Invitation to Quote

Invitation to Quote (ITQ) on behalf of Economic and Social Research Council (ESRC)

Subject UK SBS Mid-Term Review of the ESRC Big Data Network Phase 2

Sourcing reference number BLOJEU-CR16058ESRC

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

UKSBS
Shared **Business** Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

Our Procurement ambition

Our vision is to be recognised as a centre of excellence and deliver a broad range of procurement services across the public sector; to maintain and grow a procurement service unrivalled in public sector.

Procurement is a market-shaping function. Industry derived benchmarks indicate that UK SBS is already performing at or above "best in class" in at least three key measures (percentage savings, compliant spend, spend under management) and compare well against most other measures.

Over the next five years, it is the function's ambition to lead a cultural change in procurement in the public sector. The natural extension of category management is to bring about a fundamental change in the attitude to supplier relationship management.

Our philosophy sees the supplier as an asset to the business and the route to maximising value from supply. This is not a new concept in procurement generally, but it is not a philosophy which is widely employed in the public sector.

We are ideally positioned to "lead the charge" in the government's initiative to reform procurement in the public sector.

UK SBS Procurement's unique selling points are:

- Focus on the full procurement cycle

- Leaders in category management in common and specialised areas

- Expertise in the delivery of major commercial projects

- That we are leaders in procurement to support research

- Use of cutting edge technologies which are superior to those used generally used across the public sector.

- Use of market leading analytical tools to provide comprehensive Business Intelligence

- Active customer and supplier management

'UK SBS' contribution to the Government Procurement Agenda has been impressive.   Through innovation and leadership UK SBS has built an attractive portfolio of procurement services from P2P to Strategy Category Management.'

John Collington

Former Government Chief Procurement Officer

Section 2 – About Our Customer

The ESRC is an independent Non-Departmental Public Body established by Royal Charter in 1965. The Council is funded primarily through grant-in-aid from the Department of Business, Innovation and Skills with a mission to:

- promote and support, by any means, high-quality basic, strategic and applied research and related postgraduate training in the social sciences;
- advance knowledge and provide trained social scientists who meet the needs of users and beneficiaries, thereby contributing to the economic competitiveness of the United Kingdom, the effectiveness of public services and policy, and the quality of life;
- provide advice on, and disseminate knowledge and promote public understanding of the social sciences.

Further information about the Council can be found at: www.esrc.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	Alison Weir Polaris House North Star Avenue Swindon SN2 1UJ
3.2	Buyer name	Jenny Stratton
3.3	Buyer contact details	research@uksbs.co.uk
3.4	Estimated value of the Opportunity	£15,000 - £20,000 inc VAT
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 will result in the Bid not being considered.**

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	23/06/2016 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	05/07/2016 14:00hrs
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	07/07/2016
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	14/07/2016 14:00hrs
3.11	Anticipated rejection of unsuccessful Bids date	21/07/2016
3.12	Anticipated Award date	21/07/2016
3.13	Anticipated Contract Start date	27/07 2016
3.14	Anticipated Contract End date	30/11/2016
3.15	Bid Validity Period	60 Days

Section 4 – Specification

MID-TERM REVIEW OF THE ESRC BIG DATA NETWORK PHASE 2

Introduction

1.	The ESRC is seeking to commission a mid-term review of Phase 2 of the Big Data Network.

2.	The mid-term review will assess overall performance and impact against the stated aims of the Network and will identify lessons learned and any additional factors to inform whether and how any future investment should be made in this area.

The Big Data Network

3.	The ESRC is investing in a Big Data Network[1] to optimise big data as a resource for research. The Network is organised over three phases:

   - Phase 1 - The Administrative Data Research Network

   - Phase 2 - Business and Local Government Data

   - Phase 3 – 'New Forms of Data' (incorporating Civil Society and Social Media data)

4.	The focus of this mid-term review is phase 2. Under this phase, the ESRC has invested in three Big Data Research Centres:

   - Business and Local Government Data Research Centre, University of Essex - http://www.blgdataresearch.org

   - Consumer Data Research Centre, University College London and University of Leeds - https://www.cdrc.ac.uk

   - Urban Big Data Centre , University of Glasgow- http://ubdc.ac.uk

5.	Additionally, the UK Data Service provides support for and facilitates coordination across these Centres - https://www.ukdataservice.ac.uk

6.	The ESRC Data Infrastructure Strategic Advisory Committee (DISAC) is responsible for strategic oversight and the provision to the ESRC of independent assurance for the UK Data Service and investments made under the Big Data Network Phase 2.

7.	DISAC:
   - seeks to ensure that the investments are developed, managed and maintained in a way that maximises benefit as a long term resource, taking account of the investments scope and resources.
   - advises on strategic issues relevant to the realisation of benefits and sustainability.

