**Invitation to Quote**



**Invitation to Quote (ITQ) on behalf of Department for Business Innovation and Skills (BIS)**

**Subject External Market & Technical Advice for an Investment Decision**

**Sourcing reference number BLOJEU-CR150052BIS**

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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 Innovation and Skills (BIS) transition their procurement to UK SBS and Crown Commercial Service (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 growth projections anticipate this will rise to £1bn in 2013/14.

Our Customers who have access to our services and Contracts are detailed [here](http://www.uksbs.co.uk/services/procure/contracts/Pages/default.aspx).

**Our achievements**

In 2012/13 the Company grew in turnover from £44.7m to £52.4m, within that growth we:

* Reduced the Research Councils’ ‘back office’ expenditure from £32m to £31.3m
* Saved £33m for the Research Councils in verified procurement savings, being greater than the entire cost of the services we provided to them
* Grew our customers from 7 to 22 (this will likely grow by a further 10 in 2013/14)
* Grew our customer base from 11,000 to 18,000 and will likely expand to 23,000+ in 2013/14
* Achieved an annual spend with SMEs that stands out across Central Government as a leading light at 32% (that’s over £104.5M) against the 25% Government target

**Our Procurement ambition**

Our vision is to be recognised as a centre of excellence and deliver a broad range of procurement services across the public sector; to maintain and grow a procurement service unrivalled in public sector.

Procurement is a market-shaping function. Industry derived benchmarks indicate that UK SBS is already performing at or above “best in class” in at least three key measures (percentage savings, compliant spend, spend under management) and compare well against most other measures.

Over the next five years, it is the function’s ambition to lead a cultural change in procurement in the public sector. The natural extension of category management is to bring about a fundamental change in the attitude to supplier relationship management.

Our philosophy sees the supplier as an asset to the business and the route to maximising value from supply. This is not a new concept in procurement generally, but it is not a philosophy which is widely employed in the public sector.

We are ideally positioned to “lead the charge” in the government’s initiative to reform procurement in the public sector.

UK SBS Procurement’s unique selling points are:

* + Focus on the full procurement cycle
  + Leaders in category management in common and specialised areas
  + Expertise in the delivery of major commercial projects
  + That we are leaders in procurement to support research
  + Use of cutting edge technologies which are superior to those used generally used across the public sector.
  + Use of market leading analytical tools to provide comprehensive Business Intelligence
  + Active customer and supplier management

‘***UK SBS’ contribution to the Government Procurement Agenda has been impressive. Through innovation and leadership UK SBS has built an attractive portfolio of procurement services from P2P to Strategy Category Management.’***

**John Collington**

**Former Government Chief Procurement Officer**

*“*

**Section 2 – About Our Customer**

**Department for Business, Innovation and Skills (BIS)**

The Department for Business, Innovation & Skills (BIS) is the department for economic growth. The department invests in skills and education to promote trade, boost innovation and help people to start and grow a business. BIS also protects consumers and reduces the impact of regulation.

BIS is a ministerial department, supported by [48 agencies and public bodies](https://www.gov.uk/government/organisations#department-for-business-innovation-skills).

**Department for Business, Innovation and Skills achievements include:**

* Funding 457,000 apprenticeship starts in 2010-11 Academic Year
* Committing £75 million to support innovation in technology-based SMEs
* Helping 25,000 UK businesses (mainly SMEs), employing over 13 million people, to make the most of opportunities for growth in overseas markets; [Growth Accelerator](http://www.growthaccelerator.com) is a new Department for Business funded-service to help up to 26,000 small and medium enterprises (SMEs) grow as much as they can over three years. Working with an experienced coach, businesses will receive a personalised growth plan, training and workshops, networking and peer to peer support. SMEs can also learn how to develop their leadership and management capability.
* With the Cabinet Office, leading the review of 1,200 regulations across Government as part of the Red Tape Challenge, more than half of which will be scrapped or improved.

