



Invitation to Quote

Invitation to Quote (ITQ) on behalf of **Advisory Conciliation and Arbitration Service (ACAS)**

Subject: Acas User and Non-user research subscription service

Sourcing Reference Number: **PS21080**

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

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF
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Version 7.0

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.

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.

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

Advisory Conciliation and Arbitration Service (ACAS)

An independent body funded by the Department for Business Energy and Industrial Strategy (BEIS), Acas was established formally by statute in 1976.

Acas aims to improve organisations and working life through better employment relationships and through a range of services delivered with independence, impartiality and are confidential.

Acas provides dispute resolution service both in collective and individual disputes. Acas offers a collective conciliation service for dealing with disputes between groups of workers and their employers. Acas also deals with disputes where individuals claim their employer has breached their legal rights and Acas has a statutory duty to promote the resolution of claims which might result in an Employment Tribunal.

Acas provides expert advice and guidance on workplace rights and good practice through their website and helpline. They also offer training on a wide range of topics. Acas' team of advisers help organisations improve workplace relations and solve problems through tailored projects.

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	The Advisory, Conciliation and Arbitration Service (ACAS) 8th Floor, Windsor House 50 Victoria Street Westminster London SW1H 0TL
3.2.	Buyer name	Becky Eldridge
3.3.	Buyer contact details	Professionalservices@uksbs.co.uk
3.4.	Maximum value of the Opportunity	£40,000.00 for 1 year contract with an optional 1-year contract extension if budgetary approval is received for year 2.
3.5.	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the e-sourcing. Guidance Notes to support the use of Delta eSourcing is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.

Section 3 - Timescales		
3.6.	Date of Issue of Contract Advert on Contracts Finder	Thursday, 14 October 2021 Contracts Finder
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Thursday, 21 October 2021 11.00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Friday, 22 October 2021
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Friday, 29 October 2021 11.00
3.10.	Anticipated notification date of successful and unsuccessful Bids	Friday, 05 November 2021
3.11.	Anticipated Contract Award date	Friday, 05 November 2021
3.12.	Anticipated Contract Start date	Tuesday, 09 November 2021
3.13.	Anticipated Contract End date	Monday, 31 October 2022
3.14.	Bid Validity Period	60 Days

Section 4 – Specification

Background

.1 Acas Organisation and background

An independent body funded by the Department for Business, Energy and Industrial Strategy (BEIS), the Advisory, Conciliation and Arbitration Service (Acas) was established formally by statute in 1976. Acas aims to improve organisations and working life through better employment relationships, and the services it provides are independent, impartial and confidential. These services include individual and collective dispute resolution services, workplace projects, telephone advice via the helpline, and online advice services.

The following outlines our purpose and aims as also described here on [our website](#).

Our purpose and ambitions

Our purpose is to make working life better for everyone in Britain.

1. Growing our reach and access

By 2025, we will have reached twice as many small and medium sized businesses, and twice as many employees. In doing so, we will have prioritised sectors where issues are more prevalent and union representation is low, and we will have reached customers all over the country.

2. Resolving disputes more quickly and effectively

By 2025, we will be resolving three out of every four disputes before they reach a costly employment tribunal, as a result of earlier and more effective conciliation and a fuller understanding of all the possible paths to resolution.

3. Forging consensus on the future of work

By 2025, we will have new approaches to predict and respond to challenges in the world of work, working with partners to shape a better future. We will share our knowledge, data and insight to help us to build healthy work and prosperity for people, places and society.

4. Embracing difference, increasing inclusion, creating fairness By 2025, creating fair and inclusive workplaces will be at the heart of everything we do. Our services will be inclusive and accessible to all. We will be promoting diversity and inclusion in

Britain's workplaces and our own will reflect the values, and diversity, of modern Britain.

Aims and Objectives of the Project

2. Overview of requirements

Acas wishes to procure an Omnibus survey for polling employees and employers for the purposes of:

- a) Assessing the awareness of Acas
- b) Assessing the awareness of Acas services
- c) Assessing the prevalence of certain workplace relations issues affecting employees and/or employers

The survey would run quarterly with some core questions and some questions that would switch out/in depending on requirements, topical issues and/or policy requirements.

2.1 Provisional details of likely polling requirements

Purpose	Timing	Number of questions likely to be required
a) Assessing the awareness of Acas and its services	Bi-annual – starting October 2021.	Around 12 questions for employees and 12 for employers
b) Assessing the prevalence of certain workplace relations issues affecting employees and/or employers	Every quarter beginning in July 2021	3-6 questions depending on requirements
c) Workplace metrics	Quarterly starting July 2021	3/4 questions depending on requirements

3.1 Previous work carried out

Acas has been carrying out omnibus polling on a planned and an ad hoc basis for a number of years. The aim of this contract is to get this on a more planned and strategic footing to enable better internal planning of polling and achieve efficiencies in terms of costs.

Research carried out	Published results	Notes
2014 Reach 'tracker' survey	Link to report on old Acas website	Not omnibus polling, more bespoke survey exploring awareness of Acas and its services
Various omnibus surveys in collaboration with a research agency since 2015	Not usually published in full, results usually feature in press releases.	A number of omnibus polls carried out in conjunction with a research agency, usually at least once per year with employee and employer groups, comprising samples of around 2000 people in each group.

