

# Invitation to Quote

Invitation to Quote (ITQ) on behalf of **UK Research and Innovation**

Subject: **ESA BIC Business Support**

Sourcing Reference Number: **CS20342**

**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.  
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF  
VAT registration GB618 3673 25  
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Version 4.0

**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 Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for the 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 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.

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](#).

## **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.uksbs.co.uk/use/pages/privacy.aspx>

For details on how the Contracting Authority protect and process your personal data please follow the link below:

<https://www.ukri.org/privacy-notice/>

## Section 2 – About the Contracting Authority

### UK Research and Innovation

Operating across the whole of the UK and with a combined budget of more than £6 billion, UK Research and Innovation represents the largest reform of the research and innovation funding landscape in the last 50 years.

As an independent non-departmental public body UK Research and Innovation brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC) plus Innovate UK and a new organisation, Research England.

UK Research and Innovation ensures the UK maintains its world-leading position in research and innovation. This is done by creating the best environment for research and innovation to flourish.

For more information, please visit: [www.ukri.org](http://www.ukri.org)

## 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	UK Research and Innovation (UKRI), Polaris House, North Star Avenue, Swindon, SN2 1FL
3.2	Buyer name	Sally Roshier
3.3	Buyer contact details	professionalservices@uksbs.co.uk
3.4	Maximum value of the Opportunity	<p>Overall contract value including all optional extensions will not exceed £125,000.00 excluding VAT. Breakdown of maximum budgets available per year:</p> <p><b>Year 1:</b> 15/01/2021 to 14/01/2022 £50,000.00 excluding VAT <b>Year 2:</b> 15/01/2022 to 14/01/2023 £50,000.00 excluding VAT <b>Year 3:</b> 15/01/2023 to 14/02/2024 £16,667.00. excluding VAT <b>Year 4:</b> 15/01/2024 to 14/01/2025 £8,333.00. excluding VAT</p> <p>Following the initial contract term (1 year) there will be an option to extend for a further 3 years on an annual basis (1+1+1+1), however this is not guaranteed.</p>
3.5	Process for the submission of clarifications and Bids	<p><b>All correspondence shall be submitted within the Messaging Centre of the e-sourcing. Guidance Notes to support the use of Delta eSourcing 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></p>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert on Contracts Finder	Thursday 17 <sup>th</sup> September 2020 Contracts Finder
3.7	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Monday 28 <sup>th</sup> September 2020 11:00
3.8	Latest date / time ITQ clarification answers should be sent to all	Thursday 1 <sup>st</sup> October 2020

	Bidders by the Buyer through Delta eSourcing Portal	
3.9	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Monday 12 <sup>th</sup> October 2020 11:00
3.10	Anticipated Contract Award date	Friday 11 <sup>th</sup> December 2020
3.11	Anticipated Contract Start date	15 <sup>th</sup> January 2021
3.12	Anticipated Contract End date	14 <sup>th</sup> January 2022 (With the option to extend for a further 3 years on an annual basis until 14 <sup>th</sup> January 2025 (1+1+1))
3.13	Bid Validity Period	60 Days

## Section 4 – Specification

### Introduction

The Science and Technology Facilities Council (STFC) is part of UK Research and Innovation and one of seven Research Councils funded by UK Government. We collaborate extensively with industry and our long-term R&D underpins sectors which contribute billions of pounds annually to the UK economy, including space, pharmaceuticals, digital animation and communication, microelectronics and physics-based manufacturing. In addition, we manage national science facilities which are at the heart of national Science and Innovation Campuses at Harwell in Oxfordshire and Daresbury in Cheshire, as well as the Royal Observatory Edinburgh. These campuses are home to a wide variety of high-technology companies ranging from start-ups to multinationals.

STFC supports business incubation on its campuses through a co-ordinated programme of initiatives covering a broad variety of science and technology sectors. Through a contract with the European Space Agency (ESA), STFC manages the ESA Business Incubation Centre United Kingdom (ESA BIC UK) to deliver the Europe-wide ESA BIC programme in the UK, with locations at each of the three (Harwell, Daresbury and Edinburgh) STFC campuses. Since the start of 2020 STFC has worked in partnership with the University of Leicester to add a fourth ESA BIC UK location at Space Park Leicester. The ESA BIC UK works alongside the STFC-hosted ESA Business Applications Regional Ambassador for North West England and North Wales, the STFC CERN BIC, the Innovation Technology Access Centre (I-TAC) facility, the Campus Technology Hub at Daresbury and the Higgs Centre for Innovation in Edinburgh to deliver a coherent range of business incubation facilities. Our dynamic multi-sector campus environment gives incubatee businesses greater opportunity to interact with companies working on related technology and raises their profile with prospective investors.

This procurement relates to the ESA BIC UK at Harwell, which was the original location of the ESA BIC UK and the only one until the expansion in 2018 to Daresbury and Edinburgh. The ESA BIC UK in Harwell is based in the Atlas Centre at the heart of the Harwell Space Cluster. Focused on exploiting space technologies for new commercial applications and developing technologies for use in space, the BIC is dedicated to the support and acceleration of new and early-years companies. The ESA BIC UK at Harwell is in its tenth year with a track record of success in developing high-technology business. It is responsible for the highest concentration of activity in the ESA BIC UK. As a whole the ESA BIC UK has an annual intake of about 15 companies, of which about 10 are likely to be in Harwell. Each company may be in incubation for 1-2 years. Currently (August 2020) there are 17 incubatee companies in the ESA BIC UK as a whole, 12 of which are in Harwell. 74 companies have graduated from the programme, forming a distinct community of early-stage high-technology innovators.

Although this procurement is for the provision of business support to companies in the ESA BIC UK in Harwell, the ESA BIC UK operates as a distributed community. Particularly

while events are held online during the COVID-19 pandemic, it is envisaged that companies from other ESA BIC UK locations may also participate from time to time.

## **Background to the Requirement**

STFC's contract with ESA to manage the ESA BIC UK requires the provision of both technical and business support to incubatee companies. The ESA BIC business support programme at Harwell is well established and has delivered substantial benefits. The need for the current procurement has arisen because the contract with the previous contractor will shortly reach its end. This natural break provides an opportunity for fresh thinking to be applied where it would generate additional benefit.

STFC is contracted by ESA to deliver the ESA BIC UK for the five calendar years 2020-2024. During this period the target is to select 45 companies for incubation during the first three years (2020-2022) and then to continue supporting the companies in 2023 and 2024 until the last company has completed its incubation. It is likely (though not guaranteed) that STFC will seek to extend the contract for selecting further companies from 2023 onwards. Irrespective of this there will still be a significant number of companies in incubation in 2023, but beyond that time it is likely that the number will reduce substantially. For this reason, the maximum possible duration of the contract to be awarded to a business support provider is 4 years from January 2021 until January 2025.

