



# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of Innovate UK**

**Subject UK SBS Market Report**


**Sourcing reference number BLOJEU-CR17014IUK**

**UK Shared Business Services Ltd (UK SBS)**  
[www.uksbs.co.uk](http://www.uksbs.co.uk)

Registered in England and Wales as a limited company. Company Number 6330639.  
Registered Office North Star House, North Star Avenue, Swindon, Wiltshire SN2 1FF  
VAT registration GB618 3673 25  
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**UKSBS**  
  
*Shared Business Services*

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# Section 1 – About UK Shared Business Services

## Putting the business into shared services

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

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

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

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

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

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

## Our Customers

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

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

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

## Section 2 – About Our Customer

### Innovate UK

Innovate UK is the UK's innovation agency – driving innovation to boost economic growth. It works with people, companies and partner organisations to find and drive the science and technology innovations that will grow the UK economy

Innovate UK is an organisation of around 300 staff, drawn mainly from business. It works across the UK, with a head office in Swindon.

With a strong business focus, Innovate UK drives growth by working with companies to de- risk, enable and support innovation. To do this, they work to:

- Determine which science and technology developments will drive future economic growth
- Meet UK innovators with great ideas in the fields they're focused on
- Fund the strongest opportunities
- Connect innovators with the right partners they need to succeed
- Help its innovators launch, build and grown successful businesses

Since 2007 Innovate UK has committed over £1.8 billion to innovation, matched by a similar amount in partner and business funding. They have helped more than 7,600 organisations with projects estimated to add more than £11.5 billion to the UK economy and create 55,000 extra new jobs.

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

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

Section 3 – Contact details		
3.1	Customer Name and address	Innovate UK North Star House North Star Avenue Swindon SN2 1UE
3.2	Buyer name	Laura Barrowman
3.3	Buyer contact details	research@uksbs.co.uk
3.4	Estimated value of the Opportunity	£100,000 excluding VAT
3.5	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.</b>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	31/01/2017 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	06/02/2017 14.00
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	08/02/2017
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	15/02/2017 14.00
3.10	Anticipated rejection of unsuccessful Bids date	27/02/2017
3.11	Anticipated Award date	27/02/2017
3.12	Anticipated Contract Start date	28/02/2017
3.13	Anticipated Contract End date	05/05/2017
3.15	Bid Validity Period	60 Days

## Section 4 – Specification

### 1 - Introduction and Background

The Level 2 programme, which was delivered by an industry grant, resulted in the adoption of processes to allow participants to define, share and validate outputs via digital transactions through a range of assets delivered in a structured and reusable form.

The Digital Built Britain (DBB) (Level 3) programme is a Department for Business, Energy and Industrial Strategy (BEIS) programme. BEIS has appointed Innovate UK (IUK) to deliver the programme.

The DBB programme comprises five key work streams:

- International operations
- Market engagement
- Security
- Level 3 delivery team
- Level 2 support team

The primary objective of the International Development work stream is to promote the UK Level 2 BIM value proposition, approach and related standards to the international public sector community to grow the digital construction opportunity for UK business exports.

This goal has the following objectives:

- Short term (immediate focus August - December):
  - EU BIM Task Group – continue to chair and manage the task group developments and expansion.
  - Chile bi-lateral BIM roadmap development – oversee and provide support to Chile's National BIM programme.
- Medium term (September – March 2017):
  - Latin American regional hub – provide support and leadership to grow public leadership support for regional collaboration on BIM across the Latin America region. Linking Mexico and Brazil with the current collaboration with Chile to grow alignment to the UK approach and standards.
  - Deliver a draft International Market Plan outlining the markets of opportunity and strategic interest for the long-term plan.
  - Undertake targeted work to understand the local market conditions and opportunity in terms of Level 2 BIM adoption in markets of interest, specifically Middle East and China/Asia Pacific.
- Long Term (March 2017 onwards)
  - EU BIM Task Group – continue to chair and deliver programme outputs, i.e. website and public stakeholder's handbook to BIM.
  - Rollout the roadmap produced as part of this commission establishing

new regional hubs

## **2 - Market report**

To support the medium and long term activities a market report is required that details the opportunities to grow the digital construction opportunity for UK business exports with an emphasis on professional services and product manufacturers.

The purpose of the International Market Plan is to assess the size of the accessible market opportunities in the targeted countries / regions and to engage with the UK Construction Industry to assess their appetite to grow existing export markets and move into new export markets. It is envisaged that a procurement activity will be undertaken to out-source the delivery of the report.

