



Invitation to Quote

**Invitation to Quote (ITQ) on behalf of the Department for
International Trade (DIT)**

Subject UK SBS PS17028 DIT Survey Methods Training

Sourcing reference number PS17028

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

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UKSBS

Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

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

Section 2 – About Our Customer

Department for International Trade (DIT)

The Department for International Trade (DIT) is the department responsible for promoting British trade across the world and ensuring the United Kingdom (UK) takes advantage of the huge opportunities open to all UK businesses.

DIT is responsible for:

- developing, coordinating and delivering a new trade and investment policy to promote UK business across the globe
- developing and negotiating free trade agreements and market access deals with non-European Union (EU) countries
- negotiating plurilateral trade deals (focused on specific sectors or products)
- providing operational support for exports and facilitating inward and outward investment

The International Trade and Investment group is responsible for:

Increasing UK exports

- Our teams around the world are accountable for finding or creating demand for British goods, services and inward investment opportunities.
- Our sector teams in the UK are accountable for finding or creating the supply of export-ready UK businesses or inward investment opportunities to fulfil that demand.

Supporting more businesses to export

- Providing a real time “export-matching” service for businesses nationwide, with staff across the world connected with staff across the regions.
- A directory of British exporters, offering self-service financial and other support and automatically matching British businesses to worldwide opportunities.

Further information on the Department for International Trade is available at the following website:

<https://www.gov.uk/government/organisations/department-for-international-trade>

Section 3 - Working with UK Shared Business Services Ltd.

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

Section 3 – Contact details		
3.1	Customer Name and address	Department for International Trade, 1 Victoria Street, London, SW1H 0ET
3.2	Buyer name	Ben Osborne
3.3	Buyer contact details	Professionalservices@uksbs.co.uk
3.4	Estimated value of the Opportunity	Maximum contract value £10,000.00 excluding VAT
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	16/02/2017 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	22/02/2017 14:00pm
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	24/02/2017 14:00pm
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	06/03/2017 14:00pm
3.10	Date/time Bidders should be available if face to face clarifications are required	Not required
3.11	Anticipated rejection of unsuccessful Bids date	13/03/2017
3.12	Anticipated Award date	13/03/2017
3.13	Anticipated Contract Start date	14/03/2017
3.14	Anticipated Contract End date	31/05/2017

3.15	Bid Validity Period	60 Days
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Section 4 – Specification

Aim

There are over 2.5 million registered businesses in the UK and latest data from Office for National Statistics (ONS) research show that 10.6% of Great Britain (GB) businesses exported either goods or services in 2015 and a close proportion of 10.8% imported either goods or services in the same year. In 2014 the UK ranked 2nd for services export in the world and 11th for goods exports. In this context, the DIT is committed to contribute to the government manifesto targets to achieve £1 trillion in value of new exports and 100,000 new exporters by 2020. On the investment side we aim to remain number one in Europe for foreign direct investment (FDI) projects and to become number one in Europe for FDI projects from emerging markets. Also, DIT is committed to contribute towards increasing the UK's inward FDI stock to £1.5 trillion by 2020.

To meet these targets it is essential for DIT to gather timely information about changing characteristics of the business population. As surveys are the main source of evidence to monitor and track the businesses change in exporting performance, they play a crucial role in our policies design process and they directly feed into the economic impact of International Trade and Investment policies. This is essential to promote learning and accountability within DIT.

Requirement

This requirement is designed to train and up-skill DIT economists, statisticians, social researchers and operational researchers to be able to commission high profile surveys of businesses such as UK Trade and Investment Performance and Impact Monitoring Survey (PIMS)¹, Small Business Survey (SBS)² etc. Please refer to **annex A** which includes links to these surveys.

It is essential that DIT analysts have sufficient skills and knowledge of survey methodology **where the business is the unit of analysis** to lead on the large studies that are due to be commissioned. DIT is currently commissioning high profile surveys as part of their research work to understand characteristics of the exporter population, the key drivers of businesses' success in exporting and how to better support and attract investments in the UK. With these information and feedback, DIT would be able to improve the quality of the services offered to businesses.

In particular, analysts need to be aware of the best practice associated with surveying businesses, to make a step change improvement in the validity of the large business surveys DIT commission. For this reason, it is essential for this requirement to focus on survey methods with the business at the center of the unit of analysis.

