



Invitation to Quote

**Invitation to Quote (ITQ) on behalf of The Advisory, Conciliation
and Arbitration Service (ACAS)**

**Subject UK SBS PS16229 Accreditation for the Certificate in
Internal Workplace Mediation (CIWM)**

Sourcing reference number UKSBS PS16229

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

Registered in England and Wales as a limited company. Company Number 6330639.
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UKSBS

Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

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

Section 2 – About Our Customer

Advisory Conciliation and Arbitration Service (ACAS)

An independent body, largely funded by the Department for Business Innovation and Skills (BIS), ACAS was established formally by statute in 1976. Today it employs around 750 people with a devolved structure with offices in 12 areas grouped into four ACAS regions across England, Scotland and Wales. The Head Office for ACAS is based in London and houses a wide range of corporate support functions and policy makers including the Strategy Directorate who are commissioning this work. Within the Strategy Directorate are the Strategy Unit, Information and Guidance team, Equality and Diversity team, Communication teams and Research and Evaluation Section (RES). RES will manage the project.

ACAS aims to improve organisations and working life through better employment relationships and through a range of services which are delivered with independence, impartiality and are confidential.

ACAS is well known for its role in providing a dispute resolution service both in collective and individual disputes. ACAS offers a collective conciliation service for dealing with disputes between groups of workers and their employers. ACAS also deals with disputes where individuals claim their employer has breached their legal rights and ACAS has a statutory duty to promote the resolution of claims which might result in an Employment Tribunal.

ACAS also provides authoritative advice and guidance on employment and work matters to organisations and their employees, through online and telephone channels. ACAS' national and regional advisers help organisations improve their employment practice, as well as solve problems when things go wrong, ACAS training and tailored projects help organisations develop employee engagement and productive working environments.

ACAS uses its insight and knowledge of workplace relations to inform policy development working with Government and wider stakeholders.

ACAS' main services can be grouped as follows (all of which would benefit from inclusion in this economic impact assessment):

Resolution of collective industrial disputes:

- Collective Conciliation
- Collective Arbitration
- Workplace Projects to prevent disputes through improved workplace relations

Resolution of individual rights disputes:

- Individual Conciliation in Employment Tribunal claims (IC)
- Early Conciliation in potential Employment Tribunal claims (EC)

Provision of information and advice on employment rights and obligations:

- Helpline - interactive service delivered by phone
- 'Helpline on-line' tool (a question and answer service on the ACAS website)
- Helpline 'webchat' (another form of helpline advice, using real-time online communication between an ACAS advisor and ACAS users)

Services to provide direct assistance to improve workplace practices:

- Open access training services
- Workplace (bespoke) training services
- Charged Workplace Projects (ACAS advice and facilitation to jointly address workplace problems with management and employee representatives)
- In-depth advice (face-to-face visits or telephone advisory work to address workplace problems)
- Mediation in disputes or relationship breakdowns among individuals or groups in the workplace
- Certificate in Internal Workplace Mediation (CIWM): an accredited five day training course in mediation for delegates to use in their own workplace

Guidance to set standards and support self-help in adopting them:

- Statutory Codes of Practice
- Online non-statutory guidance (found on the ACAS Website)
- On-line tools for self-assessment and education accessed via ACAS website, for example ACAS' e-learning modules and the ACAS Model Workplace (AMWP) tool
- Website and other online communication content (employment relations research and discussion papers and advice and signposting to advice on social media etc) which improve employment relations and are not covered in the above

Waived fee and charged services

The majority of ACAS services are free at the point of use, however since around the year 2000 ACAS has offered charged-for services which recover their costs (they break even rather than make a profit). These services are Open Access Training and Workplace Training services; those Workplace Projects which are not related to preventing an imminent or existing collective dispute; Certificate in Internal Workplace Mediation (CIWM) Training; and Mediation to help individuals and groups resolve workplace issues or differences (which are outside the Employment Tribunal and collective conciliation systems).

www.ACAS.org.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.

