



Invitation to Quote

**Invitation to Quote (ITQ) on behalf of The Department for Business,
Energy & Industrial Strategy (BEIS)**

**Subject: Understanding the Psychological and Cultural Factors
Underpinning Risk Perception of Products**

Sourcing Reference Number: CR20119

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

UK SBS currently manages £700m expenditure for its Contracting Authorities. Our Contracting Authorities who have access to our services and Contracts are detailed [here](#).

Privacy Statement

At UK Shared Business Services (UK SBS) we recognise and understand that your privacy is extremely important, and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UK SBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.

- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

<https://www.ukpbs.co.uk/use/pages/privacy.aspx>

Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the General Data Protection Regulation (GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications and experience of employees whose CVs are submitted as part of the bid.

Purpose

The Contracting Authority are processing your personal data for the purposes of the tender exercise, or in the event of legal challenge to such tender exercise.

Legal basis of processing

The legal basis for processing your personal data is processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice.

Recipients

Your personal data will be shared by us with other Government Departments or public authorities where necessary as part of the tender exercise. The Contracting Authority may share your data if required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

All submissions in connection with this tender exercise will be retained for a period of (7) years from the date of contract expiry, unless the contract is entered into as a deed in which case it will be kept for a period of (12) years from the date of contract expiry.

YOUR RIGHTS

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the European Union

COMPLAINTS

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

CONTACT DETAILS

The data controller for your personal data is:

The Department for Business, Energy & Industrial Strategy (BEIS)

You can contact the Data Protection Officer at:

BEIS Data Protection Officer, Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET. Email: dataprotection@beis.gov.uk.

Section 2 – About the Contracting Authority

Department for Business, Energy & Industrial Strategy (BEIS)

The Department for Business, Energy and Industrial Strategy (BEIS) was created as a result of a merger between the Department of Energy and Climate Change (DECC) and the Department for Business, Innovation and Skills (BIS), as part of the Machinery of Government (MoG) changes in July 2016.

The Department is responsible for:

- developing and delivering a comprehensive industrial strategy and leading the government's relationship with business;
- ensuring that the country has secure energy supplies that are reliable, affordable and clean;
- ensuring the UK remains at the leading edge of science, research and innovation; and
- tackling climate change.

BEIS is a ministerial department, supported by 46 agencies and public bodies.

We have around 2,500 staff working for BEIS. Our partner organisations include 9 executive agencies employing around 14,500 staff.

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

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	Department for Business, Energy & Industrial Strategy (BEIS) of 1 Victoria Street Westminster, London SW1H 0ET
3.2.	Buyer name	Karl Oakley
3.3.	Buyer contact details	Research@uksbs.co.uk
3.4.	Estimated value of the Opportunity	£120,000.00 excluding VAT for Phase 1 and Phase 2. Phase 1 – Estimated £10,000 excluding VAT Phase 2 – Estimated £110,000 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	Thursday 24 th December 2020
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Monday 25 th January 2021 11:00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Tuesday 26 th January 2021
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Monday 1 st February 2021 14:00
3.10.	Date/time Bidders should be available if clarifications are required	Wednesday 3 rd February 2021
3.11.	Anticipated notification date of successful and unsuccessful Bids	Monday 15 th February 2021
3.12.	Anticipated Contract Award date	Monday 15 th February 2021
3.13.	Anticipated Contract Start date	Monday 22 nd February 2021
3.14.	Anticipated Contract End date	Tuesday 30 th November 2021
3.15.	Bid Validity Period	60 Working Days

Section 4 – Specification

Background

The Office for Product Safety & Standards (OPSS) was established by BEIS in January 2018 to enhance consumer protection and drive forward increased productivity, growth and business confidence.

In order to design policies, guidance and campaigns that will be cost effective for OPSS and useful to consumers, we need to understand how consumers think. In particular: how people perceive product risk across different products, what they think their responsibilities are and how this ultimately impacts their choices.

As set out in the 2018-2020 strategy, OPSS is committed to making the best use of data and evidence to drive decisions and interventions. The OPSS C-19 Product Safety Assessment evidence collation used a range of sources including Trading Standards intelligence, social media monitoring, open source research, ports reporting and inputs from subject matter experts to define the risk levels linked to the COVID pandemic and the implications for product safety. It also included behavioural insight statistics through consumer surveys. However, these assessments did not include behavioural impact research answering the strategic question of why people think that way. The OPSS evidence base of how risk is perceived for certain products is low, if non-existent. This piece of work aims to fill in this evidence gap and create a baseline understanding of how consumers view risk.

The proposed research project would consist of two online surveys, each surveying 1000–1500 consumers on a range of potential hazards residing within products. These include: products, and/or the technologies involved in their production, and/or their functionalities based on OPSS priority areas and horizon scanning activities (approx. 15) (e.g. 3D printing, smart clothing, hoverboards, automated vacuum cleaners, fitbit, etc...). For each hazard respondents will be asked to provide their judgments on a range of dimensions (e.g. controllability, awareness, likelihood of harm to health, seriousness of harm to health, natural/manmade, knowledge – personal risk, knowledge – scientific risk, newness, immediacy of effects, benefits, tolerance).

