



Invitation to Quote

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

Subject: Experimental approaches to public dialogue: ITQ for a supplier to manage and evaluate a UKRI grant fund

Sourcing Reference Number: PS22044

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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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 £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

Section 3 - Working with the Contracting Authority.

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

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	UK Research and Innovation, Polaris House, North Star Avenue, Swindon, SN2 1FL
3.2.	Buyer name	Karl Oakley
3.3.	Buyer contact details	Professionalservices@uksbs.co.uk
3.4.	<u>Maximum</u> value of the Opportunity	£90,000.00 (excluding VAT)
3.5.	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		
3.6.	Date of Issue of Contract Advert on Contracts Finder	Monday, 21 February 2022 Contracts Finder
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Wednesday, 02 March 2022 11:00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Friday, 04 March 2022
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Friday, 18 March 2022 11.00
3.10.	Date Bidders should be available if clarifications are required	Thursday, 24 March 2022
3.11.	Anticipated notification date of successful and unsuccessful Bids	Friday, 25 March 2022
3.12.	Anticipated Contract Award date	Wednesday 30 March 2022
3.13.	Anticipated Contract Start date	Monday 4 April 2022
3.14.	Anticipated Contract End date	Friday 31 March 2023
3.15.	Bid Validity Period	60 Days

Section 4 – Specification

1. Introduction

Summary of requirement

UKRI is committed to listen to and act on diverse views to shape research and innovation priorities, and to co-create a responsive and inclusive research and innovation system.

In the R&D People and Culture strategy¹ UKRI committed to pilot experimental approaches to public dialogue. Definitions of public dialogue vary widely. A central feature of traditional public dialogue is deliberation, which allows time for participants to become informed, reflect on their own and others' views, uncover issues in depth with other people and come to a viewpoint. This fund has a more expanded scope.

For this fund we will trial new possibilities for constructive conversation, connection and cooperation on research and innovation related topics. In realising these possibilities, we will fund pilots that deploy cutting edge digital and creative techniques to **extend reach**, facilitate **'bottom-up'** and **'informal'** engagement, and explore novel approaches to **understanding online debate**.

The fund will look at pilot process and outcomes, assess the effectiveness of innovative engagement and identify what works (and doesn't work) and under what circumstances. We will use this learning to develop and promote new types of engagement to research funders, policy-makers and public engagement practitioners.

With this ITQ, we invite organisations to submit proposals to manage and evaluate the fund. In practice this will involve fund management and administration, overseeing payments to pilot projects, publicising the fund, supporting pilot projects, and reviewing, synthesising, and sharing pilot outcomes and learning.

The value of this contract will be no more than £90,000 excluding VAT, it will commence in April 2022 and finish by the end of March 2023.

Pilot projects will start by August 2022, delivering final outputs by mid-February 2023, so that the supplier has sufficient time to produce the final fund deliverables.

For the role of the supplier, we are looking for an organisation with:

- Fresh thinking and new ideas to undertaking experimental public dialogue that can deliver understanding and new forms of impact.
- Excellent networks with public engagement practitioners, and experts in technology, design, creative arts, entertainment, communications, and digital.
- Strong track record in programme and grant management, communications, and evaluation, and producing high quality and engaging outputs to showcase programme and project learning.

¹

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1004685/r_d-people-culture-strategy.pdf

- Strong understanding of the latest developments in research and innovation policy and thinking across government, academia, research councils, and other UKRI stakeholders.

2. Aims and objectives

[UK Research and Innovation](#) (UKRI) brings together the seven research councils (AHRC, BBSRC, ESRC, EPSRC, MRC, NERC and STFC), Innovate UK and a new organisation, Research England. UKRI's vision is for an outstanding research and innovation system in the UK that gives everyone the opportunity to contribute and to benefit, enriching lives locally, nationally, and internationally. Our mission is to convene, catalyse and invest in close collaboration with others to build a thriving, inclusive research and innovation system that connects discovery to prosperity and public good.

UKRI has made a commitment in the R&D People and Culture strategy to pilot experimental approaches to public dialogue. The fund must attract a large number of bids from diverse organisations and professionals across a wide range of sectors and communities. UKRI is well equipped to fund universities and research institutes, but not necessarily organisations beyond this limited scope. As such, we are seeking a supplier who will manage and evaluate the fund.

