

Invitation to Quote

Invitation to Quote (ITQ) on behalf of Arts & Humanities Research Council (AHRC), Biotechnology & Biological Sciences Research Council (BBSRC), Economic and Social Research Council (ESRC), Engineering & Physical Sciences Research Council (EPSRC), Innovate UK, Natural Environment Research Council (NERC), Medical Research Council (MRC), Science & Technology Facilities Council (STFC) and UK Shared Business Services (UKSBS)



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

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**Subject Contracting Authorities Personal & Professional
Development Training**

Sourcing reference number PS17056

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, Energy and Industrial Strategy (BEIS) transition their procurement to UK SBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UK SBS to deliver two major procurement categories (construction and research) across Government.

UK SBS currently manages £700m expenditure for its Contracting Authorities.

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

Section 2 – About the Contracting Authorities

The Contracting Authorities, as described above – the organisations that will utilise the contract, including UKSBS, are as described below.

1. Arts and Humanities Research Council (AHRC)

Established in 1998 and renamed by Royal Charter in 2005, AHRC helps support world-class research that furthers our understanding of human culture and creativity.

Since receiving its Royal Charter in 2005, the AHRC has made a total of more than £700 million of funding available for arts and humanities research across 50 disciplines. Since 2005, more than 16,400 research outputs have been published as a result of AHRC funding.⁴

AHRC funded research can lead to improvements in society, community identity, learning skills, technological evolution and the quality of life of the nation.

Examples of recent projects of local, national and international interest include:

- Excavations of Roman Emperor Nero's 'Portus' shipyard involving UK universities, Italian cultural bodies and the British School in Rome.
- Examining the role of national human rights commissions.
- Training through the Heritage Apprentice Programme - providing work placements with national and international organisations.

In a fast-changing commercial world where few major corporations or multinationals finance research in this important human area, AHRC has a vital responsibility. The organisation helps develop understanding of culture, heritage and the creative industries.

www.ahrc.ac.uk

2. Biotechnology and Biological Sciences Research Council (BBSRC)

The Biotechnology and Biological Sciences Research Council (BBSRC) is **one of seven Research Councils that work together as Research Councils UK (RCUK)**. BBSRC is funded by the **Government's Department for Business, Energy & Industrial Strategy (BEIS)** and has an annual budget of around 509M (for 2014-2015), investing in some of the most exciting and innovative bioscience research projects on behalf of the UK public, supporting around 1,600 scientists and 2,000 research students in universities and institutes across the UK.

BBSRC's guiding mission is to further scientific knowledge, promote economic growth, wealth and job creation, and improve quality of life in the UK and beyond. BBSRC funds research in:

- plants (we are the principal public funder of plant science in the UK)
- microbes
- animals (including humans)
- tools and technology underpinning biological research

Examples of funded research

- Spinout company Tissue Regenix¹⁶, founded by 2009 Innovator finalists Professors Eileen Ingham¹⁷ and John Fisher¹⁸ from the University of Leeds, uses a novel technique to remove

living cells from tissues, leaving a scaffold that can be transplanted between different people without risk of rejection.

www.bbsrc.ac.uk

3. Economic and Social Research Council (ESRC)

The UK's largest organisation for funding research on economic and social issues. ESRC support independent, high quality research which has an impact on business, the public sector and the third sector. At any one time we support over 4,000 researchers and postgraduate students in academic institutions and independent research institutes.

Its role is to:

- promote and support, by any means, high-quality basic, strategic and applied research and related postgraduate training in the social sciences
- advance knowledge and provide trained social scientists who meet the needs of users and beneficiaries, thereby contributing to the economic competitiveness of the UK, the effectiveness of public services and policy, and the quality of life
- provide advice on, disseminate knowledge of and promote public understanding of, the social sciences.

Examples of funded research

Dr Emla Fitzsimons and team, Institute for Fiscal Studies, designed a programme to improve development in early childhood in Colombia. As a result of this research the findings have transformed the Early Childhood Development policy of the Peruvian Government, set to reach 135,000 children across the poorest districts of Peru by 2016.

Professor Paula Jarzabkowski, City University; identified a potential systemic risk, arising from an industry trend for increased complexity and global connectivity in re-insurance products. This research has had a global impact on the re-insurance industry.

www.esrc.ac.uk

4. Engineering and Physical Sciences Research Council (EPSRC)

EPSRC is the main UK government agency for funding research and training in engineering and the physical sciences, investing more than £800 million a year in a broad range of subjects – from mathematics to materials science, and from information technology to structural engineering.