<http://www.bis.gov.uk>

**Section 3 - Working with UK Shared Business Services Ltd.**

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

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| **Section 3 – Contact details** | | |
| 3.1 | Customer Name and address | Department for Business, Innovation & Skills (BIS) |
| 3.2 | Buyer name | UK Shared Business Services |
| 3.3 | Buyer contact details | Research@uksbs.co.uk |
| 3.4 | Estimated value of the Opportunity | £70,000.00 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**](http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx)**.**  **Please note submission of a Bid to any email address including the Buyer will result in the Bid not being considered.** |

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| **Section 3 - Timescales** | | |
| 3.6 | Date of Issue of Contract Advert and location of original Advert | 20/07/2015  Contracts Finder |
| 3.7 | Latest date/time ITQ clarification questions should be received through Emptoris messaging system | 24/07/2015  17.00 |
| 3.8 | Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris | 27/07/2015  17.00 |
| 3.9 | Latest date/time ITQ Bid shall be submitted through Emptoris | 31/07/2015  14.00 |
| 3.10 | Date/time Bidders should be available *if* face to face clarifications are required.  These will be conducted through either telephone or face to face sessions.  Bidders should be aware that they may be required for a clarification session at a location determined by the customer during this period. | Week commencing 03/08/2015 |
| 3.11 | Anticipated rejection of unsuccessful Bids date | 31/07/2015  14.00 |
| 3.12 | Anticipated Award date | 01/08/2015 |
| 3.13 | Anticipated Contract Start date | 04/08/2015 |
| 3.14 | Anticipated Contract End date | 31/12/2015 |
| 3.15 | Bid Validity Period | 60 Days |

**Section 4 – Specification**

**Introduction**

The Civil Aerospace unit sits within the Business and Local Growth group in BIS. The unit’s role is to support the growth and competitiveness of the UK’s aerospace sector. Other teams from BIS will also be actively involved in this project.

**Aims**

The tender exercise is to seek an external advisor to support the work of the BIS Civil Aerospace team, who are responsible for providing risk-sharing investments with the aerospace industry for part-funding the design and development of new aerospace products. This risk-sharing investment is known as Repayable Launch Investment (RLI).

The reason for the tender is that the BIS Civil Aerospace team are conducting a review of their investments and an external advisor is desired to provide an outside perspective to the investment portfolio as well as support work being carried out by internal analysts. It is important that BIS receives advice from a firm with specialist knowledge of the aerospace sector so that BIS obtains a qualified independent view that, alongside its own view, can make sound judgements on protecting and getting value for money on its investment.

BIS requires the external advisors to provide aircraft market analysis for a range of large commercial aircraft, as well as technical analysis of the performance and competiveness of these aircraft to support our internal project.

**Objectives**

* External market analysis advice including:
  + A market overview and outlook for a range of large civil aircraft programmes, with detail on market demand drivers, trends and the current and potential competitive landscape
  + A market forecast for these aircraft programmes and any future versions which may be launched, to include an annual forecast of unit deliveries and a narrative around the forecast explaining assumptions and sensitivities
  + Reviewing internal and external market documentation and information relevant to this segment, this could include any business case information held or subsequently received.
* External technical analytical advice including:
  + Assess feasibility of any potential improvements to these aircraft programmes with reference to efficiency targets and delivery timing and key areas of risk (new technology, materials, manufacturing processes)Perform an aircraft performance analysis (of the impact of any proposed major improvements and how that would position the various aircraft in relation to competitor aircraft)
  + Reviewing internal and external technical documentation and information relevant to this segment, this could include any business case information held or subsequently received

**Background/Context:**

• Repayable Launch Investment (RLI) is risk sharing finance provided by government to aerospace companies to help finance non-recurring capital costs of the design and development of aerospace programmes. Repayment is usually contingent on the successful sales of the aircraft or engine developed. RLI helps brings aircraft programmes to market at the end of the product development cycle.

