

Invitation to Quote

Invitation to Quote (ITQ) on behalf of UK Research and Innovation
Subject: Early Careers Residential-Based Learning Programme
Sourcing Reference Number: CS20156

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

Registered in England and Wales as a limited company. Company Number 6330639.
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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.

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](#).

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 £7 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

Science and Technology Facilities Council (STFC)

STFC is a world-leading multi-disciplinary science organisation. Their research seeks to understand the Universe from the largest astronomical scales to the tiniest constituents of matter, yet creates impact on a very tangible, human scale.

<https://stfc.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	United Kingdom Research and Innovation (UKRI) of Polaris House, North Star Avenue, Swindon, SN2 1SZ
3.2.	Buyer name	Sophie Mumford
3.3.	Buyer contact details	ProfessionalServices@uksbs.co.uk
3.4.	Estimated value of the Opportunity	<p>The total contract value shall not exceed £300,000.00 excluding VAT over the entire contract period should the option to extend be utilised.</p> <p>The initial fixed term will be 2 years. The value of the initial contract period shall not exceed £150,000.00 excluding VAT.</p> <p>There will be an optional extension of 2 years valued at £150,000.00 ex VAT, however this spend is not committed unless the extension is utilised.</p> <p>This contract is for a 2-year initial term with a 2-year extension (2+2).</p> <p>The estimated breakdown of costs per year is as follows:</p> <ul style="list-style-type: none"> • £60,000.00 ex VAT per year for the core residential-based learning programme • £15,000.00 ex VAT for the optional additional days if required.
3.5.	Sourcing Route	This requirement is being advertised via Contracts Finder as a below-threshold requirement under the Light Touch Regime applicable to Education and Training Services (CPV code 80000000) as prescribed by Section 7 and Schedule 3 of the Public Contract Regulations 2015.
3.6.	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the e-sourcing. Guidance Notes to support the use of Delta eSourcing is available here. 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.

Section 3 - Timescales

3.7.	Date of Issue of Contract Advert on Contracts Finder	Friday, 25 September 2020 Contracts Finder
3.8.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Wednesday, 14 October 2020 14:00
3.9.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Monday, 19 October 2020
3.10.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Wednesday, 28 October 2020 14:00
3.11.	Date/time Bidders should be available if clarifications are required	w/c Monday, 02 November 2020
3.12.	Anticipated notification date of successful and unsuccessful Bids	Wednesday, 18 November 2020
3.13.	Anticipated Voluntary Standstill Period	Thursday 19 th November – Monday 30 th November 2020 (10 calendar days)
3.14.	Anticipated Contract Award date	Friday, 04 December 2020
3.15.	Anticipated Contract Start date	Monday, 11 January 2021
3.16.	Anticipated Contract End date	The initial term is until Tuesday 10 th January 2023 with the option to extend for a further two years until the latest end date of Friday 10 th January 2025
3.17.	Bid Validity Period	60 Days

Section 4 – Specification

Early Careers Residential Based Learning programme

Background information

UKRI-STFC employs 2000 specialist technical, scientific and engineering staff across 5 sites in the UK. Our employees range from those in their early careers (graduates, students and apprentices) to more experienced managers and leaders.

The UKRI-STFC Corporate Strategy demands an agile and sustainable workforce with the necessary knowledge, behaviours and skills to lead UKRI-STFC into the future. Graduates and apprentices are part of the early career's skills strategy and a key part of the UKRI-STFC careers pipeline.

As part of the development of our apprentices and graduates, each year the latest intake from all sites are invited to attend an outward bound residential based learning programme to develop core skills, including but not limited to team working, leadership and communication.

Four days are planned away from the normal workplace to provide a personal development programme for:

- Apprentices to spend time exploring the behavioural elements of the apprenticeship standards; and
- Graduates to provide a leadership and personal development programme linked to CRISTAL competencies (Communication, Responsibility, Integrity, Solution focus, Teamwork, Awareness and Leadership).

