

Invitation to Quote

**Invitation to Quote (ITQ) on behalf of UK Research and Innovation-
Science and Technology Facilities Council**

Subject EU SST 3SST2016- 17 Support to 3SST2016-17 at STFC 1

Sourcing reference number CR18169

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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UKSBS
Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping our customers improve efficiency, generate savings and modernise.

It is our vision to become the leading provider for our customers of shared business services in the UK public sector, continuously reducing cost and improving quality of business services for Government and the public sector.

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

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

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

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

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, 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 Customers.

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

Section 2 – About Our Customer

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

Science and Technology Facilities Council (STFC)

STFC is a world-leading multi-disciplinary science organisation, whose goal is to deliver economic, societal, scientific and international benefits to the UK and its people – and more broadly to the world.

STFC support an academic community of around 1,700 in particle physics, nuclear physics, and astronomy including space science, who work at more than 50 universities and research institutes in the UK, Europe, Japan and the United States, including a rolling cohort of more than 900 PhD students.

The organisation's large-scale scientific facilities in the UK and Europe are used by more than 3,500 users each year, carrying out more than 2,000 experiments and generating around 900 publications.

The combination of access to world-class research facilities and scientists, office and laboratory space, business support, and an environment which encourages innovation has proven a compelling combination, attracting start-ups, SMEs and large blue chips such as IBM and Unilever.

Examples of funded research

- STFC is providing the design infrastructure for the £23bn UK microelectronics sector that underpins strategically important industries worth £78bn to the UK economy
- STFC's ISIS facility and its users, working in partnership with the NHS, developed a novel material to improve the treatment of cleft lip and palate, speeding up healing times and reducing operating costs
- STFC's Synchrotron Radiation Source was used to understand how conventional anti-malarial drugs work, allowing the development of more effective treatment to reduce the devastating global impact of malaria
- STFC's ISIS facility is identifying new materials that can safely and conveniently store hydrogen, enabling the development of hydrogen-fuelled cars reducing reliance on fossil fuels and cutting carbon emissions www.stfc.ac.uk

Section 3 - Working with UK Shared Business Services Ltd.

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

Section 3 – Contact details		
3.1	Customer Name and address	UK Research and Innovation, Polaris House, North Star Avenue, Swindon, SN2 1FF
3.2	Buyer name	UK SBS Procurement- Research UK SBS, Polaris House, North Star Avenue, Swindon, SN2 1FF
3.3	Buyer contact details	Research@uksbs.co.uk 01793 867005
3.4	Maximum value of the Opportunity	Up to £ 92,600.00 Please ensure your total price to deliver the entire requirement for the full duration of the contract shall not exceed £92,600.00GBP <u>excluding</u> VAT.
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris 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		
3.6	Date of Issue of Contract Advert and location of original Advert	Contracts Finder Wednesday, 7 th November 2018
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	Monday 12 th November at 14.00
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	Tuesday 13 th November at 14.00
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Tuesday 20 th November 2018 at 14.00

3.11	Anticipated rejection of unsuccessful Bids date	Friday 23 rd November 2018
3.12	Anticipated Award date	Thursday 29 th November 2018
3.13	Anticipated Contract Start date	Wednesday 5 th December 2018
3.14	Anticipated Contract End date	Friday 29 th March 2019
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

UKRI- Science and Technologies Facilities Council (STFC), Rutherford Appleton Laboratory (RAL), RAL Space

The Science and Technology Facilities Council (STFC) is one of seven research councils in the UK. The research councils form part of UK government and report to the Department for Business Energy and Industrial Strategy (BEIS). Compared to the other research councils, we are unique in that we run major science programmes using our own research capability and act in support of the major UK physical science facilities, as a result we are able to offer unique access to world-class science expertise and facilities to UK industry and other government agency customers. With headquarters in Swindon located alongside the other research councils, the major sites that STFC operates are:

- Rutherford Appleton Laboratory (RAL), Oxfordshire;
- Chilbolton Observatory, Hampshire;
- Daresbury Laboratory, Cheshire;
- UK Astronomy Technology Centre, Edinburgh.

RAL Space at the Rutherford Appleton Laboratory ([RAL](#)) carries out an exciting range of world-class space research and technology development. With significant involvement in over 210 space missions, we are at the very forefront of UK space research. Our expertise covers a wide range of disciplines including; astronomy, solar physics, planetary physics, fundamental physics, earth observation, atmospheric chemistry and radio propagation. Our engineering disciplines include space electronics, detector systems, thermal and mechanical engineering, optics design, software engineering and e-Science.