This training should therefore deliver the following:

¹ <https://www.gov.uk/government/collections/uk-trade-investment-performance-and-impact-monitoring-survey>

² <https://www.gov.uk/government/publications/small-business-survey-2015-businesses-with-employees>

1. Provide a comprehensive understanding of the full survey research process and questionnaire design
2. Provide an in-depth understanding of the different ways of conducting survey research and how to target the right respondents in business surveys
3. Enhance skills in analysing survey data, coding, classification and deriving confidence interval
4. DIT analysts become well-informed customers of contractors and proficient procurers of survey research

Overall the training should provide analysts with a stronger understanding of the key survey methodological process and issues and also provide a common platform for departmental consistency in survey methods.

Additionally, we are looking for a proposal for a separate training session on multivariate analysis in survey methods. The participants will be analysts with a background in economics and statistical analysis.

Requirement 1. Survey Training

Provide training through a series of sessions on practical lessons to survey design:

1. Survey design
2. Data collection
3. Sampling
4. Analysis
5. Duties and responsibilities

The table below includes the broad learning objectives we would like to achieve from the training.

	Learning Objectives
General:	<ul style="list-style-type: none"> - Understand survey research process and the different approaches to design quantitative surveys in order to be able to assess the quality of existing survey and conduct our own high quality surveys - Understand in-depth the different ways of conducting survey research and learn about links between concepts, measures and empirical data in the context of survey research, - How to target the right respondents in business surveys (senior decision makers) and principle in questionnaire design to target business unit - Understand cognitive testing and piloting - Gain confidence with sampling techniques and key frames for business surveys - Basic analysis tool to analyse survey data such as coding and deriving confidence interval - Data protection - How to budgeting and costing to work better with contractors
1. Survey design	<ul style="list-style-type: none"> - Approaches to designing a quantitative surveys - Principles of questionnaire design - Researching monetary issues (cost, values, turnover etc) - Measuring attitudes, intentions and behaviours - Maximising response rate - Question banks

2. Data collection	<ul style="list-style-type: none"> - Modes of data collection (e.g. digital, paper survey...) - Data collection by interview - Communicating with interviewers and respondents - Getting the right respondent in business surveys (the one with the information/ one or many questions), recall bias, cognitive capacity and memory factor - Interviewer effect - Cognitive testing - Piloting
3. Sampling	<ul style="list-style-type: none"> - Sampling frames what they are and key frames for business surveys: strengths and weaknesses (commercial and governmental including the IDBR) - Sampling principles and practice - Sample design and implementation - Deriving a sample size to desired confidence intervals
4. Analysis	<ul style="list-style-type: none"> - Coding and classification - Deriving confidence intervals - Sample weighting - Reporting in a clear and credible way
5. Duties and responsibilities	<ul style="list-style-type: none"> - Ethics/data protection - Budgeting and costing

Requirement 2. Multilevel Analysis

Provide training through a series of sessions on practical lessons to survey data analysis:

1. Advanced Sampling
2. Impact Evaluation Design
3. Cluster analysis
4. Factor analysis and Principal Component Analysis
5. Multilevel modelling and longitudinal analysis

The table below indicates the broad learning objectives we would like to achieve from the training.

	Learning Objectives
Advanced Sampling	<ul style="list-style-type: none"> - Understand sampling best practices (i.e. identification of sample size, stratification, randomization, probability and non-probability sampling, testing and assumption underlying different tests, dealing with missing values and other issues)
Impact Evaluation Design	<ul style="list-style-type: none"> - Understand main principles of the design of impact evaluation methods in experimental design (Randomised Controlled Trials, Difference-in-Difference) and quasi experimental design (Propensity Score Matching, Regression Discontinuity Design) - Understand the use each methods and how to evaluate and interpret different methods
Cluster Analysis:	<ul style="list-style-type: none"> - Understand the use of clustering techniques and research applications - Understand the rationale for, the form and limitations of the main models - Gain basic knowledge on how to evaluate and interpret cluster methods

Factor Analysis and PCA	- Understand use of factor analysis techniques and research applications and when to use PCA
Multilevel modelling and Longitudinal analysis	- Understand the application of multilevel (random effects) models in longitudinal research and the processes of using multivariate models (i.e. dynamic models, adjusting for selection bias etc.)

We may not take up all of the sessions listed above, therefore we reserve the right to go ahead and run either of survey methods and multivariate analysis training sessions subject to the quality of the bids received.

Method

DIT are pitching these training courses for beginners to new recruits and as a refresher to existing DIT analysts. Therefore the training needs to be practical and focus on the business as unit of analysis. Please note that you would be required to share teaching material, preparatory reading and slides pack a week in advance as well as cover summaries, and further reading post-training.

