



# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of the Higher Education Funding  
Council for England (HEFCE)**

**Subject Evaluation of HEFCE's Safeguarding Students Catalyst  
Fund Projects**

**Sourcing reference number UK SBS BLOJEU-CR17113HEFCE**

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

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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 Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for 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 Contracting Authorities 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, Energy and Industrial Strategy (BEIS) 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](#).

## Section 2 – About the Contracting Authority

### Higher Education Funding Council for England (HEFCE)

HEFCE funds and regulates universities and colleges in England. We invest on behalf of students and the public to promote excellence and innovation in research, teaching and knowledge exchange. In all our activities we aim to:

- ensure accountability for funding and be a proportionate regulator
- act in the public interest and be open, fair, impartial and objective
- be an effective broker between Government and the sector and in doing so, ensure that we are implementing government policy effectively.

Further information can be found at: <http://www.hefce.ac.uk/>

## Section 3 - Working with the Contracting Authority .

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	Contracting Authority Name and address	Higher Education Funding Council for England (HEFCE), Nicholson House, Lime Kiln Close, Stoke Gifford, Bristol, BS34 8SR
3.2	Buyer name	Jenny Stratton
3.3	Buyer contact details	<a href="mailto:Research@uksbs.co.uk">Research@uksbs.co.uk</a>
3.4	Maximum Budget	£100,000.00 excluding 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	25/09/2017 Location: Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	03/10/2017 14:00hrs
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	05/10/2017
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	11/10/2017 14:00hrs
3.10	Date/time Bidders should be available for Interview	19/10/2017
3.11	Anticipated selection and de selections of Bids notification date	23/10/2017
3.12	Anticipated Award date	23/10/2017
3.13	Anticipated Contract Start date	30/10/2017
3.14	Anticipated Contract End date	March 2019
3.15	Bid Validity Period	60 Days

## Section 4 – Specification

### 1. Introduction

HEFCE aims to create and sustain the conditions for a world-leading system of higher education which transforms lives, strengthens the economy, and enriches society. We support excellence and innovation in research, learning and teaching and knowledge exchange through providing funding, supportive challenge and information on national trends.

Further information is available on the HEFCE website at: <http://www.hefce.ac.uk/>

The Office for Students (OfS) and UK Research and Innovation (UKRI) will be established in place of HEFCE in April 2018. Further information is available in the Government's White Paper "Higher Education: success as a Knowledge Economy<sup>1</sup>" and the subsequent "Higher Education and Research Act<sup>2</sup>".

HEFCE wishes to make it clear that it is anticipated that this contract will transfer as part of the transfer of HEFCE's property, rights and liabilities to the Office for Students. We would not expect this transfer to affect the services required.

### 2. Aims

To appoint an external evaluator (individual or team) from October 2017 to March 2019 to support and enable learning, exchange and dissemination<sup>3</sup> of innovative and good practice from and between cohorts of projects from two Catalyst Calls: *Catalyst Fund - Safeguarding students on campus* and *Catalyst Fund - Tackling hate-crime and online-harassment on campus*.

63 projects have already been allocated funded through the *Catalyst Fund - Safeguarding students on campus* with a further cohort of projects to be funded through the *Catalyst Fund - Tackling hate-crime and online-harassment on campus*; we anticipate a similar number of projects to be funded in this cohort.

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<sup>1</sup> <https://www.gov.uk/government/publications/higher-education-success-as-a-knowledge-economy-white-paper>

<sup>2</sup> <https://www.gov.uk/government/collections/higher-education-and-research-bill>

<sup>3</sup> The HEFCE project team will support projects to maximise opportunities for networking with each other, with other institutions and with the dissemination and take up of practice and findings. The evaluator will work closely with the HEFCE team to ensure that lessons learnt are fed into the support programme and shared more widely.

Both Calls are funded through HEFCE's [Catalyst Fund](http://www.hefce.ac.uk/funding/catalyst/) [http://www.hefce.ac.uk/funding/catalyst/].

