket may be required. This shall be identified as an option within the Contract and maybe exercised at the sole discretion of the Authority, in accordance with the Terms and Conditions of the Contract.

Bidders should provide option pricing for additional storage, estimated from late summer 2023 for a monthly storage requirement. It is assumed that:

- Storage will be of the disassembled rocket within the same footprint as per storage requirements.
- Storage will be within a dry and secure location (please outline level of security included)
- Pricing should show both monthly and 6/12-month storage options.
- Insurances to be included.

Please note: in accordance with the terms of the Contract, the replica rocket is and will remain a UKSA asset throughout the life of the Contract and any subsequent storage.

Summary timeline

Below is a summary of the proposed project timeline for this activity.

Nov 2022	Dec 2022	Jan 2023	Jan – Mar 23	April 23	July 23	Aug 23
Tender open	Tender presentation	Tender closes - delivery Partner appointed	Production / planning of tour / digital contents	Tour opens	Tour ends	Rocket moves to permanent home

Supporting materials

Additionally, as part of your submission, please provide evidence of where your organisation has previously undertaken any similar activity and meets the requirements outlined below:

- Coordinating and delivering complex logistical plans and administration for public events

- Developing a narrative or programme to support and underpin educational outreach activity;
- Overseeing the creation and delivery of physical outreach activities to engage families/children, particularly those in 'harder to reach' communities;
- Creation and roll-out of digital resources and messaging to engage/inspire young people;
- Creation, development and roll-out of related STEAM resources for children/young people;
- Working with UK Government or a public sector partner;
- Evidence of suitable metrics, case studies or KPIs to support any of the above.

Key milestones and deliverables

(Timings are estimated but indicative – please consider these when resourcing for delivery).

Outputs	When (from award of contract)	Comments	% of payment
<p>Development of tour (locations/reach and then logistics and permissions planning)</p> <p>Development of activity messaging</p> <p>Generate detailed proposal/outline of core digital resources</p>	<p>+ 4 weeks</p> <p>January</p>	<p>Use insight and stakeholder/partner outreach to identify and map potential tour locations, venues and timings, ensuring approach will effectively engage and reach target audience.</p> <p>Identify potential stakeholders/ partners who will need to be engaged with to secure necessary permissions.</p> <p>Identify potential complementary reach and engagement opportunities.</p> <p>Develop core messaging framework and proposition for wrap-around outreach activity.</p> <p>Identify and provide detailed proposal of digital resources that will be used to support physical tour and provide supporting wrap-around programme of engagement activity.</p> <p>Please allow for UKSA sign off and approval</p>	<p>To be Confirmed by bidder</p>
<p>Development of digital resources</p> <p>Ongoing logistical coordination for tour</p> <p>Partner/stakeholder outreach and visitor/campaign</p>	<p>5 – 12 weeks</p> <p>Feb - March</p>	<p>Creation of digital resources for outreach programme</p> <p>Detailed planning and administration for locations, including H&S/risk reviews and logistics planning.</p> <p>Definition of outreach and activity to invite</p>	<p>TBC</p>

planning Recruitment and training of staff to support UK-wide rocket replica tour		visitors Further outreach engagement with stakeholders / partners to deepen and extend participation in the tour Training of tour staff	
Delivery of UK-wide rocket replica tour Manning/staffing of UK-wide tour and events Transport and security or rocket replica.	13-24 Apr - June	Tour commences, using trained/manned personnel and supporting messaging in place to engage participants and measure interactions. Transport, assemble/disassemble per venue – provide security and/or storage where needed throughout the tour. Payment Milestones for this deliverable should be broken down into a manageable milestone, noting a maximum of 6 payments.	TBC
Completion of tour	Summer 2023	Final disassembly and transportation of replica to new location or storage (as required).	TBC
Evaluation	Summer 2023	Report project report including engagements / interactions and summary report.	TBC

Appendix A: Background information

1. About us

UK Space Agency - we inspire and lead the UK in space, to benefit our planet and its people.

UK Space Agency is an executive agency, sponsored by the [Department for Business, Energy & Industrial Strategy](#). We provide technical advice on government's [National Space Strategy](#), and guide the UK space sector to deliver government's vision.

We design and deliver programmes that implement government's [Space Strategy](#), including as a sponsor of national capabilities and an early-stage investor in space research and development. We promote the UK space sector's interests and achievements, make connections to join up industry and academia, and represent the UK in international space programmes.