Fund aims

Formal public dialogue is one of the ways UKRI listens to and acts on diverse views. While UKRI will continue to support this, our intention with this fund is to provide an opportunity to look at cutting edge approaches and assess the merits for future public engagement activity.

For this fund our aim is to trial new possibilities for constructive conversation, connection and cooperation on topics related to research and innovation. We want to fund pilots that deploy cutting edge digital and creative techniques to **extend reach**, facilitate **'bottom-up'** and **'informal'** engagement, and explore novel approaches to **understanding online debate**.

Fund objectives

The fund objectives are:

- To commission a series of pilot projects delivered by public engagement practitioners, and experts in technology, design, creative arts, entertainment, communications, digital and others such as academics.
- To imagine and examine new possibilities for constructive conversation, connection and cooperation on topics related to research and innovation.
- To capture lessons learned and to share this learning with research funders, policy-makers, and public engagement practitioners.
- To generate new insight into people's priorities and needs, and as a result identify opportunities for further public engagement.
- To evaluate and demonstrate the benefits of methodological flexibility to policy-makers and/ or funders who are looking to listen to and act on diverse voices.
- To build understanding of the effectiveness of innovative engagement among research funders, policy-makers, and public engagement practitioners.

The supplier will have a pivotal role in ensuring these aims and objectives are met. In practice this means they will:

- Deliver the funding call and administer grants for experimental approaches to public dialogue on behalf of UKRI.
- Work closely with grant holders to ensure pilots generate useful insights on:
 - a. the effectiveness of innovative engagement, identifying what works (and doesn't work) and under what circumstances.
 - b. how the public think and feel about themes and issues related to research and innovation.
- Advise grant holders on pilot design and offer guidance on best practice to all pilot projects.
- Review effectiveness and impact of each pilot project and produce a synthesis learning report.
- Disseminate learning to research funders, policy-makers, and public engagement practitioners.

3. Background to the requirement

Fund background

In recent years we've seen a wave of new approaches emerge for public engagement using digital and creative techniques. However, finding ways to integrate these processes into, or use instead of, traditional public dialogue or other long-standing forms of in-depth qualitative engagement hasn't been easy.

Part of the challenge is a lack of evidence. Nesta's 2017 report on digital democracy identified several promising examples of governments piloting innovative methods but found little attention had been paid to evaluating their outcomes.² Indeed, we have noted in our own conversations that where there is a lack of certainty around what sort of outcomes novel practices will deliver policy-makers are less likely to use them.

A 2020 report from Ipsos MORI on innovation in public participation called for practitioners to reimagine dialogue and deliberation in ways that incorporate the unique advantages that digital, online, and creative processes have to offer. It called for more piloting and evaluation of these approaches to give dialogue practitioners and commissioners more confidence using them.³

In the same year, the School of International Futures conducted a review of the UKRI Sciencewise programme. It recommended that the programme would benefit from greater methodological flexibility. Previous Sciencewise evaluations have shown that innovation tends to be a bolt-on rather than part of the core approach.

While the pandemic has accelerated the use of online dialogue, the default is often an attempt to replicate in-person engagement through videoconferencing, rather than starting with the potentially more expansive possibilities of digital and creative innovation.

With this fund, innovation and creativity will be core rather complementary. We want to pilot experimental approaches to public dialogue, and test tools and methods that go

² <https://www.nesta.org.uk/report/digital-democracy-the-tools-transforming-political-engagement/>

³ <https://www.ipsos.com/ipsos-mori/en-uk/towards-innovation-online-public-deliberation>

beyond tweaking at the margins, and instead challenge, stretch and modify traditional conceptions of how dialogue is conducted and what it can be used for.

By funding pilots explicitly focused on testing and evaluating new possibilities for conversation, connection and cooperation, we hope to capture new evidence about their effectiveness that can help de-risk these approaches for policy-makers, research funders, and public engagement practitioners.

4. Scope

What do we mean by dialogue in the context of this fund?

Definitions of public dialogue vary widely. A central feature of traditional public dialogue is deliberation, which allows time for participants to become informed, reflect on their own and others' views, uncover issues in depth with other people and come to a viewpoint. This fund has a more expanded scope.

We envisage the application of innovative and creative methods that help people connect and cooperate, listen to one another and spark exchange of ideas and conversation between diverse groups, all within the context of research and innovation related topics. This fund will pilot experimental approaches to public dialogue, and test tools and methods that go beyond tweaking at the margins, and instead challenge, stretch and modify traditional conceptions of how dialogue is conducted and what it can be used for.⁴⁵

These are the parameters the grant applicants will be expected to use when applying for the fund.

