

# Invitation to Quote



## Department for Energy Security & Net Zero

**Invitation to Quote (ITQ) on behalf of Department for Energy,  
Security and Net Zero**

**Subject: Gathering Evidence to Improve Airtightness in the UK  
Housing Stock**

**Sourcing Reference Number: PS23085**

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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 Energy Security and Net Zero (DESNZ)

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](mailto:dataprotection@beis.gov.uk)

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

## Section 2 – About the Contracting Authority

### Department for Energy, Security and Net Zero (DESNZ)

The Department for Energy Security and Net Zero (DESNZ) is focused on the energy portfolio from the former Department for Business, Energy and Industrial Strategy (BEIS). Our focus is securing our long-term energy supply, bringing down bills and halving inflation

#### Our responsibilities

- delivering security of energy supply
- ensuring properly functioning energy markets
- encouraging greater energy efficiency
- seizing the opportunities of net zero to lead the world in new green industries

## 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 Energy Security and Net Zero (DESNZ), 1 Victoria Street, London, SW1H 0ET
3.2.	Buyer name	Alan Bird
3.3.	Buyer contact details	<a href="mailto:Professionalservices@uksbs.co.uk">Professionalservices@uksbs.co.uk</a>
3.4.	Estimated value of the Opportunity	£75,000.00
3.5.	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Messaging Centre of the Jaggaer eSourcing portal. Guidance on how to obtain support on using the Jaggaer eSourcing portal can be found in Section 7.25. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered, unless formally advised to do so by UKSBS.</b>

Section 3 - Timescales		
3.6	Date of Issue of Mini Competition to all Bidders	Friday, 12 May 2023
3.7	Latest date / time Mini Competition clarification questions shall be received through Jaggaer eSourcing Portal	Tuesday, 20 June 2023 11:00
3.8	Latest date / time Mini Competition clarification answers should be sent to all Bidders by the Buyer through Jaggaer eSourcing Portal	Thursday, 22 June 2023 14:00
3.9	Latest date / time Mini Competition Bid shall be submitted through Jaggaer eSourcing Portal ( <b>the Deadline</b> )	Wednesday, 28 June 2023 11:00
3.10	Anticipated selection and de selection of Bids notification date	Friday, 21 July 2023 14:00
3.11	Anticipated Award Date	Friday, 21 July 2023
3.12	Anticipated Contract Start Date	Monday, 31 July 2023
3.13	Anticipated Contract End Date	Wednesday, 31 January 2024
3.14	Bid Validity Period	90 Days

## Section 4 – Specification

### 1 Introduction

The Heat and Buildings Strategy states that “...the journey to Net Zero buildings starts with better energy performance.” Heat loss due to poor airtightness of buildings is understood to be a problem in some homes, however we don’t know how serious the problem is or in how many homes. Research is therefore needed to better understand the baseline airtightness of the UK housing stock to inform future retrofit policies that aim to tackle heat loss, overheating and energy performance by improving airtightness. This work will ultimately look to quantify the emissions saving potential by first understanding the airtightness of the existing stock and then targeting retrofit policies appropriately.

This research will support policy work by addressing three clear knowledge gaps:

- Gather quantitative as-built evidence of the airtightness of the UK housing stock to understand the baseline and to improve targeting of retrofit and overheating policies.
- Gather evidence to support an update to the “n/20” rule of thumb that is used in the Standard Assessment Procedure (SAP) to link airtightness to infiltration, the model that assesses compliance with building regulations.
- Gather qualitative in-use evidence of construction and operational practices relating to airtightness such that better energy efficiency of buildings can be targeted through airtightness measures, both in new construction, retrofit of the existing stock and subsequent operation of any dwelling.

This research will be conducted in two phases – Phase 1 (this procurement) will carry out a literature review, and identification and analysis of existing data on the airtightness of the existing stock. Phase 1 will also provide a list of recommendations on which field surveys to be completed in Phase 2 (to be procured later) will be based.

Current typical advice on draught proofing focuses on straightforward measures such as sealing gaps around windows and doors. The ongoing DESNZ project, Demonstration of Energy Efficiency Potential (DEEP), provides detailed insight from a small sample of case studies on the impacts of increased airtightness as a retrofit measure. This project will specifically address evidence gaps between these extremes with the aim of supporting the development of improved airtightness policy for the whole existing building stock.