The residential courses are aligned to UKRI values and the overall aims of each course are to:

- Provide real and practical opportunities to practice team and/or leadership skills in a safe environment
- Help develop an understanding of the behaviours required within UKRI-STFC whilst emphasising the link to the national apprenticeship standards and internal graduate programme
- Regularly review the learning process in order to continually improve personal performance
- Develop interpersonal skills

The emphasis of this course is on practising and developing skills using activities and exercises through experiential learning in a non-work environment using both wet (i.e. swimming pool or sea) and dry (land based) facilities; enabling participants to safely be taken out of their comfort zones or try activities they may not have had the chance to before. As such, we would expect the supplier to have:

	<ul style="list-style-type: none"> • expertise in designing and delivering residential based learning programmes for technical staff. • expertise in working with graduates, apprentices, industrial placement students and scientific, engineering, technical and professional staff at all levels. • demonstrable knowledge of relevant management and leadership theories and evidence of Continuous Professional Development and up-to-date practice. <p>Feedback from previous outward-bound residential participants is included in Appendix A.</p>
<p>Objectives of residential based learning programme</p>	<p><u>Graduates</u></p> <p>A leadership and personal development programme linked to CRISTAL competencies (Communication, Responsibility, Integrity, Solution focus, Teamwork, Awareness and Leadership).</p> <p><u>Apprentices</u></p> <p>A personal development programme for apprentices to explore the behavioural elements of their Apprenticeship Standards, to include team working, leadership, presentation skills, and developing a continuous approach to personal development.</p>
<p>Attendees</p>	<p>Approximately 60 graduates + 3-4 staff for an anticipated 4 consecutive days per year. There will be approximately 58 per cohort in 2021 but we are aware this could change within the current climate.</p> <p>Approximately 45 apprentices + 3-4 staff for an anticipated 4 consecutive days per year.</p> <p>The number of graduates being accepted onto the programme each year may fluctuate and as such there is a possibility that the cohort could be split and attend the residential outward bound in two discrete groups should the supplier not have capacity to accommodate the whole cohort in one residential or in the event that UKRI-STFC think it appropriate to split the groups regardless of cohort size. The groups may be split by discipline if this will prove more beneficial for learning, rather than a 50/50 split by number.</p> <p>Please note that these figures are approximate only and the number of attendees per cohort could vary due to the current climate.</p>
<p>Timescale</p>	<p>Delivery of residential courses from March 2021 to January 2023 with an option to extend to deliver in 2024 up to end of contract January 2025.</p> <p>Graduates – an anticipated 4 day programme in October/November each year 2021-2022 plus extension period, plus a one-off four-day programme in March 2021 where possible (determined by Coronavirus)</p>

	<p>guidelines/legislation). Depending on graduate numbers the cohort may need to be split (size of cohort to vary as mentioned above) and two 4 days sessions run for each.</p> <p>Apprentices – an anticipated 4-day programme in August each year 2021-2022 plus extension period, plus one 4-day programme between March and July 2021 where possible (determined by Coronavirus guidelines/legislation).</p>
Location	<p>To take place in a purpose-built outdoor education residential centre with access to wet and dry facilities e.g. swimming pool or sea and land-based activities. Within 4 hours drive by coach from South Oxfordshire. UKRI-STFC will be responsible for arranging outbound and inbound travel for attendees between UKRI-STFC sites and the training centre. The supplier will be responsible for arranging all outbound and inbound travel between the training centre and any other location(s) during the 4-day programme.</p>
Detailed requirements	<p>The supplier is required to design and deliver a residential based learning programme with clear goals and objectives. We would expect activities to include but not be limited to high rope activities and team-based outdoor activities.</p> <p>The supplier will be required to attend one pre course meeting per course to understand the UKRI-STFC early career context, the UKRI/STFC values (https://www.ukri.org/about-us/strategic-prospectus/vision-mission-and-values/ and http://www.stfccareers.co.uk/about/our-vision-values/) and to plan a tailored programme of learning. Each meeting must take place a minimum of 3 months prior to each course as follows:</p> <ul style="list-style-type: none"> ○ By end May for apprenticeship programme ○ By end July for graduate programme <p>The pre course meeting for courses between March and July 2021 will take place as soon as possible following contract award with the successful supplier.</p> <p>The supplier will be required to attend these meetings where possible at Science & Technology Facilities Council Rutherford Appleton Laboratory, Harwell, Didcot, OX11 0QX. All meetings will follow Government Coronavirus guidance/legislation and may be held remotely if required.</p> <p>Anticipated 4 days in October/November for approximately 60 graduates (plus 3-4 staff) each year for 2 years Anticipated 4 days in August for approximately 45 apprentices (plus 3-4 staff) each year for 2 years</p> <p>Proposed learning/development areas for both apprentices and graduates undertaking the residential to include but not limited to:</p> <ul style="list-style-type: none"> ● Promoting inclusivity

- Improving communication skills
- Improving confidence
- Team working
- Leadership

All participants to be involved in all activities; where a medical condition or opting out precludes this, participants are to be encouraged to support activities to remain involved, e.g. belaying. Courses must be adaptable for people with different levels of fitness and ability and be focussed on learning outcomes accessible for all participants.

