



# Invitation to Quote

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

**Subject: Apprenticeship Consultancy Support**

**Sourcing Reference Number: CS20046**

**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.  
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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.ukpbs.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](mailto: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](mailto: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 and Industrial Strategy, 1 Victoria Street, London, SW1H 0ET   |
| 3.2.                        | Buyer name  | Chris Grant  |
| 3.3.                        | Buyer contact details                                 | professionalservices@uksbs.co.uk   |
| 3.4.                        | Estimated value of the Opportunity                    | <p>The total estimated contract value, including optional extension shall not exceed £70,000.00 ex VAT.</p> <p>The estimated value of phase 1 is up to £35,000.00 ex VAT</p> <p>The optional extentsion is estimated at £35,000.00 ex VAT.</p>   |
| 3.5.                        | Process for the submission of clarifications and Bids | <p><b>All correspondence shall be submitted within the Messaging Centre of the e-sourcing. Guidance Notes to support the use of Delta eSourcing 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></p> |

| Section 3 - Timescales |  |   |
|------------------------|--|---|
| 3.6.                   | Date of Issue of Contract Advert on Contracts Finder   | Friday 06 <sup>th</sup> March 2020  |
| 3.7.                   | Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system              | Thursday 12 <sup>th</sup> March 2020<br>14:00   |
| 3.8.                   | Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal | Friday 13 <sup>th</sup> March 2020  |
| 3.9.                   | Latest date and time ITQ Bid shall be submitted through Delta eSourcing  | Friday 20 <sup>th</sup> March 2020<br>14:00   |
| 3.10.                  | Anticipated notification date of successful and unsuccessful Bids  | Wednesday 25 <sup>th</sup> March 2020   |
| 3.11.                  | Anticipated Contract Award date  | Wednesday 25 <sup>th</sup> March 2020   |
| 3.12.                  | Anticipated Contract Start date  | Monday 30 <sup>th</sup> March 2020  |
| 3.13.                  | Anticipated Contract End date  | Phase one - Tuesday 01 <sup>st</sup> September 2020<br>Phase two - Monday 22 <sup>nd</sup> March 2021 |
| 3.14.                  | Bid Validity Period  | 60 Days   |

- **Section 4 – Specification**

**Introduction**

The Department for Business, Energy and Industrial Strategy (BEIS) along with other private and public sector employers including DWP, MoJ, DfiD, Defra, the Bank of England and the GES have developed a Master's level Senior Professional Economist apprenticeship. The next stage in the process requires a provider to work with the department and the potential apprenticeship training providers to support the design and mobilisation of the apprenticeship programme. This includes preparing a detailed implementation plan covering all aspects of implementation, including departmental engagement, apprentice selection/ onboarding, learning content and delivery.

**Background to the Requirement**

Apprenticeships provide on the job training alongside complementary studying, allowing individuals to gain recognised qualifications and essential and desired skills in the work place.

Apprenticeships enable BEIS and other Government departments to bring in and develop skills of new staff, and also to encourage existing staff to study towards an apprenticeship. As well as being a cost effective way of developing our skills base, apprenticeships can help us increase diversity and social mobility.

BEIS along with organisations including DWP, MoJ, DfiD, Defra, the Bank of England and the GES have developed a Senior Professional Economist apprenticeship.

The group worked with a contractor and the Institute for Apprenticeships and Technical Education on the development of an apprenticeship standard, end point assessment plan and funding plan.

The approved standard, end point assessment plan and funding band were approved by the Institute for Apprenticeships and Technical Education in December 2019.

The next stage of the apprenticeship process requires the successful provider along with the apprenticeship provider to engage in mobilisation work, this may include a soft market test exercise. Apprentices are guaranteed that at least 20% of their time will be spent on their academic studies which works out on average at about 1 day a week.

The programme typically lasts 2 years and once complete, apprentices will have an economics Master's degree. Line managers of apprentices, are required to take a number of responsibilities into consideration, for example; agreeing leave, performance management and identifying development opportunities.

A number of Government departments have expressed an interest in offering the apprenticeship to their employees. It is expected that the first cohort will be 65 existing employees from across Whitehall departments. The provider will work with BEIS and the selected apprenticeship provider to agree and oversee the process for departments to contract with the apprenticeship provider.