### 2 Aims & Objectives

The aims of the project are to:

- gather evidence of the baseline airtightness of the UK housing stock so as to be able to better target retrofit policy;
- gather evidence to support an update to the “n/20” rule of thumb used in the SAP calculation that links airtightness to infiltration and is known to be unreliable; and
- to understand better the construction and operational practices and risks that relate to airtightness.

The Objectives for Phase 1 are:

- 1) Review what the current literature says about the airtightness, infiltration and ventilation of the existing UK housing stock and identify the gaps in the evidence base.
- 2) Identify what studies have been done to date and what data are currently available regarding the airtightness of the UK housing stock, broken down by building characteristics such as type/age/construction type/listed status etc.



- 3) Define what the n/20 rule used in SAP is, how it is currently used, what are its limitations and suggest proposals for a methodology to change/improve it.
- 4) Understand what is known about construction practices and risks relating to airtightness in the UK housing stock and whether there are typical failure points during the construction process which lead to poor airtightness or increase the risk of overheating.
- 5) Provide recommendations and suggest aims, objectives and methodology for Phase 2 to inform survey design which will:
  - a. achieve a reliable overview of the baseline airtightness of the UK housing stock taking into consideration the Devolved Administrations.
  - b. update the SAP methodology for estimating infiltration rates;
  - c. understand construction and operational practices relating to airtightness and ventilation in UK homes.

The recommendations are expected to include the type of tests that should be carried out, the number of houses that should be tested, typical costs of tests and time to carry out tests, likely team/resources required, approach to interviews etc.

### 3 Background to the requirements

Airtightness is important for minimising heat loss through uncontrolled air exchanges between the inside and outside of a building and good airtightness plays a crucial role in achieving low energy houses. Infiltration should not be relied upon as a means of ventilating a building. Adequate ventilation must be provided to an airtight space to mitigate overheating and prevent moisture build up which could otherwise lead to damp and mould problems.

The project will address three clear knowledge gaps as follows:

#### 1) **Understand the baseline airtightness of the UK housing stock to inform retrofit policies.**

There is very little research on the actual airtightness of existing homes in the UK stock. Whilst all new homes have an airtightness test at completion, this is not reflective of general infiltration in the older stock. We know that unintended heat loss due to poor airtightness is a huge problem in some homes, however we don't know how many. Having this knowledge gap limits our ability to make useful energy efficiency improvements at a national scale – given that infiltration can be such a dominant factor in the heat loss of a building, being unsure about the airtightness of the stock can lead to uncertainty around the effectiveness of other energy efficiency measures or the accuracy of modelling. Evidence arising from the ongoing DEEP case studies also suggests that the underlying airtightness impacts the benefit from non-airtightness retrofits, like underfloor insulation. It is therefore important to understand the airtightness of the existing stock to be able to target airtightness retrofit policies appropriately and proportionately. Identifying generic building archetypes or building components will also enable targeted interventions.

The literature review and data analysis carried out in this phase of the work will be used to inform and scope out a large-scale national survey of a stratified sample of homes that will take place in a future Phase 2. The survey will aim to understand the state of airtightness in the stock and the potential for airtightness improvements. We also wish to understand how the airtightness of UK homes compares to those of other European countries.

**2) Gather evidence to support an update to the methodology used for estimating the infiltration rates in SAP**

The 'divide-by-20' rule of thumb is currently used in the SAP 10 calculation as a simple infiltration-air leakage ratio to estimate the infiltration rate from the air permeability result of a pressurisation test. It is known that this ratio is likely to be unreliable for some homes (underestimating the air change rate in some and overestimating in others) and it was identified in Recommendation 19 of Etude's SAP 11 Scoping Study completed for BEIS in 2021 that the assumptions on infiltration and ventilation (including the n/20 rule) should be reviewed and revalidated or revised in future improved versions of SAP. An inaccurate estimate of the infiltration rate used in the SAP calculation will contribute to an inaccurate estimate of the heat loss from a home which in turn contributes to the performance gap (the difference between designed and as-built energy performance of a building). SAP 11 is looking to address the issue with the n/20 rule of thumb to some degree by looking at potential options such as the CIBSE Guide A methodology, but this airtightness project is intended to go further.

