

# Invitation to Quote

Invitation to Quote (ITQ) on behalf of **UKRI- Science and Technology  
Facilities Council**

**Subject UK SBS EU SST 3SST2016- NOC System Requirements  
Study**

**Sourcing reference number CR18139**

**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*

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# Section 1 – About UK Shared Business Services

## Putting the business into shared services

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

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

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

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

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

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

## Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, 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 Customers.

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

## Section 2 – About Our Customer

### UK Research and Innovation

Operating across the whole of the UK and with a combined budget of more than £6 billion, UK Research and Innovation represents the largest reform of the research and innovation funding landscape in the last 50 years.

As an independent non-departmental public body UK Research and Innovation brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC) plus Innovate UK and a new organisation, Research England.

UK Research and Innovation ensures the UK maintains its world-leading position in research and innovation. This is done by creating the best environment for research and innovation to flourish.

For more information, please visit: [www.ukri.org](http://www.ukri.org)

### UKRI - Science and Technology Facilities Council (STFC)

UKRI - STFC is a world-leading multi-disciplinary science organisation, whose goal is to deliver economic, societal, scientific and international benefits to the UK and its people – and more broadly to the world.

UKRI - STFC support an academic community of around 1,700 in particle physics, nuclear physics, and astronomy including space science, who work at more than 50 universities and research institutes in the UK, Europe, Japan and the United States, including a rolling cohort of more than 900 PhD students.

The organisation's large-scale scientific facilities in the UK and Europe are used by more than 3,500 users each year, carrying out more than 2,000 experiments and generating around 900 publications.

The combination of access to world-class research facilities and scientists, office and laboratory space, business support, and an environment which encourages innovation has proven a compelling combination, attracting start-ups, SMEs and large blue chips such as IBM and Unilever.

### Examples of funded research

- UKRI - STFC is providing the design infrastructure for the £23bn UK microelectronics sector that underpins strategically important industries worth £78bn to the UK economy
- UKRI - STFC's ISIS facility and its users, working in partnership with the NHS, developed a novel material to improve the treatment of cleft lip and palate, speeding up healing times and reducing operating costs
- UKRI - STFC's Synchrotron Radiation Source was used to understand how conventional anti-malarial drugs work, allowing the development of more effective treatment to reduce the devastating global impact of malaria

- UKRI - STFC's ISIS facility is identifying new materials that can safely and conveniently store hydrogen, enabling the development of hydrogen-fuelled cars reducing reliance on fossil fuels and cutting carbon emissions

[www.stfc.ac.uk](http://www.stfc.ac.uk)

## Section 3 - Working with UK Shared Business Services Ltd.

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

Section 3 – Contact details		
3.1	Customer Name and address	UK Research and Innovation (UKRI) - Science and Technology Facilities Council, Rutherford Appleton Laboratory, Harwell Campus, Didcot, OX11 0QX
3.2	Buyer name	Declan Ward UK SBS, Polaris House, North Star Avenue, Swindon, SN2 1FF
3.3	Buyer contact details	<a href="mailto:Research@uksbs.co.uk">Research@uksbs.co.uk</a> 01793 867000
3.4	Maximum value of the Opportunity	Up to £ 105,000.00 excluding VAT  Please ensure your total price to deliver the entire requirement for the full duration of the contract shall not exceed £105,000.00 GBP <u>excluding</u> VAT.
3.5	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. 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.</b>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	Contracts Finder Tuesday, 18 <sup>th</sup> of September 2018
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	Monday, 24 <sup>th</sup> September 2018 at 14.00
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	Tuesday, 25 <sup>th</sup> September 2018 at 14.00
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Friday, 28 <sup>th</sup> September 2018 at 14.00