Each course must be tutor led with clear planning and a dedicated course director for each programme.

The supplier must be able to support flexing of the programme during the events to take into account apprentice/graduate learning and understanding.

The supplier must be registered under the Health and Safety Executive with a licence provided by the Adventure Activities Licensing Authority (or equivalent).

The programme should ensure that learning is transferable back to the workplace through full use of feedback and action planning.

The supplier will benchmark / self-assess on agreed learning and development areas prior to each event. This will be measured, tracked and self-reflected during and at the end of each event. As such the supplier may be expected to provide the pre-course material in advance, the specifics of this will be agreed with UKRI-STFC during the pre-course meeting and distributed as agreed.

The supplier will be responsible for collecting feedback on all aspects of each event including but not limited to:

- Knowledge/understanding of teamwork
- Self-awareness
- Learning points
- Satisfaction of course overall
 - Satisfaction scores of course overall. UKRI-STFC expect a result of at least 85% satisfied or very satisfied from each cohort
- Satisfaction with provider staff
- Satisfaction with venue
- Satisfaction with catering

A post-course feedback review (arranged via a face-to-face meeting) will take place within 2 months of each event between UKRI-STFC and the supplier. This will be used to inform the development and improvement of future courses as well as contract management activities.

UKRI-STFC will confirm final numbers, including male/female split and age, a minimum of 2 months prior to each event:

- By mid-June for apprenticeship programme
- By mid-August for graduate programme

The confirmation of numbers for courses between March and July 2021 will take place as soon as possible following contract award with the successful supplier.

Additional optional follow-up training days

There is a potential option for additional follow up days for the existing graduate cohorts as well as separate training days for other early career cohorts to take place at either Rutherford Appleton Laboratory, Harwell, Didcot, OX11 0QX or Daresbury Laboratory, Sci-Tech Daresbury, Daresbury, WA4 4AD. These training days are optional only and to be confirmed but if they are required could include training such as:

- Industrial placement student and/or vacation student (approximately 60 attendees) collapsed day/s to encourage networking and cover topics such as setting behaviour expectations in the workplace, target setting, effective communication skills, negotiation etc.
- Revisit of the outward-bound programme for second year graduates (approximately 60 attendees) and training to support transition

We estimate that there will be 1 day required per cohort, per year (3 days per year in total), however this is an estimate at this stage as the programmes are currently being developed.

Training centre / Residential requirements

Accommodation

- Training centres must have onsite accommodation for all participants and staff, with accessibility for those with disabilities
- Male and female apprentices/graduates to be accommodated in single sex rooms with a minimum of two people per room with access to single sex bathroom facilities unless the Government guidelines/legislation on coronavirus advise otherwise
- Individual rooms for those with a genuine requests e.g. medical reason
- UKRI-STFC staff to be allocated individual en-suite rooms
- Catering to meet all dietary requirements, to cover breakfast, lunch and dinner and appropriate drinks and snacks.
- Domestic services available, daily cleaning of accommodation.

Training

- The successful supplier must be able to provide a central point of contact for booking and administration enquiries.
- Training centre to be located within 4 hours drive of RAL Campus (Rutherford Appleton Laboratory, Harwell, Didcot, OX11 0QX).

- All staff involved in delivering the training must have expertise in delivering L&D to graduates and apprentices and hold relevant certification in health and safety and first aid.
- The training centre should have clear health and safety policies and robust safeguarding processes and procedures must be in place. The supplier must have a safeguarding policy and all staff must have valid DBS checks in place.
- Full risk assessments for the residential aspect and all activities to be in place and shared with UKRI-STFC appropriately
- The supplier will be responsible for collecting feedback on all aspects of each event including but not limited to:
 - Knowledge/understanding of teamwork
 - Self-awareness
 - Learning points
 - Satisfaction of course overall
 - Satisfaction scores of course overall. UKRI-STFC expect a result of at least 85% satisfied or very satisfied from each cohort
 - Satisfaction with provider staff
 - Satisfaction with venue
 - Satisfaction with catering

Post-course feedback review to take place within 2 months of each event between UKRI-STFC and the supplier. This will be used to inform the development and improvement of future courses as well as contract management activities.