Pilots

Note: the remainder of this section describes criteria for the pilots and what we expect from grant applicants. They are not requirements for the supplier for this contract. We include it here for information, and to give an idea of the scope of the fund. We are open to the supplier's ideas and feedback about how we may adjust or improve the scope. There will be an opportunity to work with UKRI on this before the fund is launched.

Criteria for pilot design.

Grant applicants will design their pilots around one or more of the following strands:

Strand 1. Scaled engagement: New tools offer ways to scale engagement to encompass a wider range of ideas, perspectives and lived experience. In recent years a range of approaches have emerged, from online discussion platforms and games to artificial intelligence and distributed creative processes. For this strand we want to test new

⁴ <https://sciencewise.org.uk/about-dialogue/what-is-public-dialogue/>

⁵ The typical mode of dialogue consists of reconvened, professionally facilitated face-to-face workshops in 3-5 diverse parts of the country, producing qualitative findings. Around one hundred participants who are broadly representative of the UK population engage directly with expert specialists in the subject on a set of pre-determined questions and objectives. Stimulus materials such as slides, information packs or videos, are developed through stakeholder interviews. An independent Oversight Group of stakeholders and experts from the available range of perspectives provides quality assurance. The process should be transparent and inclusive. Also see <https://www.involve.org.uk/sites/default/files/uploads/120727RCUKReview.pdf> p.18.

possibilities that involve large numbers of people from diverse backgrounds connecting, cooperating and exchanging viewpoints on research and innovation.

Strand 2. Informal engagement: For this strand we are looking for innovative techniques and tools that take conversations into new spaces. We want to explore informal or unstructured forms of engagement that take place in wider public arenas beyond formal institutions, reach new audiences and help capture and represent people's views in new and useful ways.⁶

Strand 3. Bottom-up engagement: For this strand we are looking for pilots that challenge the ways engagements involving the public are normally activated. We are seeking pilots that give people more influence in setting the agenda, are sensitive to power imbalances, and are conscious of not imposing framings or ways of thinking onto participants.

Strand 4: Novel approaches to understanding online debate: using web scraping, data analytics or other tools, this strand will capture and analyse people's online behaviour (e.g. online search) and online discussions (e.g. on social media and online forums). Pilots should consider how this could be combined with more traditional engagement methods, to make them more responsive to public views. For instance, web-scraping could be used to identify important issues, themes or trade-offs which could then be explored in a subsequent dialogue that can be considered "responsive to debates owned by the public" (though the dialogue itself would be outside the scope of this pilot).

Bidders for grant funding may have an idea for innovative engagement that is not covered in strand 1-4 inclusive. We welcome additional ideas for experimental pilots in addition to, or instead of, the strands identified above, if a convincing case can be made based on a gap in the literature / evidence.

Additional requirements for each pilot project

There are a number of additional requirements each pilot project will need to fulfil.

- **Essential:** Each pilot must be clear which aspect of innovation is being tested through their pilot, describing how this builds on any previous experiments or how this approach is situated in the wider literature. This should include an 'if...when...' hypothesis statement, and measures bidders will use (including any counterfactuals) to assess whether it has been met.
- **Essential:** While the focus of this project is method experimentation, each pilot must generate insight on how the public think and feel about research and innovation. Applicants to the fund will be asked to propose a topic / issues to align with the following UKRI programmes and priorities:
 - The issue must sit within one of the cross-UKRI priority themes of: net-zero; health, ageing and wellbeing; tackling infections; resilience and security; inequalities; and transformative technologies.
 - We will look favourably on applicants who partner with a researcher, innovator or policy-maker working on the above issues who can help shape content, questions for the public or act as end user of pilot insights.
 - The issue must be one where there is clear case for public voice, or the voices of underrepresented groups, to inform national conversations or decisions. As part of this we will look favourably on issues where little or no research into public views or public dialogue has been conducted in the past, or if a clear evidence gap has been identified.