2. Programme Background

- [LaunchUK](#) – part of the UK Space Agency, it runs the Government's commercial Spaceflight programme and is a partnership between the UK Space Agency and the Department for Transport, and supported by the Civil Aviation Authority (the official regulator for spaceflight activities from the UK).
- There are seven potential [spaceports](#) in the UK, each with their own unique capabilities and offerings. Further information about each of the proposed sites can be found [here](#).
- Not only will UK launch create highly skilled jobs and bring economic and social benefits to communities and organisations across the UK, it will also act as a catalyst for growth in the wider space industry as well as inspire the next generation of space scientists and engineers.
- The government investment is kickstarting a commercial approach that allows market forces to deliver new and innovative solutions for launching small satellites by funding a range of industry-led projects including:
 - £31.5m to help establish vertical launch services from Scotland comprising: £2.5 million to Highlands and Islands Enterprise (HIE) to develop Space Hub Sutherland; £5.5 million to Orbex to build a new rocket for launch from Sutherland; and £23.5 million in two separate grants to Lockheed Martin to establish launch operations from SaxaVord Spaceport and to build an orbital manoeuvring vehicle in Reading which will launch on Lockheed Martin's pathfinder launch;
 - Up to £1.3m to develop business plans for small satellite launch and sub-orbital flight from airports in Machrihanish, Snowdonia and Cornwall and;
 - £11.34m as part of £20m central and local government funding to support horizontal launch by Virgin Orbit from Spaceport Cornwall.
 - Separately, we are also investing in related facilities and technology, including £99 million for a new National Satellite Test Facility in Harwell and £60 million to develop a revolutionary hybrid air-breathing rocket engine.
- The UK government has put in place the legislation needed for operators to open spaceports which allows for a range of commercial spaceflight activities, including suborbital space-tourism. Government's role is to put in place the necessary conditions to enable spaceflight from the UK. As a commercial programme, it is up to each of the individual commercial partners involved in launch i.e. spaceports, rocket manufacturers and payload customers, to share details and information about their individual activities including dates of their planned launches.

Appendix B: Technical Information

1. Imagery

 [Replica docs](#)

2. Replica rocket – tech dimensions

- Length / height of full rocket
 - L 23m x H3.5m x W3.5m – 900kgs (rocket only) 1900kgs to inc stand bases
 - Weight loading at the ground contact points of the stands – 156.25kgs

- Weight of full rocket
 - 900kgs (rocket only) - 1900kgs to inc stand bases
- Construction material – carbon fibre
- Wind Loading – Structural calculations show that the mock-up is able to withstand winds up to 90mph.
- Adverse Weather will not affect the structure or its finish.
- There is no risk of collapse to the structure due to the unique method of its manufacture
- The replica has been stress-tested – the report is available [here](#).

Transportation of the rocket replica:

The replica rocket (mock-up) is designed so that it can be transported and stored within two, 40' shipping containers.

This enables transport on all roads that permit normal HGV articulated lorries to pass along them without the need for overlength or over-width permits and/or escort vehicles.

The lorries required are specific to the movement of 40' shipping containers and they are fully equipped with their own cranes at either end of their loading beds. These can be easily sourced, an example of which is [here](#).

Assembly of the rocket replica:

The model has been designed so that in principal, it will be very quick to assemble as there will be just two fuselage halves which will travel on their display stand/stillages either within the containers or if prudent open on the back of a suitable lorry.

The two halves will fit together with locator points and will be bolted together externally. The four fins will be loose items that will fit into location tubes and again will be securely held in place with bolts/collars.

It is a fairly large item so consideration to where it can be stored safely needs to be given, if it is to be removed for display and the containers are not accessible easily.

We anticipate that from when the mock-up arrives at its venue, approximately one hour per container, will be required to safely unload ahead of assembly commencing. Once unloaded, with a team of four persons who have reviewed provided assembly material, we expect the build to take 3-3.5 hours to complete, which includes the packing away and stowage of all tools and tie down restraints properly so that they are not misplaced. We expect with practise this will be done comfortably within 2-2.5 hours each time.

Model will be displayed horizontally, with stands provided as part of the build and to be transported and used at each location.

The mock-up will be supplied with a tool kit which will contain all tools required in its

assembly and all straps required to secure all items within their respective container.

The break down procedure will be a reverse of the assembly and from experience will take approximately the same amount of time so 4-5hrs is anticipated as it is essential that everything is fitted and secured thoroughly to prevent any damage occurring through movement whilst in transit.

The Authority requirement will be for six venues at a minimum, but the success criteria will be based on the bids that are able to visit the most locations while also delivering the digital campaign. The more locations the better, but not at the literal expense of the digital campaign. It may that a bid that offers a lower number of locations has a better digital campaign than a bid that offers a higher number of venues. The Authority will be evaluating both the physical and digital campaign.

The Contract duration shall be for a period of 8 months with an option to extend for a period of 12 months from commencement of the Contract.

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation model

5.1. Introduction

- 5.1.1. The evaluation process will be conducted to ensure that Bids are evaluated fairly to ascertain the bidders who can demonstrate the required skills qualities, technical ability and capacity, commercial stability, and experience to ensure successful performance of the Contract.
- 5.1.2. The evaluation team may comprise staff from UK SBS and the Contracting Authority, and any specific external stakeholders the Contracting Authority deem required

5.2. Evaluation of Bids

- 5.2.1. Evaluation of Bids shall be based on a Selection questionnaire and Award criteria as clearly defined in the e-sourcing tool.

