

Invitation to Quote

Invitation to Quote (ITQ) on behalf of UK Space Agency (UKSA)
Subject Aurora Programme Evaluation
Sourcing reference number CR18004



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

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF
VAT registration GB618 3673 25
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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 Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for 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](#).

Section 2 – About the Contracting Authority

UK Space Agency (UKSA)

The Agency is responsible for all strategic decisions on the UK civil space programme and we provide a clear, single voice for UK space ambitions. The UK Space Agency is at the heart of UK efforts to explore and benefit from space. The UK's thriving space sector contributes £9.1 billion a year to the UK economy and directly employs 28,900 with an average growth rate of almost 7.5%.

Collaboration lies at the core of the UK Space Agency ethos and applies across Government as well as to external organisations including European and global partners such as the European Space Agency (ESA), the European Union, national space agencies and the United Nations.

The Agency provides funding for a range of programmes via programmes such as the National Space Technology Programme and FP7 and works closely with national and international academic, education and community partners.

UK Space Agency achievements include:

- Implementing Government £10m National Space Technology Programme to support the development of UK technology and services/applications using space data. The first four flagship programmes totalled £6m, matched by £5m from industry.
- The Climate and Environmental Monitoring from Space facilities at the International Space Innovation Centre, supported by £400,000 funding, will make satellite data available to space businesses and institutions, particularly those which do not have the infrastructure to exploit Earth observation data.
- Chaired and led the International Charter 'Space and Major Disasters', to task Earth observation satellites quickly to provide data following a major disaster

www.BEIS.gov.uk/ukspaceagency

Section 3 - Working with the Contracting Authority.

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

Section 3 – Contact details		
3.1	Contracting Authority Name and address	UK Space Agency, Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1SZ
3.2	Buyer name	Jenny Stratton
3.3	Buyer contact details	Research@uksbs.co.uk
3.4	Estimated value of the Opportunity	£80,000.00
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	Tuesday 9 th January 2018 Location: Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	Tuesday 6 th February 2018 11.00hrs
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	Thursday 8 th February 2018
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Monday 12 th February 2018 11.00hrs
3.10	Anticipated selection and the selections of Bids notification date	Thursday 22 nd February 2018
3.11	Anticipated Award date	Thursday 22 nd February 2018
3.12	Anticipated Contract Start date	Monday 26 th February 2018
3.13	Anticipated Contract End date	Monday 30 th July 2018
3.14	Bid Validity Period	60 Days

Section 4 – Specification

Background

The UK Space Agency is responsible for all strategic decisions on the UK civil space programme and provides a clear, single voice for UK space ambitions. The UK Space Agency is at the heart of UK efforts to explore and benefit from space. The UK's thriving space sector contributes £9.1 billion a year to the UK economy and directly employs 28.900 with an average growth rate of almost 7.5%.

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Aurora Programme

The Aurora Programme, was set up in 2005 by the Particle Physics and Astronomy Research Council (PPARC). At the end of 2016 this became the Robotic Exploration Programme but is still commonly known as the Aurora programme by many people. The first mission of this programme was ExoMars, with the overall goal of the robotic and human exploration of Mars. The overall ExoMars mission is divided into 2 related components the Trace Gas Orbiter launched in 2016 and the rover to be launched in 2020. The purpose of ExoMars is to search for signs of past and present life on Mars, and more specifically, investigate how the water and geochemical environment varies and explore martian atmospheric trace gases and their sources. The mid-term objective but not necessarily the next mission was to participate in an international mission to collect samples from Mars and

bring them back to Earth for analysis. The eventual aim of Exomars is a manned mission to Mars in approximately 50-100yrs.

In 2005 the UK was not involved in human exploration but wished to participate in the robotic element to build on the heritage of Beagle2. A major investment was made in order for the UK to have a leading role in ExoMars and position the UK to have a role in a future mission to return samples collected from Mars. The objectives of PPARC were to:

1. establish the UK as a world class participant in the scientific exploration of the solar system; building on the UK's investment in the scientific and technology capability created through Huygens and Beagle2;
2. ensure that elements of the programme joined by PPARC provide a high quality science return, build and sustain a UK science community able to take a leading role in fully exploiting the results;
3. maximise the technological and economic benefits of participation to the wider economy through effective knowledge transfer; and
4. increase awareness in the UK general public that UK has an active, vibrant space programme, which is of benefit to the UK.

