



# Invitation to Quote

Questions

**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 UK SBS PS16229**

**UK Shared Business Services Ltd (UK SBS)**  
[www.uksbs.co.uk](http://www.uksbs.co.uk)

Registered in England and Wales as a limited company. Company Number 6330639.  
Registered Office North Star House, North Star Avenue, Swindon, Wiltshire SN2 1FF  
VAT registration GB618 3673 25  
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**UKSBS**  
  
*Shared Business Services*

## **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**

## COMMERCIAL QUESTIONNAIRE

<b>SEL1.1</b>	<b>Please state the full legal name and address and contact details of the organisation tendering (or organisation acting as lead contact where a consortium bid is being submitted).</b>																									
Bidder guidance	<p>The information should be based on the details of the organisation bidding (or organisation acting as lead contact where a consortium bid is being submitted).</p> <p>This is the legal entity with whom we will Contract if successful.</p>																									
Scoring criteria	For information only																									
Bidder response	<table border="1"> <thead> <tr> <th colspan="2">Table</th> </tr> </thead> <tbody> <tr> <td>Bidders full legal name</td><td></td></tr> <tr> <td>Address line 1</td><td></td></tr> <tr> <td>Address line 2</td><td></td></tr> <tr> <td>Address line 3</td><td></td></tr> <tr> <td>Address line 4</td><td></td></tr> <tr> <td>Town / City</td><td></td></tr> <tr> <td>Country</td><td></td></tr> <tr> <td>Post code (or equivalent)</td><td></td></tr> <tr> <td>Bidder contact</td><td></td></tr> <tr> <td>Telephone No.</td><td></td></tr> <tr> <td>Email</td><td></td></tr> </tbody> </table>		Table		Bidders full legal name		Address line 1		Address line 2		Address line 3		Address line 4		Town / City		Country		Post code (or equivalent)		Bidder contact		Telephone No.		Email	
Table																										
Bidders full legal name																										
Address line 1																										
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Bidder contact																										
Telephone No.																										
Email																										

<b>SEL1.2</b>	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;</p> <p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p>
Bidder guidance	<p>The Bidder shall answer <b>Yes</b> or <b>No</b></p> <p><b>Yes</b> – Pass</p> <p><b>No</b> – Fail</p> <p>*If you have answered “yes” please provide, as an attachment to this question, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to UK SBS’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Bidder response	Yes / No

FOI1.1	<p><b>FREEDOM OF INFORMATION ACT 2000 (FOI) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR)</b></p> <p>Information provided in the course of the procurement process may be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004 if requested under an FOI request or EIR request.</p> <p>Please note that some of the information provided may be protected under the FOI Act exemptions and EIR Exceptions. More information on applying the exemptions or exceptions can be found under the Information Commissioners Office (ICO) website <a href="http://ico.org.uk">http://ico.org.uk</a></p> <p>Please confirm you have been informed that information provided under this Bid may be disclosed under the FOI Act 2000 and Environmental Information Regulations 2004 and agree to it being published irrespective of submitting a successful or unsuccessful Bid.</p>
Bidder guidance	<p>The Bidder shall answer <b>Yes</b> or <b>No</b></p> <p><b>Yes</b> – Pass</p> <p><b>No</b> – Fail</p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

FOI1.2	<p><b>FREEDOM OF INFORMATION ACT 2000 (FOI) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) EXEMPTIONS</b></p> <p>Please complete this section <u>only</u> if you have agreed for your information to be disclosed under the FOI Act or EIR in Question FOI1.1.</p> <p>If you have not agreed to your information to be disclosed under the FOI Act or EIR in Question FOI1.1 please complete a field 'N/A' (Not applicable)</p> <p>If you have agreed for your information to be disclosed under the FOI Act or EIR in Question FOI1.1 please tell us what exemptions or exceptions may apply to your information and why? If you are not relying on any exemptions or exceptions please complete each field 'N/A' (Not applicable)</p>	
Bidder guidance	<p>The Bidder shall provide details of their proposed exemptions/exception in the table below.</p> <p>The Bidder (irrespective of submitting a successful or unsuccessful Bid) shall note that if UK SBS believes that the suggested Exemptions or Exceptions have not been applied properly as per the Act or Regulation, UK SBS will disclose the requested information unless another exemption or exception can be applied by UK SBS.</p> <p>Be aware that by completing FOI1.1 and answering 'Yes' you have agreed for UK SBS to disclose the provided information under the Freedom of Information Act 2000 or Environmental Information Regulation 2004, therefore you will not be approached for consent.</p>	
Scoring criteria	For information only	
Bidder response	Confidential Information	Justification for exemption/exception under FOI Act
	Commercially sensitive information	Justification for exemption/exception under FOI Act


