

Invitation to Quote



Department for
Business, Energy
& Industrial Strategy

Invitation to Quote (ITQ) on behalf of Low Pay Commission (LPC)

Subject: Low Pay Commission Call for Research on the Impacts of the National Minimum Wage, including the National Living Wage, on Businesses

Sourcing Reference Number: PS23127

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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.

Our Customers

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

UK SBS currently manages £700m expenditure for its Contracting Authorities. Our Contracting Authorities who have access to our services and Contracts are detailed [here](#).

Privacy Statement

At UK Shared Business Services (UK SBS) we recognise and understand that your privacy is extremely important, and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UK SBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.

- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

<https://www.uksbs.co.uk/use/pages/privacy.aspx>

Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK 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

As your personal data is stored on our IT infrastructure and shared with our data processors Microsoft and Amazon Web Services, it may be transferred and stored securely in the UK and European Economic Area. Where your personal data is stored outside the UK and EEA it will be subject to equivalent legal protection through the use of Model Contract Clauses.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact Details

The data controller for your personal data is:

The Department for Business, Energy & Industrial Strategy (BEIS)

You can contact the Data Protection Officer at:

BEIS Data Protection Officer, Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET. Email: dataprotection@beis.gov.uk

Section 2 – About the Contracting Authority

Low Pay Commission (LPC)

The Low Pay Commission (LPC) is an independent public body (sponsored by The Department for Business and Trade: DBT) that advises the Government about the National Minimum Wage. There are 9 Low Pay Commissioners drawn from a range of employee, employer and academic backgrounds. All the commissioners serve in an individual capacity. They are supported by a small secretariat, which has 8 members of staff.

The Low Pay Commission makes evidence-based recommendations based on:

- commissioned and independent research;
- analysis of relevant data regarding the state of the economy and the impact of the minimum wage;
- consultations with employers, workers and their representatives;
- written and oral evidence from a wide range of organisations; and
- fact-finding visits across the UK to meet employers, employees and representative organisations.

<https://www.gov.uk/government/organisations/low-pay-commission>

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	Low Pay Commission Ground Floor, 10 South Colonnade, Canary Wharf, London, E14 4PU
3.2.	Buyer name	Susan Stokes
3.3.	Buyer contact details	Susan.stokes@uksbs.co.uk
3.4.	Maximum value of the Opportunity	A maximum total budget of £60,000.00 excluding VAT for this research project.
3.5.	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the Jaggaer eSourcing portal. Guidance on how to obtain support on using the Jaggaer eSourcing portal can be found in Section 7.25. 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, unless formally advised to do so by UKSBS

Section 3 - Timescales		
3.6.	Date of Issue of Contract Advert on Contracts Finder	Friday, 31 March 2023
3.7.	Latest date / time ITQ clarification questions shall be received through the Jaggaer eSourcing Portal	Monday, 17 April 2023 14.00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through the Jaggaer eSourcing Portal	Wednesday, 19 April 2023
3.9.	Latest date and time ITQ Bid shall be submitted through the Jaggaer eSourcing Portal (the Deadline)	Tuesday, 02 May 2023 14.00
3.10.	Anticipated notification date of successful and unsuccessful Bids	Wednesday, 17 May 2023
3.11.	Anticipated Contract Award date	Wednesday, 17 May 2023
3.12.	Anticipated Contract Start date	Monday, 22 May 2023
3.13.	Anticipated Contract End date	Tuesday, 31 December 2024
3.14.	Bid Validity Period	90 Days

Section 4 – Specification

Background

The Low Pay Commission (LPC) has an ongoing remit to monitor the operation of the National Minimum Wage (NMW), including the National Living Wage (NLW) and to assess the impact of increases in the level of the minimum wage. With the National Living Wage moving towards its target of two-thirds of median hourly earnings for those aged 21 and over by 2024, it is important that the Commission has evidence on how businesses have been affected and how they are responding. This project will also provide evidence for deliberations on the future of the NLW beyond 2024.

Since 2020, the UK economy has been subject to the unprecedented upheaval in the economy and the labour market caused by measures to control the global pandemic. This has affected some sectors, in particular many low-paying sectors, more than others. It has also disrupted many of the usual data sources upon which much of our standard analysis depends. The pandemic has, however, also led to the development of new data sources, such as the Business Insights and Conditions Survey (BICS). We are therefore keen to consider tenders that can take advantage of these.