Our 240 staff are dedicated to supporting the programmes of the [STFC](#) and the Natural Environment Research Council ([NERC](#)), as well as undertaking a large number of space projects for UK and overseas agencies, universities and industrial companies. We work closely alongside the [UK Space Agency](#) who co-ordinate UK civil space activities.

We undertake world-leading space research and Earth observation research and technology development, provide space test and ground-based facilities, design and build instruments, analyse and process data and operate S- and X-band ground-station facilities, as well as lead conceptual studies for future missions. We work with space and ground-based groups around the world.

Background to the Requirement

Background

The EU SST Support Framework (<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32014D0541>) is implemented by the EU SST Consortium in order to develop a European SST capability which consists of three functions: sensor function, processing function and service function. In order to establish, operate, and evolve the three functions, there are two incremental projects funded by the Galileo, Copernicus and H2020 programmes. These are 1SST2016-17 (C&G) and 2-3SST2016-17 (H2020).

The 2-3SST2016-17 project consists of two parts: Part I and Part II. Part I (WPs 1-6) covers 2SST2016-17 activities and Part II (WPs 7-9) covers 3SST2016-17 activities. Within STFC, the project 2-3SST201617 is split into 2SST2016-17 and 3SST2016-17 projects and it has been agreed with UKSA to have two separate contracts to cover those. This ITQ relates to the 3SST2016-17 contract.

The 3SST2016-17 is a strategically important project for STFC RAL Space and UK (via UK Space Agency and UK Ministry of Defence) with key milestones which must be met if UK is to achieve its objectives and deliver its commitments in this international programme. The UK Government (with the UK Space Agency [UKSA] leading) is coordinating UK's activities. STFC has a subcontract with UKSA to provide, along with other UKSA subcontractors, support to Work Packages 7, 8 and 9 within 3SST2016-17 and overall project coordination through WP1.

STFC co-ordinates a number of R&D activities (these are explicitly identified in the 2-3SST2016-17 proposal and 3SST2015 Deliverable D5.2) to ensure that these are carried out as specified with respect to task scope, timeline and budget. STFC will also be undertaking several technical R&D activities. Some of these technical activities will be facilitated by external subcontractors.

3SST201617 EU SST objectives and aims

The objective of the Part II of 2-3SST2016-17 is to continue to support the SST evolution needs in line with the objectives and challenges of Horizon 2020 related to protecting Europe's investment made in space infrastructure. This will be performed by the improvement of the EUSST functions and capabilities, in accordance with the Action Plan outlined in the EUSST Framework Partnership Agreement, as well as to continue the trade-off of future EUSST architecture and the upgrade or renewal of identified sensors (radars, telescopes and laser stations) controlled by the EUSST Consortium Member States.

Five EU Member States have formed a Consortium in order to bid for, and carry out, the tasks required to fulfil the EU SST Framework. These member States are the UK, Germany, France, Italy and Spain with the EU Satellite Centre (SatCen) providing additional capabilities.

The UK participation in the EU SST Framework is led by UKSA which is the UK Beneficiary to the Grant Agreement. The other UK participants are the MoD (as a Linked Third Party); together with STFC, Dstl and other entities who are all Third Party Subcontractors within the Grant Agreements and who are also subcontractors to UKSA.

Aims and Objectives

The main aim of this tender is to contribute to facilitate STFC's (a sub-contractor to UKSA, the UK Beneficiary to the H2020 grant which makes STFC a Third Party subcontractor in the EU's H2020 framework) contribution to fulfil their commitments to UKSA by providing support to WP1, WP8 and WP9.

- *WP1: support to Project Administration;*
- *WP8: technical co-ordination of specific R&D Studies: "System Requirements", "Architecture Definition" and "Implementation Plan", excludes PM;*
- *WP8: technical support to specific R&D studies: "Effective Sensor Cueing" and "Enhanced Catalogues";*
- *WP8: Carry out "Survey & Consultation" technical activity;*
- *WP8: Carry out "Technical verification of the calculations carried out by the contractor for the System Requirements Study that forms part of WP8 of the EU-SST programme";*
- *WP9: technical support to WP9.*

In parallel, there are requirements to:

- contribute to strategic thinking on the future UK SST activities (separate funding stream 2);
- contribute to strategic thinking on the future UK SST activities at STFC (separate funding stream 3).