5.3. SELECTION questionnaire

- 5.3.1. The Selection questionnaire shall be marked against the following Selection pass / fail and scoring criteria.
- 5.3.2. The selection questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria.

Selection Pass/fail criteria		
Evaluation Envelope	Q No.	Question subject
Qualification Questionnaire Part 1: Potential Supplier Information		
Section 1	1.3	Contact details and declaration
Qualification Questionnaire Part 2: Exclusion Grounds		
Section 2	2.1 (a)(i)	Participation in a criminal organisation
Section 2	2.1(a)(ii)	Corruption
Section 2	2.1(a)(iii)	Fraud
Section 2	2.1(a)(iv)	Terrorist Offences or offences link to terrorist activities
Section 2	2.1(a)(v)	Money laundering or Terrorist financing
Section 2	2.1(a)(vi)	Child Labour and other forms of trafficking in human beings
Section 2	2.2	Self cleaning
Section 2	2.3(a)	Payment of tax or social security
Section 3	3.1 (a)	Breach of environmental obligations
Section 3	3.1 (b)	Breach of social obligations
Section 3	3.1 (c)	Breach of labour law obligations
Section 3	3.1(d)	Bankruptcy
Section 3	3.1(e)	Guilty of grave professional misconduct
Section 3	3.1(f)	Distorting competition
Section 3	3.1(g)	Conflict of Interest

Section 3	3.1(h)	Prior involvement in procurement process
Section 3	3.1(i)	Prior performance of contract
Section 3	3.1(j)(i)	Serious Misrepresentation
Section 3	3.1(j)(ii)	Withholding information
Section 3	3.1(j)(iii)	Unable to provide supporting documentation for ESPD
Section 3	3.1(j)(iv)	Influenced the decision-making process
Qualification Questionnaire Part 3: Selection Questions		
Section 4	4.1	Audited accounts
Section 5	5.1	Wider group
Section 5	5.2	Parent Company Guarantee
Section 5	5.3	Other Guarantee
Section 6	6.1	Relevant experience and contract examples
Section 7	7.1	Compliance under Modern Slavery Act 2015
Section 8	8.1(a)	Insurance
Section 9	SEL5.5	Health and Safety Policy
Section 9	SEL5.6	Enforcement/remedial orders in relation to the Health and Safety Executive
Section 9	SEL5.7	Breaching environmental legislation
Section 9	SEL5.8	Checking sub-contractors for infringement of environmental legislation
Section 9	SEL5.9	Unlawful discrimination
Section 9	SEL5.10	Checking sub-contractors for unlawful discrimination
Section 9	FOI1.1	Freedom of information
	In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of the any of the selection stage scoring methodology, nor the Award stage scoring methodology or Mandatory pass / fail criteria.	

- 5.3.3. Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.
- 5.3.4. The evaluation model below shall be used for this RFP which will be determined to two decimal places.
- 5.3.5. Questions marked 'for information only' do not contribute to the scoring model.
- 5.3.6. During the evaluation stage, the intention is that only Bidders who achieve a Pass of all the Mandatory and Discretionary requirements of the RFP will be considered for award stage evaluation.

5.4. AWARD questionnaire

- 5.4.1. The award questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria. Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.

Award Pass / Fail criteria

Evaluation	Q No.	Question subject
------------	-------	------------------

Envelope		
Qualification	AW1.1	Form of Bid
Qualification	AW1.2	Bid validity period
Qualification	AW1.3	Certificate of bona fide Bid
Qualification	AW3.2	Conflict of Interest Declaration
Qualification	AW3.2.1	Conflict of Interest Declaration Supporting Information
Qualification	AW4.1	Compliance to the Contract Terms
Qualification	AW4.2	Changes to Contract Terms
Commercial	AW5.3	Firm and Fixed Price
Technical	AW6.1	Compliance to the Specification
Technical	AW6.2	Variable Bids
-	-	Request for Proposal response – received on time within the Jaggaer eSourcing Portal
	In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of the any of the selection stage scoring methodology, nor the Award stage scoring methodology or Mandatory pass / fail criteria.	

5.4.2. The Award stage of due process shall be marked against the following Award scoring criteria.

5.4.3. The evaluation model below shall be used for this RFP which will be determined to two decimal places.

5.4.4. Questions marked 'for information only' do not contribute to the scoring model.

Award Scoring criteria

Evaluation Justification Statement

In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this RFP. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
Commercial	AW5.1	Price	30.00%	30.00%
Technical	PROJ1	Location Sourcing & Tour Management	70.00%	15.00%
Technical	PROJ2	Logistics and Delivery of Tour		10.00%
Technical	PROJ3	Creation of digital education resources		15.00%
Technical	PROJ4	Audience engagement & outreach		15.00%
Technical	PROJ5	Evaluation		5.00%
Technical	PROJ6	Social Value		10.00%

Award Evaluation of criteria

Non-Commercial Elements

Each question will be evaluated on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20%.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that there may be multiple evaluators. If so, their individual scores will be averaged (mean) to determine your final score as follows:

Example

Evaluator 1 scored your bid as 60
 Evaluator 2 scored your bid as 60
 Evaluator 3 scored your bid as 40
 Evaluator 4 scored your bid as 40
 Your final score will $(60+60+40+40) \div 4 = 50$

Once the above evaluation process has been undertaken and the scores are apportioned by evaluator(s) this will then be subject to an independent commercial review and moderation meeting, if required by the commercial lead, any and all changes will be formally recorded relative to the regulatory obligations associated with this procurement, so as to ensure that the procurement has been undertaken in a robust and transparent way.