In addition to the impacts from the pandemic, the UK began a new trading relationship with the EU on 1 January 2021 that has seen significant changes in the way the UK trades and how its labour market operates. This may have different implications for firms in low-paying sectors.

Previous research has found strong evidence of an impact on hourly earnings but suggests that the NMW has had limited adverse effects on employment levels. Businesses have coped by using a number of adjustment channels, including: increasing prices to their customers; lowering investment; (attempting to) raise productivity; reducing labour costs by adjusting non-pay working conditions; and squeezing profit margins. However, in comparison to employment, hours and pay, these adjustment channels tend to have fewer sources of evidence and are difficult to measure. So we are keen to hear of new or different approaches to analysing them.

There is global interest among policy-makers in the impact of the NLW. The LPC is required to make recommendations to the Government on the rate of the NLW and on the minimum wages for young workers and apprentices each year. The findings from this research will help inform deliberations about the future of the National Living Wage beyond 2024. They will also directly inform policy decisions touching the lives of millions of workers and thousands of businesses as well as contributing to policy formation in the UK and beyond.

Aims and Objectives of the Project

The aim of this study is to gain a better understanding of the impact of minimum wages, especially the National Living Wage, on businesses.

The Low Pay Commission invites tenders for research that will provide initial evidence by September 2023 and more substantive findings by October 2024. The initial findings will inform Commissioners in their deliberations this autumn on the NLW (and the other age-related minimum wage rates) beyond 2024. It will then provide more substantive findings to inform decisions in October 2024 for the minimum wage upratings in April 2025. This research will contribute to our understanding of how firms are adjusting to the NLW.

Potential areas of investigation might include the impact of the NLW and how firms are responding/adapting in terms of:

- profits;
- productivity;
- capital investment;
- training;
- prices;
- contracts and outsourcing;
- pay structures;
- non-wage terms and conditions;
- hours and employment; and
- differentials and pay progression.

We are interested in firms' approaches in the short-term and their longer-term plans as the NLW is set to increase to two-thirds of median earnings by 2024 (which is currently £11.16 based on our latest projections).

This project will provide evidence of how firms are coping with the recent increases in the NLW, whether there are any barriers to further progression of the minimum wage beyond two-thirds of the median, and how they vary sectorally, by size of firm, by geography, and type of ownership.

We are also interested in whether there has been any change to the characteristics of jobs (e.g. evidence of changes to tasks, or the merging/flexibility of roles/tasks); and the characteristics of the workforce (e.g. changes to the age structure or greater use of apprentices).

This research would ideally use firm-level data and may need a longer time frame than our usual research commissions. It will contribute to our understanding of how firms are adjusting to the NLW.

Previous research on these issues has been commissioned by the Low Pay Commission. Academic research suggests profits are a key channel firms use to absorb minimum wage rises. Research on the introduction of the NMW in 1999 has found that it significantly reduced profits for affected firms (Draca, Machin, and van Reenen, 2011).¹ More recent research has shown that the announcement of the NLW caused stock prices to fall for low-paying firms (Bell and Machin, 2018).² Another key channel is through passing on costs to customer through higher prices. Frontier Economics (2020)³ explored the impact of the NLW on prices. It built on previous work by Wadsworth (2010),⁴ which had looked at the impact of the National Minimum Wage on prices. It concluded that the impact on aggregate inflation was small.

¹ Draca, M., S. Machin, and J. Van Reenen, 2011. "Minimum Wages and Firm Profitability." *American Economic Journal: Applied Economics*, 3 (1): 129-51.

² Bell, B. and S. Machin, 2018. Minimum Wages and Firm Value, *Journal of Labor Economics*, 36, (1), 159 - 195

³ Frontier Economics, 2020. Impact of National Living Wage on Businesses. Research Report for the Low Pay Commission. Frontier Economics. November 2020.

⁴ Wadsworth, J., 2010. Did the National Minimum Wage Affect UK Prices? *Fiscal Studies*, 31(1), 81-120.

