

Invitation to Quote

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

Subject: PRS Enforcement Pilot Study Coordinator

Sourcing Reference Number: CS20027

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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Version 2.0

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 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.

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.uksbs.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), 1 Victoria Street, London SW1H 0ET
3.2.	Buyer name	Amelia Stroud
3.3.	Buyer contact details	ProfessionalServices@uksbs.co.uk
3.4.	Estimated value of the Opportunity	£119,500.00 ex 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	Wednesday 26 th February 2020
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Wednesday 11 th March 2020 14:00pm Extended Clarification period ending: Wednesday 1 st April 2020 14:00pm
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Monday 16 th March 2020 Responses to extended clarification period: Friday 3 rd April 2020
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Friday 10 th April 2020 14:00pm
3.10.	Anticipated notification date of successful and unsuccessful Bids	Monday 27 th April 2020
3.11.	Anticipated Contract Award date	Wednesday 6 th May 2020
3.12.	Anticipated Contract Start date	Monday 1 st June 2020
3.13.	Anticipated Contract End date	Friday 26 th February 2021
3.14.	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

This specification is released by the Home Energy Retrofit Team in the Energy Efficiency and Local Directorate at the Department for Business, Energy and Industrial Strategy (“the Department”). The Directorate is responsible for implementing the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015, as amended (“the Regulations”).

The Regulations, which introduced a minimum energy efficiency standard of Energy Performance Certificate (“EPC”) band E in the private rented sector (“PRS”), give enforcement powers to Local Authorities. The Department is currently concluding the first year of a pilot study with seven Local Authorities across England aimed at exploring local authority monitoring, compliance and enforcement approaches with regard to the Regulations (“the PRS Enforcement Pilot Study”). The final outputs of the first year of the PRS Enforcement Pilot Study, expected to complete in March 2020, will be used to create a “draft enforcement toolkit” containing examples of best practice approaches for monitoring, compliance and enforcement of the Regulations generated by the study.

The Department intends to run a second round of PRS Enforcement Pilots during 2020 with a new set of between 10 and 15 Local Authorities geographically spread across England and Wales to test and develop the best practice “draft enforcement toolkit” generated in the first year of the study. Each individual Local Authorities will be provided with grants to stress-test approaches set out in the “draft enforcement toolkit” to assess whether they can be successfully deployed across different types of authorities, and propose and trial any additional approaches and solutions which these year-two Authorities may develop over the course of the study. The second year of the PRS Enforcement Pilot Study is expected to commence in May 2020 and conclude in January 2021.

The Department will use the findings of the second year of the PRS Enforcement Pilot Study to finalise the Local Authority best practice toolkit on PRS monitoring, compliance and enforcement. This will then be disseminated to all Local Authorities in England and Wales to assist them in their work enforcing the Regulations. BEIS expects to have this final toolkit ready for dissemination by April 2021. The final toolkit is not expected to be prescriptive but will instead be designed to provide Local Authorities with advice and options for delivering enforcement of the Regulations in their area, while still giving Authorities room to innovate.

The Study will also be used to monitor the resource each Local Authority employs to enforce the Regulations; this data will be used by the Department to help determine the levels of any New Burdens funding which may be made available to Authorities in future years to help support their enforcement work.

The Department wishes to procure an organisation to act as a Study Co-ordinator to oversee and co-ordinate the second year of the PRS Enforcement Pilot Study and act as the main contact lead between the Department and the Local Authorities. This ITQ is therefore for the procurement of an organisation for a 9-month contract from May 2020 to January 2021 to the value of up to £119,500.00 (excluding VAT).

Policy Context to The Requirement

The Regulations, which came into force on 1 April 2018 in both England and Wales, introduced a minimum energy efficiency standard of EPC E for the private rented sector. While the Regulations apply to both the domestic and non-domestic private rented sector, the project detailed in this ITQ is concerned with the domestic sector only (Local Weights and Measures Authorities are responsible for enforcement of the non-domestic regulations).

The domestic minimum standard has been introduced in a phased manner, with compliance triggers for new tenancies entered into from 1 April 2018 onwards. A “backstop” date of 1 April 2020 has been set for all remaining domestic properties, meaning that all relevant properties in England and Wales must comply with the Regulations by 1 April this year, even if there has been no change in tenant or tenancy.

The Department’s published guidance on the requirements of the Regulations can be found on GOV.UK¹.

The Regulations initially only required landlords of properties with an EPC rating below E (with an EPC rating of F or G) to make improvements which could be installed at no cost to themselves. However, the Regulations were amended in early 2019, and since 1 April 2019, landlords have been required to invest up to £3,500 (incl. VAT) of their own funds on energy efficiency measures to improve their property’s rating to an E.