Commercial Elements will be evaluated on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.

All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the Commercial criterion.

For example - Bid 1 £100,000 scores 100.

Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80

Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.

Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.

Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.

Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 ($80/100 \times 50 = 40$)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.

5.5. Evaluation process

5.5.1. The evaluation process will feature some, if not all, the following phases

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> RFP logged upon opening in alignment with UK SBS's procurement procedures. Any RFP Bid received after the closing date will be rejected unless circumstances attributed to UK SBS, the Contracting Authority or the eSourcing Portal beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> Check all Mandatory requirements are acceptable to the Contracting Authority. Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the criteria.
Clarifications	<ul style="list-style-type: none"> The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Selection and / Award criteria.
Moderation meeting (if required to reach an award decision)	<ul style="list-style-type: none"> To review the outcomes of the Commercial review To agree final scoring for each Bid, relative rankings of the Bids To confirm contents of the Standstill letters to provide details of scoring and relative feedback on the unsuccessful Bidders response in comparison with the successful Bidders response

Due diligence of the Bid	<ul style="list-style-type: none"> • the Contracting Authority may request the following requirements at any stage of the Procurement: <ul style="list-style-type: none"> ○ Submission of insurance documents from the Bidder ○ Request for evidence of documents / accreditations referenced in the / Request for Proposal response / Bid and / or Clarifications from the Bidder ○ Taking up of Bidder references from the Bidders Customers. • Financial Credit check for the Bidder
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> • To confirm contents of the letters to provide details of scoring and meaningful feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation Response Questionnaires

6.1. Qualification / Selection Questionnaire

- 6.1.1 Bidders should note that the Qualification / Selection Questionnaire is located within the **Jaggaer eSourcing Portal**.

Guidance on how to register and use the Jaggaer eSourcing portal is available at

<https://beisgroup.ukp.app.jaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

6.2. Technical and Commercial Questionnaire

- 6.2.1 Bidders should note that the Technical and Commercial Questionnaire is located within the **Jaggaer eSourcing Portal**.

Guidance on how to register and use the Jaggaer eSourcing portal is available at

<https://beisgroup.ukp.app.jaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General information

7.1. Introduction

- 7.1.1. The Contracting Authority wishes to establish a Contract for the provision of Inspire Education and Outreach programme: Replica Rocket UK roadshow. The Contracting Authority is managing this procurement process in accordance with Public Procurement (as may be amended from time to time) (the “Regulations”). This is a Services Contract being procured under the Open Procedure
- 7.1.2. The Contracting Authority is procuring the Contract for its exclusive use.
- 7.1.3. UK SBS and the Contracting Authority logo, trademarks and other identifying marks are proprietary and may not be incorporated in the Companies response without or the Contracting Authority’s written permission.
- 7.1.4. The Bidder shall indemnify and keep indemnified UK SBS and the Contracting Authority against all actions, claims, demands, proceedings, damages, costs, losses, charges, and expenses whatsoever in respect of any breach by the Bidder of this document.
- 7.1.5. If there is any doubt with regard to the ambiguity of any question or content contained in this questionnaire then PLEASE ASK a clarification question, but please ensure that your question is via the formal clarification process in writing to the UK SBS representative nominated. No approach of any kind in connection with this opportunity should be made to any other person within or associated with UK SBS or the Contracting Authority. All information secured outside of this named contact shall have no legal standing or worth and should not be relied upon.
- 7.1.6. It remains the responsibility of the Bidder to keep UK SBS and the Contracting Authority informed of any matter that may affect continued qualification
- 7.1.7. Prior to commencing formal evaluation, Submitted Responses will be checked to ensure they are fully compliant with the Pass / Fail criteria within the Evaluation model. Non-compliant Submitted Responses may be rejected by the Contracting Authority. Submitted Responses which are deemed by the Contracting Authority to be fully compliant will proceed to evaluation. These will be evaluated using the criteria and scores detailed in the matrix set out in [Section 5](#).
- 7.1.8. Whilst it is the Contracting Authority’s intention to purchase the majority of its Services under this Contract Arrangement from the Supplier(s) appointed this does not confer any exclusivity on the appointed Suppliers. The Contracting Authority and any relevant Other Public Bodies reserve the right to purchase any Services and services (including those similar to the Services covered by this procurement) from any Supplier outside of this Contract.
- 7.1.9. The Contracting Authority reserves the right not to conclude a Contract as a result of the current procurement process. Bidders should review the contents of Section 7 paragraph 7.8.1 when considering submitting their Response.
- 7.1.10. The Services covered by this procurement exercise have NOT been sub-divided into Lots.