Section 3 – Contact details		
3.1	Customer Name and address	The Advisory, Conciliation & Arbitration Service (ACAS), Euston Tower, 286 Euston Road, London, NW1 3JJ
3.2	Buyer name	Sharon West
3.3	Buyer contact details	Professionalservices@uksbs.co.uk
3.4	Estimated value of the Opportunity	£17,576.00 exclusive of VAT (for the full potential three years of the contract)
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	27/10/2016
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	01/11/2016 14:00hrs
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	02/11/2016 14:00hrs
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	09/11/2016 14:00hrs
3.10	Date/time Bidders should be available if face to face clarifications are required	W/C 14/11/2016
3.11	Anticipated rejection of unsuccessful Bids date	21/11/2016
3.12	Anticipated Award date	21/11/2016
3.13	Anticipated Contract Start date	01/04/2017
3.14	Anticipated Contract End date	31/03/2018 with the option to extend on an

		annual basis for upto a further 2 years (1+1+1)
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Background

The Advisory, Conciliation & Arbitration Service (Acas) is a non-departmental public body (NDPB) funded by the Department for Business, Energy and Industrial Strategy (BEIS).

Acas seeks to improve organisations and working life through better employment relations. To achieve this, Acas provides up to date information, independent advice, high quality training and consultancy services to help employers and employees in solving workplace problems and working together effectively.

ACAS has a UK wide presence, employing around 900 staff: 700 of these are office-based at locations throughout Great Britain; the remainder being in ACAS National in London. The Certification Office and Central Arbitration Committee are co-located with Acas National.

CIWM event synopsis

The Acas CIWM training course currently enjoys accredited status, and is delivered over 5 days on an 'open access' basis in Acas' regions across the UK. The CIWM event is also delivered on a UK wide basis, to single organisations who wish to train and develop significant numbers of staff in workplace mediation. Delegate volumes are typically 275 – 325 per year.

The Acas tutors who deliver the learning are senior practitioners. They are experienced trainers, equipped with a 'toolkit' of skills and techniques to enable them to deliver the learning. Many of them carry out mediation within organisations and can draw down from these experiences to assist delegates with their learning.

The CIWM course consists of 5 units as follows:

- Unit 1: Understanding Conflict and Mediation in the Workplace
- Unit 2: Introducing the Clients to Mediation
- Unit 3: Moving Through the Mediation Process
- Unit 4: Skills and Strategies for Managing the Mediation Process
- Unit 5: Practising Mediation Skills

The units are progressive, and form a complete programme leading to the Certificate in Internal Workplace Mediation.

The CIWM event offers a variety of learning styles and methods to meet the needs of candidates. These include: -

- Tutor input sessions
- tutor led discussions
- syndicate workshops
- Individual and group exercises
- Role plays

Acas requirements – accreditation for the CIWM training course.

- Duration of contract: - 1.4.17 – 31.3.18 with the option to extend on an annual basis for up to a further 2 years (1+1+1).
- **Direct Claim Status – It is Acas' strong preference to have direct claims status (DCS) for the CIWM award. If DCS is not attainable immediately, Acas would expect it within a reasonably brief period.**
- **The successful bidder will be expected to:-**
 - 1) Provide accredited certification to successful delegates completing CIWM events beginning on or after the 1st April 2017 (under the current specification of the course or very similar) and assessed by CIWM tutors as meeting the necessary standard.
 - 2) Work in partnership with Acas to evolve the current specification, taking in to account methods of learning delivery and ways of assessment; and thereafter, adopt a balanced approach of continuous improvement whilst maintaining the stability and consistency of the event.
 - 3) Demonstrate that management information systems exist to show continuity planning and risk analysis to ensure that certification is provided to successful candidates in an appropriate and timely manner, taking into account issues such as:
 - i. Regular internal and external verification processes
 - ii. Acas direct access to supplier information systems to register CIWM delegates
 - iii. Key administrative arrangements e.g. 4 weekly timescales to produce CIWM certificates to successful candidates
 - iv. Acceptance of either E-copy or hard copy delegate written work
 - v. Agreed regular invoicing arrangements
 - vi. Continuity of professional relationships with key Acas staff to identify efficiencies whilst maintaining standards.
 - 4) Demonstrate equality and diversity policy exists and is applied
 - 5) Be professionally qualified to award accreditation and have membership of UKAS, IAF or similar bodies.
 - 6) Have quality controls in place to ensure high standards of service.
 - 7) Plans for Continuous Improvement.

8) Have an equality and diversity policy in place.

Section 5 – Evaluation model

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

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

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

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Quality	AW6.1	Compliance to the Specification
Quality	PROJ1.1	Accreditation
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria

Evaluation Justification Statement

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

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	PROJ1.2	Understanding the Requirement	40%
Quality	PROJ1.3	Delivering a Quality Service	40%
Quality	PROJ1.4	References	For Information only

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with

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

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

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Price elements will be judged on the following criteria.

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

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

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

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

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

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

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

DO NOT

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

Some additional guidance notes

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

- 7.38 Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.
- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

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