The ESA BIC UK is managed by a cross-disciplinary multi-location team in the Business Incubation department within STFC's Business and Innovation Directorate, based at Harwell Campus, Daresbury Laboratory and the Royal Observatory in Edinburgh, together with a team at the University of Leicester.

The ESA BIC UK Operations Manager will manage the business support programme for the ESA BIC UK at Harwell and act as the primary point of contact for the contractor. The contractor will also interact with the STFC Business Incubation Support team based at Daresbury and Harwell, and the ESA BIC Marketing and Events team based at Daresbury and at Harwell.

## **Aims and Objectives**

The ESA BIC UK provides an incubation package comprising business support, incentive (grant) funding, technical expertise and access to facilities, and networking opportunities. More information may be found at <http://www.esa-bic.org.uk/>.

Business support is provided primarily by a third-party organisation which is contracted to support the incubatee businesses to develop and implement a viable business plan and secure funding as needed. The current contract will expire on 14 January 2021 and a new contract is required to meet the needs of companies that are already in the ESA BIC UK, that will be joining in the near future, and that have already graduated.

We are seeking an organisation that have the capacity, capability and expertise to deliver a support programme tailored for companies that fit the following profile:

- Early-stage technology businesses working intensively on R&D and commercial approach
- Less than 5 years old
- Pre-revenue and often running their own business for the first time

- Generally employ fewer than 5 people.

The business support programme will set out to achieve the following:

- Perform a diagnostic to ascertain the specific stage of development and key requirements of each business
- Supply businesses with the key skills and knowledge required to run a successful technology business and increase their chance of survival
- Contribute to the successful commercialisation of technologies by providing advice and training in key business-critical areas supporting the development of a robust business plan
- Provide crucial skills and confidence in pitching for investment and introductions to investors to help fund technology development and commercialisation
- Provide ongoing 1:1 support tailored to the needs of each business
- Create a step change for the businesses where they can demonstrate that the programme has made a difference, e.g. attracting external investment, finding new customers.
- Provide STFC with case study material on a business that has derived real benefit from the programme and a positive impact on the business can be demonstrated
- Contribute to the wider objectives of STFC and the Harwell Campus by being an active player in the campus and wider Oxfordshire business community.

The objective for the winning bidder is to design, deliver, monitor and report on a package of business support to offer and/or signpost to advice in areas which might include:

- Intellectual Property
- Company law and legal support
- Basic business finance and R&D tax credits
- Sales, marketing and branding
- Market research and strategy
- Team building, HR, employment law
- Business communication skills
- Business planning
- Investment readiness training to include pitching to investors.

This is not intended to be a prescriptive or exhaustive list. Potential bidders should set out their proposed programme content to support the companies in all areas considered important. Potential bidders should also determine the most effective way to deliver support (e.g. through workshops, 1:1 meetings, a combination, or other formats, e.g. online meetings or workshops in order to adhere to the COVID-19 guidelines at any given time for the duration of the contract) and explain how they would deliver the programme.

The programme defined by potential bidders should be repeated twice per calendar year, to cater for the needs of new companies as they arrive.

Although the ESA BIC UK community in Harwell (including both current incubatee companies and alumni) is the primary target audience and will always have priority, the programme will also be open where possible to ESA BIC UK companies from other locations as well as other early-stage businesses on campus and locally, to increase cross-fertilisation and provide economies of scale.

The winning bidder will work closely with the ESA BIC UK management team on all aspects of the programme.

## Scope

- The business support contract will be for an initial period of 1 year from 15 January 2021, with the option to extend it for up to a further 3 years in increments of 1 year until 13 January 2025, subject to STFC requirements and winning bidders performance.
- The ESA BIC UK as a whole is targeted to select 45 companies for incubation during the calendar years 2020-2022 and then to continue supporting the companies in 2023 and 2024 until the last company has completed its incubation. Of these, approximately 30 (10 new companies per year) are expected to be in Harwell, although the numbers depend on the success of applicants. Each company stays for between 1 and 2 years, so the number in incubation at any point may fluctuate. It is likely (though not guaranteed) that STFC will seek to extend the contract for selecting further companies from 2023 onwards. Irrespective of this there will still be a significant number of companies in incubation in 2023.
- The business support programme will also be open to alumni companies of the ESA BIC UK. There are currently 74 alumni, of which 64 are still active, but evidently this number will increase over the years.
- The ESA BIC UK Operations Manager will act as the liaison point with the winning bidder.
- The winning bidder will deliver all business support at the ESA BIC UK at Harwell, unless otherwise agreed with the ESA BIC UK Operations Manager on an exceptional basis.
- The winning bidder will be liaising with many separate companies and will be expected to follow appropriate security and data protection procedures.
- The winning bidder will be liaising with the ESA BIC UK Operations Manager to identify target companies and perform a diagnostic to assess their specific stage of development and requirements.
- The winning bidder will be liaising with the ESA BIC UK Operations Manager and the ESA BIC Marketing and Events team to schedule the dates for meetings and events. The Marketing and Events team will take responsibility for organising and promoting events unless agreed otherwise.
- The winning bidder will supply a summary of the programme content to be used for marketing purposes.
- The winning bidder will supply all learning material and make this available to participating companies, including presentation slides and workbooks.
- Meetings and events may be delivered in person (when possible, determined by STFC's policy with regard to the COVID-19 pandemic) or online. All travel and subsistence costs shall be in alignment with the UKRI Travel and Subsistence Policy – Annex 1

## Specific Requirements:

The winning bidder will be responsible for designing, managing, delivering and reporting on the business support programme, ensuring that it meets the requirements of the participants and supports the overall aims and objectives of STFC and the ESA BIC UK in delivering economic impact. In order to contribute fully to wider objectives, the contractor will also be expected to use their presence on campus to participate in relevant campus

networking events (typically 1-3 events per month) and other events organised by the ESA BIC UK at Harwell, facilitate connections and support cluster development.

We expect potential bidders to demonstrate the following in their submission:

- Description of the proposed support programme
- How the programme will be delivered within the timescale
- Suggestions for innovative content and ways of delivering the support, with evidence of how these have been used successfully
- Information on the personnel involved,
- Lessons learnt of successful delivery of similar contracts
- Relevant expertise and relationships within the local, regional and national innovation support communities.

The business support programme should be designed to achieve the following:

- Perform a diagnostic to ascertain the specific stage of development and key requirements of each company
- Supply companies with the key skills and knowledge required to run a successful technology business and increase their chance of survival
- Contribute to the successful commercialisation of technologies by providing advice and training in key business-critical areas supporting the development of a robust business plan
- Provide crucial skills and confidence in pitching for investment and introductions to investors to help fund technology development and commercialisation
- Provide ongoing 1:1 support tailored to the needs of each company. This requires a minimum of 50 hours of business support to be available to each incubatee company during its incubation.
- Create a step change for the companies whereby they can demonstrate that the programme has made a difference, e.g. attracting external investment, finding new customers.
- Provide STFC with material for one case study per calendar year on a company that has derived real benefit from the programme and a positive impact on the company can be demonstrated
- Contribute to the wider objectives of STFC and the Harwell Campus by being an active player in the campus and wider Oxfordshire business community.