Working directly to and for HEFCE (and, following the closure of HEFCE, the successor organisation OfS), the external evaluator will:

- Monitor and support projects to effectively assess their impact.
- Draw out learning, to inform sector and institutional practice, about innovative approaches to safeguarding students, with a focus on the role of students in the safeguarding process.
- Establish thematic communities of practice arising from the projects in the areas of tackling sexual harassment, hate crime and online harassment with a focus on what works for the HE sector.
- Encourage active partnership work and collaboration across all projects, but in particular, between those linked thematically, geographically, methodologically or by type of institution.
- Encourage projects to recognise and actively incorporate the importance of place in the context of student safeguarding, recognising that students exist and identify as students within physical and digital spaces both within and outside of their institutions.
- Develop understanding of barriers to effective safeguarding in a specific HE context and develop recommendations to facilitate wider sector engagement
- Draw out and promote an intersectional approach, actively monitoring and scrutinising diversity, including but not limited to the Protected Characteristics identified in the Equality Act 2010 to identify if and how students with these characteristics are impacted by the projects and how effective projects are in this regard. Personal data for individual students should not need to be processed as part of this work.
- Ensure learning from the projects is identified and shared for the benefit of the wider HE sector, including identifying and supporting the development of digital tools for use across the wider sector.
- Report to HEFCE/OfS recommendations arising from the projects about future policy and strategy in terms of student safeguarding.

### **3. Objectives**

The evaluator should:

- a) Identify learning about student safeguarding in the areas of tackling sexual harassment, hate crime and online harassment with a focus on vulnerable groups of students, taking explicit notice of the protected characteristics as identified in the [Equality Act 2010](#)
  - i. via active learning research and evaluation report on the [UWE Bystander intervention](#) and an evaluation of the Sexual Violence Liaison Officer (SVLO) role in the sector
  - ii. via a key literature review of what is known and what works in relation to HE student safeguarding against hate crime or hate incidents. Use this review to develop and disseminate a resource to increase the sector's understanding of hate crime and hate incidents and how to safeguard against them.
  - iii. Via an evaluation of the presence and impact of digital resources aimed at safeguarding students in the key project areas
  - iv. via evidence emerging from the projects with a particular focus on the student experience and the role of students in the safeguarding process.
  - v. via thematic assessment of projects building additive and self-sustaining communities of interest
- b) Evaluate the extent to which the projects have achieved their aims for safeguarding students, including determining what works.
- c) Evaluate the extent to which the aims of the Catalyst Call fund have been met, including the impact of student led or student collaborative projects on specific groups of students.
- d) Enhance guidance relating to student safeguarding in the areas of sexual harassment, hate crime and online harassment through contributing to a thematic digital resource for the use of the sector.
- e) Evaluate student engagement across projects, highlighting what works and barriers to effective student engagement.
- f) Establish a network of student partners across projects to feed into the evaluation and ensure the student voice is heard and incorporated across the project, making recommendations for OfS about how best to engage students.
- g) Report on the sustainability and viability of projects past the initial 12 month investment.
- h) Advise projects on their own evaluation processes.
- i) Establish and facilitate a 'task and finish' strategic advisory group to embed and drive what works; providing recommendations to Government and the Office for Students on the future needs of the sector and students.

#### **4. Background to Requirement**

HEFCE's Catalyst Fund supports the delivery of our strategic aims for higher education (HE) across learning and teaching, student safeguarding, driving innovation in the HE sector and enhancing excellence and efficiency in HE.

As part of our commitment to improve student safeguarding in the HE sector - including through the development of impactful catalyst projects and communities of interest - in December 2016 we invited bids for projects on student safeguarding, to receive Catalyst funding of up to £50,000 (match funded by the institution).

Successful bids related to institutions' own strategies and to local and regional priorities, while building on the activities and research HEFCE, Universities UK and other bodies have undertaken in the areas of student safeguarding.

HEFCE-funded higher education institutions and further education colleges which are directly funded by HEFCE were permitted to submit one bid in both the *Catalyst Fund: Safeguarding students on campus* and the *Catalyst Fund: Tackling hate-crime and online-harassment on campus*.

The circular letter setting out the requirements for *Catalyst Fund: Safeguarding students on campus* is attached as [Annex A](#).

The circular letter setting out the requirements for *Catalyst Fund: Tackling hate-crime and online-harassment on campus* is attached as [Annex B](#).

63 projects were funded under *Catalyst Fund: Safeguarding students on campus* with a value of £2.45 million. Up to £50,000 was made available per project, on a 1:1 matched funding basis. Successful projects started in April 2017 and will continue for a minimum of 12 months.

A further sum has been allocated for the *Catalyst Fund: Tackling hate-crime and online-harassment on campus*. Up to £50,000 will be made available per project, on a 1:1 matched funding basis. We anticipate that successful projects from this fund will start in October 2017 and continue for a maximum of 12 months.

We specified that projects should be willing to be involved in HEFCE's evaluation and dissemination of learning and teaching innovations.

Project lead institutions are listed [here](#). More detailed information will be shared with the successful tenderer.