The training would be for DIT analysts only. There will be a maximum of 15 delegates at each session. Expected number of sessions for each requirement (Survey methods and Multilevel analysis) is up to a maximum of 5 sessions each.

Training sessions are to be designed to be delivered either as a full or half day sessions. A full day will be from 10:00 – 17:00 with an hour break for lunch. A half day will be either 10:00 – 14:00 or 13:00 – 17:00.

Delivery Location and Equipment

Training will be held at DIT, 1 Victoria Street, London

Projector/screen will be supplied by DIT.

All joining instructions will be the responsibility of DIT.

Travel and subsistence for any trainer should be included in the proposal and will be paid in line with the Governments travel and subsistence rates. See **Annex B**.

Payment Schedule:

DIT will make staged payments in advance of delivery of all the training courses, but this is subject to satisfactory delivery. A failure to deliver, DIT expects a full refund.

Mandatory requirements:

Please ensure the proposed approach is in accordance with existing Governmental guidance:

1. The Magenta Book: <http://www.hm-treasury.gov.uk/magentabook>
2. The Green Book, GSR (Government Social Research). Publishing Research in

Government. January 2010. HM Treasury

http://www.hm-treasury.gov.uk/data_greenbook_index.htm

3. Guidance on evaluating the impact of interventions on business BIS 2011
<http://www.bis.gov.uk/assets/biscore/economics-and-statistics/docs/g/11-1085-guidance-evaluating-interventions-on-business>
4. BIS Evaluation Strategy 2015-16
<https://www.gov.uk/government/publications/bis-evaluation-strategy-2015-to-2016>

Section 5 – Evaluation model

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

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

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

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
Quality	AW6.1	Compliance to the Specification
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria

Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	PROJ1.1	Expertise and skills of trainer/lecturer	30%
Quality	PROJ1.3	Course Content	30%
Quality	PROJ1.4	Relevance to DIT	10%
Quality	PROJ1.5	Project plan and timescale	10%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

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

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

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Price elements will be judged on the following criteria.

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

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

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

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

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

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

Some additional guidance notes

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

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

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

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

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

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

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

USEFUL INFORMATION LINKS

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

Annex A – Examples of surveys commissioned by DIT

Performance and Impact Monitoring Survey

PIMS has been developed in response to the need for consistent monitoring of data across all the key UK Trade and Investment (UKTI) trade development products and services. PIMS is used to report against UKTI's spending review targets and other important measures.

PIMS is a client interview survey that gives evidence for the quality of service UKTI provides to business. It is completed by an independent market research company specialising in business surveys. The survey is based on independent telephone interviews with a sample of users of UKTI's services. These rely on accurate recording of client data on our Customer Relationship Management (CRM) system. All our client survey interviews are voluntary. Clients are guaranteed anonymity, which removes any bias in the way they respond to questions.

<https://www.gov.uk/government/collections/uk-trade-investment-performance-and-impact-monitoring-survey>

Small Business Survey

Provides findings on the performance of small and medium-sized businesses with employees in 2015, and issues that may have affected them.

Questionnaire available in the technical appendix.

<https://www.gov.uk/government/publications/small-business-survey-2015-businesses-with-employees>

Annex B – Travel and Subsistence

All Travel and Subsistence should be in line with DIT's Travel and Subsistence Policy. Claims should always be supported by valid receipts for audit purposes and must not exceed any of the stated rates below. Should the stated rate be exceeded, Defra reserve the right to reimburse only up to the stated rate.

Rail Travel

All Journeys – Standard class rail unless a clear business case demonstrating value for money can be presented. This includes international rail journeys by Eurostar and other international and overseas rail operators.

Mileage Allowance

Mileage Allowance	First 10,000 business miles in the tax year	Each business mile over 10,000 in the tax year
Private cars and vans – no public transport rate*	45p	25p
Private cars and vans – public transport rate	25p	25p
Private motor cycles	24p	24p
Passenger supplement	5p	5p
Equipment supplement**	3p	3p
Bicycle	20p	20p

*NB the 'no public transport rate' for car and van travel can only be claimed where the use of a private vehicle for the journey is essential e.g. on grounds of disability or where there is no practical public transport alternative. If the use of the vehicle is not essential the 'public transport rate' should be claimed.

** Under HMRC rules this expense is taxable.

UK Subsistence

Location	Rate
London (Bed and Breakfast)	£115
UK Other (Bed and Breakfast)	£75