The funding band applied with the Institute for Apprenticeships and Technical Education is £11,000 per apprentice.

**Aims**

The aim of the apprenticeship programme is to:



- Increase the flow of skilled, talented, economists to senior levels – helping us to address current skills shortages at Civil Service Grades 7, 6 and in the SCS.
- Support the career progression of candidates from a broad, diverse, talent pool – helping us to foster diversity and inclusion at Grades 7, 6 and in the SCS.
- Equip apprentices with the knowledge, skills and behaviours they will need to be effective, high-performing senior-level economists.

## Objectives

The successful provider will:

- Support the work of the apprenticeship provider and BEIS to engage with prospective apprenticeship programme participants.
- Ensure that the apprenticeship provider delivers the agreed curriculum that meets the requirements of the standard and reflects best practice in apprenticeship delivery and remote/ digital learning.
- Ensure that the apprenticeship provider appoints an apprenticeship assessment organisation to deliver a robust end-point assessment process in line with the approved end point assessment plan that was approved by the Institute for Apprenticeships and Technical Education.

## Requirement

### Phase one:

For phase one the successful supplier will work alongside BEIS to:

- Scope and draft the specification that will be used to appoint the apprenticeship provider.
- Draft Supplier selection criteria (i.e. the preparation of the questions used to evaluate supplier responses.)
- Assist BEIS and members of the evaluation panel to evaluate the bids received.
- Provide advice and support to BEIS and the apprenticeship provider in the design and delivery of the programme once an apprenticeship provider has been appointed.
- Oversee and develop a detailed implementation plan covering all aspects of programme design, delivery and evaluation. This includes developing a detailed curriculum with the apprenticeship provider and agreeing programme delivery methods.
- Support the work of the apprenticeship provider and BEIS to engage with prospective apprenticeship programme participants.
- Ensure that the apprenticeship provider delivers the agreed curriculum which reflects best practice in apprenticeship delivery and remote/ digital learning, meets the needs of the Government Economics Profession and can be delivered within the funding cap of £11,000.
- Ensure that the apprenticeship provider appoints an apprenticeship assessment organisation to deliver a robust end-point assessment process in

line with the approved end point assessment plan that was approved by the Institute for Apprenticeships and Technical Education.

- Coordinate/facilitate timely and accurate work between Departments on the detailed design and implementation of the programme, including e.g. support for a project board, engagement with Departments on how they will use the programme, etc.
- Finalise our chosen apprenticeship provider's engagement at the framework level as required, and work with them to develop programme design and performance indicators – which can be used when Departments place orders.
- Work with our chosen apprenticeship provider to lead the development of a detailed implementation plan covering all aspects of programme design and delivery – including aspects of the programme for which the supplier does not have lead responsibility e.g. apprentice engagement. We expect that a robust, detailed, implementation plan should be in place within six weeks of contract signature with the chosen apprenticeship.
- Work with our chosen apprenticeship provider to consult extensively with participating departments and others to develop a detailed curriculum for the programme which:
  - Meets the requirements of the Senior Professional Economist apprenticeship standard and end-point assessment plan.
  - Reflects the particular curriculum needs of GES and, within it, of participating departments and agencies. This should include consideration of differentiation in curriculum for different departments to reflect their particular and specialist requirements, e.g. environmental economics, global markets.
  - Reflects the requirements of the Civil Service Success Profiles in fulfilling the 'behaviours' requirements in the apprenticeship standard such as working collaboratively: understanding others point of view; respecting and appreciating diversity; listening to others' points of view, however challenging; being aware of the impact of language and non verbal behaviour on others.; and
  - Canvases for existing GES / departmental learning and development resources and activities which should be used to support delivery of the apprenticeship. This will be particularly important where it is decided that the curriculum should be nuanced to address specialist departmental requirements.
- Oversee the chosen apprenticeship provider supplier's work to develop detailed customer journeys and other core process documentation specifying how the programme will be experienced by apprentices, their line manager and departments.
- Oversee the chosen apprenticeship provider supplier's work to mobilise to deliver against the agreed implementation plan, including publicly launching the programme in summer 2020.

**Phase two - BEIS reserves the right to award or not award this part of the contract at its discretion.**

Once the apprenticeship programme and content delivery method has been agreed and is in place, should BEIS wish to exercise its right to continue with phase 2, there maybe a further requirement for the successful provider to lead on the promotion and enrolment of the apprenticeship programme.