3.2. The Strategic Planning, Performance and Change team

This group oversees the reach and awareness objective. Their motivation derives from the ambitions of the strategy, as set out above.

3.2 The Acas Communications Team

This team owns the requirement for Assessing the prevalence of certain workplace relations issues affecting employees and/or employers as specified above

3.2.1 Overview

The Acas communications team exists so that as many people as possible benefit from Acas advice. Our messages reach people through the mainstream media (radio, television, online, print) as well as social media, our own e-newsletter to employers, and through collaboration with influential stakeholders. All our messages direct people to our free online advice – some also advertise our paid-for training. In 2020, we saw total potential reach of 50 million.

We have target audiences as set out in the Acas strategy – at the time of writing, these comprise vulnerable workers, small and medium sized businesses, and the health, retail and hospitality sectors..

The Acas communications strategy supports the raising of awareness of our services, and the protecting of our reputation.

The Acas communications team also supports Government communications priorities where these align with Acas's strategic priorities – at the time of writing, these include

- Fighting coronavirus: help businesses to bounce back
- Fighting coronavirus: support a safe return to work
- Unleashing innovation: increase productivity
- Backing business: increase opportunity

3.2.2 Acas Communications Team overarching aims and objectives

The Acas communications team wishes to conduct quarterly surveys, using results to generate interest in the media and on social media, in order to attract a wide range of people to our online advice. They would like to ask questions on topical workplace issues. They could be on topics like mental health, home working, vaccines and the workplace. They may wish to ask these questions of target audiences such as small and medium sized businesses and their employees, or unrepresented groups.

3.4 Example of impact of October 2020 redundancy polling

In October 2020 we carried out a poll in which we asked the following questions of employers:

1. Thinking specifically about staff redundancies... How likely, if at all, do you think you or your organisation are to make staff redundancies in the next 3 months (i.e. between now and December 2020)?
2. You previously said that you or your organisation are likely to make staff redundancies in the next 3 months (i.e. between now and December 2020). Do you plan to manage this process more remotely (i.e. via video call or phone) or more face-to-face, or would it be a mixture of both?
3. Still thinking about staff redundancies... Are you aware of what the current law states about consulting staff before making redundancies?

The answers to these questions enabled us to create a press release, which did well. The Press Association did a piece which also included commentary from TUC, Ed Miliband and the Government, which resulted in many news outlets simply lifting this story. A selection is below:

- The Guardian: <https://www.theguardian.com/business/2020/oct/01/more-than-third-uk-employers-planning-make-staff-redundant-job-losses>
- The Times: <https://www.thetimes.co.uk/article/don-t-talk-economy-into-a-coronavirus-catastrophe-pleads-bank-expert-nk80t7p0j>
- The Regionals have generally lifted the PA piece so our quote and messages on the importance of following the law around consultation are covered in full:

- Hull Daily Mail: <https://www.hulldailymail.co.uk/news/uk-world-news/more-one-three-employers-likely-4564617>
- Wales Online: <https://www.walesonline.co.uk/news/uk-news/more-one-three-employers-likely-19028590>
- Gloucestershire live: <https://www.gloucestershirelive.co.uk/news/uk-world-news/more-one-three-employers-likely-4564617>

We also had media coverage in key HR Trade media outlets:

- Personnel Today: <https://www.personneltoday.com/hr/one-third-plan-redundancies-before-christmas/> - pretty straight from the press notice and lifts all of our key messages on consultation plus survey findings and includes Susan's full quote. Also includes comment from BCC and Resolution Foundation.
- People Management: <https://www.peoplemanagement.co.uk/news/articles/quarter-of-firms-unaware-of-redundancy-consultation-legalities> - they led on quarter of firms being unaware of redundancy consultation legal rules stat but included all of our key stats from our release. They included a quote from REC's Neil Carberry and CIPD as well as Susan's quote.

Suggested Methodology

Total number of Interviews (per survey) - 1000 to 2000 Employers, and 1000 to 2000 Employees

Online interviews/survey

3 The omnibus survey must have the following features:

- Be representative of Employees and Employers (or as a proxy for employers, senior decision makes) in Great Britain. By representative we mean:
 - Representative of employees in Great Britain in characteristics such as but not necessarily limited to: age, sex, industry worked in ([Standard Industrial Classification - SIC 2007](#)), size of organisation worked in, and Government Office Region worked in.
 - Representative of employers in Great Britain in characteristics such as but not necessarily limited to: organisation size, SIC, and Government Office Region worked in. This may be done on the basis of surveying senior decision makers in organisations.