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[1] http://www.esrc.ac.uk/research/our-research/big-data-network/

8. ESRC's Capability Committee provides strategic advice to Council and the Office in support of the development of strategy, policy and activity in the area of training, skills, methods and infrastructure, including investments under the Big Data Network.

Purpose of the Mid-Term Review

9. The principal aims of the mid-term review are:

- to provide assurance that the aims and objectives of the Big Data Network Phase 2 are being realised

- to assess the overall performance and pathways to impact of the Big Data Network Phase 2 to date (including value for money)

- to advise on the appropriateness and effectiveness of how the Centres are managed and co-ordinated

- to identify lessons learned from the commissioning of the Big Data Network Phase 2 network to inform future investment in this area

- to identify any additional factors to inform future investment in this area.

Terms of Reference

10. We are seeking to appoint an individual or small team to conduct an independent mid-term review.

11. The Review will assess the extent to which each of the Big Data Research Centres have met their core objectives as set out in their proposals and subsequent contracts in terms of:
- Providing facilities to enable access to business and/or local government data for accredited projects and researchers
- Actively engaging and collaborating with data owners and encouraging the participation of further data owners through outreach with private sector and/ or local government organisations around novel areas of engagement and datasets
- Conducting and stimulating original and high-impact research to address research questions using the data made available, and exploring ways of improving access to and analysis of that data, as well as opportunities for data linkage, to the benefit of the wider Big Data Network
- Developing a programme of knowledge exchange, capacity-building and training activities
- Working in collaboration with other centres, other elements of the Big Data Network, as well as with the UK Data Service and Administrative Data Research Network (ADRN) as appropriate.

12. The Review will advise on the future scope for investment in this area to inform any future ESRC investment in big data infrastructure by addressing the following questions:

- If ESRC is to continue support in this area, are thematic Data Research Centres the most appropriate model?

- What lessons in terms of commissioning, structure, management and co-ordination for any future funding period can be learned from the current period of operation, including the wider contextual influences that have affected the development of the Centres?
- How could investment in Big Data Phase 2 be developed to support other developing ESRC priorities and engage with other ESRC investments?
- In terms of sustainability of the Centres, are there alternative funding mechanisms and partnerships that ESRC could consider?
- Given the rapid developments in technology, data sources and capability needs, how can the ESRC future-proof any further investment to ensure flexibility to develop service provision, technology, systems, processes and policy in innovative ways?

13. The mid-term review will take into account the original project scope and available resources as well as wider contextual changes and issues.

14. The mid-term review will draw on an analysis of the performance and achievements of the Big Data Network Phase 2 from the start of the current awards (January 2014) until 31 March 2016.

Other Review Activities

15. In addition to this mid-term review of the Big Data Network Phase 2, the ESRC is undertaking a number of other reviews of related investments that are all due to report over the coming year. It is expected that the reviewer(s) will take account of the initial findings from these reviews where possible and appropriate. These are at different stages of planning and include:
    - A mid-term review of the Administrative Data Research Network
    - A strategic review of the UK Data Service.
    - An 'impact and reach' review of some of the ESRC's key data infrastructure investments (likely to include UKDS, Understanding Society, the birth cohorts and the British Election Study)
    - A review of the Census Longitudinal Studies
    - A review of our portfolio of ESRC longitudinal studies

Outcome of the Review

16. The main review outcome will be a report that seeks to address the key areas set out in paragraphs 11-14 above.

17. The Big Data Network Centres and UKDS will be given the opportunity to formally respond to the review report.

18. The review report will be shared with key stakeholders and discussed with relevant ESRC Committees.

Proposed Approach

19.	The ESRC will provide documentary evidence relating to the current period of funding. This will include:

- the specification used to commission the Big Data Network Phase 2;
- the proposals from the successful Data Research Centres;
- the contracts and related documentation for each Centre and the UKDS;
- information on the governance structure for the Big Data Network Phase 2;
- Big Data Centre and UKDS reports/papers to the ESRC Data Infrastructure Strategic Advisory Committee.

20.	It is also expected that the review will interview key figures at each of the Centres and UKDS and other relevant stakeholders and will engage with users of the Centres to explore their views and requirements.

21.	A planning meeting will be held with the mid-term Review consultant(s) and the ESRC to agree any additional documentary evidence.

Review and Re-Commissioning Timetable

22.	The timetable for the mid-term review of the Big Data Network Phase 2 is:
- July - September 2016 – Review undertaken
- End September 2016 – draft report submitted
- End October 2016 – final report submitted
- November 2016 – Review report discussed by DISAC and ESRC Capability Committee

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÷3 = 5.33)

Pass / fail criteria

Questionnaire	Q No.	Question subject
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
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 UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	PROJ1.1	Understanding of the Requirement	20%
Quality	PROJ1.2	Project Plan and Risk Management	20%
Quality	PROJ1.3	Methodology	20%
Quality	PROJ1.4	Project Team and Capability to Deliver	20%

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 x 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 x 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) ÷ 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 x 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.

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.

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](#)