The in order to identify the targeted countries / regions report author will be required to:

- Identify key exporting categories and issue questionnaires direct to the market
- Engage industry bodies to understand their target markets – e.g approach CIC to request their organisation of the relevant institutes and associations (including AEC, ICE, IMechE, RICS, CIBSE, RIBA)

The supplier must understand the UK built environment supply chain, relevant institutions, and the global build environment market. Proposals should demonstrate this understanding.

In developing the market report, an engagement with the UK construction industry is required to establish an informed collective view of the global markets to be targeted. The following engagements are required to be undertaken:

- Identify key exporting categories and issue questionnaires direct to the market
- Engage industry bodies to understand their target markets – e.g approach CIC to request their support to engage with organisation of the relevant institutes and associations (including AEC, ICE, IMechE, RICS, CIBSE, RIBA)

The report must also take cognisance of the international work undertaken during the BIM Level 2 programme which included:

- April 2014 - Inclusion of “BIM language” to the European Union Public Procurement Directive (2014/4).
- 2015-2017 - Formation and leadership of the EU BIM Task Group – a public sector alignment group
- Asia and Latin America - Enhanced and promoted the UK’s leadership position in the use of BIM; and the UK’s strategy and standards.
- Asia Government BIM Hub - In progress – supported transition of Singapore annual BIM event for Asia region governments to Beijing (October 2016).
- Latin America - Built awareness of the UK programme and developed relations with FCO and governments in Mexico, Brazil and Chile. May 2016: UK-Chile Government bi-lateral agreement signed in London during Chilean President’s visit on BIM strategic knowledge exchange
- Latin America BIM Hub - In progress – developing the relationships and approach for an initial regional meeting of public agencies/governments (proposed for 2017)

- International Standards Roadmap - Work in progress: introduce and launch an internationalisation of the UK standards through ISO process.

The international development work stream is led by Adam Matthews who has responsibility for the overall delivery of the market report. The report produces are required to work closely with Adam to gain an understanding of the outputs from the Level 2 programme as well as the current activities being undertaken as part of the current international development activities.

### **3 - Deliverables**

The market report is to be issued for review by the DBB Management Board by the 14<sup>th</sup> April 2017. Comments will be provided by the DBB Management Board by the 21<sup>st</sup> April 2017. The final report is to be issued for the DBB Management Board's acceptance by the 5<sup>th</sup> May 2017.

The report must detail:

1. The domestic professional market appetite to grow their digital construction exports to specific countries and or regions taking cognisance of the findings from the engagement with the stakeholder groups identified in section 2 above
2. Provide a region by region (trading blocks) analysis and SWOT for the UK market to access identifying benefits, blockers and opportunities,
3. Based on the outputs from item 1 and 2 triangulate the country / regional opportunity against the UK market appetite. The outputs should include graphs showing the size of the market opportunity against the level of current exploitation of the market. Graphs will be provided at country, bi-lateral and regional level with suggestions on market engagement strategy. For example, through the Level 2 BIM programme and Prosperity Funding a project is being undertaken to support the Chilean Government to develop a BIM strategy. The level of UK engagement in the Chilean market is low but the size of the market is small. However, at a regional level, supporting Chile drives the opportunity to grow a South American hub where UK level engagement in the market is low but the market size is large.

Note that the findings documented in the market report will be used to establish an international development plan which will align the market appetite with the Government's policies in relation to the export markets to be targeted. Copies of all base data are to be provided with the report in their native file formats to support the DBB team in producing an International Development Plan.

For clarity, the report should not seek to replicate the development of significant pages of financial analysis of countries and or regions as such reports are already available can be referenced. It is envisaged that the successful tenderer will be able to demonstrate that they are sufficiently engaged with the market and as such they are expected to be familiar with the latest industry developments.

### **Terms and Conditions**

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

### Pass / fail criteria

Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
-	-	Invitation to Quote – received on time within e-sourcing tool

### Scoring criteria

#### Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

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

## Evaluation of criteria

### Non-Price elements

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

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

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

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

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

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

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

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

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

### Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

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

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

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

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

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

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

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

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

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

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: 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.

Once the evaluation process and due diligence is complete, should the result of the process result in a tied place(s) then the supplier(s) who scored the highest total in the quality criterion shall be considered the successful supplier and shall be awarded the opportunity.

Should the above still result in a tie we will go to a secondary tie decision which will be who scored the highest total in the Price criterion (Question AW5.2) they shall be considered the successful supplier and shall be awarded the opportunity.

## **Section 6 – Evaluation questionnaire**

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

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

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

## Section 7 – General Information

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

#### DO:

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

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

### DO NOT

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

## Some additional guidance notes

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

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

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

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

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

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

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

## USEFUL INFORMATION LINKS

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