



# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of The Medical Research Council**  
**Subject UK SBS MRC Emergency Care Provision**  
**Sourcing reference number PS16245**

**UK Shared Business Services Ltd (UK SBS)**  
[www.uksbs.co.uk](http://www.uksbs.co.uk)

Registered in England and Wales as a limited company. Company Number 6330639.  
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**UKSBS**  
  
*Shared Business Services*

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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 our customers improve efficiency, generate savings and modernise.

It is our vision to become the leading provider for our customers 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 customers. 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 its customers, 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 Customers.

Our Customers who have access to our services and Contracts are detailed [here](#).

## Section 2 – About Our Customer

### Medical Research Council (MRC)

The Medical Research Council is a publicly-funded organisation dedicated to improving human health.

The organisation supports research across the entire spectrum of medical sciences, in universities and hospitals, in its own units, centres and institutes in the UK, and in our units in Africa.

#### Supporting scientists

- Around 5,700 research staff are supported by the MRC, either employed directly in our institutes and units or funded through grants and fellowships.
- We spent £86m on training awards for postgraduate students and fellows in 2011/12, including those in the MRC's own institutes and units.
- At March 2012 there were around 1,900 MRC-funded PhD students and around 400 MRC fellows in higher education institutes and MRC research establishments.

#### Research examples

- The benefits of MRC research have a national and global impact; from infections in Africa, stem cell advances that can potentially combat brain and heart diseases and improvements in the design of tests for treatments. As well as more and better healthcare, medical research can lead to wider impacts; many millions more lives saved, a vastly improved quality of life and hence a more productive workforce and economic benefits to nations.
- MRC researchers have found markers for cancer cells that may help detect thousands of new cases of cancer a year. The markers are already part of an MRC-developed device that screens for cancer of the oesophagus, are being trialled for cervical cancer screening and could potentially be used in a test for bowel cancer.
- The NHS newborn hearing screening programme, introduced in 2002, improves the early detection of hearing impairment in babies, allowing earlier and more effective treatment for the 900 babies born each year in the UK with permanent hearing loss.
- An estimated 73,000 adults are living with HIV in the UK, according to 2006 figures, but around a third of those people haven't been diagnosed and don't know they're infected. Black and ethnic minority populations accounted for just over half of all 7,000 new cases in 2006. Among many other aspects of HIV research, such as the molecular basis of the condition, treatments and diagnosis, MRC scientists are also researching social and behavioural factors.

<http://www.mrc.ac.uk>

## Section 3 - Working with UK Shared Business Services Ltd.

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Customer Name and address	Medical Research Council 14th floor One Kemble Street London WC2B 4AN
3.2	Buyer name	Sally Roshier
3.3	Buyer contact details	Professionalservices@uksbs.co.uk
3.4	Estimated value of the Opportunity	£110,000.00 - £130,000.00 exclusive of VAT
3.5	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. 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.</b>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	27/10/2016 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	01/11/2016 11.00 am (GMT)
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	02/11/2016 14.00 pm (GMT)
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	07/11/2016 11.00 am (GMT)
3.10	Date/time Bidders should be available if clarifications are required	N/A

3.11	Anticipated rejection of unsuccessful Bids date	16/11/2016
3.12	Anticipated Award date	16/11/2016
3.13	Anticipated Contract Start date	17/11/2016
3.14	Anticipated Contract End date	16/11/2019
3.15	Bid Validity Period	60 Days

## **Section 4 – Specification**

### **Introduction**

The Medical Research Council (MRC) is a Non-Departmental Public Body who is linked to the Department for Business, Energy and Industrial Strategy. There are approximately 1800 employees at this time and the organisation is engaged in a large scale change programme that will impact on every employee.

The purpose of the organisation is to conduct and promote medical research. This is done through its direct employees but also through the provision of grant funding. The organisation is also geographically diverse with employees mainly located in London, Cambridge, Harwell, Swindon and Leicester; with some outliers.

### **Aims**

The aim of the tender exercise is to find a suitable company to provide emergency care to all MRC employees for a variety of needs including:

- Childcare
- Adult care (including themselves)
- Eldercare

This provision should be available in a timely fashion to allow employees to have support in an emergency that ultimately then lets them attend work.

### **Objectives**

The objective of the exercise is to secure an emergency care provider.

The objective of the care provision is to give MRC employees access to a reliable service of emergency care that can be provided at short notice which will enable them to attend work and carry out their normal duties.

This should support both parents and carers for all dependants.

### **Background to the requirement**

An emergency care benefit has been in place at the MRC since November 2014. During this time uptake has increased as the scheme has become established and employees are more at ease with using the provision.

The benefit was introduced to provide additional support for 'Women in Science' as it is recognised that women typically tend to take the dominant caring role within families. The scheme was originally launched to provide 2 sessions of emergency care, however, due to the success this was increased to 8 sessions per year.

The aim of the benefit is to allow employees to attend their workplace when they would have otherwise had to take time off when their normal care provision has broken down (for example, childminder is ill). This means that the provider must be able to quickly look at an employee's request and provide them with options. Ultimately the employee will decide whether the options available to them are suitable.

Due to the dispersed nature of the organisation the provider must have a good network of care options across the country that are reliable.