The research EPSRC fund affects every aspect of our lives, from energy and the environment, through health, crime prevention, transport, construction and leisure time, to communications, nanotechnology and fundamental science.

The organisation's funded research has already led to improvements in MRI scanning to detect cancer, new ways of predicting and preventing flooding, the first controlled production of atomic antimatter, and more durable artificial joints for our bodies, the lasers in our CD and DVD systems and software technologies to boost on-line shopping and the film industry

Examples of funded research

- University research into the technology and economics of energy storage, with an emphasis on securing environmentally-friendly and affordable power for the UK.
- A new national Carbon Capture and Storage Research Centre aimed at developing a low- carbon energy system for the UK.
- Developing the next generation of supercomputers.
- Creating a robotic organism for medical use.

Facing the uncertain economic future EPSRC strives to be ahead of the game, investing in world-class research into green technologies, medical advances and high-value manufacturing.

The organisation meets the needs of industry and society by working in partnership with universities to invest in people, scientific discovery and innovation. The knowledge and expertise gained maintains a technological leading edge, builds a strong economy and improves people's quality of life.

www.epsrc.ac.uk

5. Innovate UK

The Innovate UK is the UK's innovation agency – driving innovation to boost economic growth. It works with people, companies and partner organisations to find and drive the science and technology innovations that will grow the UK economy

Innovate UK is an organisation of around 300 staff, drawn mainly from business. It works across the UK, with a head office in Swindon.

With a strong business focus, Innovate UK drives growth by working with companies to de-risk, enable and support innovation. To do this, they work to:

- Determine which science and technology developments will drive future economic growth
- Meet UK innovators with great ideas in the fields they're focused on
- Fund the strongest opportunities
- Connect innovators with the right partners they need to succeed
- Help its innovators launch, build and grown successful businesses

Since 2007 Innovate UK has committed over £1.8 billion to innovation, matched by a similar amount in partner and business funding. They have helped more than 7,600 organisations with projects estimated to add more than £11.5 billion to the UK economy and create 55,000 extra new jobs

6. Medical Research Council (MRC)

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

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

Supporting scientists

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

Research examples

- The benefits of MRC research have a national and global impact; from infections in Africa, stem cell advances that can potentially combat brain and heart diseases and improvements in the design of tests for treatments. As well as more and better healthcare, medical research can lead to wider impacts; many millions more lives saved, a vastly improved quality of life and hence a more productive workforce and economic benefits to nations.
- MRC researchers have found markers for cancer cells that may help detect thousands of new cases of cancer a year. The markers are already part of an MRC-developed device that screens for cancer of the oesophagus, are being trialled for cervical cancer screening and could potentially be used in a test for bowel cancer.

- The NHS newborn hearing screening programme, introduced in 2002, improves the early detection of hearing impairment in babies, allowing earlier and more effective treatment for the 900 babies born each year in the UK with permanent hearing loss.
- An estimated 73,000 adults are living with HIV in the UK, according to 2006 figures, but around a third of those people haven't been diagnosed and don't know they're infected. Black and ethnic minority populations accounted for just over half of all 7,000 new cases in 2006. Among many other aspects of HIV research, such as the molecular basis of the condition, treatments and diagnosis, MRC scientists are also researching social and behavioural factors.

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

7. Natural Environment Research Council (NERC)

NERC is the UK's main agency for funding and managing research, training and knowledge exchange in the environmental sciences.

NERC's work covers the full range of atmospheric, Earth, biological, terrestrial and aquatic science, from the deep oceans to the upper atmosphere and from the poles to the equator.

The organisation coordinates some of the world's most exciting research projects, tackling major issues such as climate change, environmental influences on human health, the genetic make-up of life on Earth, and much more.

Working internationally, NERC have bases at some of the most hostile places on the planet; running a fleet of research ships and aircraft and investing in satellite technology to monitor gradual environmental change on a global scale. NERC provide forewarning of, and solutions to, the key environmental challenges facing society.

Examples of funded research

- Showing the importance of mature tropical forests to the global climate.
- Developing a safer and cleaner way to mine gold by reducing the use of mercury.
- Studying the hole in the ozone layer - discovered by our British Antarctic Survey - and monitoring climate change.
- Playing a major role in the International Census of Marine Life that monitors our oceans.

