

Invitation to Quote

Invitation to Quote (ITQ) on behalf of UK Research and Innovation
Subject: Creative Industries China Hub Scoping
Sourcing Reference Number: CS20187

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

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF
VAT registration GB618 3673 25
Copyright (c) UK Shared Business Services Ltd. 2014

Version 3.0

UKSBS
Shared Business Services

Table of Contents

Section	Content
1	About UK Shared Business Services Ltd.
2	About the Contracting Authority
3	Working with the Contracting Authority.
4	Specification
5	Evaluation model
6	Evaluation questionnaire
7	General Information

Appendix

- A. Appendix A AHRC creative industries China Hub scoping – Appendices
- B. Appendix B UK-China Research-Industry Creative Partnerships Call Guide
- C. Appendix C UK-CHINA-Workshop Report
- D. Appendix D Travel Subsistence and Expenses Policy
- E. Appendix E UK-China Research-Industry Creative Partnership Grant Awards
- F. Appendix F - UK-China Creative Industries Partnership Development Grants

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

Arts and Humanities Research Council (AHRC)

AHRC funds world-class, independent researchers in a wide range of subjects. Their research provides social and cultural benefits and contributes to the economic success of the UK but also to the culture and welfare of societies around the globe.

<https://ahrc.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	Siân Bureau
3.3.	Buyer contact details	professionalservices@uksbs.co.uk
3.4.	Estimated value of the Opportunity	£60.000 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	Tuesday, 26 May 2020 Location Contracts Finder
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Monday, 15 June 2020 11.00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Tuesday, 16 June 2020
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Monday, 22 June 2020 11.00
3.10.	Anticipated notification date of successful and unsuccessful Bids	Tuesday, 07 July 2020
3.11.	Anticipated Contract Award date	Tuesday, 07 July 2020
3.12.	Anticipated Contract Start date	Monday, 20 July 2020
3.13.	Anticipated Contract End date	Tuesday, 20 October 2020
3.14.	Bid Validity Period	60 Days

Section 4 – Specification

1 Summary

The Arts and Humanities Research Council (AHRC) is commissioning a scoping study to inform the creation of an in-country China Hub designed to facilitate UK-China research-industry collaboration in the creative industries.

This hub will establish a platform from which to drive collaborative R&D activity in the creative industries between the UK and China, encompassing Shanghai as the region driving China's creative industries growth but also looking beyond this to ensure the hub supports work with other key regions in China.

In order to inform the model and scope of the proposed hub, a report is being commissioned to;

- assess current similar activity in the region in order to establish need and learn from existing best practice;
- identify key partners and their levels of engagement (including but not limited to those outlined in Hub Overview below);
- assess options for the geographical scope of the hub in China;
- assess options for the thematic scope of the hub (current activity outlined in Context below);
- assess options for the remit, core functions, and scale of the hub;
- in light of the above, propose a range of working models and modes of delivery to best support collaboration between China and the UK in the creative industries, with a rationale and cost-benefit analysis for each.

The main expected output is a detailed report proposing an options analysis and feasibility study for the hub model. It is anticipated that this report will broadly comprise desk-based research, interviews with a range of stakeholders, expected to include organisations working in a broad range of fields within the creative industries in both the UK and China such as SMEs, major cultural content providers and cultural heritage organisations, as well as researchers working within relevant academic fields, and on the ground scoping activity. However, applicants may propose other mechanisms and methodologies for carrying out this work, particularly given the expectation that this study will be conducted and delivered over a period likely to be disrupted by the COVID-19 outbreak.

2 Background and Context

In its creative industry development plan, issued in April 2017 as part of the country's 13th Five-Year Plan (2016-2020), the Chinese government stated its aim of establishing the cultural and creative industries as a 'pillar industry' of the national economy by 2020. In 2018, the added value of China's cultural and creative industries reached RMB 4.1 trillion (approx. £453 billion according to the current exchange rate) – or 4.48% of China's GDP – representing an increase of 16% since 2017. The cultural and creative industries are central to the Chinese government's plan to rebalance the national economy away from manufacturing and towards a service and knowledge-based economy. According to the annual national survey of 58,000 registered cultural and creative enterprises, total sector revenue in 2019 was RMB 8.6 trillion (approx. £953 billion), an increase of 7.0% on the previous year.