Potential bidders should demonstrate their ability both to provide support in-house and to signpost to other appropriate sources of support, for all relevant aspects of business support. which might include:

- Intellectual Property
- Company law and legal support
- Basic business finance and R&D tax credits
- Sales, marketing and branding
- Market research and strategy
- Team building, HR, employment law
- Business communication skills
- Business planning
- Investment readiness training to include pitching to investors.

This is not intended to be a prescriptive or exhaustive list. Potential bidders should set out their proposed programme content to support the companies in all areas considered important. Potential contractors should also determine the most effective way to deliver support (e.g. through workshops, 1:1 meetings, a combination, or other formats) and explain how they would deliver the programme. The programme should be repeated twice per calendar year, to cater for the needs of new companies as they arrive. This is referred to as two “rotations” per year. The winning bidder will need to agree the timing with the ESA BIC UK Operations Manager.

## **Monitoring and reporting**

Every ESA BIC UK incubatee company is entitled to business support during incubation. All companies should have at least an initial diagnostic meeting. Thereafter the winning bidder will work with the ESA BIC UK Operations Manager to ensure that as many current incubatee companies as possible benefit by participating in the programme.

Every company that graduates from the ESA BIC UK is entitled to continuing business support as and when it would be helpful. The winning bidder will work with the ESA BIC UK Operations Manager to keep in touch with alumni companies, with the aim of continuing to support as many as possible.

The winning bidder will be expected to monitor participation and seek formal feedback at all stages of the programme. Reports on the support delivered to each company by hours and topic, together with their attendance and feedback and a record of their progress, should be provided to STFC at defined intervals to be agreed with the winning bidder.

The winning bidder will be expected to meet formally with STFC in early 2021 and at the start of each succeeding calendar year as appropriate, to set up the programme. Formal meetings will also be expected mid-way through each year to monitor progress and then to evaluate the programme on completion (three formal meetings per year in total). In addition to the formal meetings there should also be regular catch-up and review meetings. All formal meetings shall be either face to face or online at the discretion of STFC in order to adhere to the most current COVID-19 guidelines

An evaluation report will be expected on completion of the 2021 programme and at the end of each succeeding year as appropriate. This report should be in electronic format and include assessment of the needs of target companies, programme design and content, quantitative feedback on attendance levels, qualitative feedback from participating companies and suggestions to feed into the future business support programme.

The formal meeting at the end of 2021 and each succeeding calendar year as appropriate will also consider the winning bidder's performance and STFC's ongoing requirements and determine whether the contract should be extended for a further year (up to a maximum duration of 3 years).

## **Timetable**

- The start date for the contract will be 15 January 2021, the day following the end of the previous contract, in order to ensure continuity of support for the incubatee companies.
- A formal meeting with STFC should take place as early as possible in 2021 in order to set up the programme.
- The provision of business support should start as soon as possible thereafter, and at the latest by one calendar month after the start of the contract.

- The first year of support should be completed by 31 December 2021.
- A formal evaluation report will be due by 31 December 2021.
- We expect potential bidders to set out their proposed timetable for delivering support within this framework.
- A similar framework is likely to apply in any additional years.

## 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.

### Annex A - Schedule of Processing, Personal Data and Data Subjects

The Supplier shall only process in accordance with the instructions as advised below and comply with any further written instructions with respect to processing by the Contracting Authority. Any such further written processing instructions required by the Contracting Authority shall be incorporated into this Schedule and shall be the subject of a formal amendment to this Contract.

1. The contact details of the Contracting Authority Data Protection Officer are: dataprotection@ukri.org
2. The contact details of the Suppliers Data Protection Officer are: [Insert Contact details]
3. The Supplier shall comply with any further written instructions with respect to processing by the Contracting Authority.

Any such further instructions shall be incorporated into this Schedule

Description	Details
Subject matter of the processing	The processing is needed in order to ensure that the Supplier can effectively deliver the contract to provide business support services to the incubatee and alumni companies of the ESA BIC UK.
Duration of the processing	The processing will be required throughout the duration of the Contract from 15th January 2021 until 14th January 2025.
Nature and purposes of the processing	The nature of the processing means any operation such as collection, recording, organisation, structuring, storage, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, erasure or destruction of data (whether or not by automated means). The purpose is the provision of business support services to a number of companies.

Type of Personal Data	Types of personal data may include name, address, telephone number, email address, website and social media details, company affiliation and job title.
Categories of Data Subject	Data subjects will be companies currently or previously incubated in the ESA BIC UK.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	At the end of the Contract the Supplier will delete all records of the data, unless the individual concerned gives explicit permission for their data to be retained in order to enable ongoing support.

**GDPR Questionnaire**

The Supplier agrees that during any term or extension it shall complete and return the attached questionnaire as advised below.

Note: The Contracting Authority also reserves the right to amend or increase these frequencies, as it deems necessary to secure assurance with regards to compliance.

The Contracting Authority requires such interim assurances to ensure that the Supplier is still compliant with the needs of the GDPR Act due to the implications of a breach.

The Supplier shall complete and return the questionnaire to the contact named in the Contract at the commencement of the Contract.

The Supplier agrees that any financial burden associated with the completion and submission of this questionnaire at any time, shall be at the Suppliers cost to do so and will not be reimbursable.



GDPR Assurance  
Questionnaire May1

## 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.

The evaluation and if required team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required. After evaluation and if required moderation 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 ( $5+5+6=16\div3=5.33$ ))

Pass / Fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL2.10	Cyber Essentials
Commercial	SEL2.12	General Data Protection Regulations (GDPR) Act and the Data Protection Act 2018
Commercial	FOI1.1	Freedom of Information
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Price	AW5.1	Maximum Budget
Price	AW5.1a	Firm and Fixed Price
Price	AW5.4	E Invoicing
Quality	AW6.1	Compliance to the Specification
		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 any of the Award stage scoring methodology or Mandatory pass / fail criteria.

## 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 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	20%
Quality	PROJ1.1	Understanding the Requirement	20%
Quality	PROJ1.2	Proposed methodology to achieve the deliverables	25%
Quality	PROJ1.3	Added value offered	10%
Quality	PROJ1.4	Approach to tailoring training	10%
Quality	PROJ1.5	Team composition, skills and expertise	15%

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

**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: 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.

**Evaluation process**

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"> <li>MC logged upon opening in alignment with UK SBS's procurement procedures.</li> <li>Any MC Bid received after the closing date will be rejected unless circumstances attributed to the Contracting Authority or</li> </ul>

	the e-sourcing tool beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> <li>• Check all Mandatory requirements are acceptable to the Contracting Authority.</li> <li>• Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.</li> </ul>
Scoring of the Bid	<ul style="list-style-type: none"> <li>• Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the Selection criteria.</li> </ul>
Clarifications	<ul style="list-style-type: none"> <li>• The Evaluation team may require written clarification to Bids</li> </ul>
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> <li>• 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 criteria.</li> </ul>
Moderation	<ul style="list-style-type: none"> <li>• There shall be moderation meeting(s) between the evaluators to agree clarification questions</li> <li>• To agree final scoring for each Bid and relative rankings of the Bids.</li> </ul>
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> <li>• To confirm contents of the letters to provide details of scoring</li> </ul>

## **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. Responses received after the date indicated in the ITQ 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
- 7.3 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 Delta eSourcing 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 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 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.
- 7.12 Do check and recheck your Bid before dispatch.