⁶https://ueaeprints.uea.ac.uk/id/eprint/37552/1/Chilvers_Sustainable_Participation_summary_report.pdf

- **Essential:** Each pilot must have a clear and manageable scope within the budgetary and time constraints of this project.
- **Desirable:** Each pilot should test the extent to which insight into public views derived from the innovative engagement differs to that using a more traditional approach. For example, this could involve comparing crowdsourced online deliberation that take place with a self-selecting group of people, and a completed public dialogue that uses a reflective sample. The topic on both engagements will need to be the same.
- **Desirable:** Each pilot should include ways to improve inclusion among people from different backgrounds (gendered ability, cognitive ability, communication style, confidence or culture), as many existing methods and tools favour those with specific skills, e.g. in digital literacy or certain types of argumentation.⁷

5. Requirement

The contract to manage and evaluate UKRI Experimental approaches to public dialogue fund

The contract for this procurement has three work packages. Delivered together they will allow us to fulfil our priorities for the fund.

Work package 1: Grant management and administration

A significant amount of work by the contractor will involve grant management and administration, including launching a funding call, bid assessment and – subject to approval by UKRI – disbursing funds to the pilot projects.

We expect there will be a lot of interest in this fund and a large number of applications. Because of this, we envisage a two-staged process for application. The first stage will invite Expressions of Interest (EOI), where bidders submit a short project proposal (approximately 600 words) and then subject to approval are invited to full application (second stage).

In addition, having an EOI phase should help increase the diversity of bidders and capture a breadth of ideas. It will also allow us to work with bidders that, with some support, could meet fund requirements.

We envisage that grant management and administration tasks will include:

- Ensuring the overall direction and integrity of the project.
- Managing project risks and if necessary developing contingency plans.
- Drafting the funding call documentation, with support from UKRI Legal.
- Managing and responding to, with input from UKRI, clarification questions submitted by EOI and second-stage bidders.
- Sifting, shortlisting and making recommendations for bids to invite to full application.
- Creating criteria that enables the supplier and UKRI to assess EOI and second stage bids against fund objectives and outcomes.⁸
- Acting as data controller, storing and managing access to bids and other fund information in accordance with the GDPR.

⁷ <https://arxiv.org/abs/2107.12711>

⁸ This will include due diligence checks on bids we consider suitable for second stage application.

- Liaising with bidders e.g. inviting bidders to the second stage and announcing the final decision, and acting as primary point of contact for each grant holder.
- Organising and chairing a selection panel comprised of a mix of internal (i.e. UKRI) and external experts to make the final decision on which pilots to fund.
- Setting up grant agreements with each grant holder.*
- Delivering a half-day virtual kick-off event to cover: fund aims and objectives, design and implementation of pilot projects, plans for evaluation, communications and dissemination.
- Monitoring pilot progress and performance against milestones, requesting details of expenditure, and releasing payments accordingly.

*Note: while UKRI's Legal team can offer advice, the supplier will be responsible for each agreement and the legal relationships will be between the supplier and individual grant holders. In your proposal you must demonstrate that your organisation holds / has access to the legal skills and expertise to administer grants and to create funding agreements with appropriate deliverables and milestones. Any award letters and grants will be subject to UKRI's prior written approval, and substantially in the same form as UKRI's standard terms and conditions.

We want the fund to attract bids from a wide range of organisations, from companies to civil society to community-based organisations. We expect many of these will be organisations UKRI has never heard of or worked with before. The supplier will be therefore be expected to conduct appropriate due diligence, which may include requesting the following from potential grantees:

- Company/charity registration number.
- An identity check of senior staff from the bidding organisation (scan of documentation).
- One independent reference (if not already known to UKRI/the supplier).
- At least a year (ideally three) of financial statements, audited if possible, to check the financial status of the organisation.

We also welcome alternative approaches to ensure strong grant management, in particular the two-staged grant application process, as long as it is supported by a compelling justification.

Work package 2: Evaluation and synthesis

This work package will see the contractor deliver a light touch evaluation of each pilot project and produce a synthesis report of outcomes and learning. The final report will make recommendations for ways the pilots would benefit from further testing, and identify opportunities for practice implementation. Further information on evaluation deliverables is included in 'Key fund deliverables', below.

The evaluation should be formative and summative. This means the supplier will work closely with each grant holder, providing specialist support and advice on pilot delivery, evaluation. Tasks for delivering this work package include:

- Planning and chairing an evaluation meeting with each pilot project.
- Running at least bimonthly virtual 'surgeries' for pilots to network and share lessons with one another and the supplier.
- Delivering a mid-project lessons learned event (online).
- Quality assurance and coordinating pilot evaluations to support final analysis and synthesis.