The programme has now been running for 12 years with commitments of:

- 287M€ (m.e) ESA subscriptions to ExoMars,
- 35.4M€(m.e.) ESA subscriptions for robotic exploration technology development between (2008- 2017)
- £38.4M (2006-2017) to a national programme. The national programme covers the instrument build for ExoMars and Insight (a NASA mission); technology development, knowledge transfer, science community development, science preparation and exploitation, and outreach).

Aurora Activities

The ESA subscriptions pay for the basic spacecraft and surface platforms; the technology development required for these platforms are undertaken by European industry. The value of contracts received by a country is related to the level of subscription. The ESA member states provide science instruments; these are provided to ESA to be integrated on the platforms.

The national programme consists of a number activities, which include;

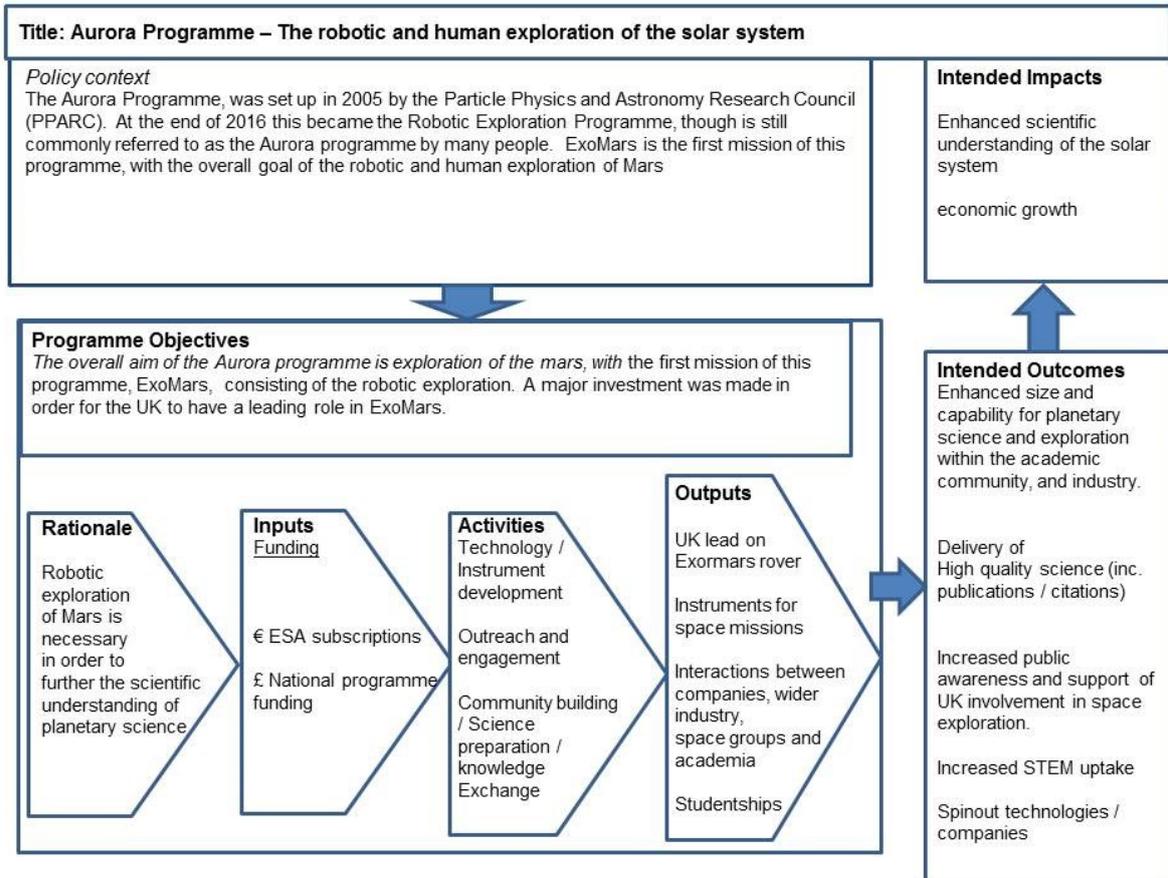
- **Technology development**; more specifically funding early instrument technology development prior to mission selection, as well as additional work with industry to better position them to win ESA contracts in UK priority areas.
- **Instrument build** for ExoMars and instruments for bilateral collaborations (e.g. with NASA) which would enhance the activities undertaken through ESA
- **Knowledge exchange** which aims to support the spin out of technology to commercial applications or for applications to other academic disciplines
- **Community building / science preparation**. At the early/initial stage of the programme this was to grow a strong academic community, to undertake underpinning necessary Mars research, prepare the community for ExoMars and

finally to ensure the appropriate exploitation the data coming from ExoMars and other Mars missions.