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

### DO NOT

- 7.13 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.14 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.
- 7.15 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.16 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.
- 7.17 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.18 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.19 Do not offer UK SBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.20 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.21 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 Do not exceed word counts, the additional words will not be considered.
- 7.23 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.
- 7.24 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 e-sourcing tool. Responses received by any other method than requested will not be considered for the opportunity.

## Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Delta eSourcing, Telephone 0845 270 7050
- 7.26 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.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Delta eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 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
- 7.35 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.36 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.
- 7.37 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.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Delta eSourcing Portal.
- 7.40 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.

- 7.41 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 the Delta eSourcing Portal.
- 7.42 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.

- 7.43 The Government introduced 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**

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

## Annex 1 – UKRI Travel and Subsistence Policy



UK Research  
and Innovation

## Travel and Subsistence Policy

### Contents:

- Policy Statement
- Management Statement
- References
- Version control

1. [Summary](#)
2. [Principles](#)
3. [Delegation](#)
4. [Claims procedures](#)
5. [How to claim reimbursement](#)
6. [Travel claims](#)
7. [Accommodation claims](#)
8. [Claimants with disabilities](#)
9. [Disclosure of information in relation to expenses claimed](#)
10. [Reimbursement of expenses by other organisations](#)

### Appendices:

- A. [Transport claims](#)
- B. [Overseas travel](#)
- C. [Accommodation](#)
- D. [Subsistence](#)

Travel and Subsistence

**Policy Statement**

UK Research and Innovation (UKRI) may require employees to travel on official UKRI business and will reimburse claimants promptly for the costs of travelling when they are away from home or their normal place of work.

The preferred purchasing route for travel services is through the UKRI appointed agents, who will be paid directly. Travel and subsistence claims, as with all UKRI expenditure, are met from public funds and attract public attention, therefore it is imperative that there is full compliance with this policy and that claims are processed in a consistent and effective manner.

All those travelling on UKRI business and making claims under this policy are expected to recognise their obligations to consider whether the trip is necessary, and to obtain maximum value for money and consider the safety and wellbeing of employees and the environmental impact of their travel.

Employees must make claims only in respect of costs properly incurred.

This document incorporates the policy for travel on UKRI business, including related aspects such as overnight accommodation. The policy applies to employees at all levels of the organisation.

Before following this policy, please consult the HR Policy Framework.

**Management Statement**

The Travel and Subsistence Policy and Procedure (the 'Travel and Subsistence Policy') has been agreed with the Trade Union Side and complies with statutory legislation, and HM Revenue and Customs requirements.

For the purposes of this policy the use of the word 'employee' covers UKRI employees, including those employed on temporary or fixed term contracts. The policy will also apply to non UKRI employees who claim travel and subsistence through UKRI. For advice on the application of the policy contact HR.

**References**

Managing Performance and Conduct Policy  
Working Location Policy

Version Number	Status	Revision Date	Summary of Changes
Version 1.0	Complete	January 2020	New policy created

Travel and Subsistence

1. Summary

1.1 Below is a comprehensive guide to the rates that can be claimed for travel made on UKRI business. HM Revenue & Custom Mileage rates will be reviewed annually.

1.2 The above rates include all expenses incurred in the use of a vehicle including fuel.

Expense	Criteria	Amount/policy
Cars and vans	Each business mile within the first 10,000 business miles in tax year	45p
	Each business mile over 10,000 in the tax year	25p
	Per passenger per business mile for carrying fellow employees in a car or van on journeys which are also work journeys for them	5p
Motorcycles	Each business mile	24p
Bicycles	Each business mile	20p
Flights (see <a href="#">Appendix A</a> for more information)	Flights of less than 5.5 hours	Only an economy ticket is permitted
	Flights of more than 5.5 hours	Economy class or premium economy class is permitted
Loyalty points awarded by airlines	Points accrued through official travel for UKRI	These points must be used to offset the costs of future official journeys, and not for personal use. Employees cannot specify a particular supplier to gain air miles or loyalty points from
Visa fees (see <a href="#">Appendix B</a> for more information)	Applied for as part of official UKRI business	Will be reimbursed on production of a receipt
Car hire (see <a href="#">Appendix A</a> for more information)	Claimants should use the UKRI's recommended service for booking a hire car	Claimants may claim for the cost of fuel for a journey made as part of UKRI business
Taxis (see <a href="#">Appendix A</a> for more information)	(e.g. when a journey by public transport would be longer and more difficult, if an employee has very heavy luggage, for those with disabilities or for those who perceive themselves to be at higher risk)	Costs will be reimbursed. Receipt must be provided including journey details and dates
Parking, congestion charges, ferries	For journeys which qualify for the mileage allowances	Expenses may be claimed but receipts should be submitted
Clamping or congestion charge fines	In the event of a meeting overrunning or non-payment of a congestion charge	No payments will be made
Meals in the UK	Breakfast meal limit (where not included in B&B tariff)	£7.50 inc. VAT
	Lunch meal limit	£15 inc. VAT
	Evening meal limit	£25 inc. VAT
Accommodation rates in the UK (see <a href="#">Appendix C</a> for more information)	London and Edinburgh (including breakfast)	Maximum £170 inc. VAT per night
	Elsewhere in the UK (including breakfast)	Maximum £120 inc. VAT per night

Travel and Subsistence

	Staying with friends or relatives (only available for employees paid via payroll) *	Flat rate £25 net per night
Overseas expenses	Scale rate expenses payments: employee travelling outside the UK	Actuals up to the limits set in the HMRC <a href="#">scale rate expenses payments</a>
Personal incidental expenses	Per 24-hour period	£5 (flat rate)
Additional or late attendances at work	Travel between home and place of work	This is the responsibility of the employee and will not normally be reimbursed

1.3 The above summary does not include all types of expense claim. For any information not included, please refer to the relevant contents page or appendix.

\* this is a taxable allowance and therefore only applicable to employees paid via payroll with the appropriate deductions of tax and NI.