3.10	Date/time Bidders should be available if clarifications are required	Tuesday, 2 <sup>nd</sup> October 2018 to Friday 5 <sup>th</sup> October 2018
3.11	Anticipated rejection of unsuccessful Bids date	Monday, 8 <sup>th</sup> October 2018
3.12	Anticipated Award date	Tuesday, 9 <sup>th</sup> October 2018
3.13	Anticipated Contract Start date	Wednesday, 10 <sup>th</sup> October 2018
3.14	Anticipated Contract End date	Friday, 14 <sup>th</sup> December 2019
3.15	Bid Validity Period	60 Days

## Section 4 – Specification

### Introduction

#### **UKRI - Science and Technologies Facilities Council (STFC), Rutherford Appleton Laboratory (RAL), RAL Space**

The Science and Technology Facilities Council (STFC) is one of seven research councils in the UK which fall with UKRI. The research councils form part of UK government and report to the Department for Business Energy and Industrial Strategy (BEIS). Compared to the other research councils, we are unique in that we run major science programmes using our own research capability and act in support of the major UK physical science facilities, as a result we are able to offer unique access to world-class science expertise and facilities to UK industry and other government agency customers. With headquarters in Swindon located alongside the other research councils, the major sites that STFC operates are:

- Rutherford Appleton Laboratory (RAL), Oxfordshire;
- Chilbolton Observatory, Hampshire;
- Daresbury Laboratory, Cheshire;
- UK Astronomy Technology Centre, Edinburgh.

RAL Space at the Rutherford Appleton Laboratory ([RAL](#)) carries out an exciting range of world-class space research and technology development. With significant involvement in over 210 space missions, we are at the very forefront of UK space research. Our expertise covers a wide range of disciplines including; astronomy, solar physics, planetary physics, fundamental physics, earth observation, atmospheric chemistry and radio propagation. Our engineering disciplines include space electronics, detector systems, thermal and mechanical engineering, optics design, software engineering and e-Science.

Our 240 staff are dedicated to supporting the programmes of the [STFC](#) and the Natural Environment Research Council ([NERC](#)), as well as undertaking a large number of space projects for UK and overseas agencies, universities and industrial companies. We work closely alongside the [UK Space Agency](#) who co-ordinate UK civil space activities.

We undertake world-leading space research and Earth observation research and technology development, provide space test and ground-based facilities, design and build instruments, analyse and process data and operate S- and X-band ground-station facilities, as well as lead conceptual studies for future missions. We work with space and ground-based groups around the world.

## **Background to the Requirement**

### **Background**

The EU SST Support Framework (<http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32014D0541>) is implemented by the EU SST Consortium in order to develop a European SST capability which consists of three functions: sensor function, processing function and service function. In order to establish, operate, and evolve the three functions, there are two incremental projects funded by the Galileo, Copernicus and H2020 programmes. These are 1SST2016-17 (C&G) and 2-3SST2016-17 (H2020).

The 2-3SST2016-17 project consists of two parts: Part I and Part II. Part I (WPs 1-6) covers 2SST2016-17 activities and Part II (WPs 7-9) covers 3SST2016-17 activities. Within STFC, the project 2-3SST2016-17 is split into 2SST2016-17 and 3SST2016-17 projects and it has been agreed with UKSA to have two separate contracts to cover those. This ITQ relates to the 3SST2016-17 contract.

The 3SST2016-17 is a strategically important project for STFC RAL Space and UK (via UK Space Agency and UK Ministry of Defence) with key milestones which must be met if UK is to achieve its objectives and deliver its commitments in this international programme. The UK Government (with the UK Space Agency [UKSA] leading) is coordinating UK's activities. STFC has a subcontract with UKSA to provide, along with other UKSA subcontractors, support to Work Packages 7, 8 and 9 within 3SST2016-17.

STFC co-ordinates a number of R&D activities (these are explicitly identified in the 2-3SST2016-17 proposal and 3SST2015 Deliverable D5.2) to ensure that these are carried out as specified with respect to task scope, timeline and budget. STFC will also be undertaking several technical R&D activities. Some of these technical activities will be facilitated by external subcontractors (competitive tenders). This tender is concerned with support to an R&D study which will be carried out in support of the work programme to define the UK NOC.