- **Outreach**, education and engagement events, which aimed to increase public awareness of the UK space programme and its benefits, and also encourage young people to take up and excel at STEM subjects.

More detail on these activities will be provided on award of contract.

The following logic model provides a broad overview of the inputs, activities, outcomes and impacts associated with the programme.



UK Space Agency evaluation

The UK Space Agency works to ensure that the UK investment in civil space brings about real economic and scientific benefits. For this reason, high quality evaluation is vital to strengthen our existing body of evidence on the outcomes of space programmes. To reflect this commitment, the Agency has published our Evaluation Strategy¹ in August 2015² where it sets out the processes we follow when evaluating our activities and programmes. Moreover, better evidence on the impact from our space investments will provide lessons learned and other evidence that will shape future strategic direction.

¹https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/456513/Evaluation_Strategy_August_2015_FIN_ALv2.pdf

²<https://www.gov.uk/government/publications/evaluation-strategy-uk-space-agency>

Evaluation evidence on the aurora programme specifically will help build evidence base for the Agency and specifically for future funding bids and commitments to robotic exploration activities at CMin -19. After ten years the programme should be assessed to see how well the programme is fulfilling its objectives, with the proviso that the data exploitation can only be assessed after the data arrives. In addition at the next ESA Council of Ministers at the end of 2019 the UK will need to decide if it wishes to participate in the next mission after ExoMars, understanding the value for money from investment in ExoMars will be an important factor in this decision.

The overall requirement outlined in this tender is for the evaluation of the Aurora Programme

Aims and Objectives of the Project

The central **aim** of this tender is the evaluation of the aurora programme and the UK inputs and activities, outcomes and impacts associated with it to date. This will help the UKSA to understand if the programme is on track to deliver its objectives and how it might be improved in future. The evaluation should provide evidence that allows the Agency to assess what *impact* of the aurora programme has had, relative to what would have happened in its absence.

It is essential for the UK Space Agency to understand the impacts and benefits resulting from the UK funding of these programme activities. An evaluation would enable the Agency to understand the impact of the Aurora programme, relative to what would have happened in its absence.

The evaluation must be designed to test the central objectives of the Aurora programme as have been previously described, which will necessitate research into a variety of areas. More detail profiling the projects with UK involvement will be provided on award of contract.

In order to assess the impacts of the aurora programme funding and associated activities have been, a suggested set of evaluation questions are as follows. Please note that this list is not exhaustive and we welcome recommendations from contractors. **Broadly speaking this may include exploring**

- How the science community expanded, both in terms of its international standing and developing leaders for the future?
- What the technological and economic benefits arising from the programme are?
- What has the impact of the educational and outreach materials been to date? Particularly for the age range 11-14

The detailed questions will need to evolve in discussion with the contractor but could include.

Industry ESA Contract Questions/ Instrument Build Grants

- How many people did you employ on this contract?
- How many were filled by new recruits?
- How many jobs were safeguarded by this contract?

- If the contract is completed were staff retained?
- What work has been won as a consequence of the ESA contract?
- What benefits does the company see in participating in this work?
- Please details of any technologies that have been spun out into other sectors?

CREST Technology Development Questions

- Were new collaborations or partnerships formed as a result of the CREST funding during the project?
- What additional funding, if any, did the CREST award leverage?
- What impacts were made possible as a result of the CREST funding?
- Where there any patent filed?
- What intellectual property have you generated, or expect to generate as a result of the project?
- Have the partnerships or collaborations formed as a result of funding continued?
- Has the CREST-funded project realised the outcomes that you anticipated when you first submitted your proposal?
- Have there been other outcomes that weren't anticipated?
- What is the value of contract work arising from the CREST funding?

KT Awards

- What were the benefits gained as a result of the CREST funding?
- What follow on funding did you secure?
- What business has accrued from the award?
- What are your future expectations for business or cost savings arising from this award?

