



Invitation to Quote

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

Subject: BEIS – Baseline Non-Compliance of Consumer Products on the Market

Sourcing Reference Number: RE21647

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

Registered in England and Wales as a limited company. Company Number 6330639.
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Version 8.0

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.

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

Privacy Notice

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

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications and experience of employees whose CVs are submitted as part of the bid.

Purpose

The Contracting Authority are processing your personal data for the purposes of the tender exercise, or in the event of legal challenge to such tender exercise.

Legal basis of processing

The legal basis for processing your personal data is processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice.

Recipients

Your personal data will be shared by us with other Government Departments or public authorities where necessary as part of the tender exercise. The Contracting Authority may share your data if required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

All submissions in connection with this tender exercise will be retained for a period of 7 years from the date of contract expiry, unless the contract is entered into as a deed in which case it will be kept for a period of 12 years from the date of contract expiry.

Your Rights

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

International Transfers

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

Complaints

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

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

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

Contact Details

The data controller for your personal data is:

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

You can contact the Data Protection Officer at:

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

Section 2 – About the Contracting Authority

Department for Business, Energy & Industrial Strategy (BEIS)

The Department for Business, Energy and Industrial Strategy (BEIS) was created as a result of a merger between the Department of Energy and Climate Change (DECC) and the Department for Business, Innovation and Skills (BIS), as part of the Machinery of Government (MoG) changes in July 2016.

The Department is responsible for:

- developing and delivering a comprehensive industrial strategy and leading the government's relationship with business;
- ensuring that the country has secure energy supplies that are reliable, affordable and clean;
- ensuring the UK remains at the leading edge of science, research and innovation; and
- tackling climate change.

BEIS is a ministerial department, supported by 46 agencies and public bodies.

We have around 2,500 staff working for BEIS. Our partner organisations include 9 executive agencies employing around 14,500 staff.

<http://www.beis.gov.uk>

Section 3 - Working with the Contracting Authority.

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

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	Department for Business, Energy and Industrial Strategy (BEIS) 1 Victoria Street London SW1H 0ET
3.2.	Buyer name	Thomas Ellis
3.3.	Buyer contact details	Research.tenders@uksbs.co.uk
3.4.	Maximum value of the Opportunity	£120,000.00 excluding VAT
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	Wednesday 15 December 2021
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Wednesday, 22 December 2021 <u>Wednesday, 22 December 2021</u> 14:00 <u>14:00</u>
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Thursday, 23 December 2021 <u>Thursday, 23 December 2021</u> 14:00 <u>14:00</u>
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Wednesday, 05 January 2022 <u>Wednesday, 12 January 2022</u> 11:00 <u>11:00</u>
3.10.	Anticipated notification date of successful and unsuccessful Bids	Friday, 07 January 2022 <u>Friday, 14 January 2022</u>
3.11.	Anticipated Contract Award date	Friday, 07 January 2022 <u>Friday, 14 January 2022</u>
3.12.	Anticipated Contract Start date	Monday, 10 January 2022 <u>Monday, 17 January 2022</u>
3.13.	Anticipated Contract End date	Thursday 31 st March 2022
3.14.	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

The Department for Business, Energy, and Industrial Strategy (BEIS); Office for Product Safety and Standards (OPSS) is an appointed market surveillance authority, responsible for (via the Secretary of State) enforcing the General Product Safety Regulations (GPSR) within the UK.

Suppliers are strongly encouraged to read the text at the following link in order to gain a full understanding of the enforcement services role within OPSS:

<https://www.gov.uk/guidance/national-regulation-enforcement-services>

OPSS was created in January 2018 by the Department for Business, Energy and Industrial Strategy (BEIS). Responsibilities of the Office include:

- Providing expert advice on the interpretation of safety related regulations and participating in relevant standard making committees.
- Acting as the national product safety regulator for all consumer products and more recently construction products (except for vehicles, medicines, and food)
- Responding to incidents where the safety of a consumer product is called into question.
- Offering policy advice to HMG on product safety issues.
- Enforcement of a wide range of other product standards and regulations, including WEEE, RoHS, Ivory and Conflict Mineral regulations.
- Support of businesses through an expanded “Primary Authority” scheme to act as a single point of information for a wide variety of regulations impacting business.
- The work of the former National Measurement Office is also within the Office, which brings a world class test and measurement capability.

The organisation’s key objectives are protecting people and places, empowering consumers, enabling business growth and innovation, supporting local regulation, and building a trusted regulator.

OPSS is embarking on a testing programme to help it develop a methodology to establish the baseline non-compliance levels of the products it regulates. This project looks to address this evidence gap by conducting full compliance testing on a range of products purchased both online and ‘offline’. This tender relates to the ‘offline’ section of the project and the successful bidder will need to identify popular models, procure, and then arrange delivery for a large number of products to a prearranged testing facility.