The Regulations do provide a limited number of temporary exemptions to the prohibition on letting property with an EPC below E. Landlords who meet the criteria for an exemption must register that exemption on the PRS Exemptions Register.

Every Local Authority is the “enforcement authority” for their area and have a range of powers under the Regulation to enforce compliance with the minimum level of energy efficiency provisions within their geographic boundaries. The enforcement options open to Local Authorities is set out in the guidance linked to above.

Longer-term the Department has an aspiration to raise the EPC requirements to Band C for all domestic private rented properties (subject to consultation), bringing millions of additional properties into scope of the Minimum Standard, and placing even more importance on Local Authorities’ ability to enforce effectively. Understanding and disseminating effective enforcement strategies is therefore crucial to the success of the minimum standards policy going forward.

¹ www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance; and https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/824037/Domestic_Private_Rented_Property_Minimum_Standard_-_Landlord_Guidance.pdf

Enforcement Piloting

In November 2018, the Department launched the first year of its PRS Enforcement Pilot Study with seven Local Authorities across England aimed at exploring barriers and solutions to local authority monitoring, compliance and enforcement of the regulations, while developing outline strategies for imbedding enforcement services. A co-ordinator was procured to oversee the project, monitor and record the progress, and report to the department on outputs of each Local Authority against agreed milestones. The final outputs of the first year of the PRS Enforcement Pilot Study, expected to conclude by March 2020, will consist of a “draft enforcement toolkit” setting out examples of best practice approaches to local authority monitoring, compliance and enforcement of the Regulations generated by the study.

For the planned second year of the PRS Enforcement Pilot Study, expected to commence in May 2020 and conclude in January 2021, the Department intends to test and develop the best practice “draft enforcement toolkit” generated in year one with a new set of between 10 and 15 Local Authorities across England and Wales. The purpose of this year two Pilot Study will be to give each Local Authority autonomy to:

- a) road-test approaches detailed in the “draft enforcement toolkit” to assess whether these approaches can be successfully deployed across different types of authorities;
- b) propose and trial any additional approaches and solutions which the Local Authorities may develop over the course of the study; and
- c) make recommendations on the form and content of the final enforcement toolkit.

In addition to this, the study will also aim to identify what resources may be needed to sustain compliance and enforcement with the Regulations in future.

The “draft enforcement toolkit” to be tested and developed by the Local Authorities will include examples of best-practice approaches with regard to:

- the back-office systems that need to be in place to effectively enforce compliance with the minimum level of energy efficiency, including process maps;
- systems of data collation and tools to aid in the identification of PRS properties below EPC Band E and their landlords;
- pro-active ways of engaging with landlords and other stakeholders to promote awareness of the Regulations and to encourage compliance, including template letters;
- enforcement processes and procedures, including template compliance notices, letters etc.

Each Local Authority participating in year two will be awarded a grant in accordance with Section 31 of the Local Government Act 2003 and will have signed a Memorandum of

Understanding (“MOU”) with the Department setting out the expected activity relating to the study. Please note that the Department will advise the successful supplier of the MOU and Local Authorities participating at commencement of the project.

The Department intends to use the findings of the second year of the PRS Enforcement Pilot Study to finalise the toolkit for PRS monitoring, compliance and enforcement. This will then be disseminated to all Local Authorities in England and Wales to assist them in their work to enforce the Regulations. The Department anticipates having this final toolkit ready for dissemination by April 2021. As noted above, the Department does not intend for this toolkit to be prescriptive, but instead intends it to comprise a suite of options which Local Authorities may use to help guide and shape their own enforcement strategies going forward.

The Requirement

The Department wishes to procure an organisation for a period of nine months from May 2020 to January 2021 to oversee, co-ordinate and monitor the work of the Local Authorities in the second year of the PRS Enforcement Pilot Study, including working with Local Authorities to accurately record and report results of their work, the outputs of which will be used by the Department to develop the final enforcement toolkit. They will also act as the main contact point between the Department and the Local Authorities taking part in the study.