Fellowship Questions

- What publications have arisen?
- How frequently have these publications been cited?
- Have you secured an academic appointment?
- Is this permanent or fixed term? Please specify term?
- What international activities have you been asked to participate in?
- Have you led any international proposals please specify?

Outreach Awards

- It will be important to identify the overall reach of the engagement activities associated with the Aurora programme. This will likely involve identifying the total number of downloads of the engagement material, and the number of children who have engaged with the activities.
- This can subsequently be broken down by key factors such as age group.
- How have the programme activities impacted on public awareness and attitudes towards planetary science, exploration, as well space more generally?
- Has there been any impact on the likelihood of pursuing a STEM / space career?
- An issue will be that the selection and flight of Tim Peake came after the programme started and therefore it will be difficult to identify the effect of ExoMars on public awareness.

Attribution and the Counterfactual

- What is the counterfactual? What would have happened in the absence of funding?

- Contractors should propose how they will explore the issue of attribution

Cost-benefit analysis

Did the benefits of the programme justify the costs? And any **value for money** consideration.

- o How did the anticipated costs and benefits and timing compare with actual outcomes?
- o Did the benefits of the policy justify the costs?

As previously stated, the evaluation should focus on assessing what the actual impact of the aurora programme has been. Generally speaking, **impact evaluation** should analyse what the impacts of aurora programme or observed outcomes are, and what impact the programme has had on the UK, and the economy (**Impact evaluation**). This should be assessed relative to a counterfactual scenario.

Please see annex A for a list of possible benefits. This is not an exhaustive list and intended to be a general starter for discussion only. We would welcome suggestions for areas of further investigation.

We expect the evaluation to generate both quantitative and qualitative measures of the impact on key outputs and outcomes. These impacts should be adjusted for deadweight, displacement effects, substitution and leakage.

Besides providing evidence on any direct impacts, the evaluation should also investigate wider impacts in the form of other unintended consequences, if any.

More detail on our suggested methodology of how best to identify impacts is provided below

Interim review

This evaluation should be considered to be interim, in the sense the science outcomes from the mission cannot be assessed, however, the technology and instrument development, and activities to increase the size of the community and prepare them for ExoMars, as well as the more general engagement and outreach can. Although some activities have been undertaken the main part of this element of the programme will be undertaken during the launch and operations of the rover.

Suggested Methodology

To answer the key questions outlined above we envisage that a mixed method approach should be employed, consisting of both primary research and secondary analysis of key data sources;

Due to the size and complexity of the aurora programme, contractors should consider whether any data collection should be preceded by an initial method development phase, in which the methodology to meet the requirements outlined above are fully developed and agreed.

This could also involve the creation of a detailed logic model or theory of change to inform the subsequent collection of data. A theory of change should outline the various inputs, activities, outcomes and impacts, and the causal links between these factors. This would

be useful in informing the approach to evaluation, and both what impacts are focussed on, where this data can be collected, and how (where relevant) they can be quantified.

Primary data collection will likely consist of survey research and structured face to face interviews with key aurora programme beneficiaries to identify and explore the impacts of the programme, and answer the key questions outlined in the section above. Bidders should outline what approach (e.g. structured interviews vs telephone surveys) would be most appropriate given that the evaluation aims to explore a variety of impacts and related questions. A list of the potential impacts and key questions posed in this evaluation has already been provided.

Sample

The primary group of respondents for this process will be the academics who have received aurora programme funding, industry who have received national funding or contracts from ESA and recipients of outreach awards. Though in order to assess the full impacts of the programme to date, interviews will likely need to take place within the wider academic community, and space-sector companies, and wider sector experts.

We will provide the contractor with information relating to Aurora programme budget, spend, national contributions, UK recipients and stakeholders, contract value and other relevant information, including contact details for recipients.

We would then expect that the contractor would conduct research in order to ascertain the information relating to the key aims and potential impacts outlined in the aims and objectives section of the project above. The following bullet points give examples of the key approaches we would expect to see utilised:

- Development of an evaluation framework and theory of change
- Interviews/surveys with:
 - Key aurora programme recipients
 - programme managers in the UK Space Agency as well as in the European Space Agency
- Secondary data analysis
- Quantitative/Qualitative assessment of impact
- Future impacts

Contractors should also report how they intend to analyse the outputs from primary data collection.