Measurement of the infiltration of every home requiring a SAP calculation directly with a gas tracer test is impractical as it is expensive and time consuming. An update to the n/20 rule to estimate the infiltration from the air permeability result (from a more affordable and practical pressurisation test) that goes further than the options considered in SAP 11 is therefore required. This Phase of the project will propose what tests need to be carried out, the conditions under which those tests should take place (e.g. weather) and define how many homes should be surveyed in order to represent the entire stock and gather enough data to reliably update the calculation. Phase 2 will gather and process this data.

Incorporating airtightness accurately into SAP will be of crucial benefit to policy given that policy schemes are currently based on EPCs/SAP. Understanding the baseline airtightness in the stock and being able to accurately model it in SAP will help target policies effectively as airtightness changes resulting from intervention/ retrofit can be accurately quantified.

**3) Construction and operational practices relating to airtightness – understanding how these affect energy efficiency and what they mean for overheating.**

The Future Homes Standard (FHS) proposes an air permeability target of 5 m<sup>3</sup>/hr.m<sup>2</sup> for new builds. Going beyond such levels of airtightness would require a fundamental shift in both construction and operational practices, as well as a greater understanding and awareness of the risks.

**Construction** - In practice, there is currently no sole responsibility or ownership of airtightness by a single trade during the construction process and it is known that airtightness test results can be manipulated and therefore be misleading (e.g., windows edges can be taped over to improve a test result). Phase 1 literature review will look to understand what is known about construction practices relating to airtightness in the UK housing stock and whether there are typical failure points during the construction process which lead to poor airtightness. Suggestions should be made for investigating further in site surveys or interviews in Phase 2.

Research into whether airtightness could be used as a proxy for 'build quality' could help inform policies aiming to increase the quality of construction. It is

anticipated that defining 'build quality' and identifying any relationship to measured data/airtightness test results will be an objective of Phase 2, however the literature review of this phase should bear this objective in mind.

**Operation** - it is unknown whether people are aware of how to ventilate their properties sufficiently and appropriately or operate and maintain mechanical ventilation systems, and if they do have this knowledge, whether they act upon it. It is also unclear how airtightness measures perform over time or whether there is deterioration, especially in new build properties. In addition, a review of mechanical ventilation systems that have already been installed and identifying where there are problems or lessons learned from commissioning could help ensure optimal use of these systems in homes. It is anticipated that this will primarily be investigated as part of interviews and site surveys in Phase 2, however the literature review in this phase should bear this objective in mind and present findings/recommendations that will help scope Phase 2.

**Overheating** – Inadequate ventilation alongside (poorly fitted?) energy efficiency measures can lead to condensation, mould and other unintended consequences. It can also exacerbate the risks associated with a warming climate, including poor indoor air quality and overheating. Currently, measures installed under current Government schemes must be carried out by a Trustmark registered and Publicly Available Standards (PAS) 2030 certified installer in accordance with PAS 2035 to ensure the risks of poor-quality installations are minimised.

The risk of overheating and poor indoor air quality will be increasingly important in a warming climate, however, evidence gaps are common in this area. Research is needed to: address evidence gaps in the overheating space; understand how airtightness and ventilation retrofit policies will perform in the future with a warming climate; and to inform new and existing retrofit policies to ensure that the existing housing stock is appropriately retrofitted to adapt to a warming climate whilst delivering Net Zero by 2050. There is a need to understand the thermal performance of a building in respect of its ability to retain heat in the winter or maintain comfortable conditions in the summer. Infiltration should not be relied upon as a means of ventilating a building, but if it is and infiltration is to be addressed, the consequences of doing so need to be understood.

An understanding of the baseline airtightness of the stock, as well as an understanding of the year-round ventilation properties of buildings will help lay the ground for future research to address these social/behavioural research issues and identify the pros/cons/barriers of going further than the target set in the FHS. If better airtightness were to be targeted, sufficient ventilation must be provided to avoid moisture build up which could lead to mould issues, and appropriate advice must be given to occupants to help them manage the risks.

### **Links to other areas**

The findings from this work will be useful to the Hydrogen Heating policy team who are looking to understand the airtightness of the UK housing stock and how this depends upon the building/construction type and specific ventilation features installed in homes. The Hydrogen team will combine findings from this work with wider evidence being gathered by the Hydrogen Heating programme on the relationship between airtightness and the accumulation characteristics of hydrogen gas in the event of a leak in homes with different ventilation features.