Headline Outputs

The successful organisation will be required to undertake the following core activities:

1. To support participating Local Authorities to agree their enforcement approaches, based on examples outlined in the draft enforcement toolkit, (which will be shared with the winning bidder and the local authorities toolkit will be shared with the winning bidder and the local authorities taking part in the study) and will monitor the work of each Authorities with regard to testing the draft toolkit contents. Please note that the Department will advise the successful supplier of the MOU and Local Authorities participating at commencement of the project.
2. To meet each of the Local Authorities monthly (a mix of face-to-face and virtual meetings) and provide a separate monthly bulletin to the Department for each Local Authority project outlining progress with regard to testing and developing the “draft enforcement toolkit” and any arising issues and successes, whilst ensuring compliance with each Local Authority’s Memorandum of Understanding (MOU). The organisation will also work with the individual authorities to track the resourcing requirements for enforcing the Regulations (this can be at a macro level).
3. Facilitate Local Authority peer-to-peer learnings with regards to minimum standards monitoring and enforcement work.
4. To meet with officers from the Department at least once a month to discuss progress and address issues as they arise, however more meetings may be held if needed. These meetings may be held in London or digitally, though the choice will

rest with the Department. Travel shall be paid in alignment with the BEIS T&S policy (Appendix A)

5. To prepare and lead workshops at the beginning, mid-point and concluding stages of the study. The beginning and mid-point workshops are to be held in London, both of which the Department shall make arrangements for the venue of the workshop. The concluding workshop will be at a central London location which will be provided by the Department. The workshops will involve all of the Local Authorities and officers from the Department.
6. To prepare higher-level reports at the mid-point and concluding period of the study.

The critical components of the expected outputs are set out in more detail below.

I. Guiding and monitoring of the study by Local Authorities

- act as a critical link between the Department and each of the participating Local Authorities.
- work with each Local Authority to agree their workplan and milestones in accordance with each Local Authority's Memorandum of Understanding (MOU), based on elements from the draft enforcement toolkit.
- guide the work of Local Authorities and maintain focus on each study to ensure it is progressing in accordance with each Local Authority's agreed workplan and milestones.
- maintain an active relationship with each Local Authority to ascertain the activities or approaches being undertaken or considered and to keep the Department informed. Also, to ensure that useful in-flight learnings are shared between Local Authorities as the pilots' progress where useful and relevant.
- meet the Department at least once a month and be prepared to come to the Department's main offices in London if required.

II. Reports on Local Authorities and the study:

Monthly Bulletin

Throughout the study, the organisation will submit brief monthly bulletin reports in the form of a dashboard where they will track progress of each Local Authority's study against the agreed milestones of the MOU and plans submitted by the Local Authority with appropriate tracking of risks and issues. If the organisation has concern that the Local Authority is undertaking activities not related to the study, the organisation will inform the department without delay. It is recognised that an initial plan by a Local Authority may require changes and amendments as the study progresses. This should be conveyed to the department in the direct meetings and captured in the monthly bulletins.

In addition to updates on the progress of each Local Authority against agreed milestones, the monthly bulletins should include a section appraising the Department of any pilot findings which may justify revisions to the toolkit (incorporation of additional material or modification/removal of existing material), recommending any specific adjustments where

possible, and providing a rationale for these recommendations. It is expected that this requirement will not fully kick in until several months into the project at the earliest.

Mid-point and Final Reports

The organisation will prepare more in-depth reports on both the activities of each Local Authority at the mid-point and conclusion phases of the study (four and nine months in). This will be contained within an overall mid-point report and an overall final report.

Mid-point Report

In the mid-point report, the organisation will provide greater detail of each Local Authority's activities with regard to implementing and developing the "draft enforcement toolkit", the progress achieved, issues arising and any wider factors relevant to the iteration of the study, with an overall progress assessment of the study, setting out any commonality of issues, risks or successes that are taking place across the Local Authorities.

It is expected that the mid-term report should be around 30 pages long.

Final Report and Recommendations

The final report will be a more substantive output. It will consist of break-down analysis of each Local Authority's study, setting out the net progress achieved against the Local Authority's plan and MOU with regard to testing and developing the "draft enforcement toolkit". It will detail how effective the Local Authority's study was in addressing the study's objectives, and identify key lessons learned and any successes.

The final report will provide a holistic assessment of the overall net effectiveness of the study, synthesising the findings across the different local Authority studies to identify recurring patterns or themes and discern wider conclusions that arise.

It is expected that the final report will be of some 40 pages maximum length.

The final report will then set out recommendations which the Department will use to finalise the best practice toolkit on PRS monitoring, compliance and enforcement.

III. Project Workshops

Introductory

The organisation will facilitate and set up an Introductory Workshop with all the Local Authorities involved in the study to be held in London or a virtual workshop with relevant officers from the Department in attendance. The workshop will set out the broad aims of the study and purpose, what is expected of the Local Authorities and the timescale. This will mark the commencement of the study. The department shall make arrangements for the venue of the workshop.

Mid-point

The Mid-point Workshop with all the Local Authorities involved in the study to be held in London or virtual with the organisation and relevant officers from the Department in

attendance, taking place roughly four months after the Introductory Workshop. The purpose of the Mid-point Workshops will be to enable the Local Authorities and the Department to discuss emerging findings from the respective studies, including arising issues and successes to enable the Department to discern if there are common factors. The Department shall make arrangements for the venue of the workshop.