- 7.1.11. The Contracting Authority shall utilise the Jaggaer eSourcing Portal available at <https://beisgroup.ukp.app.jaggaer.com/> to conduct this procurement. There will be no electronic auction following the conclusion of the evaluation of the Request for Proposal (RFP) responses. Bidders will be specifically advised where attachments are permissible to support a question response within the Jaggaer eSourcing portal.

All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to Jaggaer eSourcing Helpdesk

Phone 08000 698 632

Email customersupport@jaggaer.com

Please note; Jaggaer is a free self-registration portal. Bidders can complete the online registration at the following link:

<https://beisgroup.ukp.app.jaggaer.com/>

- 7.1.12. Please utilise the messaging system within the Jaggaer eSourcing Portal located at <https://beisgroup.ukp.app.jaggaer.com/> within the timescales detailed in [Section 3](#). If you have any doubt as to what is required or will have difficulty in providing the information requested. Bidders should note that any requests for clarifications may not be considered by the Contracting Authority if they are not articulated by the Bidder within the discussion forum within the Jaggaer eSourcing Portal.
- 7.1.13. Bidders should read this document, and all attachment, messages and the response envelopes located within the Jaggaer eSourcing portal carefully before completing the Response submission. Failure to comply with any of these instructions for completion and submission of the Submitted Response may result in the rejection of the Response. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the Services and contractual obligations. These instructions constitute the Conditions of Response. Participation in the RFP process automatically signals that the Bidder accepts these Conditions.
- 7.1.14. All material issued in connection with this RFP shall remain the property of the Contracting Authority and/or as applicable relevant OPB and shall be used only for the purpose of this procurement. All Due Diligence Information shall be either returned to the Contracting Authority or securely destroyed by the Bidder (at the Contracting Authority's option) at the conclusion of the procurement.
- 7.1.15. The Bidder shall ensure that each and every sub-contractor, consortium member and adviser abide by the terms of these instructions and the Conditions of Response.
- 7.1.16. The Bidder shall not make contact with any other employee, agent or consultant of UK SBS or the Contracting Authority or any relevant OPB or Customer who are in any way connected with this procurement during the period of this procurement, unless instructed otherwise by the Contracting Authority.
- 7.1.17. The Contracting Authority shall not be committed to any course of action as a result of:
- 7.1.17.1. issuing this RFP or any invitation to participate in this procurement;
 - 7.1.17.2. an invitation to submit any Response in respect of this procurement;
 - 7.1.17.3. communicating with a Bidder or a Bidder's representatives or agents in respect of this procurement; or

- 7.1.17.4. any other communication between UK SBS, the Contracting Authority and/or any relevant OPB (whether directly or by its agents or representatives) and any other party.
- 7.1.18. Bidders shall accept and acknowledge that by issuing this RFP the Contracting Authority shall not be bound to accept any Response and reserves the right not to conclude a Contract for some or all of the Services for which Responses are invited.
- 7.1.19. The Contracting Authority reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement.
- 7.1.20. Bidders should not include in the Response any extraneous information which has not been specifically requested in the RFP including, for example, any sales literature, standard terms of trading etc. Any such information not requested but provided by the Bidder shall not be considered by the Contracting Authority.
- 7.1.21. If the Bidder is a consortium, the following information must be provided: full details of the consortium; and the information sought in this RFP in respect of each of the consortium's constituent members as part of a single composite response. Potential Providers should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium as indicated in the relevant section of the selection questionnaire SEL1.9 specifically refers. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided as indicated in the relevant section of the RFP. However, please note the Contracting Authority reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 19(6) of the Regulations. The Contracting Authority recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Providers should therefore respond in the light of the arrangements as currently envisaged. Potential Providers are reminded that any future proposed change in relation to consortia must be notified to the Contracting Authority so that it can make a further assessment by applying the selection criteria to the new information provided and consider rejection of the Response if the Contracting Authority reasonably consider the change to have a material impact of the delivery of the viability of the Response.

7.2. Bidder conference

- 7.2.1. A Bidders' Conference will be held in conjunction with this procurement. Section 3 timescales, 3.7 details the date for the bidder conference. To register attendance please send a direct message through the Jaggaer Portal confirming your wish to attend. This session will be documented and full details of any questions asked and responses provided will be published within the Clarification deadline dates.