**2. Principles**

- 2.1 Employees should neither profit nor suffer a financial loss whilst undertaking UKRI business.
- 2.2 The reimbursement of expenses is normally on a receipted actual basis within the maximum limits stipulated the [summary table](#), or, in the case of overseas expenses, within the maximum limits set by the HMRC's scale rate expenses payments.
- 2.3 All expenses processed through UKRI accounts will be treated as if they were paid for by public funds irrespective of the actual source of funds.
- 2.4 Expense claims should not be used to purchase equipment, materials or services that should be bought through the normal procurement process e.g. computers, phones.
- 2.5 The organisation recognises that in exceptional circumstances (e.g. emergency situations, inability to obtain a receipt, travelling in certain countries abroad) a claimant may have to deviate from UKRI's policy. In relation to travel abroad it should be discussed and agreed in advance with the line manager as to whether claiming the HMRC daily rate would be more appropriate.
- 2.6 The cost of travel between home and the normal place of work is the responsibility of the claimant and will not normally be reimbursed.
- 2.7 Local Travel and Subsistence policies are not permitted.
- 2.8 Some of the provisions detailed within this policy are subject to tax in line with HMRC rules. Expenses paid to employees that are considered taxable will be reimbursed with the monthly salary payment and will be subject to Income Tax and National Insurance contributions. If an expense is reimbursed to a non UKRI employee that is considered taxable, UKRI will notify the HMRC and the tax due will need to be paid to HMRC by the claimant.
- 2.9 For further information on application of the procedures, please see below.

## Travel and Subsistence

### 3. Delegation

- 3.1 For information on the delegated authority, please refer to the UKRI HR Delegated Authority Framework.

### 4. Claims procedures

- 4.1 UKRI employees
  - 4.1.1 All UKRI employees should submit their expenses via their relevant IT system.
- 4.2 Non UKRI employees
  - 4.2.1 Non UKRI employees must submit their expenses claims on a Non-Employee Expenses Claim Form which is available on the system or accessed through UKRI HR or Finance teams.
- 4.3 Claimants leaving UKRI
  - 4.3.1 All expenses claims must be authorised and submitted prior to the claimant's last working day with UKRI. Claims received after this date will only be paid in exceptional circumstances and using the non-employee claim process.
- 4.4 Interview expenses
  - 4.4.1 UKRI may offer to pay applicants' expenses to travel by the most economic route to the interview venue at the recruiting manager's discretion.
  - 4.4.2 Applicants must submit their expenses claims on a Non-Employee Expenses Claim Form (see 4.2.1 above).

### 5. How to claim reimbursement

- 5.1 Claiming expenses and receipts
  - 5.1.1 Claims for the reimbursement of expenses from UKRI employees must be submitted via the relevant system, or where the employee does not have access to the system, via local arrangements.
  - 5.1.2 Following submission of the claim, receipts must be submitted using the relevant system.
  - 5.1.3 Small items of incidental expenditure, up to £5 total per day, can be claimed without a receipt if not available.
  - 5.1.4 All expenditure over £5 must be accounted for with receipts. Reimbursement for items over £5 without receipts will only be met in exceptional circumstances. In each case the claimant should contact the payroll manager of the relevant system to establish whether any tax liability will apply.
  - 5.1.5 Credit and debit card charges will not be reimbursed unless incurred while on overseas business.
- 5.2 Time limit for claims/reimbursement
  - 5.2.1 Expenses claims should be submitted for payment within 60 days of the expense

## Travel and Subsistence

being incurred. Properly-completed and authorised claims will normally be paid within three working days. A brief note should be attached with the note if it is not possible to submit expense claims within the timeframe.

5.2.2 Further information on claiming for reimbursements can be found in [Appendix A](#).

### 5.3 False/Fraudulent claims

5.3.1 All claimants are responsible for completing claims accurately.

5.3.2 Any attempt to claim expenses in breach of this policy or to assist a colleague to breach this policy will be considered a serious disciplinary offence and will be dealt with under the UKRI Managing Performance and Conduct Policy - disciplinary procedure.

5.3.3 There are occasions where UKRI buys a ticket for travel for a claimant and/or reimburses the claimant for the expenses, pending payment to the claimant by a third party. In these circumstances the claimant is obligated to repay the organisation at the earliest opportunity. Failure to repay expenses which have been met by the organisation and are then reimbursed by a third party may constitute fraud.

### 5.4 Appeals

5.4.1 UKRI employees who consider that their claim or circumstances have not been considered or authorised fairly may follow the UKRI grievance procedure as a method of appeal against decisions taken. However, claimants are encouraged, in the first instance, to seek advice and guidance on their concerns from HR.

## 6. Travel claims

6.1 All travel for official UKRI business must be approved by the authorising manager prior to being booked and undertaken.

### 6.2 Mode of travel

6.2.1 Claimants should use the recommended service for booking travel.

6.2.2 Claimants may choose their own form of transport subject to the overriding consideration of value for money.

6.2.3 The organisation's preference is for employees to use public transport or, where that is not practicable, to use UKRI owned vehicles or self-drive hire cars (where these are better value for money than using privately owned vehicles - see [Appendix A](#)).

6.2.4 The use of taxis may be justified in certain circumstances (see [Appendix A](#)).

### 6.3 Travel/subsistence advances

6.3.1 Where circumstances prevent an expense being recovered in timely manner, such as an extended period of overseas travel, advance payment may be made to cover anticipated costs of travel and subsistence. This should only be used in exceptional circumstances.

6.3.2 The amount advanced will be determined by the organisation on a case-by-case

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basis; in all cases, it will be less than 100% of the anticipated travel and subsistence costs. Advances should be ordered in time for the trip but not significantly prior to the trip.

- 6.3.3 After returning from travel the claimant should submit an expense claim and their receipts via the normal process, specifying the amount that they had already been advanced. Any overpayment will need to be reimbursed to UKRI by the claimant.

### 6.4 Reimbursement of cancellation charges

- 6.4.1 Where a claimant has unavoidably had to cancel travel/accommodation plans and cancellation charges are incurred these will be reimbursed by UKRI if the following conditions are met: 1) claims are accompanied by supporting documentation, and 2) the authorising manager is satisfied that cancelling the travel/accommodation was unavoidable.

- 6.4.2 The claimant is expected to assist the organisation in recovering costs from the UKRI Group Travel Insurance scheme.

### 6.5 Environmental impact of travel

- 6.5.1 Before booking travel, claimants should consider whether the trip is necessary or whether teleconferencing or video conferencing offer a viable alternative.
- 6.5.2 The organisation encourages claimants to use the mode of travel that results in the least environmental impact.
- 6.5.3 Where choosing a more environmentally friendly mode of travel results in an increase in costs, the employee must raise this in advance of making any bookings, with their authorising manager. All reasonable requests should be approved.

- 6.5.4 Further information on air travel, privately owned vehicles, insurance requirements and mileage can be found in the [summary table](#) at the beginning of this policy.

### 6.6 Detached duty - Daily Travel to Undertake Detached Duty

- 6.6.1 Where employees travel daily from their home at the permanent establishment to a place of detached duty, UKRI will reimburse excess travel and expenses costs.
- 6.6.2 Expenses will be reimbursed for the first 30 working days of actual attendance; days on which expenses are not claimed will be disregarded as will days on which the employee travels directly from home to another location on official business. Once the limit has been reached, payment may be resumed for visits to that place only after a continuous absence of at least three months.