### **3SST201617 EU SST objectives and aims**

The objective of the Part II of 2-3SST2016-17 is to continue to support the SST evolution needs in line with the objectives and challenges of Horizon 2020 related to protecting Europe's investment made in space infrastructure. This will be performed by the improvement of the EUSST functions and capabilities, in accordance with the Action Plan outlined in the EUSST Framework Partnership Agreement, as well as to continue the trade-off of future EUSST architecture and the upgrade or renewal of identified sensors (radars, telescopes and laser stations) controlled by the EUSST Consortium Member States.

Five EU Member States have formed a Consortium in order to bid for, and carry out, the tasks required to fulfil the EU SST Framework. These member States are the UK, Germany, France, Italy and Spain with the EU Satellite Centre (SatCen) providing additional capabilities.

The UK participation in the EU SST Framework is led by UKSA which is the UK Beneficiary to the Grant Agreement. The other UK participants are the MoD (as a Linked Third Party); together with STFC, Dstl and other entities who are all Third Party Subcontractors within the Grant Agreements and who are also subcontractors to UKSA.

## **NOC SYSTEM REQUIREMENTS STUDY**

<b>Short Description</b>	NOC system requirements study
<b>Technical Description</b>	To enumerate the NOC user requirements that have been identified following consultation with stakeholders in UK Government, Industry, and Academia. This user requirements document will constitute a key input to the study.
<b>Expected Outcomes &amp; Benefits</b>	To provide a numerical description of the performance metrics that will be required to meet the UK's national and international SST commitments in the short (2020), medium (2025), and long (2030) term
<b>External Dependencies</b>	None
<b>Key Milestones</b>	Final Report
<b>Assumptions</b>	The UK requires a National Operations Centre that will contribute to the EU-SST programme, address national SST requirements, and allow the UK to contribute to wider international SST initiatives

## Aims and Objectives

The overall aim of this tender is to contribute to the EU SST programme by specifying the system requirements for the UK NOC in the short, medium, and long term, with numerical values as appropriate.

The specific aims of the study are:

- a) Assess the overall functional needs of the UK NOC;
- b) Determine the appropriate metrics to use to characterise different requirements<sup>1</sup>;
- c) Assign appropriate thresholds or ranges to each of the specified requirements in each of the three timeframes<sup>2</sup>;
- d) Identify areas where requirements are likely to change as a result of improving technology<sup>3</sup>;
- e) Understand how the system requirements will vary according to the availability of 3<sup>rd</sup> party data<sup>4</sup>;
- f) Assess the impact of transient events (e.g. extreme space weather or break-up events), on the system, to provide an understanding of what degree of performance margin may need to be incorporated in the NOC system design to address “surge” requirements;
- g) Understand the risks and impact on security associated with failing to meet the specified requirements in the appropriate timeframe.

It is understood that the task definition is wide; this is deliberate so as not to constrain the proposals unduly. However, some ideas are presented below to help guide the study. These are illustrative and their further expansion, editing and interpretation are encouraged by the bidder.

### System Metrics

System metrics are expected to include, (but not be limited to):-

- The detection thresholds in different orbital regimes required to maintain both current and future catalogues;
- Positional accuracies and potential error matrices; Confidence levels
- The acceptable “age-of-data” associated with different objects in the catalogue;
- The timeliness of the task-collect-process-disseminate cycle for different products associated with the EU-SST programme;

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<sup>1</sup> Different parameters are frequently used to characterise detection performance, for instance. Radar sensor specifications typically refer to minimum radar cross section, for instance, whereas optical sensors often make reference to a limiting optical magnitude.

<sup>2</sup> It is assumed that the on-orbit population of objects for which the UK is responsible will increase over time, leading to an increasing system capacity requirement in the medium and long term relative to the near term needs.