NERC also runs six organisations of world renown:

- British Antarctic Survey, in Cambridge.
- British Geological Survey, in Nottingham.
- National Oceanography Centre, in Southampton.
- Centre for Ecology & Hydrology, in Oxfordshire.

- National Centre for Atmospheric Science, in Leeds.
- National Centre for Earth Observation, Swindon.

www.nerc.ac.uk

8. 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

9. UK Shared Business Services

UK SBS is a company limited by shares wholly owned by the Department for Business, Energy and Industrial Strategy (BEIS), the seven UK Research Councils, Innovate UK and the Higher Education Funding Council for England (HEFCE). It is a recognised government shared service provider, operating entirely within the public domain and is subject to Company Law, European Procurement Law, and also to public law and administration.

UK SBS currently provides services to 12 public sector clients, spanning four main service areas; Finance, HR and Payroll, Information Technology (IT), and Procurement. UK SBS is considered to have one of the widest ranges of service provision within the UK public sector.

There are two key structural changes taking place within UK SBS owners / clients over the next three years:

There are two key client structural changes taking place in the next three years:

- Completion of the merger to form the BEIS department that was started in summer 2016; and
- Merging of the Research Councils, Innovate UK and Research England into UKRI following the passing of the Higher Education and Research Act in April 2017.

BEIS and UKRI recognise the requirement to undergo business transformation, and service and process standardisation, in order to leverage fully the benefits of sharing services and optimise moving to a standard system solution in 2020-21. To fully deliver these benefits of sharing services, changes will also be required within UK SBS and across organisational boundaries, whilst maintaining business as usual.

UK SBS - We're proud to play our part

- We believe in the value that partnership and our expertise play in helping our owners achieve the best outcomes from sharing services
- Working with our owners, we provide a range of efficient and expert business services to meet their current and future needs
- We aim to be trusted partners; recognised for delivering value and benefits for our owners and to support the work they do for UK society and the economy

UK SBS currently manages £700m expenditure for its Customers.

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

Section 3 - Working with the Contracting Authorities.

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 Authorities Name and address	UK Shared Business Services Polaris House North Star Avenue Swindon SN2 1ET
3.2	Buyer name	Huw Pearce
3.3	Buyer contact details	Email: professionalservices@uksbs.co.uk Tel: 01793 867005
3.4	Estimated value of the Opportunity	The requirement is for a 2 year initial contract, with an option to extend for 1 + 1 years Estimated value of £1,000,000.00 (excluding VAT). The annual value is estimated to be £250,000 (£1,000,000 for 4 years) exclusive of VAT Note volumes and spend are not guaranteed.
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	22/12/2017 Location Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	24/01/2018 11:00am
3.8	Latest date/time ITQ clarification answers should be sent to all	31/01/2018

	Bidders by the Buyer through Emptoris	14:00pm
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	07/02/2018 14:00pm
3.10	Date/time Bidders should be available for interview	19-23/02/2018
3.11	Anticipated selection and de selections of Bids notification date	05/03/2018
3.12	Anticipated Award date	08/03/2018
3.13	Anticipated Contract Start date	12/03/2018
3.14	Anticipated Contract End date	11/03/2020 (with an option to extend annually up to 2 years)
3.15	Bid Validity Period	90 Days

Section 4 – Specification

The Research Councils, Innovate UK and part of the are coming together to form a new organisation: UK Research and Innovation (UKRI). UKRI will come into existence on 01 April 2018; this requirement will span the transition to the new organisation.

The aim of this Contract is to ensure that all staff have the skills, knowledge and capabilities to deliver the future vision and strategy of the research councils and Innovate UK. This will be achieved by providing a core learning and development (L&D) offering that will be delivered via either a blended approach . such as e-learning (e.g. webinars, online training), face to face or mix of the two . The Supplier will be required to offer and deliver appropriate and relevant solutions.

Currently there are approximately 1500 learners per annum and over 250 training days covering approximately 27 topics.

Current Booking Process

The UK SBS training team will monitor requests for the relevant training (training is requested via an internal system). A requirement to run a course is then identified either through a waiting list report or specific request from the research councils. The UK SBS training team will then correspond directly with the training provider to agree arranging delivery of the course. The process is outlined as follows:

- Learner requests course from UK SBS
- UK SBS books the learner onto course using Oracle and sends joining instructions or keeps waiting list and liaises with the Supplier to deliver the course. The Supplier works with UKSBS to create the joining instructions and course objectives.
- If appropriate, the Supplier works with L&D teams in the research councils and Innovate UK to enable the Supplier to understand the context of the research councils and if relevant to tailor some of the course content to the individual needs of the learner cohort.
- UK SBS issues the Purchase Order
- Learner completes course
- The Supplier invoices UKSBS

Market Engagement Day

A market engagement day was held on the 15/06/2017. The presentation, Question and Answers were document and has been uploaded for reference only entitled "Market Engagement Event Outcome".