**Scope**

**What is to be included:**

* Provide BIS with a view of the market outlooks for a range of large civil aircraft programmes.
* Provide BIS with a technical analysis of these programmes and any developments of them, including performance analysis.
* Support BIS’ internal project by reviewing internal and external documentation and information, this could include any business case information.
* To attend meetings with BIS at our offices and to also potentialy attend meetings with aerospace businesses (probably in London).

**Specifics:**

Market Analysis to include:

* Independent view on likely future demand for the current and potential large aircraft programmes, including:
  + an overview of the relevant market segment
  + these programmes positioning in the segment and;
  + the impact of any future aircraft developments on the segment
* An annual unit delivery forecast of the current large civil aircraft programmes and any developments, including:
  + an annual forecast of unit deliveries for at least a 20-year period
  + a narrative on forecast drivers and the assumptions used
  + analysis of sensitives in the forecast provided including impact of potential competitor product strategies on the large civil aircraft segment
* Reviewing internal and external market information relevant to this segment, this could include any business case information held or subsequently received.

Technical analysis to include comment on:

* Assessment of the feasibility of potential improvements to programmes in the large civil aircraft segment in terms of;
  + The impact that key changes might have of the market demand and technical specification of the aircraft
  + Key areas of risk (new technology, materials, manufacturing processes)
* Perform an aircraft performance analysis of current large civil aircraft programmes, in relation to current and potential future competition, including:
  + Comparison of the performance specifications and competitiveness of current aircraft and any improved programmes, through analysis of trip and seat-miles costs of these aircraft
* Reviewing internal and external technical information relevant to this segment, this could include any business case information held or subsequently received.

**Deliverables**

* *Mandatory* - Written advice on aerospace market and technology issues

**Deadlines / Timetable**

* Mid/late-August 2015 – a first (interim) report giving initial view of market and technical issues around the aircraft programmes based upon consultant’s internal knowledge.
* Mid-September 2015 – a final (draft) report on market and technical analysis, including the market forecast and performance analysis.
* Mid-October 2015 – Final report agreed by BIS and delivered electronically to BIS

Completion date is fundamental to the success of the project

**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÷3 = 5.33)

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| **Pass / fail criteria** | | | |
| **Questionnaire** | **Q No.** | **Question subject** |
| Commercial | FOI1.1 | Freedom of Information Exemptions |
| Commercial | AW1.1 | Form of Bid |
| Commercial | AW1.3 | Certificate of Bona Fide Bid |
| Commercial | AW3.1 | Validation check |
| Commercial | AW4.1 | Contract Terms |
| Price | AW5.5 | E Invoicing |
| Price | AW5.6 | Implementation of E-Invoicing |
| Quality | AW6.1 | Compliance to the Specification |
| - | - | Invitation to Quote – received on time within e-sourcing tool |

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| **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 | 30.00% |
| Quality | AW6.2 | Understanding Aerospace | 20.00% |
| Quality | AW6.3 | Understanding The Requirements | 20.00% |
| Quality | AW6.4 | Proposed methodology & Objectives | 20.00% |
| Quality | AW6.5 | Project Team Project Management & Contingencies | 10.00% |

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| **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 x 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 x 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 50  Evaluator 4 scored your bid as 50  Your final score will (60+60+50+50) ÷ 4 = 55 |
| **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 x 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**](http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx)

**PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY**

**Section 7 – General Information**

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| **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.

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| **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.

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| **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 60days 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](http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx)
* [Emptoris e-sourcing tool](https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp)
* [Contracts Finder](https://online.contractsfinder.businesslink.gov.uk/)
* [Tenders Electronic Daily](http://ted.europa.eu/TED/main/HomePage.do)
* [Equalities Act introduction](http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/equality-act-starter-kit/video-understanding-the-equality-act-2010/)
* [Bribery Act introduction](https://www.gov.uk/government/publications/bribery-act-2010-guidance)
* [Freedom of information Act](http://www.ico.org.uk/for_organisations/guidance_index/freedom_of_information_and_environmental_information)