An alternative channel is through improvements to productivity. Econometric research prior to the introduction of the NLW showed some positive, but not always significant, association between productivity and the NMW (Forth and O'Mahoney, 2003;⁵ Forth, Rincon-Aznar, and Robinson, 2009;⁶ Crawford, Jin, and Simpson, 2013;⁷ Galindo-Rueda and Pereira, 2004;⁸ Croucher and Rizov, 2011;⁹ and Riley and Rosazza-Bondibene, 2013,¹⁰ 2015¹¹, and 2017¹²). In theory, the increase in costs could incentivise a range of different responses. These include adopting more capital-intensive ways of working, undertaking more training, shifting to a more skilled and experienced workforce, adopting tougher recruitment criteria, greater supervision to encourage more effort and outsourcing. Bernini and Riley (2016)¹³ looked at each of these mechanisms and confirmed a positive association between productivity and NMW increases but concluded that no single channel could be identified that explained the productivity effect. Instead, any effects were likely to have arisen through a combination of factors within the firm or for different reasons in different firms. More recently, Latimer (2022)¹⁴ compared the growth in productivity across 180 different industry-region cells but found no significant effect on productivity.

Other research using more qualitative methods, such as D'Arcy and Davies (2016),¹⁵ who looked at how firms were going to cope with the introduction of the National Living Wage. Around a third intended to improve productivity – the most common response. However, in a follow-up survey using its Labour Market Outlook, CIPD (2019)¹⁶ found that while just 30 per cent of businesses had planned to improve productivity, a smaller number (24 per cent) had actually done so. Employers had mainly absorbed the costs by taking lower profits. There was also some evidence of work intensification rather than investment in new technology.

The LPC invites tenders for research that will provide initial insights by 7 September 2023 (at the latest), more informed findings by the end of 2023, a draft final report in the summer

⁵ Forth, J. and M. O'Mahoney, 2003. The Impact of the National Minimum Wage on Labour Productivity and Unit Labour Costs. Report to the Low Pay Commission.

⁶ Forth, J., A. Rincon-Aznar, and C. Robinson, 2009. The Impact of Recent Upratings of the National Minimum Wage on Competitiveness, Business Performance and Sector Dynamics. Report to the Low Pay Commission.

⁷ Crawford, C., W. Jin, and H. Simpson, 2013. Firm's productivity, investment and training: What happened during the recession and how was it affected by the national minimum wage?. Report to the Low Pay Commission.

⁸ Galindo-Rueda, F., and S. Pereira, 2004. The Impact of the National Minimum Wage on British Firms, Research Report for the Low Pay Commission.

⁹ Croucher, R., and M. Rizov, 2011. The Impact of the National Minimum Wage on Labour Productivity in Britain. E-Journal of International and Comparative Labour Studies.

¹⁰ Riley, R., and C. Rosazza Bondibene, 2013. The Impact of the National Minimum Wage on Firm Behaviour during Recession. Research Report for the Low Pay Commission. National Institute for Economic and Social Research.

¹¹ Riley, R., and C. Rosazza Bondibene, 2015. The Impact of the National Minimum Wage on UK Businesses. Research Report for the Low Pay Commission. National Institute for Economic and Social Research.

¹² Riley, R., and C. Rosazza-Bondibene, 2017. Raising the Standard: Minimum wages and firm productivity. Labour Economics 44 (C), pp 27-50.

¹³ Bernini, M., and R. Riley, 2016. Exploring the Relationships between the NMW and Productivity. Report to the Low Pay Commission. National Institute for Economic and Social Research.

¹⁴ Latimer, E. (2022). The impact of the National Living Wage on Productivity. Low Pay Commission Research Report. Low Pay Commission. March 2022.

¹⁵ D'Arcy, C., and G. Davies, 2016. Weighing up the wage floor: Employer responses to the National Living Wage. Policy report. Chartered Institute for Personnel and Development, and the Resolution Foundation. February 2016.

¹⁶ Chartered Institute for Personnel and Development, 2019. Labour Market Outlook. Views from employers. Summer 2019.

of 2024 and final report by the end of September 2024. These findings will inform LPC deliberations in October 2023 for the uprating of the NLW and the other minimum wage rates in April 2024; but will also contribute to the knowledge base that will provide the evidence for Commissioners in deliberations about the future of the NLW beyond 2024. The final findings will inform discussions of the minimum wages in October 2024 for implementation in April 2025.