For the purposes of price evaluation, we have provided indicative figures for the number of surveys / interviews expected will be required for this piece of work. On inception, we expect discussion around the number and composition of interviews and surveys and anticipate there could be some fluctuation downwards following the initial bid estimate for each objective detailed in the price schedule which will give the potential maximum value of the contract.

This is a suggested methodology and we would welcome bidders' alternative suggestions providing that they also meet the project aims and objectives. Bidders should also justify why they have suggested an alternative approach.

It is important to note that in some respects this is an interim rather than full evaluation. The full impact of science programmes such as this often take many years to materialise, so the successful bidder should give appropriate attention to this in their report.

Note that many of the interviews are likely to require travel (mostly) within the UK.

One of the primary challenges of this project is likely to be that academic beneficiaries may be more used to considering the technical rather than economic impacts of an investment. It is important that bidders give full consideration to any issues that this may cause.

Deliverables

In order to increase awareness of research and evaluation reports, all contractors are to ensure the following are included in the costings for this project:

- Summary poster / infographic
- Slide pack summary

Additional Deliverables:

- Regular (weekly/fortnightly) updates on emerging finding and project progress
- A cost benefit analysis assessment with an assessment of likely future benefits
- Interim Presentation on evidence found
- Draft final report with an executive summary
- Quality assured final report that will be published (with sensitive information removed if necessary), including a technical report/ section detailing the methodology of the research and analysis
- Datasets to support those to be published in the final report must be provided in an accessible format (Excel) if appropriate, with ultimate ownership to be retained by the UK Space Agency

Please note that travel costs for interviews should be included in costings for bids.

Publication

The final report for this research / evaluation project must be formatted according to BEIS publication guidelines, therefore within the Research paper series template and adhering to BEIS accessibility requirements for all publications on GOV.UK. The publication template will be provided by the project manager. Please ensure you note the following in terms of accessibility:

Checklist for Word accessibility

Word documents supplied to BEIS will be assessed for accessibility upon receipt. Documents which do not meet one or more of the following checkpoints will be returned to you for re-working at your own cost.

- document reads logically when reflowed or rendered by text-to-speech software
- language is set to English (in File > Properties > Advanced)
- structural elements of document are properly tagged (headings, titles, lists etc.)
- all images/figures have either alternative text or an appropriate caption
- tables are correctly tagged to represent the table structure
- text is left aligned, not justified
- document avoids excessive use of capitalised, underlined or italicised text
- hyperlinks are spelt out (e.g. in a footnote or endnote)
- Datasets to support those to be published in the final report must be provided in an accessible format (CVS, Excel) on submission of the report.

Peer review

The work will also be subject to a peer review system which applies to all BEIS publications that make claims about the impact or value-for-money of policy or programme. This review will be undertaken by the BEIS expert peer review group on evaluation. In addition, these evaluations will be published with a summary sheet which summarises the key findings, methodology, and the peer reviewers' comments.

The successful contractor will be expected to consider the peer review group's comments. In cases where the contractor disagrees with the expert peer review group's recommendations, the contractors will be given an opportunity to respond formally. The expert peer review group will have a final opportunity to reply to the contractor's formal response. Both sets of responses will be published with the summary sheet and evaluation.

There is also scope for the BEIS expert peer review panel to provide advice at other stages, for example after scoping phases.

Contractors should plan for their work to be subject to this peer review process, and allow enough time for the expert peer review group to review a final draft of the report, along with full and comprehensive technical annexes. Further details on the peer review process can be provided by the Central Evaluation Team in BEIS.

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. 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	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
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 – Part 1
Commercial	AW4.2	Contract Terms – Part 2
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

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%
Quality	PROJ1.1	Approach	50%
Quality	PROJ1.2	Staff to Deliver	10%
Quality	PROJ1.3	Understanding the Environment	10%
Quality	PROJ1.4	Risk Management	10%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

All questions will be scored based on the above mechanism. Please be aware that 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: 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 completion of the questionnaire 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. Unless formally requested to do so by UK SBS e.g. Emptoris system failure
- 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 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 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 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.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority 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 the Contracting Authority 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 must 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 as part of the evaluation process.
- 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 the Contracting Authority. / UKSBS.
- 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 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.
- 7.35 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 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.

- 7.39 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, 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.

- 7.41 The Government is introducing 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

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