## 7. Accommodation claims

### 7.1 Overnight accommodation – standards

- 7.1.1 When overnight accommodation is required it is normally expected that claimants at all levels will obtain accommodation which meets the standards set out in the [Appendix C](#) at the most economical rate available. The summary table at point two provides the maximum normal limits for accommodation rates in the UK. Where, in exceptional circumstances, these rates need to be exceeded this should be approved by the authorising manager prior to booking.

#### Travel and Subsistence

7.1.2 A guide for overseas accommodation rates is available from HMRC and these rates should be considered when booking accommodation.

#### 7.2 Overnight accommodation - choice of hotels

7.2.1 The organisation expects claimants to use hotels at which discounts have been negotiated or to use centralised booking arrangements where these are available.

7.2.2 However, the preference of individual claimants in their choice of hotel will be respected subject to the overriding consideration of value for money.

7.2.3 Further information can be found in [Appendix C](#).

### 8. Claimants with disabilities or medical conditions

8.1 It is recognised that claimants with disabilities, or medical conditions, may have additional needs when travelling and staying in hotel accommodation.

8.2 Where a claimant with a disability, or medical condition, requires a mode of travel or accommodation which, although is more expensive for UKRI, they consider to be a more practical and convenient method of transport for them, the claimant should raise this with their authorising manager for discussion in advance of making any bookings. UKRI should apply flexibility and discretion to ensure that the claimant is not inconvenienced.

### 9. Disclosure of information relating to expenses claimed

9.1 From time to time the organisation may be required to publish information relating to expenses claimed from UKRI by employees and non-UKRI employees, for instance in response to a Freedom of Information request.

9.2 In such cases the UKRI would normally release information at an aggregate or summary level.

9.3 Where a request involves the expenses of Directors, other senior managers and others who it may be possible to identify from the data, those involved will, wherever possible, be given the opportunity to comment in advance on the information likely to be released.

9.4 In any other instances where the public interest may favour disclosure the individuals affected would, wherever possible, be given the opportunity to comment on any information likely to be released.

9.5 Where copies of receipts or invoices are requested these will be made available as appropriate, taking into account any issues relating to personal data.

### 10. Reimbursement of expenses by other organisations

10.1 Travel and accommodation can be funded by another organisation if that organisation pays the travel provider directly or alternatively the host organisation can pay UKRI directly by bank transfer.

10.2 Employees should refuse any offer of payment, in cash or otherwise, by another organisation for expenses paid by, or due to be paid by, UKRI.

Travel and Subsistence  
**Appendix A – Transport claims**

**A1. Public transport - Class of travel**

- A1.1 Claimants are normally expected to travel standard class by train and economy or, for flights longer than 5.5 hours, premium economy class by air, (see the [summary table](#)). All claimants should actively seek value for money where it is practical and feasible.
- A1.2 Air and rail travel should be booked through the UKRI's recommended service.

**A2. Oyster Journeys (TfL)**

- A2.1 Travel on metro systems using contactless is acceptable where it offers better value for money and an itemised receipt can be provided.
- A2.2 Underground tickets can be purchased when making an inter-city rail booking. Staff and/or teams who make regular trips to or around London should use an Oyster card or contactless payment method.
- A2.3 If using a personal 'pay as you go' Oyster card for business travel, you should only claim for the cost of the actual journey and not the round sum you may have paid to top up. Journey statements confirming the route and cost are available by registering your Oyster card. The statement can be submitted with the claim for reimbursement.
- A2.4 Transport for London offer 'contactless payment' in place of an Oyster card. You can create an account and register your debit/credit card or link a debit/credit card to your current Oyster account. Journey statements will be available and can be submitted with the claim for reimbursement.
- A2.5 If you purchase an Oyster travel card, for a week, month or year, as part of your journey to and from work, only journey expenses above the cost of the travel card will be reimbursed (these journeys will be charged to your card as part of 'pay as you go').
- A2.6 It is recognised that this may not be possible at short notice or when the claimant is away from the office. In these circumstances the claimant may purchase the ticket and recharge the cost.

**A3. Exclusion of business and first-class travel**

- A3.1 UKRI employees and other claimants are generally not permitted to travel by first or business class on any form of transport including air and rail except in exceptional circumstances, for example where justified by a medical condition or disability.
- A3.2 First class may be booked in order to secure a single occupancy of a sleeper compartment on a train. Employees may also book the cheapest en suite accommodation on a sleeper train where available.
- A3.3 The claimant must seek authorisation from their authorising manager prior to booking any form of business or first-class travel.
- A3.4 When planning official travel, arrangements should be made as far as is practicable for adequate rest periods between the stages of long-haul flights (flights of more than five hours) or before an employee starts work after such flights.
- A3.5 Claimants are welcome to upgrade from standard at their own expense (or use of personal reward miles). UKRI can only cover the cost of the standard fare.

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**A4. Air Travel - Class of ticket to be purchased:**

- A4.1 For flights of less than 5.5 hours only an economy ticket is permitted.
- A4.2 Where the total flight time of a journey is 5.5 hours or more, a premium economy ticket is permitted.

**A5. Privately owned vehicles**

- A5.1 There is no obligation or expectation that privately- owned vehicles should be used for UKRI business.
- A5.2 Claimants must ensure they comply with the provisions of UKRI's Driving and Use of Vehicles at Work policy/guidance, which provides an effective system of controlling the risk to employees who drive on UKRI business.
- A5.3 When using their own vehicle, claimants must ensure that it is licensed, appropriately insured and has a valid MOT certificate. Provided the insurance and ownership requirements are satisfied, claimants may use privately owned motor vehicles and claim the appropriate mileage allowance rate (see summary table) except when:
  - A5.3.1 there is suitable UKRI provided transport readily available,
  - A5.3.2 or there is room for another passenger in another vehicle which is to be used for an official journey over the same route at about the same time;
  - A5.3.3 using public transport is better value for money.
- A5.4 A formal undertaking must be completed and handed to the authorising manager at the permanent place of work before any claimant first uses their private motor vehicle on official business. This formal undertaking must include:
  - A5.4.1 confirmation that the employee has read the requirements set out in this policy relating to their vehicle.
- A5.5 The following paragraph: "I understand and accept these requirements as governing the use of my motor vehicle(s) on official UKRI business and, in agreeing to comply with them, undertake to ensure that I am adequately insured and to advise my authorising manager immediately of any change which means that the insurance falls short of what is required, under the UKRI Travel and Subsistence Policy."

**A6. Mileage allowances**

- A6.1 Payment for using a privately-owned vehicle(s) on official business will be by one of the ways set out below:
- A6.2 Payment of a bicycle allowance for journeys when an individual uses a privately-owned bicycle.
- A6.3 The allowances above are not subject to income tax or National Insurance contributions.
- A6.4 Details of the current rates of the allowances are set out in the summary table.
- A6.5 UKRI will only pay the HMRC approved mileage rate for the appropriate journey. These rates are subject to change by HMRC and such changes will be actioned by UKRI at the time they are made.

