Invitation to Quote

Invitation to Quote (ITQ) on behalf of Natural Environment Research Council

Subject UK SBS IT17013 DHCP, DNS and IPAM (DDI) Solution

Sourcing reference number IT17013

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

UKSBS
Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, 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

Natural Environment Research Council (NERC)

NERC is the UK's main agency for funding and managing research, training and knowledge exchange in the environmental sciences.

NERC's work covers the full range of atmospheric, Earth, biological, terrestrial and aquatic science, from the deep oceans to the upper atmosphere and from the poles to the equator.

The organisation coordinates some of the world's most exciting research projects, tackling major issues such as climate change, environmental influences on human health, the genetic make-up of life on Earth, and much more.

Working internationally, NERC have bases at some of the most hostile places on the planet; running a fleet of research ships and aircraft and investing in satellite technology to monitor gradual environmental change on a global scale. NERC provide forewarning of, and solutions to, the key environmental challenges facing society.

Examples of funded research

- Showing the importance of mature tropical forests to the global climate.

- Developing a safer and cleaner way to mine gold by reducing the use of mercury.

- Studying the hole in the ozone layer - discovered by our British Antarctic Survey - and monitoring climate change.

- Playing a major role in the International Census of Marine Life that monitors our oceans.

NERC also runs six organisations of world renown:

- British Antarctic Survey, in Cambridge.

- British Geological Survey, in Nottingham.

- National Oceanography Centre, in Southampton.

- Centre for Ecology & Hydrology, in Oxfordshire.

- National Centre for Atmospheric Science, in Leeds.

- National Centre for Earth Observation, Swindon.

www.nerc.ac.uk

Section 3 - Working with UK Shared Business Services Ltd.

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

Section 3 – Contact details		
3.1	Customer Name and address	Natural Environment Research Council, Polaris House, North Star Avenue, Swindon SN2 1EU
3.2	Buyer name	ICT Procurement
3.3	Buyer contact details	ICTProcurement@uksbs.co.uk
3.4	Estimated value of the Opportunity	£41,300 excluding VAT for the potential full 3 year duration. Estimated £33.3K ex VAT for year 1 (platform, installation, warranty and support). Estimated £4K each per year for years 2 and 3, warranty and support.
3.5	Process for the submission of clarifications and Bids	**All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here.** **Please note submission of a Bid to any email address including the Buyer will result in the Bid not being considered.**

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	20/01/2017 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	27/01/2017 14.00hrs
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	31/01/2017 14.00hrs
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	06/02/2017 14.00hrs
3.10	Date/time Bidders should be available if face to face clarifications are required	Week commencing 06/02/2017
3.11	Anticipated rejection of	10/02/2017

	unsuccessful Bids date	
3.12	Anticipated Award date	10/02/2017
3.13	Anticipated Contract Start date	13/02/2017
3.14	Anticipated Contract End date	12/02/2018 with the option to extend for a further two years on an annual basis.
3.15	Bid Validity Period	60 Days

Section 4 – Specification

1.   Introduction

The National Oceanography Centre (NOC) undertakes integrated ocean research and technology development from the coast to the deep ocean. It provides long-term marine science capability including: major facilities; sustained ocean observing, mapping and survey; data management, and scientific advice.

As well as the research staff on site, the NOC also incorporates the University of Southampton Ocean and Earth Sciences department, Channel Coastal Observatory, Southampton University Royal Naval Unit, Thunderer Squadron and various SMEs within our Innovation Centre. Typically, there are in excess of 1000 people on site, including research, support and academic staff, students and visitors.

The NOC is wholly owned by the NERC and brings together the NERC-managed activity at Liverpool's former Proudman Oceanographic Laboratory and the National Oceanography Centre, Southampton, creating the UK's leading institution for sea level science, coastal and deep ocean research and technology development. The Centre works in close partnership with institutions across the UK marine science community.

2.   Aims

NOC wishes to procure a DHCP, DNS and IPAM (DDI) solution for the NOC Southampton (NOCS) network. There is currently no solution in place for DHCP other than for the wireless network service, DNS is provided by bind, on Linux and IPAM (IP Address Management) is currently a manual system.
We are now hoping to source an integrated solution to suit the growing needs of our core business functions and improve the user experience.

3.   Objectives

For the procurement to be considered successful the supplier must provide:
- An integrated DDI system for NOCS
- Detailed plan for the configuration and deployment of the new system, including the transition of users from static to DHCP configuration
- Professional services for the installation process and transfer of services from existing systems
- Integration with existing NOCS network infrastructure
- Ongoing accredited support of hardware/software as appropriate
- Optimum partnerships with the vendors

4.   Background to the Requirement

NOCS has an Ethernet network with approximately 4500 sockets and a wireless network with approximately 90 access points serving in excess of 800 users at peak times. The network is distributed across several buildings on the same site.