Further information can be found on the HEFCE website at <http://www.hefce.ac.uk/funding/catalyst/> and <http://www.hefce.ac.uk/funding/safeguarding/>

The objectives of this tender form part of a HEFCE-funded programme of support, evaluation and dissemination activity for both Catalyst Fund projects led by HEFCE. The support programme is managed by HEFCE's Leadership, Governance and Equality team, who will support projects to maximise opportunities for networking with each other, with other institutions and with the dissemination and take up of practice and findings. The support programme will be run alongside our regular Catalyst Fund monitoring process where formal monitoring of the projects' progress will take place at two stages:

For Catalyst Call 1 projects (22 September 2017 and 31 May 2018).

For Catalyst Call 2 projects (April 2018 and December 2018)

Relevant information will be shared with the successful tenderer.

The support programme will meet aims for HEFCE including: enhancing collaboration and dissemination, evaluating the extent to which the overall objectives for both Calls and the

Catalyst Fund have been met, and enhancing the sector's knowledge of what works in terms of safeguarding students.

The support programme will support the aims for individual projects including: sharing of good practice, ideas, problems and solutions; identification of less successful approaches; identifying and taking-up opportunities for current and future collaborations; participating in continuing professional development activities; sharing intended outcomes and learning from the process more widely.

## 5. Scope

- Undertake a review of key literature and other relevant published material on 'Student safeguarding in terms of hate crime, what is known in the sector and what works' and remain aware of new and established relevant external research, innovations, and debate around the topic of student safeguarding in these areas.
  
- Gather intelligence from the projects in both Calls to identify learning about student safeguarding in terms of sexual harassment, hate crime and online harassment (including what works and what is less effective) with a particular focus on the student perspective and the role of students in the safeguarding process. The external evaluator will be expected to identify appropriate methodologies for this including:
  - Developing and establishing links with key contacts at all lead institutions, and other appropriate stakeholders, as well as the majority of partner institutions involved in the funded projects.
  - Develop communities of practice, particularly with those projects linked thematically, geographically or by methodology; and potentially using an appropriate IT networking platform, facilitate participation, collaboration and partnership working across all projects.
  - Surveying all projects and visiting a selected range.
  - Reviewing relevant sections of each project's interim report due (August 2017 – Catalyst fund: Safeguarding students on campus) and (April 2018 – Catalyst Fund: Tackling hate crime and online harassment on campus).
  - Identifying information requirements to be collected from projects in their final report.
  - Reviewing relevant sections of each project's final report due (April 2018 Catalyst fund: Safeguarding students on campus) and (December 2018 – Catalyst Fund: Tackling hate crime and online harassment on campus).

**Evaluation and reporting (focus on learning about what works in tackling hate crime and online harassment with a particular emphasis on the collective students' perspective. Please note, it is important that this evaluation does not seek to or identify individuals. It should maintain a thematic focus on what works at institutional and sector levels.**

- Capture and collate outputs from the projects, categorising and aggregating themes,

activities and interventions, paying particular attention to outcomes and impact on students with different characteristics (including, but not limited to the Protected Characteristics).

- Establish and explore qualitative and quantitative measures of impact across the programme.
- Analyse the success, feasibility and challenges faced by the projects, and the conditions and contexts that drive these.
- Explore links between learning identified from both Call's projects and learning identified from other relevant projects or evaluations being funded by HEFCE.
- Explore the impact of HEFCE funding across the projects.
- Evaluate the success of the projects against the wider aims of the funded programme.
- Use outputs and evidence obtained from projects to produce interim and final project reports to a standard acceptable to HEFCE and suitable for external publication. This should include a review of the extent to which institutions refine their projects as a result of the formative evaluation.
- Identify lessons learnt and recommendations for future use of funding in the new regulatory higher education landscape.
- Work with HEFCE's project team to ensure that lessons learnt are fed into the support programme and shared more widely.
- It is not envisaged that students' personal (or sensitive personal) data will be required for this research. If the contractor considers that access to students' personal data is required then this should be clearly stated in the tender response, along with the reasons why anonymised or other data is insufficient. In the event that personal data is processed as a result of this tender then a data protection agreement will need to be in place.

## **6. Requirement**

### **The contract will include the following mandatory key deliverables:**

- a) A formative report every three months starting December 2017 detailing early findings on innovations and good practice in student safeguarding.
- b) A summative evaluation report for each Call's projects (March 2019) which focuses on learning about what works in student safeguarding with a particular emphasis on the students' perspective. The report will be for external publication and should include:
  - i. how successfully projects and themed groups of projects have developed systematic and strategic approaches to student safeguarding.
  - ii. how successfully projects have stimulated meaningful improvements in student safeguarding with particular reference to reporting mechanisms.
  - iii. how good practice can be validated, replicated, transmitted and embedded across a diverse range of providers, and identify what conditions need to be present to facilitate this.
  - iv. whether and how the projects outcomes meet the overall aims of the funded programme.