Requirement

The Supplier will be required to provide fit for purpose Personal & Professional Development (P&PD) Courses that meet the L&D requirements of the Research Councils and Innovate UK. The following courses are indicative of those required (please note this list is not exhaustive):

- Appraisal Skills
- Assertiveness
- Building Resilience
- Change Management
- Coaching and Mentoring Skills
- Communication Skills
- Conflict Resolution Skills
- Creative Problem Solving
- Decision Making
- Delegation Skills
- Handling Difficult Conversations
- Effective Meetings
- Emotional Intelligence
- Facilitation Skills
- Fundamentals of Management
- Influencing and Negotiation Skills
- Managing Meetings
- Managing from a distance
- Motivation Skills
- Performance Management
- Personal Impact Training
- Presentation Skills
- Recruitment and Selection
- Setting SMART Objectives
- Stress Awareness
- Time Management
- Train the Trainer

Other requirements within the scope of P&PD training may emerge throughout the duration of the contract as the list above is not exhaustive; the Supplier must be able to work with all of the contracting authorities to meet those requirements.

UKSBS and the contracting authorities will work with the Supplier to agree a core programme of courses, courses in addition to the core programme will be delivered based on learner requests. For pre-existing off the shelf courses, the Supplier may be required to amend the content to suit the audience in partnership with the contracting authorities. The supplier agrees to make these changes as required without cost prior to the first delivery of each course topic. Further developmental changes will be charged at the agreed rate.

The Supplier will be required to ensure that course content is kept up to date, relevant for all courses and delivery method agreed in writing with UKSBS.

The method for delivery of this training can include blended learning, which may include, but not be limited to, webinars (either live or pre-recorded), online quizzes, face to face training, on-line training, online forums, availability of online materials, videos, TED (Technology, Entertainment and Design) talks etc. The Contracting authorities may require the eLearning to be hosted externally and be accessible via a number of devices (i.e. tablets, phones etc) and available for access and use outside of the United Kingdom. The method for delivery will need to be agreed with the contracting authorities prior to delivery.

If face to face delivery of courses is required, this will primarily be in either Swindon or Harwell, with a minimal number of courses required to be delivered in Cambridge, Daresbury, London or Bristol.

In accordance with a 'no print' policy, the Supplier will be required to send a digital copy of any required materials to those on the delegate list at least 5 working days prior to the course start date. The Supplier will be required to ensure that all materials provided are branded to the applicable user group i.e. Research Council, Innovate UK or UKSBS. Please note that as of 01 April 2018 all materials in relation to the Research Councils and Innovate UK will need to be re-branded in accordance with UKRI.

The Supplier will need to specify, upon confirmation of course booking, any additional onsite resources required (i.e. those in addition to a projector and flipcharts).

It is expected that the Supplier will provide a team with a suitable level of skills and expertise to deliver the requirements of the Contract, including a quality control mechanism to ensure all staff are quality assured.

The Contracting Authorities reserve the right for Contracting Authorities staff/and or nominated representatives to participate in courses in order to assess the quality of delivery. The Supplier may/may not be made of aware of this prior to course commencement.

Booking process

UKSBS will manage the relationship on behalf of the Research Councils, Innovate UK & UKSBS for delivery of the learning.

The UKSBS training team and procurement team will be the point of contact for an account manager and escalation issues. It is anticipated that the booking process moving forward shall not change.

Other requirements

Online

The online training system should provide 24/7 uptime for at least 99% of the time. Uptime is defined as the site being accessible and fully usable. With an expectation that maintenance work will be carried out outside of business hours (8:00 till 18:00 GMT) and at times when the usage is least likely to take place.

We would expect support for users of the online system to be in place, by email and/or phone during business hours as above, with regards to log in issues and accessing the courses etc.

We would expect critical issues affecting the availability of the service when raised to be acknowledged within 4 hours during business hours with a target resolution time to issues affecting the whole system of 24 hours or 48 hours where an individual user is affected. Where resolution is not possible a clear timeline should be provided within those times.