You will work with and oversee the chosen apprenticeship provider's work to deliver against the agreed implementation plan – including to the headline timescales defined in these tender documents, i.e.

- Run selection activities if / as required in September 2020
- Enrol apprentices on programme from autumn 2020
- Commence delivery from January 2021.

You will work with and oversee the chosen apprenticeship provider's work to prepare and implement proposals to engage apprentices, working with departments, including; apprentice engagement, enrolment and induction, curriculum delivery and assessment and delivery.

Work with and oversee our chosen apprenticeship provider's work to prepare and implement the following:

- **Apprentice engagement:** supporting the work that we will do to engage prospective programme participants, providing them with the information and advice they need to confirm that they would like to enrol; and, for some participant groups, supporting application and selection processes which will be led internally.
- **Enrolment and induction:** undertaking a robust initial assessment of the skills and support needs of each apprentice; enrolling each apprentice onto their programme in a timely and effective manner; and, providing apprentices and their line managers with a comprehensive, informative and effective induction to the programme.
- **Curriculum delivery:** delivering the agreed curriculum using an agreed, progressive combination of methods and activities which reflect best practice in apprenticeship delivery and remote / digital learning.
- **Assessment and progression:** delivering a robust, effective, end-point assessment process including preparatory / revision support for apprentices, and the opportunity for them to re-take assessments; working together to provide apprentices with information, advice and guidance on their progression options; and, celebrating success through graduation events.
- Work with and oversee that the chosen apprenticeship supplier's work is underpinned by comprehensive, effective programme management and administration arrangements including:
  - The ability to meet all regulatory requirements including the timely, accurate, maintenance of individualised learner records (ILR).
  - Support for monthly programme governance meetings with the BEIS team and representative from participating Departments.
  - Systematic arrangements for the collection of apprentice, line manager and client stakeholder feedback on the programme.
  - A robust annual evaluation of the programme's operation and impact which uses programme data, feedback and external insight to drive continuous improvement.

The successful potential provider will be expected to identify one named point of contact through whom all enquiries can be filtered. A BEIS employee, will be the central point of contact for the programme.

**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 ( $5+5+6=16 \div 3 = 5.33$ ))

| 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  | 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                                 |
| 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                          | 20%           |
| Quality       | PROJ1.2 | Methodology                            | 50%           |
| Quality       | PROJ1.3 | Team Composition, Skills and Expertise | 10%           |

## Evaluation of criteria

### Non-Price elements

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

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

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

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

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

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

|    |  |
|----|--|
| 0  | The Question is not answered, or the response is completely unacceptable.  |
| 10 | Extremely poor response – they have completely missed the point of the question.   |
| 20 | Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.                  |
| 40 | Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.  |
| 60 | Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.   |
| 80 | Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed. |

|     |  |
|-----|--|
| 100 | Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider. |
|-----|--|

All questions will be scored based on the above mechanism. Please be aware that 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: 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.

## 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"> <li>ITQ logged upon opening in alignment with UK SBS's procurement procedures.</li> <li>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.</li> </ul> |
| Compliance check    | <ul style="list-style-type: none"> <li>Check all Mandatory requirements are acceptable to the Contracting Authority.</li> </ul>   |

|  |  |
|--|--|
|  | <ul style="list-style-type: none"> <li>Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.</li> </ul>   |
| Scoring of the Bid                         | <ul style="list-style-type: none"> <li>Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the Selection criteria.</li> </ul>   |
| Clarifications                             | <ul style="list-style-type: none"> <li>The Evaluation team may require written clarification to Bids</li> </ul>  |
| Re - scoring of the Bid and Clarifications | <ul style="list-style-type: none"> <li>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.</li> </ul> |
| Moderation                                 | <ul style="list-style-type: none"> <li>There shall be moderation meeting(s) between the evaluators to agree clarification questions</li> <li>To agree final scoring for each Bid and relative rankings of the Bids.</li> </ul>   |
| Validation of unsuccessful Bidders         | <ul style="list-style-type: none"> <li>To confirm contents of the letters to provide details of scoring</li> </ul>   |



## **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 2<sup>nd</sup> 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](#)