Please refer for the details to the "Scope" section of this document.

Requirement

Specific task will include:

WP1: Support to Project Administration

- Support PM in preparation of ITQ definitions (technical content);
- Technical SoW preparation for the future STFC's subcontractors;
- Bid reviews;
- Support to Industry Days;
- Provide technical inputs for the reports on STFC's activities for the inclusion by UKSA in their progress reports to the 2-3SST2016-17 project co-ordinator;
- Provision of monthly reports on the technical progress "System Requirements", "Architecture Definition" and "Implementation Plan" activities;
- Administrative support - provision of minutes wrt "System Requirements", "Architecture Definition" and "Implementation Plan" activities' meetings;
- Weekly meetings with PM (guidance from PM, report to PM on the technical progress of "System Requirements", "Architecture Definition" and "Implementation Plan");
- Participation in UKSA Status Telecons as required;
- Support to UKSTWG meetings (every three months);
- Final review of reports produced by subcontractors - feeds into the Progress Reports to the 2-3SST2016-17 project co-ordinator.

WP8 technical co-ordination

- Technical Support for Kick-off, MTR, DRM, etc. meetings for "System Requirements", "Architecture Definition" and "Implementation Plan" activities meetings;

- Technical co-ordination (excludes PM activities) of “System Requirements”, “Architecture Definition” and “Implementation Plan” activities;
- Technical support for shaping and reviewing the deliverables generated in “System Requirements”, “Architecture Definition” and “Implementation Plan” activities;

WP8 technical support

- Technical support (meetings, deliverables reviews) for the “Enhanced Catalogues” and “Effective Cross Cueing” activities.

WP8 technical tasks

- Carry out the “Survey & Consultation” technical activity;
- Technical support as part of the “System Requirements” activity - "Technical verification of the calculations carried out by the contractor for the System Requirements ".

WP9 technical support

- Review of the following reports generated by STFC staff:
 - CASTR System Validation Plan;
 - CASTR – ISAR Upgrade Investigation;
 - CASTR - Optimal Pulse Compression Study;
 - COATS at IR Wavelength Feasibility Study.
- WP9, T9.3, reviews of the interim monitoring reports produced by the T9.3 Task Leader;
- WP9, T9.2, reviews of the quarterly progress reports produced by the T9.2 Task Leader.

Scope

The R&D work package “*Studies on Sensor and Processing Capabilities*” (**WP8**) deals with the R&D activities linked to sensor technology and/or data processing. This work package will deal with studies specifically related to necessary development aiming at sensor and processing capabilities improvements. The primary goal of this work is to understand and analyse the capabilities required for upgrades at a later point in time as well as for elements that are expected to be relevant for a future European SST system architecture, in accordance with the Preliminary Action Plan and related roadmaps already identified and being identified in 3SST2015, including the R&D Plan.

STFC co-ordinates a number of R&D activities (these are explicitly identified in the 2-3SST2016-17 proposal and 3SST2015 Deliverable D5.2) to ensure that these are carried out as specified with respect to task scope, timeline and budget. STFC is undertaking several technical R&D activities. Some of these technical activities are facilitated by external subcontractors. The details are below:

1. The “System Requirements Study” has recently commenced following the successful tender exercise by STFC. Drawing upon the NOC User Requirements Document, the “System Requirements” study involves assigning appropriate metrics (e.g. time), to the various user requirements, and then calculating performance values that will enable information products to be generated by the NOC system in compliance with the user requirements. Further information can be found here - [UK NOC System Requirements Study - CR18139](#)
2. The architecture definition work will involve specifying the various interfaces between the NOC and a) the entities that will provide it with input data, and b) organisations that will receive the information products generated by the system. These interfaces will need to

accommodate the data flows envisaged from both current and planned sensors, and also the format of the information files that are being exchanged. The security and integrity of this system is also an important consideration, leading the need for redundancy and integrity monitoring for the different elements of the architecture.

3. Creating the NOC will require the consideration of existing UK capabilities, and the addition of various architectural elements needed to enable the delivery of the information products specified in the user and system requirements documentation. The work in this phase will thus incorporate estimates of the hardware, software and human resources needed to create a secure NOC capability, as well as the financial resources required, and the timescales associated with a realistic schedule for delivery of the system.

As specified in the **Requirement** section of this document, the technical co-ordination covers the three R&D activities listed above. The “Architecture Definition” and “Implementation Plan” studies are expected to be commence in early December 2018 and will be facilitated by an external subcontractor(s).