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**A7. Passenger supplement**

- A7.1 A passenger supplement per passenger per business mile, may be claimed in conjunction with the mileage allowances in the summary table in respect of each official passenger carried whose fare would otherwise be payable from UKRI funds.

**A8. Parking, congestion charges, tolls, ferries and other driving-related penalties**

- A8.1 Reasonable expenses incurred on parking, congestion charges, tolls and ferries may be claimed in respect of journeys which qualify for the mileage allowances in the summary table. Receipts or other documentary evidence should be submitted as part of the claim.
- A8.2 Charges for overnight parking will be paid only when subsistence expenses are payable for the night(s) in question.
- A8.3 Employees are personally liable for traffic, parking and congestion charge penalties.
- A8.4 Reimbursements will not be made to an employee who receives a fine or other financial penalty relating to an offence committed whilst driving on UKRI business (e.g. for speeding or for using a hand-held mobile phone or similar device). Given the possible impact on the UKRI's vehicle insurance premium, employees are required to notify UKRI of any such offences and penalties. Employees found guilty of breaking road traffic laws while driving on official business may be subject to disciplinary proceedings.

**A9. Taxis and self-drive car hire**

- A9.1 It is recognised that the use of taxis can be in the interest of UKRI (e.g. when the journey by public transport would be considerably longer and more difficult or if an employee has very heavy luggage, etc.).
- A9.2 Claimants who would find public transport impractical or inconvenient (e.g. claimants with disabilities) or those who would perceive themselves to be at higher risk should be reimbursed the cost of taxis. A receipt must be provided which must include journey details and dates.
- A9.3 Claimants should use the UKRI's recommended service for booking a hire car and may claim for the cost of the fuel for that specific journey.

**A10. Concessionary travel for additional or late attendances at work**

- A10.1 The cost of travel between home and the normal place of work is the responsibility of the employee and will not normally be reimbursed.
- A10.2 However, the cost of any extra (i.e. above that normally occurred in a working day) travelling expenses will be reimbursed if an employee is, for UKRI work reasons, obliged to:
  - A10.2.1 return to the place of work at the weekend, for UKRI work reasons
  - A10.2.2 return to the place of work again in the evening after already having travelled home from work earlier in the day
  - A10.2.3 exceptionally remain late in the evening
  - A10.2.4 return to the place of work on a public or privilege holiday

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A10.3 Claimants are not eligible for payment if:

- A10.3.1 they are attending as part of a regular rostered commitment; or
- A10.3.2 they are in receipt of shift allowance which takes account of irregular attendance or hours.

A10.4 When a day off is taken in lieu of having worked at the weekend, or on a public or privilege holiday, the normal daily travelling cost will not be reimbursed for the time at work since travelling costs will not have been incurred on the day off.

Payment for such extra travel between home and place of work is normally subject to income tax. Claims must therefore be made using the UKRI arrangements for claiming taxable expenses.

However, claimants obliged to finish work after 2100 hours on an infrequent and irregular basis will be reimbursed necessary additional expenses, e.g. for taxi or hire car, of travel home tax free under the terms of the relevant HMRC concession. Detailed advice as to whether or not the concession can be applied can be obtained from the Finance and Procurement Contact Centre within UKRI's provider.

For the purposes of this concession, the requirements which should be met are:

1. late working is regarded by the HMRC as frequent if it occurs on more than 60 occasions in a tax year,
2. late working is regarded by the HMRC as regular if there is a predictable pattern.

#### A11. During a public transport emergency

A11.1 During a public transport emergency, claimants who are required to attend work and who thereby incur extra unavoidable travelling expenses will be reimbursed. This may be liable for tax – guidance can be sought from the payroll manager of the relevant system.

#### A12. Loyalty points awarded by airlines, hotel chains etc.

- A12.1 Claimants may not specify a particular supplier solely to gain Air Miles or any other loyalty points.
- A12.2 Air Miles or Loyalty Points which are accrued to an individual as a result of official travel on behalf of UKRI must only be used to offset the costs of future official journeys, and not for personal use.
- A12.3 The organisation will not reimburse claims where private Air Miles or Loyalty Points have been used for UKRI travel and the cash equivalent is sought upon redemption.

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**Appendix B – Overseas travel**

**B1. Passport and Overseas Visa**

- B1.1 Claimants required to travel overseas on UKRI business will be reimbursed the cost of obtaining a visa when necessary for the travel on production of a receipt.
- B1.2 Employees are responsible for obtaining passports for themselves and ensuring they have appropriate visas before departure.
- B1.3 The following instances allow for reimbursement of the passport fee:
  - B1.3.1 when the individual concerned requires two passports due to the political situation in different countries or the regular need to have one passport away for the issue of visas whilst another is being used for travel. UKRI will meet the cost of the second passport.
  - B1.3.2 When the passport pages are filled as a result of business-related overseas visits,
  - B1.3.3 where it is anticipated there will be a need for a passport with additional pages due to the number of visits to be made. UKRI will meet the difference in cost between this and the standard passport.
  - B1.3.4 When the individual concerned intends the only visits they will make overseas during a one-year period will be in connection with their work.

**B2. Exchange rates**

- B2.1 Where expenditure has been incurred in a foreign currency the claimant may use the exchange rate applied as long as their claim is accompanied by evidence of this rate.
- B2.2 Where there is no evidence of the specific exchange rate then the expense claim should be made in the exchange rate applicable on the day of the claim (which is often provided by the claim system).

**B3. Currency exchange commission**

- B3.1 Claimants required to travel overseas on UKRI business will be reimbursed the cost of exchange fees and commission when accompanied by a receipt/documentary evidence.

**B4. Immunisation and inoculations for overseas travel & Medical Screening**

- B4.1 Claimants travelling overseas on UKRI business will be reimbursed the cost of any immunisation treatments required for the travel on production of receipts provided that the travel has been approved.

**B5. Overseas travel insurance**

- B5.1 Claimants (including non-UKRI employees) travelling overseas on approved UKRI businesses are usually covered by the UKRI Group Travel Insurance Scheme. If employees have any reason to suspect that they may not be covered by the Scheme, they should get in touch with HR or Finance.

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- B5.2 The scheme covers personal accident, disablement and medical expenses as well as personal baggage, loss of money, cancellation, travel delays, passport indemnity, personal liability and legal expenses up to certain limits. All claimants must keep receipts if they want to claim any of these costs back.
- B5.3 Claimants will be given details of the policy and a card with all the contact details before they travel (this will be issued by local administration).
- B5.4 The organisation will not reimburse the cost of any additional insurance cover claimants wish to take out, for personal travel/holiday before or after their UKRI business trip.
- B5.5 The insurance policy only covers claimants on authorised UKRI business. Full details of the insurance scheme are available from HR.
- B5.6 You may only claim for excess baggage if you are due to be away from your home office for longer than one month.
- B5.7 For further details of travel and subsistence for trips lasting more than 42 days, see the Long-Term Attachment section of the Working Location Policy.