Suggested Methodology

The methods and data used are at the discretion of the prospective researchers, but these should be specified in detail. It is anticipated that this study could use existing data and/or new sources of information to examine the issues mentioned above.

Potential contractors should specify the techniques that they intend to employ. Tenders should also state which data are to be used, and give some indication of their strengths and limitations. It is particularly important that researchers address any limitations of the analysis with regards to data availability during the pandemic.

The research should use up-to-date, respected, methods, in line with recent studies. It is essential that the methodology and analysis stands up to external scrutiny by professional academics, economists, statisticians and analysts.

Researchers should provide information on how they plan to identify the causal effects of the National Living Wage/National Minimum Wage on firm behaviour and outcomes. They should have a plan for separating out the impact of the minimum wage from other factors which affect firm behaviour (e.g. the UK leaving the EU, and the Covid-19 pandemic). Researchers should show how their research improves upon existing research on the impact of the NLW/NMW on firm behaviour.

Contract Timescales	
Presentation of data sources and methodology at an initial meeting	w/c 22 May 2023
Methodology paper (including draft questionnaire and/or interview guides as appropriate)	9 June 2023
Follow-up meeting	w/c 19 June 2023
Draft interim report with initial findings	25 August 2023
Presentation of initial findings at the Eleventh Annual LPC Research Symposium	7 September 2023
Draft final interim report	29 September 2023
Agreed final interim report	31 October 2023
Publication of interim report	November/December 2023
Meeting to discuss implications for post-2024	December 2023/January 2024
Draft updated report	March 2024
Presentation of findings at the Research Workshop	April 2024
Draft final report	Summer 2024
Final findings presented at the Twelfth Annual LPC Research Symposium	Early September 2024
Final agreed report	End of September 2024
Publication of final report	November/December 2024

This Invitation to Quote and ITQ References –

PS23125 - Wage Posting

PS23126 - Open Call for Research

PS23124 – Research on the Mobility of Low Paid Workers

are stand-alone tenders and will be scored on their own merits as outlined in the tender document, any bidder may submit a tender and be successful on one or more of these opportunities.

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 of Bids

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.

To maintain a high degree of rigour in the evaluation of your bid, a process of commercial moderation will be undertaken to ensure consistency by all evaluators.

Pass / Fail criteria		
Evaluation Envelope	Q No.	Question subject
Qualification	SEL1.2	Employment breaches/ Equality
Qualification	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Qualification	SEL2.12	General Data Protection Regulations (GDPR) Act and Data Protection Act 2018
Qualification	FOI1.1	Freedom of Information
Qualification	AW1.1	Form of Bid
Qualification	AW1.3	Certificate of Bona Fide Bid
Qualification	AW3.1	Validation check
Qualification	AW4.1	Compliance to the Contract Terms
Qualification	AW4.2	Changes to the Contract Terms
Commercial	AW5.4	Maximum Budget
Technical	AW6.1	Compliance to the Specification
Technical	AW6.2	Variable Bids
-	-	Invitation to Quote response received on time within the Jaggaer eSourcing Portal
	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.

The winning Supplier will be the highest scoring bid submission over the Commercial and Technical scores combined, bidders are required to meet a minimum Technical threshold, deemed to be at least 60 for each scoring criteria (PROJ1.1, PROJ1.2 and PROJ1.3), failure to achieve a 60 for all of the above will mean that your bid will not be considered for the award. In this event your Commercial submission will not be assessed.

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
Commercial	AW5.1	Price	20%	20%
Technical	PROJ1.1	Understanding the requirements and context	80%	25%
Technical	PROJ1.2	Methodology and approach		30%
Technical	PROJ1.3	Ability to deliver (including project planning, resource and risk management and expertise)		25%

Evaluation of criteria

Non-Commercial 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 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. As there will be multiple evaluators their individual scores and commentary will be recorded, then a consensus meeting will be convened by the evaluators to determine your score. Note this will include a chairperson or lead and all evaluators are of equal status.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

The convened meeting came to a consensus that the final recorded score to given to your submission against this question should be 60, with the justification and reasons for this score recorded.

Once the consensus process has been finalised, all justifications recorded and all non-priced scores are agreed, this will then be subject to an independent commercial moderation review.

Commercial Elements will be evaluated 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 Commercial 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.