<sup>3</sup> As the area coverage rate of sensors improves, (due to improvements in detector technology), and observation frequencies increase, the requirement to “maintain custody” is expected to change over time; with less need to correlate target objects between temporally discontinuous observations

<sup>4</sup> This is predicated on the possibility of exploiting US data, or using that as a baseline to be improved for EU objects of interest.

- The accuracies with which tracking-related parameters such as mass, cross-sectional area, composition, rotation rates; etc. can be measured;
- The frequency with which various classes of product will need to be generated as a guide to the overall NOC system capacity;
- The field of view and tracking rates expected from different input sensors in order to facilitate the processing of observations into SST products at the NOC;
- The geographic access needed to provide surveillance coverage of all the orbits of interest to the UK.

## Requirement

### Study Technical Requirements

**SOW\_T1-11\_001** The study shall define a set of metrics to be used to enumerate the requirements

*The EU SST system is still being developed and the final database/catalogue format is yet to be established. The intent of this requirement is to select a set of metrics that are sufficient to utilise the anticipated performance of a possible final EU system design and hence the performance of a UK NOC.*

**SOW\_T1-11\_002** Calculated values should be provided to metricate each of the identified requirements from the User Requirements Document (URD)

*It is assumed that the contractor will be familiar with the terminology associated with a range of potential sensors including radars, optical telescopes, RF sensors, Etc.*

**SOW\_T1-11\_003** The study shall identify areas where requirements are likely to evolve as a result of changing technology or varying background assumptions, (e.g. the number of UK-licensed satellites on orbit)

**SOW\_T1-11\_004** The study shall identify the potential impact of access to differing levels of 3<sup>rd</sup> party data.

*Current estimates are predicated on assumptions of continued access to US and EU sensor data. In the event that these capabilities are denied, the requirements for a UK system could change markedly.*

**SOW\_T1-11\_005** The study should assess the potential performance margins that are considered appropriate to account for surge requirements

*Natural perturbations to the environment could create short-term variations in the requirements for different types of product, (and effectively require a change in the concept of operations for the NOC). Similar changes to the balance of operations of the NOC could result from military operations in space, which could create thousands of new objects needing to be catalogued.*

**SOW\_T1-11\_006** The analysis should assume an agreed population of active satellites and debris objects in each of the three timeframes specified in order to specify indicative levels of performance and capacity

*There are a wide range of possible conditions, constraints and assumptions, and the initial study meetings will focus on establishing a reasonable set of criteria.*

**SOW\_T1-11\_007** A reasonable selection of known and possible future sensors should be assumed to allow the system capacity requirements to be estimated

*The goal of this work is emphatically not to develop or explore specific novel sensors, but a realistic estimate of the potential future data input into the NOC will be required in order to estimate the capacity of the system.*

**SOW\_T1-11\_008** Generic security and cyber threats to the system shall be assessed at a high level to evaluate the effect of reasonable security precautions.

**SOW\_T1-11\_009** The boundaries, constraints and assumptions associated with the three timescales shall be reviewed and agreed at a kick-off meeting.

*It is important that the direction and depth of analysis is clear to the Contractor before the study starts in order to manage expectations of everyone concerned.*

**SOW\_T1-11\_010** The Contractor shall hold a mid-term Review Meeting to present progress, make informed suggestions, identify bottlenecks and any other issues for agreement with STFC.

**SOW\_T1-11\_011** The Contractor shall hold a Final Review Meeting to present the final results and recommendations.

### **Study Plan**

The contractor is encouraged to submit a Study Plan for the project, including Gantt charts and milestones, consistent with the overall timeframe assumed for the study.

### **Work Breakdown Structure**

The project is expected to focus the majority of the study effort on the enumeration of the individual requirements.

STFC notes the external dependency on the provision of information on user requirements documentation generated as part of the EU-SST NOC studies. This will be supplied as CFI to the contractor.