The “Enhanced Catalogues” and “Effective Sensor Cross Cueing” activities have also commenced following the successful tender exercise by STFC, details for those activities can be found here - [EU SST 3SST2016-17 Enhanced Catalogues Study](#) and [UK SBS CR18100 Effective Sensor Cross Cueing and Tasking Study](#) .

Technical support (excludes technical co-ordination and PM) is required to review the deliverables produced by the subcontractors and support technical meetings.

There are two specific technical activities which are expected to be carried out by the subcontractor, these are:

1. “Survey & Consultation” technical activity. Liaise with the academia and industry to capture their views on the future NOC development. This supplements the User Requirements document already generated as part of this project.
2. "Technical verification of the calculations carried out by the contractor for the System Requirements". Technical calculations associated with the metrics, (i.e. the units of measurement selected to characterise the system requirements), and the numerical system requirements, (that will specify the performance and capacity of the system), will be required to provide the customer for the SST programme, the UKSA, with confidence that appropriate due diligence and review has been exercised. This oversight function is also necessary since the System Requirements Document, which constitutes the principal output of this phase of the EU-SST programme in December 2018, will be used to direct the NOC Architecture Definition Study and subsequent implementation and security-related work which is planned for early 2019. In order to conduct appropriate oversight, the respondent to the ITQ must have a very broad understanding of the products which the NOC will seek to generate, the sensors which will supply it with data, and the information needs of the end-users of the system.

The objective for WP9 is to perform upgrades and improvements to the sensor and processing capabilities in order to provide a high-quality service in the context of the EUSST system. In addition, this work package covers the planning and monitoring of the coherent implementation into upgrading activities of the actions identified in 3SST2015 WP4 and WP5, as well as in 2-3SST2016-17 WP7. WP9 covers the activities related to sensor upgrades.

As part of WP9, STFC carries out a number of R&D activities (please the **Requirement** section) and technical support is required to review the progress reports on the four activities being undertaken by

STFC. Task 9.2 “Upgrade of Sensors” (including radars, telescopes and laser ranging systems) is concerned with the planning and definition of system/subsystem specifications and HW/SW modifications for the sensor stations and their on-site processing SW, including verification of alignment with EUSST architecture. Regular reports are produced by the T9.2 Leader (CDTI) on the progress of the activities undertaken by the MS. Reviews are required of the inputs submitted by UK to these reports (excludes review of other MS activities). T9.3 “Upgrade of data processing and security capabilities” is concerned with the development and upkeep an Upgrade Plan to ensure all upgrades and their impact are captured and prioritised. Regular reports are produced by the T9.3 Leader (UK) on the progress of the activities undertaken by the MS. Reviews are required of the inputs submitted by UK to these reports (excludes review of other MS activities).

Any political or strategic negotiations with the EU Member States (France, Germany, Spain and Italy) or with DG Growth (http://ec.europa.eu/growth/index_en) are excluded from this contract.

Timetable

Deliverables

Deliverable ID	Deliverable/Milestone	Deliverable submission deadline
MS1_KO	Kick-Off Meeting (KOM)	26/11/2018
STFC_D1	“Survey & Consultation” technical activity	end of December 2018
STFC_D12	"Technical verification of the calculations carried out by the contractor for the System Requirements".	December 2018

The deliverables will be reviewed by the STFC Project Manager and deemed acceptable or a defined list of improvements and updates with an agreed timescale will be provided to bring the deliverables to the required standards.

Payments

Payments will be made on a monthly basis in arrears. Invoices to be accompanied by reports.

Section 5 – Evaluation model

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

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

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ($5+5+6=16\div3=5.33$))

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL3.11	Modern Slavery
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms Part 1
Commercial	AW4.2	Contract Terms Part 2
Price	AW5.1	Maximum Price
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.			
Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	Proj1.1	Logicity of Methodology and Approach	40%
Quality	Proj1.2	Project Plan and Resource	40%

Evaluation of criteria

Non-Price elements

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

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

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation: Score/Total Points available multiplied by 20 ($60/100 \times 20 = 12$)

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

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

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

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

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

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

Your final score will $(60+60+40+40) \div 4 = 50$

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.
All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

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

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

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

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically we will release the answer to the question to all bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who your customer is and what they want – a generic answer does not necessarily meet every customer's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear and concise contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

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

DO NOT

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

Some additional guidance notes

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

the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.

- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

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