The 15 product types form the ‘OPSS Basket of Goods’ and takes inspiration from the ONS Consumer Price Index methodology. This is an important project to OPSS, and the testing results generated from products purchased in ‘bricks and mortar’ retailers will form a major part of the final analysis. If the project is successful, OPSS could look to examine the possibility of running the project over multiple years to help track the impact of its regulatory interventions over time.

Due to the importance of this project to OPSS, the successful supplier will need to be experienced in providing large surveying operations to Government.

Although this tender focuses on products purchased in-person, there is a separate part of the project looking at products purchased online. Online purchases will be carried out solely by OPSS staff and will form part of the final sample size. In order to reflect the changing purchasing habits of consumers, especially since the rapid increase of online shopping as a result of Covid-19, 50% of the total sample will be purchased online and 50% offline. For example, 25 x different kettles purchased in-person and 25 x different kettles purchased online.

Aims

- I. Use a consistent, repeatable methodology reflecting common purchasing behaviour to enable a large number of products to be bought in-person allowing OPSS to generate testing data to validate a novel methodology to begin establishing the baseline non-compliance levels of a range of products.
- II. Establish the feasibility of repeating this project on an annual basis to help OPSS generate longitudinal data on the impact of its regulatory interventions.

Objectives

- I. Ensure that the requisite number of popular products are purchased according to the methodology and retailer type distribution supplied by OPSS.
- II. Successfully deliver all products to a secure holding location and keep track of product movement.
- III. Deliver the products in batches grouped by product type to the test house/s as specified by OPSS.

Scope

In total, the Contractor will need to purchase 1200 products. This is made up of 25 different models across 15 product types (e.g. 25x different kettles, 25x different oven gloves) multiplied by the number of products needed to provide enough material for the relevant tests to be carried out (which differs between product types, see table below). The Contractor may have to prioritise the purchasing of some of the below items and the necessary prioritisation schedule will be provided by OPSS.

The Contractor will ensure that no two products are the same. A product will be considered different to something similar if there is a fundamental difference in the structure of a product e.g. a different generation, a different feature.

Note: simply differing in colour would not constitute a different model.

The Contractor should ensure that the below sampling frame (Table 1) is adhered to when carrying out purchasing/local collection. As mentioned above, in the majority of cases multiples of each product will need to be purchased and it is imperative that these are bought from the same shop. If a shop does not have enough items in stock to allow for all multiples to be purchased, then none of the items should be purchased from this shop.

The Contractor should also ensure that products are purchased according to the below distribution between “High Street Retailers”, “Supermarkets” etc. However, which retailers to focus on within these parent categories will be left to the discretion of the Contractor or Purchaser as appropriate based on common shopping patterns. If the Contractor cannot

source the requisite number of items via a specific retailer route, they should seek advice from OPSS.

Only items which match the product description should be purchased. For example, headphones which are not Bluetooth compatible would not count towards the target of 25x Bluetooth headphones. A complete description of each target product will be provided by OPSS. Although the project is focusing on popular products, the Contractor is advised to avoid purchasing more than three of each brand for each product type. However, if this proves impossible or means that the Purchaser can only buy 'unpopular' products then advice should be sought from OPSS.

Geographic Spread

The small sample numbers prevent a geographically representative sample being created. However, if possible, the Contractor should avoid having all product types being sourced from retailers in the same location. More important to the project, however, is ensuring a spread of retailer type in-line with the sampling framework supplied by OPSS.

Data collection

MS Excel should be used to keep track of the products which have been purchased, stored, and delivered. The spreadsheet should be in the format specified by OPSS and include data such as make and model of product, retailer purchased from, date, price etc. A live link should be made available to OPSS, but if this is not possible, then a progress report every three-days should be provided by e-mail. All receipts should be filed according to the unique identification number in a format specified by OPSS and sent to OPSS as a zip file.

Timeline

The purchasing of items should begin in mid-January and completed by mid-February 2022.

Products should also begin being delivered in batches to the test house/s during this time and all items should be delivered by February 21, 2022.

All work should be completed and invoiced prior to March 31, 2022. This agreement will be in place until this time.

Phase One – Project Planning

The Contractor will provide an implementation plan which is to include timelines of activities, risks, decision points, risk plan, meeting schedule and process maps of how they see the project progressing.

The Contractor is also to include evidence of how they intend to monitor the products being purchased to avoid duplication as well as how they intend to accurately record any metadata required by OPSS. They must also ensure that those carrying out purchasing/local collection record their thought process/decisions as they select the retailers and products for purchase.