In the context of this rapid growth in China's creative economy, the AHRC is currently running a major programme of activity supporting UK-China collaborations in the Creative Industries, focused on the Shanghai region. The programme is part of UK Research and Innovation's (UKRI) [Fund for International Collaboration](https://www.ukri.org/research/international/fund-for-international-collaboration-fic/) (FIC) - <https://www.ukri.org/research/international/fund-for-international-collaboration-fic/> which aims to enhance the UK's excellence in research and innovation through global engagement, forging new bilateral and multilateral research and innovation programmes with global partners. The programme is supported by £5m on the UK side, plus matched resource from China partners. Initiated in 2018, the programme is being delivered over four years in partnership with Innovate UK (IUK); the Engineering and Physical Sciences Research Council (EPSRC), the Shanghai Economy and Information Technology Commission (SEITC), the Shanghai Theatre Academy (STA) and the Science and Technology Commission of Shanghai Municipality (STCSM).

The overarching aim of the programme is to enable a rapid scaling-up of engagements between the UK and Shanghai to facilitate large-scale research and innovation collaborations, delivering economic, cultural and intellectual benefits. Funding investment to date has established a new and powerful collaborative R&D programme in the Creative Industries between the UK and the region driving China's creative industries growth. Following the successful completion of [13 partnership development awards](#), see Appendix F, 8 large scale UK-China research-industry creative partnerships have been established see Appendix B & E. These will run over a period of up to 36 months and, with co-funding from Chinese sources, will have a value of around £1m per project.

From 2-4 December 2019, a workshop was held in Shanghai with the aim of showcasing existing collaborative projects funded through the FIC China programme and providing a networking opportunity between multiple partners, as well as starting discussions about how the collaboration might develop further. The workshop, which involved senior figures from the policy, academia and industry sectors in the UK and China, highlighted several opportunities for the growth of

partnerships and projects in the creative industries between the two countries. A key recommendation was that, in order to scale up engagement and support more and larger collaborative projects in this sector, appropriate infrastructure in Shanghai was required. This would need to take the form of a centre or hub which would facilitate the work of existing collaborations as well as support the development of new partnerships. It was agreed that access to on the ground expertise in the policy and regulatory landscape is crucial in order to best support collaborations as they are established and subsequently move through the R&D process to commercialisation in this very dynamic sector. As a result, this report is being commissioned in order to scope out the potential shape and structure an investment of this kind might take. Note that, if deemed practicable, the hub would likely commence activity after this initial phase of funding. Please also note, that would be an entirely separate requirement and contract to this particular requirement.

3 Hub Overview

Aim, Scope and Function

Aim

The main aim of the hub is to support and catalyse research and innovation collaborations between the UK and Shanghai in the creative industries, thereby pushing the UK forward as a partner of choice in the sector. The hub will act as a 'gearbox', making 4-way research and innovation partnerships between the UK, China, research and industry easier, and addressing the barriers of working at different speeds, and with different roles and priorities, within these different cultures.

Scope

The scope of the hub is a key area for investigation and will be determined by a combination of appetite amongst stakeholders, feasibility, and the funding model chosen to support it. There are also some specific questions which will help to determine the scope of the hub;

- **Geographical scope - Shanghai or beyond?** The focus of the current FIC programme has been on Shanghai for practical and strategic reasons. China as a whole would be too wide a remit, and so AHRC / UKRI has so far focused on establishing partnerships in Shanghai as the leading hub of the creative industries in China. However, major developments in the wider Yangtze River Delta (YRD) – particularly the economic integration plan – have created the opportunity to expand AHRC's engagement and reach. The hub's relationship to the rest of China will also need to be considered to

ensure that it can fulfil its core functions and avoid missing key opportunities by overly focusing on one city or region.

- **Purpose.** A decision will need to be taken about the main purpose of the hub. For example, should the hub conduct its own research (whether new research or syntheses of existing research), commission research, or not have research as a core function? Alternatively, the hub could include an associated research and innovation programme to fund projects similar to those developed in the current FIC programme. The integration of schemes similar to AHRC's [International Placement Scheme](https://ahrc.ukri.org/funding/internationalfunding/international-placement-scheme/) - <https://ahrc.ukri.org/funding/internationalfunding/international-placement-scheme/> or EPSRC's [Researchers in Residence](https://epsrc.ukri.org/funding/calls/ukri-catapult-researchers-in-residence-programme/) - <https://epsrc.ukri.org/funding/calls/ukri-catapult-researchers-in-residence-programme/> should also be considered. A further question is whether the hub should have data collection and access as a function, as well as how it might balance these and other core functions?
- **Breadth of partnerships.** Given the potential of this initiative and the range of interested organisations, there is a need to consider who would be involved in the development, funding and delivery of the hub both on the UK and China side. In the UK, this includes research funders beyond UKRI, government departments (especially the Department for International Trade (DIT) and the Department for Digital, Culture, Media and Sport (DCMS)) and other organisations (such as the British Council and China Britain Business Council (CBBC)) with a role and interest in this area. Those partnerships will in turn drive the scope and direction of the hub, as well as its co-funders. Given the complexity of the landscape in China, scoping work should be carried out to identify relevant potential Chinese partners, particular beyond Shanghai where AHRC currently has partnerships with SEITC, STA and STCSM.
- **Breadth of remit.** The idea for the hub has developed from a specific focus on sub-sectors within the creative industries that are of mutual interest to the AHRC and its Chinese partners on the FIC programme. However, there is scope for the hub to stretch well beyond this remit. It is likely to be desirable for the hub to cover the creative industries and perhaps creative economy more broadly, but also potentially the application of creative research and technology in other sectors (education, health and transport for example).