- Any weighting to make survey respondents representative should be done to recognised Office for National Statistics sources such as the Census, Labour Force Survey, Population Estimates, Inter-Departmental Business Register (IDBR) or similar.
- The ability to further understand the data by cross tabulating responses by further respondent characteristics such as:

Employees

- Ethnic group (if available)
- Disability (if available)
- Sexual orientation (if available)
- Whether or not their organisation has a HR/personnel department

Employers

- Role of senior decision maker
- Turnover of organisation
- Whether or not their organisation has a HR/personnel department
- Have the ability to survey people in large numbers (at least 1,000 people, ideally over 2,000) in both employee and employer groups.
- Have the ability to ask questions on the poll relatively quickly within two to three weeks of notifying the contractor of our requirements.

The ability to vary the number of questions we ask on the survey depending on Acas' business needs, including the ability to pay per question so that Acas only pays for the number of questions it needs, each time it takes part in the Omnibus Survey.

Acas is under no obligation to take part in the Omnibus polling, and will not pay a fee if it chooses to not to run Omnibus Survey polling.

- The minimum number of times Acas may take part in the Omnibus Polling in any year is Zero. The Maximum number of times Acas may take part in polling in a given year is six. On the occasions that Acas take part in the Omnibus polling they will pay the amount outlined in your price submission depending on the number of questions we ask in the poll. Historically Acas have used Omnibus survey polling two to three times per year, the likely maximum is four times a year (quarterly). Six is listed to give us some leeway should an additional need be required. The Indicative cost in this specification reflects the expected number questions and frequency of polling in section 2.1 (but as described above may vary).
- Bidders should cost on the basis of:
 - Any cost to enter the survey each time

- The cost of adding each question asked on the Omnibus Survey (broken down by the cost per question of asking employees and the cost per question of asking employers)
- Any other applicable costs with reasons.

Deliverables

Each time Acas takes part in the Omnibus Survey the following set of deliverables will be required:

- Excel tables of results
- Online portal to access results as they are coming in (if possible)
- SPSS Dataset of results
- The ability to publish the findings on our website and press releases with suitable references to survey methodology and branding as appropriate.

Questionnaire wording of questions would initially be done internally at Acas by the Research, Analysis and Insight team and then sent for agreement and inclusion on the survey to yourselves. No further analysis/reporting of the results is required as this will be done by Acas.

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.

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

All bid responses will be assessed and scored individually before a moderation meeting is held to reach a consensus score which will be the final score awarded for each question. For absolute clarity, the final score awarded to the bidder will reflect the consensus score agreed by the evaluation panel. In the event there is not a common consensus, the individual scores will be averaged to give a ‘mean’ score for the response.

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
Price	AW5.1	Firm and Fixed Price
Price	AW5.3	Maximum Budget
Price	AW5.4	E Invoicing
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	Ability to deliver Omnibus Polling as specified	70%
Quality	PROJ1.2	Staff to Deliver	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 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 the above questions will be marked based on the above mechanism. Please be aware that there may be multiple evaluators. If so, their individual scores will be reviewed in an evaluator meeting, once the individual evaluations are complete and a consensus score will be agreed to determine your final score.

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.

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criteria, 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 the Contracting Authority or the e-sourcing tool beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none">Check all Mandatory requirements are acceptable to the Contracting Authority.Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none">Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the 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 reviewTo 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.Submission of insurance documents from the BidderRequest for evidence of documents / accreditations referenced in the / Invitation to Quote response / Bid and / or Clarifications from the BidderTaking 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 questionnaire

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

Guidance on how to register and use the e-sourcing portal is available at <http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

- 7.13 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.14 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.15 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.16 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.17 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.18 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.19 Do not offer UK SBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.20 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.21 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.22 Do not exceed word counts, the additional words will not be considered.
- 7.23 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.
- 7.24 Do not unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority send your response by any way other than via e-sourcing tool. Responses received by any other method than requested will not be considered for the opportunity.

Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Delta eSourcing, Telephone 0845 270 7050
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Delta eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Delta eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of

any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

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

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

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

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

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

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

8.0 Freedom of information

8.4.1 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 Contracting Authority.

8.4.2 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.

8.4.3 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.

8.4.4 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.

8.4.5 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.

8.5. Response Validity

8.5.1 Your Response should remain open for consideration for a period of 90 days.

8.6. Timescales

8.6.1 [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.

8.7. The Contracting Authority's Contact Details

8.7.1 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 e-sourcing tool to the designated UK SBS contact.

8.7.2

All enquiries with respect to access to the e-sourcing tool may be submitted to Delta eSourcing on 0845 270 7050 please note this is a free self-registration website and this can be done by completing the online questionnaire at <https://uksbs.delta-esourcing.com/>

8.7.3 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the e-sourcing tool. Failure to follow this requirement will result in disqualification of the Response.

Appendix 'A' Glossary of Terms

GUIDANCE - GLOSSARY When adding new definitions always use Capital letters at the start of each word and inverted commas (") and the start and end of the definition, for example "Call Off Contract" and ensure the format of the definition is consistent throughout the document. Please also check the existing list of definitions and remove those that are not used.

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
"Call Off Contract"	means the document set out in the Contract
"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
"Competed Supplies/Services"	means the competed supplies/services which will be Ordered from the Contract following a Mini-Competition and are set out in the Contract
"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
"Other Public Bodies"	means all Contracting Bodies except the Contracting Authority
"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>