7.3. Confidentiality

- 7.3.1. Subject to the exceptions referred to in paragraph 7.3.2, the contents of this RFP are being made available by the Contracting Authority on condition that:
- 7.3.1.1. Bidders shall at all times treat the contents of the RFP and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;
 - 7.3.1.2. Bidders shall not disclose, copy, reproduce, distribute, or pass any of the Information to any other person at any time or allow any of these things to happen;

- 7.3.1.3. Bidders shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Response; and
- 7.3.1.4. Bidders shall not undertake any publicity activity within any section of the media in relation to this procurement
- 7.3.2. Bidders may disclose, distribute, or pass any of the Information to the Bidder's advisers, sub-contractors or to another person provided that either:
 - 7.3.2.1. This is done for the sole purpose of enabling a Response to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Bidder; or
 - 7.3.2.2. The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or
 - 7.3.2.3. The Bidder is legally required to make such a disclosure
- 7.3.3. In paragraphs 7.3.1 and 7.3.2 above the term 'person' includes but is not limited to any person, firm, body, or association, corporate or incorporate.
- 7.3.4. UK SBS and the Contracting Authority may disclose detailed information relating to Responses to its employees, agents or advisers and they may make any of the Contract documents available for private inspection by its officers, employees, agents, or advisers. UK SBS and the Contracting Authority also reserve the right to disseminate information that is materially relevant to the procurement to all Bidders, even if the information has only been requested by one Bidder, subject to the duty to protect each Bidder's commercial confidentiality in relation to its Response (unless there is a requirement for disclosure as explained in paragraphs 7.4.1 to 7.4.3 below).
- 7.3.5. All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, the Contracting Authority may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to the Contracting Authority during this Procurement. Subject to section 7.4 below, the information will not be disclosed outside Government. Bidders taking part in this RFP consent to these terms as part of the competition process.

- 7.3.6. The Government revised its Government Security Classifications (GSC) classification scheme on the 2nd April 2014 to replace the previous Government Protective Marking System ("GPMS"). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC from

2nd April 2014. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

- 7.3.7. The Contracting Authority reserves the right to amend any security related term or condition of the draft contract accompanying this RFP to reflect any changes introduced by the GSC. In particular where this RFP is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the procurement process and/or any contracts awarded to you as a result of the procurement process.

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Find a Tender](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

7.4. Freedom of information

- 7.4.1. In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS and the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 7.4.2. In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 7.4.3. Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 7.4.4. Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 7.4.5. Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including RFP templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other

sourcing documents issued by the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this RFP Bidders are agreeing that their participation and contents of their Response may be made public.

7.5. Response Validity

- 7.5.1. Your Response should remain open for consideration for a period of 90 days. A Response valid for a shorter period may be rejected.

7.6. Timescales

- 7.6.1. [Section 3](#) of the RFP sets out the proposed procurement timetable. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

7.7. The Contracting Authority's Contact Details

- 7.7.1. Unless stated otherwise in these Instructions or in writing from UK SBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants, and advisers) during the period of this procurement must be directed through the eSourcing tool to the designated UK SBS contact.
- 7.7.2. Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the Jaggaer eSourcing portal. Failure to follow this requirement will result in disqualification of the Response.

7.8. Preparation of a Response

- 7.8.1. Bidders must obtain for themselves at their own responsibility and expense all information necessary for the preparation of Responses. Bidders are solely responsible for all costs, expenses and other liabilities arising in connection with the preparation and submission of their Response and all other stages of the selection and evaluation process. Under no circumstances will UK SBS or the Contracting Authority, or any of their advisers, be liable for any such costs, expenses or liabilities borne by Bidders or their sub-contractors, suppliers or advisers in this process.
- 7.8.2. Bidders are required to complete and provide all information required by the Contracting Authority in accordance with the Conditions of Response and the Request for Proposal. Failure to comply with the Conditions and the Request for Proposal may lead the Contracting Authority to reject a Response.
- 7.8.3. The Contracting Authority relies on Bidders' own analysis and review of information provided. Consequently, Bidders are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Responses and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement.
- 7.8.4. Bidders must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding their Responses, without reliance upon any opinion or other information provided by the Contracting Authority or their advisers and representatives. Bidders should notify the Contracting Authority promptly of any perceived ambiguity, inconsistency, or omission in this

RFP, any of its associated documents and/or any other information issued to them during the procurement.

- 7.8.5. Bidders must ensure that each response to a question is within any specified word count. Any responses with words in excess of the word count will only be considered up to the point where they meet the word count, any additional words beyond the volume defined in the word count will not be considered by the evaluation panel.
- 7.8.6. Bidders must ensure that each response to a question is not cross referenced to a response to another question. In the event of a Bidder adding a cross reference it will not be considered in evaluation.