It is important to note that however the hub is scoped, for AHRC / UKRI to be a primary funder and initiator, it must have research and innovation at its heart and be developed with support for research / industry collaboration as its core function.

Function

The key function of the hub will be the provision of on the ground expertise that will enable, support and nurture collaboration. Likely core activities are;

- **Policy engagement and analysis.** A significant issue for UK creative businesses and researchers working on collaborative projects in China and developing creative products or experiences is navigating the policy, legal and regulatory systems. In a dynamic sector and rapidly developing country, regulatory and legal frameworks are complex and need careful translation and understanding. For example, two major new laws have come into force recently in China which are likely to have a significant impact on UK collaborative projects in this area: The *China Foreign Investment Law* was implemented on 1 January 2020 and includes several aspects - standards (e.g. the use of 5G technology in China); government procurement (with implications for Chinese IP abroad); IP rights; clarifications of technology transfer IP in joint projects; how complaints are handled in cross-national projects. The *Cyber Security Law* has implications for areas such as cross-border data sharing, storage and access. There are plans for this broad set of laws to be applied through detailed regulation in different sectors, including around digital / creative industries. It would therefore be a key function of the hub to understand, analyse and engage with relevant Chinese organisations around these laws and regulations and help UK projects in China to navigate them.
- **Horizon scanning, signposting and analysis.** A key aspect of the first phase of engagement with China in the creative industries has been shifts in priorities and new areas of development. This in part relates to changes in regulation, but also the emergence of new government priorities or technological and research developments that offer new opportunities or put new barriers in the way of previous areas of collaboration. The hub would continually monitor these and provide clear guidance on trends and opportunities, an important function given the rapid pace of change. This could also include signposting of funding opportunities and analysis of risks and barriers.
- **Partnership building and development.** A core function of the hub will be to broker and facilitate partnerships between the UK and China, research and industry. A key challenge to date has been ensuring that the right partners are visible to one another and can meet and discuss potential collaborations. The hub would provide an on-going facilitation and networking service, helping to map and match potential partners through an in depth understanding of the sector and key players in both countries.
- **Enabling joint funding.** An issue from the current FIC programme has been the complexity of joint funding initiatives. With no natural partner for the AHRC in China, and creative research and innovation funding in Shanghai split across multiple organisations, enabling joint funding of projects is a significant challenge. The hub would not only provide support and advice on funding sources in China, but also provide a potential basis

for hosting joint funding pots, whether for early stage research and development funding, or later stage investment accelerator funding.

- **Advocacy and showcasing.** A key function of the hub would be to promote UK research and innovation around the creative industries in China, in part through the showcasing of successful projects and collaborations. Those leading the hub would become key figures in ensuring the UK moves towards a position of partner of choice in the creative industries.
- **Research.** Were the hub to undertake or commission research, this might focus on building the evidence base in a certain identified area of research, industry or policy need, for example around cultural barriers to collaboration in the creative industries, or on IP in collaborative UK-China projects.
- **Identification, collection, and provision of access to key data sources.** Providing access to key data sources would enable the development of partnerships and support their work. Audience and demographic data are two areas in which interest has already been identified.

4 Scoping

4.1 Scoping: General requirements

As a broad overview, we wish the work to be conducted to achieve the following:

- Engage with UK-based creative industry professionals in academia and industry in order to assess key areas of need and opportunity which the hub might meet. This is likely to take the form of focus groups with selected stakeholders.
- Understand the types of support the hub would provide from a UK creative industry perspective and what model it might use to deliver this.
- Identify existing international models (e.g. Finland, Italy, Israel) to learn from existing best practice.
- Working with UKRI, engage related UK government and non-government bodies (including DIT, DCMS, British Council and CBBC) in order to assess interplay with other related initiatives, explore possible funding models, and establish the unique offer of the proposed hub.
- Working with the UKRI China Office, engage China-based creative industry professionals in academia and industry in order to assess perceived need and strength of support for the hub.
- Understand the role the hub could play in facilitating UK-China partnerships in the creative industries from a China perspective to ensure the proposed model is attuned to Chinese ways of working and cultural expectations.