Conclusion Workshop

This should take place approximately nine months after the Introductory Workshop at a central London location or virtual (which will be provided by the Department) with all the participating Local Authorities in attendance and the co-ordinator organisation and members of the Department to enable dialogue and discussion around the major findings. Local Authorities will use the workshop to report their key issues, success and learnings.

Working Arrangements

The work is expected to commence in June 2020.

It is proposed that the work be structured as follows:

- Introductory Workshop during June 2020 to mark the commencement of the Pilot Study, Mid-term Workshop roughly four months after the Introductory Workshop, and Final Workshop to mark the conclusion of the Pilot Study;
- Monthly reporting from each of the Local Authorities and meetings with each Local Authority (a mix of face-to-face and virtual meetings) covering the activities undertaken by each Local Authorities in the previous period;
- Monthly bulletins to be delivered to the Department on the last Friday of each month, followed by meetings with the Department on the following week which may be held in London or virtually to discuss the bulletins;
- Mid-term report to be delivered to the Department approximately four months after the commencement of the Pilot Study;
- Final report and set of toolkit recommendations to be delivered on conclusion of the Pilot Study.

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 ($5+5+6=16\div3=5.33$))

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	SEL2.10	Cyber Essentials
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
Commercial	AW4.3	Non-Disclosure Contract
Price	AW5.1	Firm and Fixed Price
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
-	-	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%
Quality	PROJ1.1	Understanding and Methodology	35%
Quality	PROJ1.2	Team composition, skills and expertise	30%
Quality	PROJ1.3	Project plan	15%

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

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

Evaluation process

The evaluation process will feature some, if not all, the following phases

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> ITQ logged upon opening in alignment with UK SBS's procurement procedures. Any ITQ Bid received after the closing date will be rejected unless circumstances attributed to the Contracting Authority or

	the e-sourcing tool beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> • Check all Mandatory requirements are acceptable to the Contracting Authority. • Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> • Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the Selection criteria.
Clarifications	<ul style="list-style-type: none"> • The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> • Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Selection criteria.
Moderation	<ul style="list-style-type: none"> • There shall be moderation meeting(s) between the evaluators to agree clarification questions • To agree final scoring for each Bid and relative rankings of the Bids.
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> • To confirm contents of the letters to provide details of scoring

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. 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](#)

Appendix A – BEIS Travel and Subsistence Rates

Summary Table of Rates¹

Section	Description	Relevant Rates
Accommodation	Hotel rates	£140 London and international
Accommodation	Hotel rates	£100 outside London (UK)
Accommodation	Incidental expenditure for overnight room charges, laundry newspaper etc.	up to £5 per day UK, up to £10 per day overseas
Air Travel	Economy Class	<3.5hrs flight time
Air Travel	Premium Class	3.5hrs to 5.5hrs flight time
Air Travel	Business Class	>5.5hrs flight time
Rail Travel	Oyster cards to be used around London	Oyster or Contactless rate for journey rather than top-up value.
Rail Travel	Eurostar	Standard Class Advanced ticket
Rail Travel	Eurostar, with line manager approval	Fully flexible business
Rail Travel	Advance open return	Standard Class flexible ticket
Rail Travel	Permitted under certain exceptional circumstances.	First Class
Subsistence	Breakfast (early start) costs receipted.	£5 benchmark (UK and overseas travel outside of Europe and North America) £10 benchmark (Europe and North America) ²
Subsistence	Lunch costs receipted	£5 benchmark (UK and overseas travel outside of Europe and North America)

¹ Department for Business, Energy & Industrial Strategy Expenses Policy (version 2), published 28 January 2019, page 4.

² There are specific Europe and North America benchmarks to reflect the higher cost of subsistence when travelling to Europe and North America on behalf of the Department. Whilst other countries may have similar costs, less regular travel and the flexibility of the Expenses Policy means that it is not appropriate to set specific benchmarks for these countries. Staff travelling to these countries are able to exceed the benchmarks subject to the provisions of the policy being met.

		£15 benchmark (Europe and North America)
Subsistence	Dinner costs received	£15 benchmark (UK and overseas travel outside of Europe and North America) £25 benchmark (Europe and North America)
Subsistence	Staying with friends and family	£5 Lunch and £15 Dinner (£20 limit per 24hr period) – requires line manager approval.
Car and Motorbike Travel	Car journeys ≤10,000	45p per mile
Car and Motorbike Travel	Car journeys >10,000	25p per mile
Car and Motorbike Travel	Per passenger supplement	5p per mile
Car and Motorbike Travel	Motorbike journeys	24p per mile
Professional Subscriptions	HMRC list of tax- deductible professional subscriptions	No limit