## Requirement

- Care provision
  - The MRC would seek to provide 6 'sessions' of care provision in the first year but would like the flexibility to increase/decrease this as appropriate for the following year (to be agreed 3 months in advance). This recognises that what defines a 'session' will depend on the type of care that has been requested by the employee and that the time spent at a nursery might be different to that of a childminder.
  - The spend related to this contract will depend upon the amount of sessions required per employee.
  - MRC does not guarantee any employee usage of this contract .
  - The provider must be flexible, recognising that many instances of contact from employees will be in emergency situations when their normal care arrangements have broken down and will therefore need a quick turnaround and response.
  - Ability for employees to put forward their own care providers to be assessed and brought on board by the emergency provider.
  - Detailed data gathering practices for those who employees register to ensure accurate information is gathered in one place and then provided securely to the care provider when required.
  - Employees must be able to contact the provider to seek assistance and make emergency care arrangements outside of the standard working week (Monday – Friday; 9-5). This must be at a minimum of between 7:30am – 7:00 pm
  - The online profile should show employees how many sessions they have used and how many they have remaining.

- Employees should have the option of paying personally for the benefit once the MRC entitlement has been exhausted ( this will require the use of secure payment systems)
  
- At a minimum the service must provide:
  - Emergency childcare (under 16), including:
    - Nannies
    - Nursery
    - childminders
  - School Holiday Cover
    - School holiday clubs
  - Adult care/ Elder care
    - For anyone over the age of 16. This could be for the employee themselves in some circumstances
    - This should also include for elderly dependents, for example, parents who may have specific care requirements (for example, mobility problems, Alzheimers)
  - Ambiguous circumstances
    - Should the provider be unsure whether the employee seeking the care provision is entitled they should contact the MRC for authorisation on whether the provision can proceed
  
- Care Standards:
 

All childcare and adult care providers used by the supplier will be appropriately regulated, licensed, reference checked and accredited. In particular:

  - All Nurseries will be OFSTED registered with at least a 'satisfactory' grade
  - All childminders will be members of the Professional Association of Childcare and Early Years (PACEY) and OFSTED/CSSIW registered. Scottish childminders will be verified members of the Scottish Childminding Association and regulated by the Care Commission
  - All nannies will be fully qualified, interviewed, reference checked, first aid trained, have relevant experience and possess an up to date enhanced Disclosure and Barring Service(DBS) certificate;

All care agencies will be vetted by the Care Quality commission and/or the equivalent bodies in Scotland and Wales, and all care agencies used to provide the Services will have a rating of 'good' or 'excellent'. All individual care workers will be interviewed, reference checked, first aid trained and possess an up to date

enhanced Disclosure and Barring Service (DBS) certificate and hold or be working towards NVQ level 2 or 3.

- In addition, the following elements are desirable:
  - Website
    - A user-friendly website that can provide factsheets and information
  - Webinars
    - Regular webinars that allow employees to engage with professional experts on a variety of issues that affect carers of both the young and elderly
  - Contact/Help Centre
    - A service should be available to provide expert guidance on a range of topics that parents/carers may need advice on

- The following element is essential.

#### Data security

- As employees will be required to register personal information regarding themselves and dependants there must be a suitable level of data security in place to protect this information.

MRC would expect employees to have a dedicated portal to manage their own personal profiles and store their requirements.

The portal must include.

- Log in
- Registration
- Booking information
- Number of sessions available
- Contact numbers
  
- Monthly reporting and invoicing is expected:
  - detail of services used for the previous month and matching invoice
  - number of registrations in the previous month
  - total number of employees registered
  - the MRC will confirm the leavers for the previous month and the provider should remove the MRC entitlement from their account

## General reporting and review

- The MRC would expect a biannual review of the service with the contract manager
- The MRC reserve the right to approach the provider for updates on usage and reporting and would expect the information to be made available within a week

## **Timetable**

The new contract must be in place for 18th November 2016 with the ability for employees to use the service from day 1. This may mean allowing employees early registration to new systems if required.

## Section 5 – Evaluation model

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

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ( $5+5+6 = 16 \div 3 = 5.33$ ))

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification

## Scoring criteria

### Evaluation Justification Statement

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

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	PROJ 1.1	Reporting	20%
Quality	PROJ 1.2	Service	40%
Quality	PROJ 1.3	Grievance and Complaints	20%
Quality	PROJ 1.4	Please list your current care providers (by category)	FOR INFORMATION ONLY

## Evaluation of criteria

### Non-Price elements

Each question will be judged 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: Score/Total Points available multiplied by 20 ( $60/100 \times 20 = 12$ )

Where an evaluation criterion is worth 10% then the 0-100 score achieved will be multiplied by 10.

**Example** if a Bidder scores 60 from the available 100 points this will equate to 6% by using the following calculation: Score/Total Points available multiplied by 10 ( $60/100 \times 10 = 6$ )

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.
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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 selection 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 the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

**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  $(60+60+40+40) \div 4 = 50$

**Price elements** will be judged 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 price 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:  $\text{Score/Total Points} \times 50$  ( $80/100 \times 50 = 40$ )

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



## **Section 6 – Evaluation questionnaire**

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire**.

Guidance on completion of the questionnaire is available at  
<http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

**PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY**

## Section 7 – General Information

### What makes a good bid – some simple do's ☺

#### DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 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.
- 7.3 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.
- 7.4 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.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically 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
- 7.6 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.
- 7.7 Do consider who your customer is and what they want – a generic answer does not necessarily meet every customer's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear and concise contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

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

### DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 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.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Customer to discuss your Bid. If your Bid requires clarification the Buyer will contact you.
- 7.16 Do not contact any UK SBS staff or Customer staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or Customer staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

## Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of UK SBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.34 Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

- 7.38 Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.
- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 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, UK SBS 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 UK SBS during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

- 7.41 From 2nd April 2014 the Government is introducing its new Government Security Classifications (GSC) classification scheme to replace the current 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>

UK SBS reserves the right to amend any security related term or condition of the draft contract accompanying this ITQ to reflect any changes introduced by the GSC. In particular where this ITQ 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**

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Tenders Electronic Daily](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)