- Provide a range of options for the core functions of the hub, in particular in relation to research, including associated research and innovation programmes.
- Provide a range of options for the remit of the hub – creative industries and perhaps creative economy more broadly, but also creative research and technology in other sectors (education, health and transport for example).
- Assess the potential geographical scope of the hub (i.e. Shanghai-focussed or encompassing other key Provinces) in order to provide a range of options which balance engagement with key China creative industries partners and manageability within expected available resources.
- Assess the scale of the hub, in order to establish required funding levels, resource and personnel.
- Understand the best mode of delivery, whether through a grant or other mechanism.

4.2 Methodologies and definitions

The commissioned team may use whatever methodologies are most appropriate, in particular in light of the on-going COVID-19 outbreak, to meet the general requirements and expected output. However, it is expected that the following will be included:

- Review existing documentation in the UK, in particular a previously commissioned Creative Industries in China and the UK Scoping and Workshop Report, see Appendix A, and the outcomes of a UK-China creative industries partnership workshop held in Shanghai in December 2019, see Appendix C.
- Source, review and synthesise relevant and equivalent Chinese documentation and information, focusing on the national context and the Shanghai, YRD and Beijing regions in particular.
- Identify and carry out consultations with UK stakeholders (including DIT, DCMS, British Council and CBBC, as well as existing AHRC FIC China Creative Partnership grant holders) to supplement desk-based research.
- Identify and carry out consultations with Chinese stakeholders (including SEITC, STA and STCSM as key stakeholders in this programme) to supplement desk-based research.
- Examine international landscape, including similar platforms already established by Finland, Italy and Israel among others.

4.3 Outputs and deliverables

The below output is expected from the commissioned team:

- A report with recommendations to AHRC about the shape and scope of the proposed hub. The report should provide an options analysis of different approaches with clear recommendations for next steps.
- The report should be provided in both English and Chinese.

It is envisaged that the scoping activity will be completed and the report submitted by 20th October 2020.

Interim catch ups with AHRC by way of Zoom conference calls, accompanied by a progress report from the commissioned team, will take place on a monthly basis over the duration of the project.

The final report should incorporate the following:

- i. Executive summary
- ii. Background and context
- iii. Methodology and approach
- iv. Presentation of findings broken down by key questions
- v. Options and recommendations for hub model

The outputs will be delivered in accordance with the following instructions:

Final Scoping Report to be delivered by email by 20th October 2020.

5 Procurement and Requirements

5.1 Necessary skills and qualifications of Project Team

We are looking to work with highly qualified providers who have deep, relevant and current understanding of the areas identified both in the UK and China. Given the remit of the hub and therefore the scoping study, expertise both within relevant parts of the academic sector and creative industries is vital. It is expected that key members of both communities will be drawn into the study through interviews and a review of literature to provide advice on specific elements.

The commissioned team will be expected to identify the roles of members of their project team, their expertise, their time commitments to the project and daily rates at which work required on the project will be commissioned.

5.2 Eligible costs

Please refer to the Notes for Bidders in the Price Schedule for requirements related to eligible costs and budget.

Please note that Consumables costs, up to a value of £5,000 excluding VAT, can be requested where specifically required to complete the work proposed. This should cover costs not usually incurred by the bidder during routine business operations, and may include items such as access to specialist software, or the set-up of specific communications platforms.

Please note Estates and Indirect Costs / Overheads will not be covered. All travel and subsistence costs must be fully compliant with the UKRI Travel, Subsistence and Expenses Policy, see Appendix D.

The estimated cost of the contract is £60,000 Ex VAT. Where bidders wish to propose work additional to that set out in this document, this should be included in the additional upgrades section of the Price Schedule. Please note that the additional upgrades section is for information only and will not be scored as part of the AW5.2 Pricing Schedule Evaluation

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 ($5+5+6=16\div3=5.33$))

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	GDPR
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	Firm and Fixed Price
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%
Understanding	PROJ1.1	Quality	20%
Methodology	PROJ1.2	Quality	20%
Project Plan and Timescales	PROJ1.3	Quality	15%
Project Team and Capability to Deliver	PROJ1.4	Quality	15%
Risk Management	PROJ1.5	Quality	10%

Evaluation of criteria

Non-Price elements

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

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

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

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

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

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.

100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.
-----	--

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

Example

Evaluator 1 scored your bid as 60
 Evaluator 2 scored your bid as 60
 Evaluator 3 scored your bid as 40
 Evaluator 4 scored your bid as 40
 Your final score will $(60+60+40+40) \div 4 = 50$

Price elements will be judged on the following criteria.

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

For example - Bid 1 £100,000 scores 100.
 Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80
 Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.
 Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.
 Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.
 Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.
 Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

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

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.ukpbs.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](#)