Face to Face

The supplier will be required to acknowledge any face-to-face issues by email within 24hrs, and a clear resolution timeline.

In terms of face to face training, when a request for dates for a course is made, the expectation is that this will be acknowledged in 1 working day, with a set of options given within 5 working days. The supplier would need to be available to talk to UKSBS Training Services Team on behalf of contracting authorities about face to face courses within 5 working days to tailor a course.

The Research Councils, Innovate UK & UK SBS typically work on a 50% delegate attendance minimum. UK SBS will monitor registrations and courses will run with a minimum number of delegates. The cancellation policy is as stated in the S2 Purchasing Services Contract – Special Conditions. There will be no cancellation fee where 10 working days' notice is given. The following will apply:

Between 7-9 working days notice given – 10% of course fee payable

Between 4-6 working days notice given – 25% of course fee payable

Between 2-3 working days notice given – 50% of course fee payable

1 working days notice given – 75% of course fee payable.

The Supplier must ensure that their online learning tools and platforms meet relevant web accessibility standards to a minimum of WCAG 2.0 as detailed via [Web content accessibility guidelines](#) [Web accessibility](#) .)

Where the Supplier cancels a course at less than 2 working days' notice (as an alternative suitable trainer cannot be sourced within a reasonable timescale), any costs incurred will be reimbursable by the supplier (i.e. travel, overnight accommodation etc.).

All trainers will need to be security screened to confirm Extreme Affiliations clearance. The Supplier will be required to arrange and cover the costs for the security clearance of all staff involved in delivery and provide evidence to confirm the security clearance is valid and up to date prior to any member of staff being given onsite access to client sites.

Extreme Affiliations covers the following:

Animal rights – Search of unique database of individuals with associations and/or sympathies for animal rights.

Sanctions - Individuals identified as fraudsters, extremists, terrorists, or carrying significant risk to organisations

Office of Foreign Assets Control. (PEP politically exposed persons) - List of economic and trade sanctions against certain nations, entities and individuals.

Out of Scope

The following are out of scope for this requirement:

- Venue Booking
- Catering costs
- Booking delegates onto courses
- Evaluation of courses (face to face delivered courses)

Timetable

Whilst a number of courses may require development and bespokeing to the Contracting Authorities requirements, it is expected that the Supplier will be able to offer user access within 7 working days of award of contract to a number of pre-existing courses.

A core catalogue of training is to be agreed with Research Councils, Innovate UK and UK SBS staff upon commencement of contract. Core catalogue available on contract award, bespoke course development times to be agreed with the Contracting Authorities

The account manager and key members of the Suppliers delivery team, including trainers, will be required to meet with the Contracting Authorities nominated representatives for an introductory meeting within one month from award of contract, in order to 'get to know' the key teams.

Further meetings regarding developing courses will be arranged as required, either face to face or via electronic means. All costs must be covered with the proposed price, this will be followed by further meetings.

Quarterly contract review meetings will be required with UKSBS Procurement, and will be held at Polaris House, North Star Avenue, Swindon SN2 1ET. The supplier is to attend a quarterly service review which will be led by UK SBS at a time agreed between both parties. One point of contact is required from the supplier. The following agenda will be used (but is not limited to):

Agenda

1. Minutes from last meeting
2. Review actions
3. Financial Overview
4. Operational Overview
5. AOB

General Data Protection Regulations (GDPR)

This requirement will be subject to the GDPR act when it comes into play in 2018.

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authorities Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation model

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

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

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

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Commercial	SEL2.2	Compliance to General Data Protection Regulations (GDPR)
Commercial	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL3.12	Cyber essentials
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement the Contracting Authorities has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authorities 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	30%
Quality	PROJ1.2	Approach	20%
Quality	PROJ1.3	Delivery methods	15%
Quality	PROJ1.4	Delivery Team	10%

Quality	PROJ1.5	Contract Management and Continuous Improvement	10%
Interview	PROJ1.6	Interview	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 the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.

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

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

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

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

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authorities to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or the Contracting Authorities staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of the Contracting Authorities. / UKSBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.34 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authorities fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.
- 7.38 Bidders should note that if they are successful with their proposal the Contracting Authorities 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 Authorities may decline to proceed with the award of the Contract to the successful Bidder.

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

For these purposes, the Contracting Authorities 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 Authorities during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

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

USEFUL INFORMATION LINKS

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