DNS has been provided by bind on Linux for many years, with one master and 2 secondary servers. DHCP only exists as part of the wireless network and is currently provided by the wireless controller. The current IPAM solution is a spreadsheet, with IP addresses manually assigned by members of the network team.

The Ethernet provision on site is growing and managing the address space is becoming difficult due to the number of requests for addresses, the mobility of the users and endpoint diversity.

The network team at NOCS is part of the larger Scientific Computing and Infrastructure team. There are three members of staff primarily dedicated to networking, with the Scientific Computing and Infrastructure manager overseeing both the network staff and the Unix/server staff. User contact is via the IT Help Desk, who may need visibility, particularly for IPAM.

NOC Southampton makes use of a Class B (/16) public address space for most addressing and some other private address ranges for specific circumstances.

5.   Scope

In scope:
-       NOC Southampton wired network, apart from exclusions below
-       NOCS wireless network

Out of scope:
-       NOC Liverpool network
-       University of Southampton VLANs on NOCS wired network (inc. UoS desktops, VoIP, workstation clusters)

6. Requirement

GENERAL FEATURES	Feature	Essential	Desirable	Notes
1	Capable of providing DHCP and DNS services for all NOC Southampton services	x		This includes all ethernet devices, will replace BlueSocket (for wireless DHCP) and will require integration with Microsoft AD in the near future
2	DHCP, DNS and IPAM must be a fully integrated single platform / device	x		
3	The solution must be a standalone hardware appliance.	x		A VM solution will not be supported
4	The hardware appliance must be mountable in an industry-standard 19" rack.	x		

5	NOC is certified to ISO 14001 on both sites. The Centre also holds the Carbon Trust Standard and has been shortlisted for a number of environmental awards. The system will be environmentally responsible, reducing power requirements as much as is practical.	x		
6	The solution must provide integrated support for High Availability configuration without the requirement for licensing of additional components	x		
7	The system will be maintainable and upgradable without disruption to service.	x		Non-disruptive patching and upgrading must be achievable
8	The system will be able to boot and commence DHCP and DNS server functionality without any reliance on other servers or directory systems except the switches and physical network fabric.	x		
9	The solution will have redundant, hot-swappable power supplies.	x		Two power supplies per unit is preferable
10	The device should support a minimum of three 1G RJ45 copper interfaces (excluding console/management)	x		
11	The system will have RJ-45 copper ethernet interfaces to provide support at 1Gbps	x		
12	The system will have 1Gbps SFP fibre interfaces.	x		
13	The system will support IPv4.	x		
14	NOCS does not currently use IPv6, but is likely to implement in the future. The system will support IPv6.	x		
15	The system will provide equivalent functionality on IPv4-only, IPv6-only and dual-stack networks.	x		
16	The system will provide similar performance on IPv4 and IPv6.	x		
17	The system will support NTP time synchronisation in client mode	x		
18	Integration with multiple pass-through authentication options including LDAP, AD and	x		

	RADIUS			
19	The system will support management from Microsoft Windows 7, 8, 10 and future versions released during the product lifecycle.	x		
20	The system will support management from Apple Mac OS X 10.9 onwards and future versions released during the product lifecycle.	x		
21	The system will support management from Apple iOS 10 and future versions released during the product lifecycle.	x		
22	The solution will support management from Chrome 54, IE 11, Firefox 49, Safari 10 and future versions released during the product lifecycle.	x		
23	All major functions of the system will be accessible through the web GUI, including upgrading, backups and routine configuration. Dependance on CLI should be minimal.	x		
24	The system will have a customisable management GUI. User based dashboard and widgets should be easily configurable, not requiring additional programming skills.	x		
25	The system will have customisable, granular account privileges.	x		NOC IT have a requirement for the Service Desk to be able to access limited information on the system for problem resolution. This may be read-only or limited read/write.
26	The system will be usable by Service Desk staff for common operations after 30-60 minutes training.	x		This will largely be read-only, but limited knowledge may be needed for administering entries
27	The solution must be capable of automatic backup of the configuration onto the NOCS backup system. Please state backup protocol (e.g. tftp)	x		