#### **B6. Other expenses**

- B6.1 When a trip from the normal place of work extends beyond 42 working days the arrangements described above will be replaced by a specially determined package. The Director will determine this package in consultation with HR and the Finance team at UK SBS.
- B6.2 The Director (or nominee), with UK SBS, will also determine the arrangements for the reimbursement of living costs, accommodation and other related costs. Normally, the employee will be expected to move into self-catering accommodation.

#### **B7. Extension of business trip for personal reasons (including personal research)**

- B7.1 An employee must use the normal holiday application process using the system when applying for an extension of a business trip for personal reasons.
- B7.2 Incremental costs relating to extension must be paid for personally. It must be clearly demonstrated that UKRI business was the primary purpose of the visit. Leave records should be appropriately completed.
- B7.3 The UKRI insurance does not cover claimants for the additional days of any extension of a business trip for personal reasons.
- B7.4 Should the time spent on personal business in any one trip exceed seven days the claimant must contact the Payroll team at UK SBS for guidance on the taxation position of any reimbursement made by the organisation.

#### **B8. Family travel**

- B8.1 The organisation will not meet any costs relating to the accompanying spouse/partner or family member of an employee travelling on UKRI business.
- B8.2 Where spouses or companions accompany UKRI employees, the costs must be separated appropriately e.g. if a single room costs £70 and a twin/double £100, the £30 difference must be deducted from the claim (or refunded to the UKRI, if paid initially via UKRI's travel agent).

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**B9. Long-Term Attachments (LTAs)**

B9.1 Remuneration during Long-Term Attachments (LTAs) overseas comprises three main elements:

B9.1.1 basic UK salary,

B9.1.2 Overseas LTA allowance,

B9.1.3 Night Subsistence Allowance.

B9.2 Entitlement to Overseas LTA Allowance continues throughout the LTA period, starting with the day of arrival at the overseas site and ending on the day of final return. For further information please contact HR.

**B10. Captive Time Allowance**

B10.1 Captive Time Allowance (CTA) is payable to staff on both short-term visits and Long-Term Attachment (LTAs), as compensation for periods of captivity spent at observing sites.

Travel and Subsistence  
**Appendix C - Accommodation**

**C1. Overnight accommodation**

- C1.1 The preference of individual claimants in their choice of hotel will be respected subject to the overriding consideration of value for money.
- C1.2 Flexibility may be applied in certain circumstances and claimants should discuss this with their authorising manager in advance, for example when:
  - C1.2.1 discounted accommodation is not available,
  - C1.2.2 claimants have disabilities,
  - C1.2.3 there are other practical needs e.g. where an employee travelling alone may incur extra accommodation costs through safety and security need.
- C1.3 Employees may stay with friends or family, as an alternative to hotel accommodation (see the summary table).
- C1.4 Claims for overnight accommodation will be reimbursed up to the limits in the summary table on an actual's basis.
- C1.5 Standards of overnight accommodation normally expected by UKRI claimants on short visits.
- C1.6 Single occupancy rooms with:
  - C1.6.1 en suite facilities (shower or bath),
  - C1.6.2 TV,
  - C1.6.3 tea/coffee making facilities,
  - C1.6.4 a telephone in the room,
  - C1.6.5 internet access in the room is desirable; costs will be reimbursed if there is a demonstrable business need.
- C1.7 There should be adequate space and where it is necessary to work in the room, facilities (light, writing surface, telephone, etc.) for doing this.
- C1.8 The accommodation should have satisfactory personal security arrangements and adequate emergency procedures.
- C1.9 Restaurant facilities should be available either on the premises or locally, offering full breakfast and a reasonably priced menu for lunch and dinner.
- C1.10 Extras such as newspapers, room service, mini-bar, film/DVD hire should be met by the claimant.
- C1.11 Claimants with special requirements, e.g. for managing a disability or complying with a religious obligation, are asked to ensure that these needs will be able to be met before any overnight accommodation is booked. In case of difficulty please contact HR. Any personal information provided in these circumstances would, be treated as confidential.

**D1. Day subsistence (meals and beverages)**

- D1.1 Claimants may claim the reasonable costs of meals taken in the course of business travel provided that they are:
  - D1.1.1 absent from their normal place of work or other agreed place of work for a fixed period for more than five hours; or
  - D1.1.2 exceptionally, are required to work until 20.00 hours or later in addition to normal day duty (but are not staying away from home overnight). However, in these circumstances payment will be liable to income tax and claims must therefore be made using the UKRI's arrangements for claiming taxable expenses.
- D1.2 The summary table at paragraph two provides all rates including benchmark scale rates for overseas travel. This limit is inclusive of additional extras including tips. Where, in exceptional circumstances, these rates need to be exceeded this should be approved by the authorising manager.
- D1.3 Reimbursement will not be made to claimants:
  - D1.3.1. working after 20:00 at their normal place of work if they work night duty instead of day duty,
  - D1.3.2. working after 20:00 at their normal place of work, whose conditions of service require them to work at night, or to be on call at night, in addition to normal day duty,
  - D1.3.3. who are in receipt of an accommodation allowance, unless eligible because of absence from the place of work at which they are on an extended visit,
  - D1.3.4. on the occasions where it is necessary for claimants to stay overnight in a hotel and/or where on official business (including travelling) outside normal working hours, the organisation will reimburse the cost of a reasonable evening meal within the limits listed in the summary table.
- D1.4 Reimbursement will not be made where a suitable meal is otherwise provided.
- D1.5 Authorising managers may not authorise a claim for a meal (or similar) covering several people if they themselves were one of the parties.
- D1.6 Tips and alcoholic beverages
  - D1.6.1 Tips or discretionary service charges not exceeding 10% of the total bill will be reimbursed where such payment is included in the receipt and are included in the limits in the summary table.
  - D1.6.2 Expenditure on alcoholic beverages will only be reimbursed when drinks are taken with a meal.
  - D1.6.3 In relation to overseas travel the organisation recognises that in many foreign countries tipping is a key part of the service culture and is expected rather than discretionary; such costs will therefore be reimbursed. Claimants should annotate the receipt to show the value of the tip left; if there is no receipt they should state the amount of the tip on the travel claim form.

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D1.7 Personal Incidental Expenses (PIE)

- D1.7.1 Claimants required to stay overnight on UKRI business may claim a flat-rate Personal Incidental Expenses allowance to cover incidental out of pocket expenses.
- D1.7.2 When full board is included in the cost of the overnight stay, no subsistence will be reimbursed but a limited Personal Incidental Expenses will still be payable.
- D1.7.3 The HMRC rates do not cover incidental, allowable expenses that staff may incur en route – for example, the cost of a taxi to the airport in the UK, or necessary refreshments taken at the airport.