The Contractor will also identify the geographical location/s in which they will purchase the products. The Contractor will ensure that the location/s chosen will enable the purchase of the requisite number of goods according to the retailer type distribution as described by OPSS.

The Contractor will be required to source products from a variety of different types of shops and outlets, from supermarkets to high street retailers, so that the purchases represent the various places where people go shopping.

The Contractor will outline the methodology they will use to ensure that both the retailers they identify and the products they purchase are popular.

Milestone One – Meeting with OPSS to discuss plan and next steps

Deliverables One –

- a) A robust delivery implementation plan
- b) A summary of the locations in which products will be purchased.
- c) Retailer/product selection methodology
- d) Access to a shared spreadsheet to record data (provided by OPSS)

Phase Two – Purchasing and Immediate Handling

The Contractor is required to purchase 375 unique products across a range of 15 product types (see below). However, each product test requires multiple samples and so, in total, 1,200 items will need to be purchased. (375 x multiples x 15 product types) These must be purchased in line with the percentage split of purchasing route (e.g. supermarket, high street retailer) as prescribed by OPSS. All products must be purchased within the time period specified by OPSS.

The Contractor must ensure that each product purchased is unique unless it is a multiple. Products can be from the same brand, but they must not be the same model. Products must be purchased in accordance with the agreed methodology. The specific products chosen within each retailer must be the “best sellers” of that particular retailer and must fit within the item descriptions. If it is not possible to purchase any more unique models of a product, the Contractor should consult with OPSS for advice.

The Contractor must ensure that product multiples are all purchased from the same shop in the local collection. The Purchaser will need to pay for these items at the point of purchase and each purchase must be accompanied by appropriate data (e.g. price, model, retailer, location, date, etc.) as agreed with OPSS and ensure that the product is uniquely identified using a reference system provided by OPSS.

The Purchaser must retain a hard copy of purchase receipts as well as take a digital copy either by scanning or taking a photograph.

The Purchaser must record their decision-making as they move through the process including, but not exhaustively, why they chose one retailer over another, why they decided to choose one product over another, or why they excluded a product from the project.

OPSS will need to be able to access real-time data on the products which have been purchased.

The Purchaser must either arrange for delivery of the products directly by the retailer to a separate holding location or arrange for the transportation of the products via another method e.g. courier.

Milestone Two – Products are being purchased and are being safely secured as batches in a holding facility.

Deliverables Two:

- a) Up to date record of products being purchased (spreadsheet).
- b) Record of products being moved to a holding facility.
- c) Digital copies of purchasing receipts sent to OPSS on a weekly basis filed by unique identifier.

Phase Three – Storage and Delivery to Test Houses

The Contractor must ensure that the products, once purchased, are delivered to a secure holding location large enough to potentially house 1200 products such as a warehouse or large office space. The Contractor must ensure the safety of products by introducing measures such as limiting access to specified people and details of these measures must be shared with OPSS. The Contractor must maintain oversight of product movement by ensuring that there is a system for signing products in and out of this location.

The holding location must be able to accept deliveries throughout the week in-line with any delivery timings arranged by the Purchaser.

The Contractor will ensure that all products are clearly labelled using the unique identification system provided by OPSS. This unique reference number will also be used by the test houses to keep track of product testing progress. The Contractor is advised to group and store items in a way that mirrors the lots as seen below.

The Contractor is to arrange for the delivery of products to the relevant test house/s as specified by OPSS. The Contractor should begin sending products for testing before all 1,200 samples have been purchased or stored. However, contractors must send products in batches grouped by product type to the appropriate test house/s. Ideally, these would be the complete set (25) products + multiples but batches of 10 + multiples would be acceptable if needed due to logistical challenges.

The Contractor should work to coordinate deliveries with the test house/s including providing delivery schedules, updates, and resolving challenges. OPSS can support engagement but will not manage the overall delivery schedule.

The Contractor is to provide OPSS with evidence of each batch having been sent off for testing.

Milestone Three – Products are being securely stored and also being sent off for testing.

Deliverables Three –

- a) Proof of arranging suitable storage location.
- b) Up to date record of products being checked in and out.
- c) Evidence of all products being sent to the test house/s.

Stage Four – Reporting

After all products have been sent to the relevant test house/s, the Contractor shall provide OPSS with a report reflecting on the project including both the successes and the challenges, and sampling methodology. This report will help to inform any future testing rounds of this project.

The Contractor shall also collate and send to OPSS the various documentation generated throughout the project including the purchasing spreadsheet and decision-making process logs taken by local collectors during their activities.

Milestone Four – All products have been purchased and delivered successfully.