AW1.1	<p><b>FORM OF BID</b></p> <p>I declare that to the best of my knowledge the answers submitted in this ITQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to bid for UK SBS's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this ITQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p> <p>I understand that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UK SBS, including the ITQ, and any contract entered into by UK SBS or its customers with its preferred supplier once the procurement is complete.</p> <p>By submitting a response to this ITQ I agree that our participation may be made public.</p> <p>I understand that the answers given in this response will not be published on the web site (but may fall to be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004).</p> <p>By submitting a response to this ITQ I agree and accept the justification for the Contracting Authority's evaluation criteria.</p> <p>By submitting a response to this ITQ I agreed and accept that UK SBS reserves the right to change without notice the procedure for awarding the Contract, to reject any or all bids for the Contract, to stop the process and not award the Contract (in whole or in part) at any time without any liability on its part.</p> <p>By submitting a response to this ITQ I agree and accept that nothing in this process is intended to form any express or implied contractual relationship between the Parties unless and until a Contract is awarded. UK SBS is not liable for any costs resulting from cancellation of this process nor any costs incurred by Bidders taking part in this procurement process.</p> <p>I understand that where sourcing documents issued by UK SBS or contracts with its suppliers fall to be disclosed UK SBS will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.</p>
Bidder guidance	<p>The Bidder shall answer <b>Yes</b> or <b>No</b></p> <p><b>Yes</b> – Pass</p>

	<b>No – Fail</b>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No



AW1.3	<p><b>CERTIFICATE OF BONA FIDE BID</b></p> <p>The essence of procurement is that the customer shall receive bona fide competitive Bids, from all those Bidding. In recognition of this principle, we certify that this is a bona fide bid, intended to be competitive and that we have not fixed or adjusted the amount of bid by or under or in accordance with any agreement with any other person.</p> <p>We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of this bid any of the following:</p> <ul style="list-style-type: none"> <li>(a) Communicate to a person other than the person calling for these bids the amount or approximate amount of the proposed bid, except where the disclosure, in confidence, of the approximate amount of the bid was necessary to obtain insurance premium quotations for the preparation of the bid;</li> <li>(b) Enter into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount of any bid to be submitted;</li> <li>(c) Offer to pay or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or have caused to be done in relation to any other bid or proposed bid for the said supply / service any act or thing of the sort described above.</li> </ul> <p>In this certificate, the word "person" includes any persons and any body or association, corporate or unincorporated, and any "agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.</p> <p>We acknowledge that UK SBS will be entitled to cancel the contract and to recover from us the amount of any loss resulting from such cancellation if we or our representatives (whether with our without our knowledge) shall have practiced collusion in Bidding for this contract or any other contract with UK SBS or shall employ any corrupt or illegal practices either in the obtaining or execution of this contract or any other contract with UK SBS.</p> <p>We agree that UK SBS may disclose the Bidders information/documentation (submitted to UK SBS during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.</p>
Bidder guidance	<p>The Bidder shall answer <b>Yes</b> or <b>No</b></p> <p><b>Yes</b> – Pass</p> <p><b>No</b> – Fail</p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

AW3.1	<p><b>In the event of a Bidder successfully providing the most advantageous offer to UK SBS against a procurement requirement, the Bidder is expected to provide an answer to the attached questions as a validation check prior to the award of any Contract.</b></p> <p><b>If the Bidder fails to meet UK SBS' expectations we reserve the right to not award the Contract to the relevant Bidder and either award to the Bidder with the second most advantageous response or run a new procurement.</b></p> <p><b>The validation check document is located in RFx Attachments and attached to this question.</b></p> <div data-bbox="483 687 549 752" data-label="Image"> </div> <p>AW3.1 ITQ Validation check.pdf</p>
Bidder guidance	<p>The Bidder is not required to complete the validation check at this stage but will be required to respond to the questions in the event of providing the most advantageous offer to UK SBS against a procurement requirement.</p> <p><b>Yes – Pass</b></p> <p><b>No – Fail</b></p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes I have understood that I need to complete the validation check in the event of providing the most advantageous offer to UK SBS against a procurement requirement.

AW4.1	<p><b>Please confirm your acceptance of the attached Contract Terms.</b></p>  <p>PS16229 Terms and Conditions.pdf</p>
Bidder guidance	<p>The Bidder shall answer <b>Yes, No with justification</b> or <b>No</b></p> <p><b>Yes – Pass</b></p> <p><b>No with justification</b> – In this situation where the Bidder must demonstrate to UK SBS's satisfaction there is a legal requirement or statutory regulation where a specific clause or series of clauses cannot be accepted shall propose alternative drafting to the relevant clause which demonstrates the justification for change and is does not expose UK SBS or its Customer to risk it deems unreasonable to achieve a Pass.</p> <p>When responding 'No with justification' the Bidder must support their response with an attachment detailing where there is a legal requirement or statutory regulation which demonstrates a clause or series of clauses cannot be accepted.</p> <p>Where UK SBS does not accept the justification then the bidder response will be considered as non compliant and after clarification will seek a "Yes" or "No" response from the bidder and evaluate the bid accordingly.</p> <p><b>No – Fail</b></p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No with justification/ No