7.9. Submission of Responses

- 7.9.1. The Response must be submitted as instructed in this document through the e-sourcing tool. Failure to follow the instruction within each Section of this document, to omit responses to any of the questions or to present your response in alignment with any guidance notes provided may render the Response non-compliant and it may be rejected.
- 7.9.2. The Contracting Authority may at its own absolute discretion extend the closing date and the time for receipt of Responses specified [Section 3](#).
- 7.9.3. Any extension to the RFP response period will apply to all Bidders.
- 7.9.4. Any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Failure to adhere to this requirement will result in the Response not being considered.
- 7.9.5. The Contracting Authority do not accept responsibility for the premature opening or mishandling of Responses that are not submitted in accordance with the instructions of this document.
- 7.9.6. The Response and any documents accompanying it must be in the English language
- 7.9.7. Bidders must submit their response through the e-sourcing tool, unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority. Responses received by any other method than requested will not be considered for the opportunity.
- 7.9.8. Responses will be submitted any time up to the date indicated in [Section 3](#). Responses received before this deadline will be retained in a secure environment, unopened until this deadline has passed.
- 7.9.9. Responses received after the date indicated in [Section 3](#) shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay is solely attributable to the Contracting Authority
 - 7.9.9.1. The Bidder must demonstrate irrefutable evidence in writing they have made best endeavours to ensure the Response was received on time and that the issue was beyond their control.
 - 7.9.9.2. Any request for a late Response to be considered must be emailed to the Buyer in [Section 3](#) in advance of 'the deadline' if a bidder believes their Response will be received late.

- 7.9.9.3. The Contracting Authority reserves the right to accept or reject any late Response without justification to the affected Bidder and make no guarantee it will consider any request for a late Response to be considered.

- 7.9.10. Do not seek changes to the Bid after responses have been submitted and the deadline (date and time) for receipt of responses has passed.

7.10. Canvassing

- 7.10.1. Any Bidder who directly or indirectly canvasses any employee, or agent of UK SBS, the Contracting Authority, or its members or any relevant OPB or any of its employees concerning the establishment of the Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee, or agent or concerning any other Bidder, Response or proposed Response will be disqualified.

7.11. Disclaimers

- 7.11.1. Whilst the information in this RFP, Due Diligence Information and supporting documents has been prepared in good faith, it does not purport to be comprehensive, nor has it been independently verified.
- 7.11.2. Neither UK SBS, the Contracting Authority, nor any relevant OPB's nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:
 - 7.11.2.1. makes any representation or warranty (express or implied) as to the accuracy, reasonableness, or completeness of the RFP; or
 - 7.11.2.2. accepts any responsibility for the information contained in the RFP or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 7.11.3. Any persons considering making a decision to enter into contractual relationships with the Contracting Authority and/or, as applicable, relevant OPB following receipt of the RFP should make their own investigations and their own independent assessment of the Contracting Authority and/or, as applicable, relevant OPB and its requirements for the Services and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFP or any other associated documents (including the Schedules) is only authorised to be provided following a query made in accordance with Paragraph 7.15 of this RFP.

7.12. Collusive behaviour

- 7.12.1. Any Bidder who:
 - 7.12.1.1. fixes or adjusts the amount of its Response by or in accordance with any agreement or arrangement with any other party; or
 - 7.12.1.2. communicates to any party other than UK SBS, the Contracting Authority or, as applicable, relevant OPB the amount or approximate amount of its proposed Response or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations

necessary for the preparation of the Response or insurance or any necessary security); or

- 7.12.1.3. enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Response; or
- 7.12.1.4. enters into any agreement or arrangement with any other party as to the amount of any Response submitted; or
- 7.12.1.5. offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Response or proposed Response, any act or omission,

shall (without prejudice to any other civil remedies available to the Contracting Authority and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

7.13. No inducement or incentive

- 7.13.1. The RFP is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Bidder to submit a Response or enter into the Contract or any other contractual agreement.

7.14. Acceptance of the Contract

- 7.14.1. The Bidder in submitting the Response undertakes that in the event of the Response being accepted by the Contracting Authority and the Contracting Authority confirming in writing such acceptance to the Bidder, the Bidder will within 5 days of being called upon to do so by the Contracting Authority execute the Contract in the form set out in the Contract Terms or in such amended form as may subsequently be agreed.
- 7.14.2. The Contracting Authority shall be under no obligation to accept the lowest priced or any Response.

7.15. Queries relating to the Response

- 7.15.1. All requests for clarification about the requirements or the process of this procurement shall be made in through the Jaggaer eSourcing portal unless the Jaggaer eSourcing portal is unavailable due to system maintenance or failure, in this instance all clarifications shall be by email to the contact defined in [Section 3](#).
- 7.15.2. The Contracting Authority will endeavour to answer all questions as quickly as possible but cannot guarantee a minimum response time.
- 7.15.3. In the event of a Bidder requiring assistance uploading a clarification to the Jaggaer eSourcing portal they should use the contact details defined in [Section 3](#).
- 7.15.4. No further requests for clarifications will be accepted after 7 days prior to the date for submission of Responses.
- 7.15.5. In order to ensure equality of treatment of Bidders, the Contracting Authority intends to publish the questions and clarifications raised by Bidders together with the Contracting Authority's responses (but not the source of the questions) to all participants on a regular basis.