28	Reports should be exportable in .csv, .pdf and .xls/.xlsx formats	x		
29	The system will export syslog to an external syslog server.	x		NOC IT currently use Splunk for network devices and ichinga and ganglia for servers
30	The solution must support forwarding of logs to a defined syslog device, console access and download capability	x		Log files should be accessible in various ways, to allow appropriate problem resolution
31	The system will deliver alerts by email to individuals and address groups	x		
32	The system will use an industry-standard Certificate Authority for the GUI.	x		
33	Encryption must support the use of industry standard Certificate Authorities (CAs) for the management web interface	x		
34	The solution must support monitoring using SNMP v2 and SNMP v3	x		
35	The system should be backed by vendor support and NOC should be eligible for a direct support account with the vendor	x		
DNS FEATURES				
36	DNS functionality must interoperate ISC BIND compliant (with current GA release), supporting all relevant RFCs	x		
37	The system must support DNSSec.	x		
38	The system will function fully and correctly as a DNS and DHCP server for a Microsoft Active Directory environment.	x		
39	Each DNS appliance must be capable of supporting 1,000 queries per second	x		
40	Must support full DNS query logging capability for external recursive and authoritative servers	x		
41	The solution must be able to act as a caching recursive dns server for local clients. Only local hosts should be able to perform recursive lookups.	x		

42	The system will accept DNS zone transfers from a Linux bind system.	x		
43	DNS must support RPZ (Response Policy Zones)	x		
44	The solution must be able to maintain an update automatically a list of DNS sinkhole domains for malware. For instance http://www.malwaredomains.com	x		
45	The system will support dynamic update of DNS hostnames based on IP addresses issued to known systems by DHCP (Dynamic DNS) as per RFC 2136	x		
46	Where a client hostname isn't supplied it should be possible to generate one based on an algorithm. (e.g. xxx-yyy.noc.ac.uk for 192.168.xxx.yyy)	x		
47	Support must be provided for a range of domains, such as (but not limited to) .ac.uk, .co.uk, .org, .com	x		
48	Users must be able to perform DNS lookup on Ipv4 or IPv6 as appropriate	x		
49	The system will support private DNS records resolvable only by specified IP address blocks or sets of authenticated users.	x		
50	The system will allow internal and external blocking of DNS queries for an operator-defined list of addresses, including support for wildcards and regular expressions.	x		
51	Must support live DNS traffic monitoring capability	x		
DHCP FEATURES				
52	The DHCP service must be Highly Available in an Active/Active setup.	x		
53	The solution should provide a supported mechanism to assign IP addresses to client devices via the DHCP protocol RFC2131	x		

54	The system will function fully and correctly as a DNS and DHCP server for a Microsoft Active Directory network.	x		
55	It should be possible to integrate the DHCP solution with DNS using Dynamic DNS updates.	x		
56	The system should be able to identify client operating systems using DHCP fingerprinting.	x		
57	The solution will be able to assign IP addresses on the basis of a MAC address.	x		
58	It should be possible to assign fixed ip addresses to devices via DHCP	x		These could include (but is not limited to) servers, printers, and devices with specific licencing requirements
59	The system will support multiple 802.1Q VLANs.	x		
60	The system will support public and private IP address pools.	x		
61	The system will be 100% compliant with DHCP Options and BOOTP Vendor Extensions (RFC 2132), DNS Update (RFC 2136), DNS SRV (RFC 2782), The Dynamic Host Configuration Protocol (DHCP) Client Fully Qualified Domain Name (FQDN) Option (RFC 4702), and support integration with Microsoft Active Directory	x		
62	The system will be capable of serving 40000 DHCP requests per hour for each of the wireless and wired networks.	x		
63	The system will support an IP address pool of the size of a Class B (/16) network.	x		
64	The system will have full integration of IPAM with the DHCP server.	x		
65	The system will have a GUI IPAM solution accessible via web browser	x		
66	Logs of DHCP allocations against MAC address/authenticated user/switch port	x		
67	The system will support captive portal authentication.	x		

68	The system will store all required databases internally. Whilst logging to syslog servers etc is required, the solution should support its own databases for a period of 1 month.	x		
69	The system will allow batch creation and modification of IP records.	x		NOCS does not currently use all the /16 range. There may be a requirement to introduce new subnets in blocks in the future
70	The system will support batch registration of users' devices.	x		NOCS regularly has to register bulk purchases of equipment
71	The system will support host discovery.	x		
72	Logs will be kept for a minimum of 3 months.	x		
73	The system will report IP usage statistics.	x		
IPAM FEATURES				
74	The system will report when thresholds are breached in pool usage. This should be as an alert.	x		
SUPPORT REQUIREMENT				
75	No part of the solution shall reach its lifecycle end-of-support for at least 5 years after purchase	x		
76	The solution must be supported 8am-6pm, Mon-Fri	x		This is a minimum requirement
77	Spares for replacement parts are to be UK based.	x		
GENERAL FEATURES				
78	It would be desirable for the system to be scalable for future growth.		x	
79	Power supplies must support normal operation at 220-240V			NOC has power optimisers installed, regulating at 220-230V
80	It would be desirable if the system were to support management from Linux.		x	
81	The system will not require CLI knowledge to support it.		x	Command line based management should be minimal and should not be essential for normal