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.

Evaluation process

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

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> ITQ logged upon opening in alignment with UK SBS's procurement procedures. Any ITQ Bid received after the closing date will be rejected unless circumstances attributed to UK SBS, the Contracting Authority or the eSourcing Portal beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> Check all Mandatory requirements are acceptable to the Contracting Authority. Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the criteria.
Clarifications	<ul style="list-style-type: none"> The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Evaluation criteria.
Moderation meeting (if required to reach an award decision)	<ul style="list-style-type: none"> To review the outcomes of the Commercial review To agree final scoring for each Bid, relative rankings of the Bids
Due diligence of the Bid	<ul style="list-style-type: none"> the Contracting Authority may request the following requirements at any stage of the Procurement: <ul style="list-style-type: none"> Submission of insurance documents from the Bidder Request for evidence of documents / accreditations referenced in the / Invitation to Quote response / Bid and / or Clarifications from the Bidder Taking up of Bidder references from the Bidders Customers. Financial Credit check for the Bidder
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> To confirm contents of the letters to provide details of scoring and meaningful feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation Response Questionnaire

Bidders should note that the evaluation response questionnaire is located within the **Jaggaer eSourcing Portal**.

Guidance on how to register and use the Jaggaer eSourcing portal is available at

<https://beisgroup.ukp.app.jaggaer.com/>

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 Section 3 of 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 the eSourcing portal 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 Jaggaer 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.
- 7.10 Do complete all questions in the evaluation response 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 the Jaggaer eSourcing portal. 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 eSourcing portal and problems with functionality within the portal must be submitted to Jaggaer eSourcing Helpdesk

Phone 08000 698 632

Email customersupport@jaggaer.com

Please note; Jaggaer is a free self-registration portal. Bidders can complete the online registration at the following link:

<https://beisgroup.ukp.app.jaggaer.com/>

- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal. 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 Response 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 / UK SBS.
- 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 Jaggaer 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 90 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 Jaggaer 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 Jaggaer 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 revised its Government Security Classifications (GSC) classification scheme on the 2nd April 2014 to replace the previous 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](#)

8.0 Freedom of information

- 8.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS or the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 8.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 8.3 Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 8.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UK SBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 8.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UK SBS or the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this ITQ Bidders are agreeing that their participation and contents of their Response may be made public.

9.0. Timescales

- 9.1 [Section 3](#) of the ITQ sets out the proposed procurement timetable. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

10.0. The Contracting Authority's Contact Details

- 10.1 Unless stated otherwise in these Instructions or in writing from UK SBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants, and advisers) during the period of this

procurement must be directed through the eSourcing tool to the designated UK SBS contact.

- 10.2 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the Jaggaer eSourcing portal. Failure to follow this requirement will result in disqualification of the Response.

Appendix A – Glossary of Terms

TERM	MEANING
“UK SBS”	means UK Shared Business Services Ltd herein after referred to as UK SBS.
“Bid”, “Response”, “Submitted Bid”, or “ITQ Response”	means the Bidders formal offer in response to this Invitation to Quote
“Bidder(s)”	means the organisations being invited to respond to this Invitation to Quote
“Central Purchasing Body”	means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities
“Conditions of Bid”	means the terms and conditions set out in this ITQ relating to the submission of a Bid
“Contract”	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
“Contracting Bodies”	means the Contracting Authority and any other contracting authorities described in the Contracts Finder Contract Notice
“Contracting Authority”	A public body regulated under the Public Procurement Regulations on whose behalf the procurement is being run
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Due Diligence Information”	means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this ITQ
“EIR”	mean the Environmental Information Regulations 2004 together with any guidance and / or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Invitation to Quote” or “ITQ”	means this Invitation to Quote documentation and all related documents published by the Contracting Authority and made available to Bidders and includes the Due Diligence Information. NOTE: This document is often referred to as an Invitation to Tender within other organisations
“Mandatory”	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“Named Procurement person ”	means the single point of contact for the Contracting Authority based in UK SBS that will be dealing with the procurement

“Order”	means an order for served by any Contracting Body on the Supplier
“Supplier(s)”	means the organisation(s) awarded the Contract
“Supplies / Services / Works”	means any supplies/services and supplies or works set out at within <u>Section 4 Specification</u>