Without knowing why, the UK population perceives risks from products, OPSS work could be inherently reactive based on market issues and specific product problems. The survey results are valuable for building our data capability, however the analytical aspect of the work (risk perception tool) will allow OPSS to become a pillar for knowledge dissemination among consumers. The model could allow OPSS to proactively test processes, strategies, product safety problems and how they impact risk perception behaviour on a granular or population level. This project will allow OPSS to develop our behavioural insights capability and develop cost effective interventions across a range of policy areas and markets.

We want to increase our data capability as behavioural insights decision-making has been proven as a cost-effective technique for improving public services and delivering positive results for citizens and society ⁽¹⁾. The risk perception approach (psychometric method of capturing public risk perceptions) that will be used in this project has a long-established history (60 years) in the behavioural sciences dating back to the 70s and 80's ^(2, 3, 4, 5). The

1 <https://www.bi.team/publications/the-behavioural-insights-team-annual-report-2017-18/>

2 <https://science.sciencemag.org/content/236/4799/280>

3 <https://link.springer.com/article/10.1007/BF00143739>

4 https://link.springer.com/chapter/10.1007/978-94-010-1276-8_2

5 <https://psycnet.apa.org/record/1980-20983-001>

risk perception approach that will be examined, has been used in understanding public perceptions of risk regarding nuclear power^{6,7}), nuclear weapons (⁸ genetically modified crops^{9,10}), and discussed most recently regarding food safety (¹¹).

Findings from the research will inform all product safety policy and communication workstreams by providing OPSS teams with information on consumers' behaviour around risk. The baseline information could be used as a benchmark for future surveys so we can track how people's perception of risk changes over time. The model will be used to establish a risk profile baseline for risk assessments undertaken by the OPSS Risk division.

As funding has not yet been approved beyond March 2021 for this project, the project is split into two distinct phases. Phase 1 will cover week 1-4 'Literature review' deliverables up to 31 March 2021 for which funding has been approved. Phase 2 will cover deliverables from 1 April 2021 to the conclusion of the contract. Phase 2 can only commence once funding has been approved. *This is expected to be known in February/March 2021.*

There will be a break clause in the contract at the end of Phase 1 for the contracting authority to review the deliverables for BEIS to decide on the continuation of contract. For clarity, if the break clause is initiated the contract will expire on Wednesday 31st March 2021.

Aims and Objectives

The principal objective of this research is to understand consumer perception of risk and risk responsibilities. The aims of the project are:

- To produce a literature review that includes review of publications around the topic. The structure of which should be outlined, along with the details of a design of the first experiment, before end of March 2021
- To quantify consumers perceptions of risk by product type
- To inform the accuracy of OPSS risk measurement systems
- To develop a quantitative risk baseline tool outlining consumers perception of risk responsibility in the product safety system
- To produce recommendations on next steps
- To understand why, based on psychological and cultural analysis, the pattern of risk perceptions might differ for different product, technologies involved in the production of products, where products are purchased

Questions we would like to be answered through the evaluation are;

- To what extent does the level of awareness of hazards impact judgements of risk?
- To what extent does the level of knowledge of hazards impact judgements of risk?
- To what extent does perceived controllability impact judgements of risk?

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https://heinonline.org/HOL/Page?handle=hein.journals/ajic19&div=19&g_sent=1&casa_token=VG3B0Byvm0UAAAAA:jL2khSiWCTa6sCVYpwwqK6r1P54p103XHps6vQhb-qZF-Q1U1QKocOGttenM3id2sFOIZC_sg&collection=journals

7 <https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1559-1816.1996.tb00079.x>

8 <https://www.pnas.org/content/117/34/20474.short>

9 https://www.sciencedirect.com/science/article/abs/pii/S0950329305001515?casa_token=5iLeTe8zBAEAAAAA:44xl05jM-x6UGmnSFywBe3rg1mfsYQ60CSZ_BcnMU5U22xM7N0ZevOp12HrdP5oGbWLMrw8DmM

10 <https://onlinelibrary.wiley.com/doi/abs/10.1111/j.1539-6924.1996.tb01095.x>

11 https://www.sciencedirect.com/science/article/abs/pii/S0924224420305392?casa_token=7yuVdfZnvJ0AAAAA:pt-otscd8R_9-UTMCy_S5EelOriYshY1UmV5XaMtvZ23JvSm-Vxxd_epmpXQnNvGuLWohZ-19oA

- To what extent does the level of awareness of hazards impact tolerance of risks?
- To what extent does the level of knowledge of hazards impact tolerance of risk?
- To what extent does perceived controllability impact tolerance of risk?
- To what extent does the level of awareness of hazards impact attributions of responsibility to different actors in the system (consumers, regulator, manufacturers) for products varying by level of perceived risk?
- To what extent does the level of knowledge of hazards impact attributions of responsibility to different agents in the system (consumers, regulator, manufacturers) for products varying by level of perceived risk?
- To what extent does the level of perceived controllability of hazards impact attributions of responsibility to different agents in the system (consumers, regulator, manufacturers) for products varying by level of perceived risk?
- To what extent is there convergence across respondents by judgements of risk based on different product categories (e.g., cosmetics, white goods, DIY tools)
- To what extent is there convergence across respondents by judgements of risk based on different avenues by which products are purchased (high street vs. online).