## PRICE QUESTIONNAIRE

AW5.2	<p><b>Bidders are required to complete the Excel Pricing Schedule attached in the Bidder Response section.</b></p> <p><b>All prices shall be exclusive of VAT.</b></p> <p><b>All costs appearing elsewhere in the Bid but not mentioned in this Pricing Schedule shall be presumed waived.</b></p>																								
Bidder guidance	<p>Bidders shall confirm they have completed the Pricing Schedule.</p> <p>The scoring methodology for this question shall be:</p> <p>The lowest price for a response which meets the pass criteria shall score 100.</p> <p>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.</p> <p>Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50</p> <p>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)</p> <p>The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.</p> <p>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 lowest score possible is 0.</p> <p>For example, assuming the lowest bid is £100,000.</p> <table><tr><th>Bid Price</th><th>Differential to the lowest price which meets the mandatory pass criteria</th><th>Score</th></tr><tr><td>£100,000</td><td>0</td><td>100</td></tr><tr><td>£120,000</td><td>20%</td><td>80</td></tr><tr><td>£140,000</td><td>40%</td><td>60</td></tr><tr><td>£150,000</td><td>50%</td><td>50</td></tr><tr><td>£175,000</td><td>75%</td><td>25</td></tr><tr><td>£200,000</td><td>100%</td><td>0</td></tr><tr><td>£300,000</td><td>200%</td><td>0</td></tr></table>	Bid Price	Differential to the lowest price which meets the mandatory pass criteria	Score	£100,000	0	100	£120,000	20%	80	£140,000	40%	60	£150,000	50%	50	£175,000	75%	25	£200,000	100%	0	£300,000	200%	0
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£200,000	100%	0																							
£300,000	200%	0																							
Scoring criteria	Maximum Marks <b>20%</b>																								
Bidder	Yes																								

response	
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#### QUALITY QUESTIONNAIRE

<b>AW6.1</b>	<b>Please confirm your compliance to the requirements of Section 4 Specification</b>
Bidder guidance	The Bidder shall answer <b>Yes</b> or <b>No</b> <b>Yes</b> – Pass <b>No</b> – Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

<b>PROJ1.1</b>	<b>Accreditation</b>
Bidder guidance	The Bidder is to confirm that their organisation is professionally qualified to award accreditation and will have membership of UKAS, IAF or similar bodies.
Scoring criteria	<b>Mandatory Pass / Fail</b>
Bidder response	<b>Yes / No</b>

<b>PROJ1.2</b>	<b>Understanding the Requirements</b>  The Bidder is to demonstrate their understanding of the requirements of this specification and how they will deliver the objectives ACAS seeks to achieve, including but not limited to: <ul style="list-style-type: none"> <li>• 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:</li> <li>• Regular internal and external verification processes</li> <li>• Acas direct access to supplier information systems to register CIWM delegates</li> <li>• Key administrative arrangements e.g. 4 weekly timescales to produce CIWM certificates to successful candidates</li> <li>• Acceptance of either E-copy or hard copy delegate written work (e copy only)</li> <li>• Agreed regular invoicing arrangements</li> <li>• Continuity of professional relationships with key Acas staff to identify efficiencies whilst maintaining standards.</li> </ul>
Bidder guidance	Bidder guidance - Scoring shall be based on 0-100 scoring methodology.  Please attach your answer as a pdf document limited to three sides of A4. Any additional content provided beyond this will not be considered or scored during the evaluation process.
Scoring criteria	<b>Scoring criteria Maximum Marks – 40%</b>
Bidder response	<b>Text</b>

<b>PROJ1.3</b>	<b>Delivering a quality service</b> <p>The bidder is to provide details of how they will ensure the continuous delivery and business resilience of a quality service to ACAS under this contract, including:</p> <ul style="list-style-type: none"> <li>• how they will ensure high standards of service delivery through their internal processes and what quality controls they have in place;</li> <li>• how they evaluate their service delivery; and their approach to continuous improvement.</li> <li>• how Management Information will be used for continuity planning and risk analysis, taking into consideration the information detailed within the specification.</li> <li>• Demonstrate equality and diversity policy exists and is applied</li> </ul>
Bidder guidance	<p>Bidder guidance - Scoring shall be based on 0-100 scoring methodology.</p> <p>Please attach your answer as a pdf document limited to two sides of A4. Any additional content provided beyond this will not be considered or scored during the evaluation process.</p>
Scoring criteria	<b>Scoring criteria Maximum Marks – 40%</b>
Bidder response	<b>Text</b>

<b>PROJ1.4</b>	<b>References</b>
Bidder guidance	The Bidder is to provide two references demonstrating their ability to provide accredited certification or similar types of qualifications.
Scoring criteria	<b>For Information only</b>
Bidder response	