Estimated time commitment

Anticipated 4 days of programme delivery per course for graduates with additional time required for pre-programme planning and post-programme feedback meetings with UKRI-STFC.

Anticipated 4 days programme delivery per course for apprentices with additional time required for pre-programme planning and post-programme feedback meetings with UKRI-STFC.

Contract duration and estimated costs

The Contract duration shall be for a period of two years, from January 2021 to January 2023 with an optional extension of two years until January 2025 (2+2).

The total overall opportunity value of this requirement is estimated to be £300,000.00 excluding VAT including all optional elements and the two-year extension period.

Yearly estimated breakdown of costs as follows:

£60,000 ex VAT per year for the core residential-based learning programme, plus £15,000 ex VAT per year for the optional additional training days if required.

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.

PLEASE NOTE: In light of the current public health emergency with regards to Coronavirus, UKRI-STFC will abide by all government and social distancing guidelines at all times throughout the course of this contract. As such, certain requirements regarding physical distance during training and accommodation may change if and when it becomes necessary to do so. The successful supplier will be expected to work closely with UKRI-STFC to adapt the training provision as appropriate. UKRI-STFC will maintain an open and ongoing dialogue with the successful supplier surrounding any changes throughout the life of the contract.

The cancellation policy is as stated in the UKRI Precedent Goods Services Contract Schedule 6 – Special Conditions.

For annual residential courses there will be no cancellation fee where three months' or more notice is given or postponement is possible. The following will apply:

- Between 2-3 months' notice given – 5% of course fee payable
- Between 1-2 months' notice given – 25% of course fee payable
- Between 2-4 weeks' notice given – 25% of course fee payable
- Less than 2 weeks' notice given – 50% of course fee payable

For additional follow-up optional training days there will be no cancellation fee where 10 working days' notice is given or postponement is possible. The following will apply:

- Between 7-9 working day's notice given – 5% of course fee payable
- Between 4-6 working day's notice given – 15% of course fee payable
- Between 2-3 working day's notice given – 25% of course fee payable
- 1 working day's notice given – 50% of course fee payable

PLEASE NOTE: The courses scheduled to take place between March and July 2021 will be exempt from the above cancellation policy due to the short timeframe from contract award to delivery of the course. UKRI-STFC will work closely with the successful supplier to ensure both parties are kept up to date with any changes to coronavirus legislation or any other reason which would require the postponement/cancellation of any course or training day.

Appendix A – Feedback from Previous Participants

“It has helped me communicate more and be more confident with people I don’t know.”

“It was a good experience of working in teams and practising problem solving skills”

“I have learned a lot about communicating and listening to develop a good team.”

“A valuable experience, very enjoyable and a great way to network and learn new team working skills.”

“All the activities were fun and they helped me to improve and develop valuable skills that I can use at my workplace.”

“I enjoyed all the activities and found that I could apply skills used in all of them to work.”

“I’ve pushed my boundaries of learning outside my comfort zone.”

“I learnt ways to deal with a variety of difficult situations”

“The training has helped improve my confidence and made me want to take more of a leadership role”

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 ($5+5+6 = 16 \div 3 = 5.33$))

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
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
Quality	AW6.3	Adventure Activities Licence
Quality	AW6.4	Staff Certifications
Quality	AW6.5	DBS Checks
Quality	AW6.6	Safeguarding Policy
Quality	AW6.7.1	Risk Assessments
Quality	PROJ1.3.1	Training Venue
Quality	PROJ1.4.1	Compliance with Government Guidelines/Legislation on Coronavirus
-	-	Invitation to Quote – received on time within e-sourcing tool
		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	10%
Quality	PROJ1.1	Understanding and Expertise	30%
Quality	PROJ1.2	Contract Delivery	50%
Quality	PROJ1.3.2	Training Venue	10%

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.
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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"> • ITQ logged upon opening in alignment with UK SBS's procurement procedures. • Any ITQ Bid received after the closing date will be rejected unless circumstances attributed to the Contracting Authority or the e-sourcing tool beyond the bidder control are responsible for late submission.

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

Section 6 – Evaluation questionnaire

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

Guidance on using the e-sourcing tool 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 2nd 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](#)