Deliverables Four –

- a) Complete dataset of purchases.
- b) Complete record of all storage/delivery data.
- c) Proof of purchase for all products (digital and hardcopy).
- d) Retailer/product selection decision-making logs.
- e) Project report including successes and challenges.

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.

Table One - Sampling Framework

ID	Product	No. of unique products	Multiples Needed	No. of products need to be purchased including multiples?	High Street Retailer	Discount Retailer or Outlet	Supermarket	Market Stall/Pop up shop	Directly from Brand
A	Bluetooth Headphones	25	3	75	13	4	7	1	0
B	Children's Nightwear	25	6	150	15	2	7	0	1
C	Doll (with or without batteries but not colour changing, glow in the dark, or with any other chemical reactions.)	25	4	100	15	2	7	0	1
D	Child's scooter	25	1	25	14	3	8	0	0
E	Coin Batteries (non-lithium batteries and lithium batteries up to 32 mm in diameter)	25	3	75	13	3	8	0	1
F	Scatter Cushion (with foam filling (crumb foam only, testing on block foam not foreseeable without manufacturer involvement)	25	4	100	11	3	11	0	0
G	Hair Straighteners/tongs	25	3	75	9	1	15	0	0
H	Kettle	25	3	75	9	1	15	0	0
I	Water-based Liquid Foundation	25	2	50	19	1	5	0	0
J	Mobile phone charger (plug or plug and cable)	25	3	75	12	5	5	1	2
K	Oven Gloves (silicone or traditional)	25	6	150	13	3	8	0	1
L	Permanent Liquid Hair Colourant	25	1	25	12	1	12	0	0
M	Scented Candle	25	3	75	13	3	8	0	1
N	Smart Speaker	25	3	75	11	6	4	0	4
O	Table Lamp	25	3	75	16	3	1	0	5
	Totals	375		1200	195	41	121	2	16

Section 5 – Evaluation model

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

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

The evaluation team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

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

Pass / Fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches / Equality
Commercial	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL2.12	General Data Protection Regulations (GDPR) Act and the Data Protection Act 2018
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	Maximum Budget
Quality	AW6.1	Compliance to the Specification
-	-	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	25.00%
Quality	PROJ1.1	Quality Assurance and Technical Ability	30.00%
Quality	PROJ1.2	Risk Management	20.00%
Quality	PROJ1.3	Storage and Delivery	15.00%
Quality	PROJ1.4	Updating and Reporting	10.00%

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 questions will be scored based on the above mechanism. Please be aware that there may be multiple evaluators. If so, their individual scores will be averaged (mean) to determine your final score as follows:

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Once the above evaluation process has been undertaken and the scores are apportioned by evaluator(s) this will then be subject to an independent commercial review and moderation meeting, if required by the commercial lead, any and all changes will be formally recorded relative to the regulatory obligations associated with this procurement, so as to ensure that the procurement has been undertaken in a robust and transparent way.

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 review • To agree final scoring for each Bid, relative rankings of the Bids
Due diligence of the Bid	<ul style="list-style-type: none"> • the Contracting Authority may request the following requirements at any stage of the Procurement. • Submission of insurance documents from the Bidder • Request for evidence of documents / accreditations referenced in the / Invitation to Quote response / Bid and / or Clarifications from the Bidder • Taking up of Bidder references from the Bidders Customers. • Financial Credit check for the Bidder
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> • To confirm contents of the letters to provide details of scoring and meaningful feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation 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 90 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the 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

- 8.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS or the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 8.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 8.3 Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 8.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UK SBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 8.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UK SBS or the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this ITQ Bidders are agreeing that their participation and contents of their Response may be made public.
- 8.6 Your Response should remain open for consideration for a period of 90 days. A Response valid for a shorter period may be rejected.
- 8.7 [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.
- 8.8 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.
- 8.9 All enquiries with respect to access to the e-sourcing tool may be submitted to Delta eSourcing on 0845 270 7050 please not this is a free self-registration website and this can be done by completing the online questionnaire at <https://uksbs.delta-esourcing.com/>

- 8.10 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

TERM	MEANING
"UK SBS"	means UK Shared Business Services Ltd herein after referred to as UK SBS.
"Bid", "Response", "Submitted Bid ", or "ITQ Response"	means the Bidders formal offer in response to this Invitation to Quote
"Bidder(s)"	means the organisations being invited to respond to this Invitation to Quote
"Central Purchasing Body"	means a duly constituted public sector organisation which procures supplies/services/works for and on behalf of contracting authorities
"Conditions of Bid"	means the terms and conditions set out in this ITQ relating to the submission of a Bid
"Contract"	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
"Contracting Bodies"	means the Contracting Authority and any other contracting authorities described in the Contracts Finder 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 Section 4 Specification