Other activities, such as agreeing metrics and evaluating security implications, are expected to be resolved with input from STFC and will be addressed in part at progress meetings.

## **Scope**

### **Scope**

To enumerate the requirements included in the UK NOC User Requirements Report. (CFI)

These user requirements are intended to capture, in natural language, the vision of the UK NOC, which is as follows:-

- *To reduce UK's economic risks in, and dependant on, space, by providing a processing centre for the management of all UK civil SST sensors (including tasking, storage and product generation) and provide the link into EU, UK military and other SST systems;*

The objectives of the NOC are to:-

1. Generate accurate, timely and reliable SST information products for a range of users, which will include UK Government departments, UK industry, and academia;
2. Optimise the operation of the “UK system” to extract best information value through smarter tasking, enhanced storage & processing and interaction with other systems. The “UK System” is assumed to be a federated architecture comprising multiple sensors, potentially operated by both government and commercial entities;
3. Develop and expand the UK SST capability over time.

The work required in this study is to provide a numerical evaluation of agreed performance metrics associated with each of the user requirements at three different timescales, 2020, 2025, and 2030, consistent with the assumption that the capability will need to evolve with time.

It is expected that the system requirements will inform the NOC architecture definition study, provide input to the NOC implementation plan, and guide the security aspects of the programme.

It should be possible, in due course, to determine current and potential future capability gaps, and this information will be used to guide research, and hence future technical developments.

## Timetable

### Deliverables, Key Milestones and Payment Plan

<b>Deliverable ID</b>	<b>Deliverable/Milestone</b>	<b>Deliverable submission deadline</b>	<b>Payment</b>
<b>MS1_KO</b>	Kick-Off Meeting (KOM)	10/10/2018	
<b>STFC_D1</b>	Technical note listing assumptions to ensure a clear understanding of the assumptions and constraints agreed at the kick-off meeting	17/10/2018	
<b>STFC_D2</b>	Mid-term Review Meeting Slides	12/11/2018	
<b>MS1_MTRM</b>	Mid-term Review Meeting (MTRM)	19/11/2018	50%

<b>STFC_D3</b>	Final Review Meeting Slides	30/11/2018	
<b>STFC_D4</b>	Draft Final Report	30/11/2018	
<b>MS2_FRM</b>	Final Review Meeting (FRM)	07/12/2018	
<b>STFC_D5</b>	Final Report (based on the technical note D1 covering the assumptions, discussions and documentation associated with the Mid-Term review, and with the Final Review slides and comments from that review)	14/12/2018	50%

**Shorter and earlier schedules would be welcomed.**

Payments: Payments will be made on reaching the highlighted milestones/acceptance of the deliverables. The deliverables will be reviewed by the STFC technical team and deemed acceptable or a defined list of improvements and updates with an agreed timescale will be provided to bring the deliverables to the required standards.

## Section 5 – Evaluation model

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

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

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

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL3.11	Modern Slavery Act 2015
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	AW5.1	Maximum Budget
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.			
Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	10%
Quality	Proj1.1	Logicity of Methodology and Approach	15%
Quality	Proj1.2	Understanding of Technical Challenges	20%
Quality	Proj1.3	Technical Risk Management Plan	15%
Quality	Proj1.4	Project Plan and Definition	20%

Quality	Proj1.5	Resourcing Levels, Experience and Appropriateness	20%
Quality	Proj1.7	Capability of Staff	For information only

## Evaluation of criteria

### Non-Price elements

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

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

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

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

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

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

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

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

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

### Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

**Price elements** will be judged on the following criteria.

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

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

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

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

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

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

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

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

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

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

## **Section 6 – Evaluation questionnaire**

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

Guidance on completion of the questionnaire is available at <http://www.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

**PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY**

## Section 7 – General Information

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

#### DO:

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

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

### DO NOT

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

## Some additional guidance notes

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

the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.

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

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

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

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

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

## **USEFUL INFORMATION LINKS**

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