Work package 3: Communications and dissemination

The supplier will need to publicise and communicate the fund in a way that builds interest and attracts bids from a diverse range of organisations including but not limited to public engagement organisations, research and technology companies, and to relevant organisations outside of UKRI's network. Bidders in their response should present a strategy for fund communications and dissemination.

The supplier be responsible for producing high quality, engaging, and interesting communication assets. We are open to ideas about how best to publicise and build interest in the fund, but we envisage a mixture of blogs, videos and/or webinars which are promoted through social media, mailing lists and professional networks. To support dissemination of outcomes and learning the supplier will need to design and deliver a final launch event.

We also welcome alternative approaches in terms of ensuring the programme has a stronger focus on communication and dissemination as long as it is supported by a compelling justification. Finally, to ensure the outputs have a professional look and feel bidders will need to ensure they are able to offer report design capabilities, either in-house or through sub-contracting.

UKRI's role as funder of the project must be clear through-out.

Key fund deliverables

We require the following deliverables from the supplier:

- Call documentation, written in accessible and plain language. This will be co-badged with UKRI and published on the UKRI Funding Finder.⁹
- Signed funding agreements and/or offer letters with each grant holder.
- Materials for kick-off event, evaluation 121s, pilot surgeries, and publicity and communications.
- Interim report (c. 10 slides or 4-5 pages of A4) delivered shortly after a mid-project workshop which brings together all pilots to share ideas and emerging lessons.
- A final synthesis report drawing together learning from all the pilot projects. Please budget for two sets of comments, two draft reports, and final. The final report should be engaging, written in plain English and with strong emphasis on visual presentation. It should contain a clear Executive Summary (we recommend not to exceed 3 pages), with 1 page to situate the project in the wider context, including why the project was needed linking to existing debates and wider literature on public engagement practice, and a succinct summary of key outcomes, findings and recommendations.
- An event (e.g. webinar) to share the fund's outcomes and discuss implications for research funders, policy-makers, and public engagement practitioners.

The role of UKRI is to:

- Provide advice and guidance on overall strategic direction for the fund.
- Provide input into key deliverables, at times working closely with the supplier e.g., in developing plans, drafting documents, shortlisting Expressions of Interest (EOIs), and shaping the final deliverables and dissemination event.
- Sign off completion of each project milestone and formal project outputs.
- Authorise any major deviations from agreed plans or timelines.
- Pass the value of the fund (£400,000.00 exc. VAT) to the supplier, who will be responsible for disbursing individual grants. The value of individual grants will be agreed with the supplier. We currently plan to fund eight pilots at approximately £50,000.00 exc. VAT each.

⁹ <https://www.ukri.org/apply-for-funding/>

Budget

The maximum budget for this work is £90,000.00 (exclusive of VAT). All outputs should be delivered and invoiced no later than the end of March 2023. Bidders should set out payment milestones clearly in their proposal, and they will be agreed at the project inception meeting. Please budget capacity to process up to 120 Expressions of Interest. If we receive significantly fewer than this we will work with the supplier to repurpose some of this budget.

Equality, diversity and inclusion (EDI)

As well as the key requirements set out above, applicants should consider how they will address specific needs related to EDI. UKRI believes strongly in the role EDI can play improving research and innovation. Proposals should describe how they will promote the funding call widely to encourage applications from organisations representing diverse individuals and communities, and consider how they will encourage applicants to think about EDI within their projects. The supplier will also be expected to ensure the funding call (including call documentation, grant applications processes, panel meetings, etc) is accessible, and to ensure that everyone who wants to apply to the fund is able to.

6. Timetable

We would expect to have a contract in place by early April 2022. The following provides an indicative timetable (note: activities and timings may change depending on the supplier's approach).

Activity / task	Date
Inception meeting with supplier	April 2022
Fund publicity	May
Call for EOI launched and clarification questions answered	May
EOI sift and shortlisting	June
Invite successful EOIs to submit full application	June
Assessment of full applications	July
Grant agreements with each supplier signed	July
Funds for pilots (£400,000.00 exc. VAT) paid from UKRI to supplier (allocation timings and management to be discussed at inception meeting)	July – February
Kick-off event and evaluation 121s	August
Mid-project workshop with pilots	November

Interim report	November
Pilot projects end	February 2023
Final synthesis report	March
Learning and sharing event	March