- 7.15.6. Bidders should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if the Contracting Authority at its sole discretion does not either; consider the query to be of a commercially confidential nature or one which all Bidders would potentially benefit from seeing both the query and the Contracting Authority's response, the Contracting Authority will:
- 7.15.6.1. invite the Bidder submitting the query to either declassify the query and allow the query along with the Contracting Authority's response to be circulated to all Bidders; or
 - 7.15.6.2. request the Bidder, if it still considers the query to be of a commercially confidential nature, to withdraw the query prior to the end of the closing date and time for Bidder clarifications.
- 7.15.7. The Contracting Authority reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

7.16. Amendments to Response Documents

- 7.16.1. At any time prior to the deadline for the receipt of Responses, the Contracting Authority may modify the RFP by amendment. Any such amendment will be numbered and dated and issued by the Contracting Authority to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Responses, the Contracting Authority may, at its discretion, extend the time and/or date for receipt of Responses.

7.17. Modification and withdrawal

- 7.17.1. Bidders may modify their Response where allowable within the Jaggaer eSourcing portal. No Response may be modified after the deadline for submission of Responses.
- 7.17.2. Bidders may withdraw their Response at any time prior the deadline for submission of Responses or any other time prior to accepting the offer of a Contract. The notice to withdraw the Response must be in writing and sent to the Contracting Authority by recorded delivery or equivalent service and delivered to the Head of Policy UK SBS at UK Shared Business Services Ltd, Procurement, Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1ET

7.18. Right to disqualify or reject

- 7.18.1. The Contracting Authority reserves the right to reject or disqualify a Bidder where
- 7.18.1.1. the Bidder fails to comply fully with the requirements of this Request for Proposal or presents the response in a format contrary to the requirements of this document; and/or
 - 7.18.1.2. the Bidder is guilty of serious misrepresentation in relation to its Response; expression of interest; or the Response process; and/or
 - 7.18.1.3. there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Bidder.

7.19. Right to cancel, clarify or vary the process

- 7.19.1. The Contracting Authority reserves the right to:

- 7.19.1.1. cancel the evaluation process at any stage; and/or
- 7.19.1.2. require the Bidder to clarify its Response in writing and/or provide additional information. (Failure to respond adequately may result in the Bidder not being selected),

7.20. Notification of award

- 7.20.1. The Contracting Authority will notify the successful Bidder of the Contract award in writing and will publish an Award Notice in Find a Tender in accordance with the Regulations within 30 days of the award of the contract.
- 7.20.2. As required by the Regulations all successful and unsuccessful Bidders will be provided with an email advising the outcome of the submission of their RFP response.

What makes a good bid – some simple do's 😊

DO:

- 7.21.1. Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.21.2. Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the RFP shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay, is solely attributable to the Contracting Authority
- 7.21.3. Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.21.4. Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.21.5. Do ensure you utilise the Jaggaer eSourcing messaging system to raise any clarifications to our RFP. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.21.6. Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.21.7. Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.21.8. Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.

- 7.21.9. Do provide clear, concise, and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.21.10. Do complete all questions in the questionnaire or we may reject your Bid.
- 7.21.11. Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.21.12. Do check and recheck your Bid before dispatch.

What makes a good bid – some simple do not's ☹

DO NOT

- 7.22.1. Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.22.2. Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.22.3. Do not share the Procurement documents, they may be confidential and should not be shared with anyone without the Buyers written permission.
- 7.22.4. Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.22.5. Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.22.6. Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.22.7. Do not offer UK SBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.22.8. Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.22.9. Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.22.10. Do not exceed word counts, the additional words will not be considered.
- 7.22.11. Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

- 7.22.12. Do not unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority send your response by any way other than via the Jaggaer eSourcing portal. Responses received by any other method than requested will not be considered for the opportunity.

Appendix A – Glossary of Terms

TERM	MEANING
“UK SBS”	means UK Shared Business Services Ltd herein after referred to as UK SBS.
“Bid”, “Response”, “Submitted Bid”, or “RFP Response”	means the Bidders formal offer in response to this Request for Proposal
“Bidder(s)”	means the organisations being invited to respond to this Request for Proposal
“Central Purchasing Body”	means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities
“Conditions of Bid”	means the terms and conditions set out in this RFP relating to the submission of a Bid
“Contract”	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
“Contracting Bodies”	means the Contracting Authority and any other contracting authorities described in the Find a Tender and Contract Notice
“Contracting Authority”	A public body regulated under the Public Procurement Regulations on whose behalf the procurement is being run
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Due Diligence Information”	means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this Request for Proposal
“EIR”	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“Find a Tender”	Means the UK Government Portal that superseded the OJEU as from 1/1/2021 https://www.find-tender.service.gov.uk/Search
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Mandatory”	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“Named Procurement person ”	means the single point of contact for the Contracting Authority based in UK SBS that will be dealing with the procurement
“Order”	means an order for served by any Contracting Body on the Supplier
“Other Public Bodies” or “OPB”	means all Contracting Bodies except the Contracting Authority
“Request for Proposal” or “RFP”	means this Request for Proposal documentation and all related documents published by the Contracting Authority and made available to Bidders and includes the Due Diligence Information. NOTE: This document is often referred to as an Invitation to Tender within other organisations
“Supplier(s)”	means the organisation(s) awarded the Contract
“Supplies / Services /	means any supplies/services and supplies or works set out at

Works”	within Section 4 Specification
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