				operation
82	An API that can be used by other systems is desirable		x	
83	Administrators should be able to bulk register devices.		x	
84	The system will deliver alerts by SMS/RSS feed		x	This can be a roadmapped feature
85	Devices inactive for a given time period should automatically be removed		x	
86	It would be desirable for 24x7 commercial support to be available for the system should it be required.		x	
87	Where multiple appliances are recommended, these should be version independent, negating the need to upgrade all components simultaneously		x	
88	It would be desirable for the appliance to be capable of supporting 10 Gbps connections using copper or SFP		x	This can be a roadmapped feature
89	Centralised automated upgrade mechanism should be supported via the GUI		x	
90	It would be desirable for the system to have on screen standard reporting. This can be as part of the GUI or an additional widget.		x	
91	It would be desirable for the system to have API capable reporting.		x	
92	It would be desirable if the system were to detect and alert DDoS attacks.		x	
93	It would be desirable if the system integrated with Forescout NAC.		x	NOCS operates a Forescout NAC
94	It would be highly desirable if the system integrated with Extreme switching to change VLANs according to IPAM policies. NOCS uses Extreme Network switches operating at XOS 15.3 onwards. Future versions should also be supported for the lifetime of the solution.		x	

			x	
95	It would be highly desirable if the system integrated with FireEye.		x	NOCS operates with FireEye and integration is highly desirable
96	The system should have change management workflows.		x	
DNS FEATURES				
97	NOCS may wish to offer reciprocal secondary DNS with other domains in the future. The system must be able to act as a secondary for DNS zones not managed by NOCS		x	
98	It must be possible to restrict access to some zones based on where the request comes from, for example management addresses.			
99	It should be possible to set different default TTL for different domains and types of records, and specific TTL for distinct records within DNS zones		x	
100	It would be desirable for the system to be able to detect and manage malware in DNS queries.		x	NOCS operates a FireEye device, so this functionality would be in parallel
101	It would be desirable for the system to be able to detect and report poison cached DNS data.		x	
102	It would be desirable for the system to offer distinct DNS services to different groups of users based on factors including but not necessarily limited to client address, user authentication and MAC address.		x	NOCS has a multiple user communities, including research, academic, commercial and charitable groups, who may have specific and unique requirements
103	It would be desirable if quarantined devices were able to resolve DNS records for common update services only, including but not limited to Windows Update and Apple Software Update.		x	
104	Logging and statistics of incoming DNS requests		x	Could be useful in problem diagnosis, service and client monitoring. These should be exportable in a variety of formats and methods

DHCP FEATURES					
105	The DHCP fingerprinting database should update automatically.			x	
106	Integration with virtualised environments for management would be useful. NOCS operates a vSphere v6 environment			x	
107	It would be desirable if the system were able to assign IP addresses on the basis of user authentication.			x	NOCS diverse user community has differing requirements and it would be useful to be able to assign users to a specific subnet based on their authentication
108	It would be desirable for the system to be able to map an IP address to a physical switch port with minimal user intervention.			x	
109	It would be desirable to provide sets of options to groups of devices based on defined criteria. This could include (but not limited to) location, Vendor Class Identifier (Option 60), groups of ethernet addresses, or groups of devices based on custom data.			x	
110	Lease limits - it should be possible to limit the number of DHCP leases that can be issued to an individual network port			x	
111	The system should be able to initialise the registration form for a device by retrieving user data securely from multiple directory servers using both LDAPon eDirectory and Active Directory lookups.			x	
112	It would be desirable for the system to be able to deauthorise all devices belonging to a specified user in a single operation.			x	
113	It would be desirable for the system to be able to notify a user with a customisable message when a device belonging to them is quarantined.			x	

114	The system should provide a customisable captive portal, for example allowing the NOC logo to be shown on the landing page.		x	Branding is becoming increasingly important, as is providing a portal relevant to our users
115	Logged criteria - Logs must include various criteria including (but not limited to), IP address, MAC address, date and time and other logged option values		x	
IPAM FEATURES				
116	Address usage - To have visibility of usage based on (not limited to) dhcp pool or device type		x	
117	Trend analysis - It would be useful to be able to view long term statistics on a pool, device type etc for monitoring changes in infrastructure		x	
118	User location tracking - Integration with AD for identifying user activity to specific switch ports		x	

Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 (5+5+6 =16÷3 = 5.33)

Pass / fail criteria

Questionnaire	Q No.	Question subject
Commercial	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	30%
Quality	AW6.2	Please specify any specific environmental requirements such as additional cooling, fan locations and identify power-saving capabilities in the solution and demonstrate how these will impact this requirement	6%
Quality	AW6.3	Please specify whether log retention is achieved within the	5%

		device or by export to a logging system.	
Quality	AW6.4	Please specify any differences in functionality between IPv6 and IPv4 and demonstrate how these will impact this requirement	4%
Quality	AW6.5	Please describe how you would achieve the deliverables required in the specification and an outline programme for undertaking the work. Please ensure your response includes (but is not limited to) the following; an outline project plan including implementation for the installation, timeframes, indication of the number of days, those individuals envisaged for each element of the project listed in the specification.	25%
Quality	AW6.6	Please list any limitations on the concurrent use of DHCP/DNS technologies and dynamic DNS updating via the DHCP/IPAM system and demonstrate how these will impact this requirement.	5%
Quality	AW6.7	Please identify first production date, expected lifetime and end-of-support policy for the vendor and demonstrate how these will impact this requirement	10%
Quality	AW6.8	Please identify the Support available, including hours, replacement strategy, accreditation and vendor support available and Please specify what mechanism is available for escalating support requests beyond the standard support	15%
Quality	AW6.9	Please provide information on the following aspects; • Please specify whether the solution, when configured for High Availability, supports active/active or active/passive modes of operation. • Please identify location of depot where spares are held. • Please specify the	For Information Only

| | | hardware dimensions
• Please list supported authentication options e.g. AD, LDAP
• Please specify which Certificate Authorities are recognised
• Please identify any plug-ins or similar required for operation /management of the system
• Please specify and data formats that Reports can be exported in other than .csv, .pdf and .xls/.xlsx.
• Please list any unsupported DHCP and BOOTP options. | |

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

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

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

Example
Evaluator 1 scored your bid as 60
Evaluator 2 scored your bid as 60
Evaluator 3 scored your bid as 40
Evaluator 4 scored your bid as 40

Your final score will (60+60+40+40) ÷ 4 = 50
Price elements will be judged on the following criteria.

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

For example - Bid 1 £100,000 scores 100.
Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80
Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.
Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.
Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.
Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.
Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

DO:

7.1   Do comply with Procurement document instructions. Failure to do so may lead to disqualification.

7.2   Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.

7.3   Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid.   If you send your Bid by email or post it will be rejected.

7.4   Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.

7.5   Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically we will release the answer to the question to all bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution

7.6   Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.

7.7   Do consider who your customer is and what they want – a generic answer does not necessarily meet every customer's needs.

7.8   Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.

7.9   Do provide clear and concise contact details; telephone numbers, e-mails and fax details.

7.10   Do complete all questions in the questionnaire or we may reject your Bid.

7.11   Do check and recheck your Bid before dispatch.

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

DO NOT

7.12   Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.

7.13   Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.

7.14   Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.

7.15   Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Customer to discuss your Bid. If your Bid requires clarification the Buyer will contact you.

7.16   Do not contact any UK SBS staff or Customer staff without the Buyers written permission or we may reject your Bid.

7.17   Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.

7.18   Do not offer UK SBS or Customer staff any inducement or we will reject your Bid.

7.19   Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.

7.20   Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.

7.21   Do not exceed word counts, the additional words will not be considered.

7.22   Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

7.23   All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.

7.24   Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool.   Where they are not permissible any attachments submitted will not be considered.

7.25   Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.

7.26   Any Contract offered may not guarantee any volume of work or any exclusivity of supply.

7.27   We do not guarantee to award any Contract as a result of this procurement

7.28   All documents issued or received in relation to this procurement shall be the property of UK SBS.

7.29   We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.

7.30   If you are a Consortium you must provide details of the Consortiums structure.

7.31   Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.

7.32   Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public

7.33   Your bid will be valid for 60 days or your Bid will be rejected.

7.34   Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.

7.35   We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.

7.36   If you fail mandatory pass / fail criteria we will reject your Bid.

7.37   Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

7.38   Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In

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

7.39　All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.

7.40　All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

- Emptoris Training Guide
- Emptoris e-sourcing tool
- Contracts Finder
- Tenders Electronic Daily
- Equalities Act introduction
- Bribery Act introduction
- Freedom of information Act