We would like these questions to be answered for a range of potential hazards residing within products. These include products, and/or the technologies involved in their production, and/or their functionalities based on OPSS priority areas and horizon scanning activities (approx. 15) (e.g. 3D printing, smart clothing, hoverboards, automated vacuum cleaners, fitbit, etc...). For each hazard respondents will be asked to provide their judgments on a range of dimensions (e.g. controllability, awareness, likelihood of harm to health, seriousness of harm to health, natural/manmade, knowledge – personal risk, knowledge – scientific risk, newness, immediacy of effects, benefits, tolerance).

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Suggested Methodology

We would like to ask that bidders have a background in using 'Prolific academic' and 'Qualtrics', or equivalent, and to demonstrate a strong research track record of peer-reviewed publications in international high impact journals. These tools are widely used in the academic field to analyse behavioural insights (¹², ¹³, ¹⁴). The added value to OPSS is both the generation of user data and the development of a novel risk baseline tool/model. The latter stipulates the need for appropriate scientific expertise and input. We would like to ask bidders to demonstrate their competence in fulfilling these requirements that will allow them to fulfil the aims and objective of this proposal.

¹² <https://www.sciencedirect.com/science/article/abs/pii/S2214635018302636>

¹³ <https://link.springer.com/article/10.3758/s13428-015-0578-z>

¹⁴ <https://onlinelibrary.wiley.com/doi/abs/10.1002/mar.21159>

The suggested methodology is to conduct two online surveys conducted through a platform such as 'Prolific Academic' which is online software that enables us to ask a representative sample size of people reflecting that of the UK populous (over 47,000 UK residents are on the Prolific Academic participant panel). The design of the survey will be informed by the technical project manager working alongside contractors. Before the two surveys are implemented, piloting work will be carried out to ensure that the participants fully understand the instructions and the risk perception questions being asked of them. We suggest that Principal Components Analysis (PCA) – a statistical procedure for handling high dimensional data set to be used within this study as it has shown to work well in similar academic surveys. It can reduce the large set of qualities (e.g. familiarity, awareness, controllability) into a smaller set (termed 'principal components') which can explain most of the variance in the original judgments that are provided by respondents. It is anticipated that the majority of the questions asked in the survey will be closed questions. It is expected that bidders need to provide assurances that both ethics considerations and GDPR policies are complied with. The winning bid is expected to go through best practice ethics and data protection (DP) quality assurance processes in line, or going beyond, BEIS ethics and DP requirements. It is expected that the winning bid will offer a theoretical and formal approach to understanding risk perception in the domain of product safety, and that the bidders will have an established record of published work that will ground the findings from the empirical work, to not only answer what patterns of risk perceptions are attached to different product types but also why the patterns emerge in the way that they do. We expect this to be addressed from the lens of psychological research on risk perception, and cultural dynamics.

Deliverables

Phase 1 (for which funding has been approved) – BEIS can guarantee funding of up to £10k for this phase

Week 1 to 4 review of the literature

Phase 2 (for which funding has not yet been approved)

Week 5 to 8 Piloting of materials for use in online survey 1

Week 9 to 12 Piloting of materials for use in online survey 2

Week 13 to 19 run and analyse online survey 1 (nationally representative sample)

Week 20 to 26 run and analyse online survey 2 (nationally representative sample)

Week 27 to 40 Formal computational models/statistical modelling of the survey data (risk perception baseline tool)

Week 44 Original data sets which will be made publicly accessible and which will not have any IPs, so that OPSS will have shared ownership of the data

Week 44 to 52 A peer-reviewed journal publication outlining critical analysis of risk perception levels based on survey responses

Week 50 to 52 A report to OPSS summarising: critical findings, recommendations regarding risk perceptions of the public, and risk communication strategies to target different groups, or types, of hazards associated with a range of products

Week 50 to 52 A PowerPoint presentation for OPSS summarising key findings and recommendations

Terms and Conditions

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

Section 5 – Evaluation model

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

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

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

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

Pass / Fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL2.12	General Data Protection Regulations (GDPR) Act and the Data Protection Act 2018
Commercial	FOI1.1	Freedom of Information
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Price	AW5.1	Maximum Budget
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
Quality	AW6.3	Prolific Academic
-	-	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	20.00%
Quality	PROJ1.1	Approach	40.00%
Quality	PROJ1.2	Staff to Deliver	10.00%
Quality	PROJ1.3	Understanding the Environment	20.00%
Quality	PROJ1.4	Project Plan and Timescales	10.00%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

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

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

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: $\text{Score/Total Points multiplied by 50}$ ($80/100 \times 50 = 40$)

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 how to register and use the e-sourcing portal is available at <http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

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

Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Delta eSourcing, Telephone 0845 270 7050
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Delta eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Delta eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of

any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

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

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

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

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

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

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)