The successful contractor will be required to share data (including, on occasion raw data) and findings with HEFCE and relevant sector agencies, if requested, to help inform future research and policies in relation to student safeguarding in HE.

All reports must be written in accordance with HEFCE's corporate style. Advice and guidance will be made available to the successful contractor. The format of the report will be agreed with HEFCE's project manager.

The information provided in the reports to HEFCE, including the final report, and the rights to all other outputs of the reports shall be the HEFCE's property. This includes intellectual property rights and copyright.

Throughout the project, the external evaluator will be expected to be in regular liaison with the HEFCE project manager and support programme team to ensure that contractual obligations are being fulfilled and that the project is progressing as expected in terms of scope and time, and to ensure that any potential issues or risks are identified, monitored and managed appropriately.

The external evaluator will need to make themselves available to participate in all relevant steering and reference groups and relevant conferences or workshops. We do not expect this to exceed twenty working days.

In its management of the programme, HEFCE will ensure that there are sufficient opportunities for projects across the programme and across the sector more broadly to come together to share ideas, evidence and good practice, and collectively to build on the formative findings from the monitoring and evaluation processes.

Please note that following the passing of the Higher Education and Research Act 2017 it is anticipated that responsibility for the programme will be transferred from HEFCE to the Office for Students (OfS) and the summative report will therefore be submitted to the newly established organisation. The transfer to the OfS will not affect the evaluation requirements as set out in this invitation to tender.

### **Indicative Budget**

An indicative budget for these activities has been set at £100,000 excluding VAT. Tenderers should quote their price in accordance with the price schedule guidance, the figure before VAT is the figure that will be used for evaluation.

### **7. Timetable**

<b>TASK</b>	<b>DATE</b>
<b>Initiation</b>	
Inception meeting	November 2017
Project plan and contract operating plan signed off by HEFCE	No later than 2 weeks following inception meeting

Formative report and progress meetings	Every 3 months following on from inception meeting in November 2017
<b>Project Lifecycle</b>	
Project Conference across Call 1&2	January 2018
Establish and develop a network of student partners across projects	TBC February 2018
Establish thematic communities of practice Call 1	TBC February 2018
Establish thematic communities of practice Call 2	February 2018
Initial assessment of 6 month progress reports from Call 2	May 2018
Establish and support 'task and finish' group to develop 'what works' recommendations for OfS & Government	Oct 2018
Full evaluation report including literature review on hate crime and online harassment on campus and recommendations from the programmes  Also active learning research on UWE Bystander intervention and the Sexual Violence Liaison Officer role	TBC Mar 2019

### **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

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, and the Contracting Authority ----- and any specific external stakeholders the Contracting Authority deems 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
Commercial	AW4.3	Non-Disclosure Agreement
Price	AW5.3	Maximum Budget
Quality	AW6.1	Compliance to the Specification
Commercial	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria			
<b>Evaluation Justification Statement</b>			
In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authority 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	15.00%
Quality	PROJ1.1	Understanding	20.00%
Quality	PROJ1.2	Project Plan and Risk Management	15.00%
Quality	PROJ1.3	Methodology	15.00%
Quality	PROJ1.4	Project Team and Capability to Deliver	20.00%
Quality	PROJ1.5	Interview	15.00%

## 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:

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

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 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:  $\text{Score/Total Points multiplied by 50}$  ( $80/100 \times 50 = 40$ )

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

Once the evaluation process and due diligence is complete, should the result of the process result in a tied place(s) then the supplier(s) who scored the highest total in the Quality criterion shall be considered the successful supplier and shall be awarded the opportunity .

Should the above still result in a tie we will go to a secondary tie decision which will be who scored the highest total in the Price criterion (Question AW5.2) they shall be considered the successful supplier and shall be awarded the opportunity.

## **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. Unless formally requested to do so by UK SBS e.g. Emptoris system failure
- 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 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 who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority'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 , concise and ideally generic 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 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.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority 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 or the Contracting Authority 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 must 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 as part of the evaluation process.
- 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 the Contracting Authority. / UKSBS.
- 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 during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority 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 the Contracting Authority 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 the Contracting Authority 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, 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. 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 The Government is introducing its new Government Security Classifications (GSC) classification scheme on the 2<sup>nd</sup> April 2014 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 . The link below to the Gov.uk website provides information on the new GSC:

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

The Contracting Authority 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](#)