Terms and Conditions

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

Section 5 – Evaluation model

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

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

The evaluation team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

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	SEL2.12	General Data Protection Regulations (GDPR) Act and the Data Protection Act 2018
Commercial	FOI1.1	Freedom of Information
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Price	AW5.1	Maximum Budget
Price	AW5.4	E Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
-	-	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	20%
Quality	PROJ1.1	Approach/Methodology	40%
Quality	PROJ1.2	Project Plan, Timescales and risks	20%
Quality	PROJ1.3	Staff, expertise and knowledge to deliver	20%

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 question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that there may be multiple evaluators. If so, their individual scores will be averaged (mean) to determine your final score as follows:

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Once the above evaluation process has been undertaken and the scores are apportioned by evaluator(s) this will then be subject to an independent commercial review and moderation meeting, if required by the commercial lead, any and all changes will be formally recorded relative to the regulatory obligations associated with this procurement, so as to ensure that the procurement has been undertaken in a robust and transparent way.

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.

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criteria, but will still be subject to a commercial review.

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 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 Evaluation criteria.
Moderation meeting (if required to reach an award decision)	<ul style="list-style-type: none"> To review the outcomes of the Commercial review To agree final scoring for each Bid, relative rankings of the Bids
Due diligence of the Bid	<ul style="list-style-type: none"> the Contracting Authority may request the following requirements at any stage of the Procurement. Submission of insurance documents from the Bidder Request for evidence of documents / accreditations referenced in the / Invitation to Quote response / Bid and / or Clarifications from the Bidder Taking up of Bidder references from the Bidders Customers. Financial Credit check for the Bidder
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> To confirm contents of the letters to provide details of scoring and meaningful feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation questionnaire

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

Guidance on how to register and use the e-sourcing portal 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](#)

8.0 Freedom of information

8.4.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS or the Contracting Authority may be required to disclose information submitted by the Bidder to the Contracting Authority.

8.4.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.

8.4.3 Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.

8.4.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UK SBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.

8.4.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UK SBS or the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this ITQ Bidders are agreeing that their participation and contents of their Response may be made public.

8.5. Response Validity

8.5.1 Your Response should remain open for consideration for a period of 60 days. A Response valid for a shorter period may be rejected.

8.6. Timescales

8.6.1 [Section 3](#) of the ITQ sets out the proposed procurement timetable. the Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

8.7. The Contracting Authority's Contact Details

8.7.1 Unless stated otherwise in these Instructions or in writing from UK SBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants and advisers) during the period of this procurement must be directed through the e-sourcing tool to the designated UK SBS contact.

8.7.2

All enquiries with respect to access to the e-sourcing tool may be submitted to Delta eSourcing on 0845 270 7050 please note this is a free self-registration website and this can be done by completing the online questionnaire at <https://uksbs.delta-esourcing.com/>

8.7.3 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the e-sourcing tool. Failure to follow this requirement will result in disqualification of the Response.

Appendix ‘A’ Glossary of Terms

TERM	MEANING
“UK SBS”	means UK Shared Business Services Ltd herein after referred to as UK SBS.
“Bid”, “Response”, “Submitted Bid”, or “ITQ Response”	means the Bidders formal offer in response to this Invitation to Quote
“Bidder(s)”	means the organisations being invited to respond to this Invitation to Quote
“Central Purchasing Body”	means a duly constituted public sector organisation which procures supplies/services/works for and on behalf of contracting authorities
“Conditions of Bid”	means the terms and conditions set out in this ITQ relating to the submission of a Bid
“Contract”	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
“Contracting Bodies”	means the Contracting Authority and any other contracting authorities described in the Contracts Finder Contract Notice
“Contracting Authority”	A public body regulated under the Public Procurement Regulations on whose behalf the procurement is being run
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Due Diligence Information”	means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this ITQ
"EIR"	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Invitation to Quote” or “ITQ”	means this Invitation to Quote documentation and all related documents published by the Contracting Authority and made available to Bidders and includes the Due Diligence Information. NOTE: This document is often referred to as an Invitation to Tender within other organisations
“Mandatory”	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“Named Procurement person ”	means the single point of contact for the Contracting Authority based in UK SBS that will be dealing with the procurement
“Order”	means an order for served by any Contracting Body on the Supplier
“Other Public Bodies”	means all Contracting Bodies except the Contracting Authority
“Supplier(s)”	means the organisation(s) awarded the Contract
“Supplies / Services / Works”	means any supplies/services and supplies or works set out at within <u>Section [4] Specification</u>