## 4 Requirements

### **Research Questions**

The contractor is expected to use the following research questions as a guide to help meet the above objectives and to address the evidence gaps listed in the background section:

- What is the n/20 rule and how is it used?
- What are the limitations with the n/20 rule?
- How should the SAP methodology for estimating infiltration rates should be changed/improved?
- What data needs to be collected to support/validate a change/improvement to the way SAP calculates airtightness? E.g. types of tests, numbers of houses that need to be tested, building survey data, costs of tests, time taken to conduct tests, conditions under which tests should be taken etc.
- What is the typical airtightness of different house types in the UK?
- How does the airtightness of UK houses compare to that of houses from other European countries?
- How does airtightness differ by house type/age/construction type/listed status etc?
- What are the typical airtightness failure points by house type/age/construction type etc?
- How could typical failures in airtightness be addressed by retrofit?
- What is the potential impact (£ and Carbon savings) of improving airtightness across the UK housing stock? Consider different airtightness retrofit measures.
- Is there a relationship between airtightness and build quality?
- What are the typical points of failure in the construction process that can lead to poor airtightness?
- How do people typically ventilate their buildings?
- Do people ventilate their buildings sufficiently or appropriately? Do they know how to?
- What construction and operational practices in relation to airtightness and ventilation need to be considered in the scenario of a warming climate if overheating is to be mitigated?
- What might a field study look like in terms of aims/ objectives, method, costs and impact to gather the necessary data?

### **Methodology**

#### **Literature review to address research questions:**

- Review existing literature to establish what is currently known about airtightness, infiltration and ventilation of the existing UK housing stock, both as a whole at a national level and in specific case studies – it is believed that many existing airtightness studies are limited to small samples of specific building types. By reviewing existing literature, this work will seek to understand airtightness on a larger scale in different building types. The successful bidder will be supplied with existing/unpublished reports from ongoing government research on airtightness to avoid duplication of effort and to build on existing knowledge – this literature review is expected to not replicate previous BEIS funded work, but go further.
- Review literature and data on airtightness in the UK, other European countries, and countries with a similar climate to the UK to draw comparisons.
- Review literature to identify practices and principles relating to airtightness that contribute to the performance gap, both relating to construction and occupation.

- Review literature to understand how “build quality” is characterised across literature, with focus on whether airtightness is related to build quality.

#### **Data analysis to supplement literature review in answering research questions:**

- Identify what existing data sources are available on the airtightness of the UK housing stock to understand if information can be gathered without the use of, or prior to, field trials taking place. Given the requirement for all new builds to have an airtightness test, bidders will be expected to provide details of how they intend to identify data sources that are representative of the whole stock, not just skewed towards new build.
- Arrange access where possible to existing qualitative and quantitative data sources. Carry out analysis to obtain information without the need for a field trial. We expect bidders to be able to obtain insights into construction and operational practices applicable to the whole stock, even if the requirement for airtightness tests is biased towards newer houses.
- Explore existing data to understand if independent repeat airtightness tests can be conducted to inform our understanding of degradation over time and to understand and quantify the prevalence of gaming.

#### **Survey scoping:**

- Comment on how far Phase 1 is able to go in achieving the objectives and answering the research questions, and make suggestions on where further work will need to be done in Phase 2 alongside the field trials to meet the objectives.
- Suggest a nationally representative sample of domestic building archetypes that should be surveyed to meet the objectives and answer the research questions including, but not limited to: attachment type (detached, semi-detached, terrace and flats), construction type (solid or cavity walls etc.), different ages and geographic regions, window type (e.g. sash windows), etc. This information will be used to define the size and cost of the full building survey that will take place in Phase 2.
- Suggest the types of tests and how many would need to be carried out to fulfil the research objectives.
- Suggest typical costs for these tests, how long they take to carry out and the resources required to complete the proposed field tests.

#### **Inputs**

It is intended that this research builds on previous government research that considers airtightness, including the DEEP project and SAP 11 project. We will provide the successful bidder with documentation from the ongoing SAP 11 project and unpublished research from the DEEP study.

In relation to airtightness, the DEEP project specification required the following of that project:

*“Objective 8: To characterise the technical and practical barriers to solid wall building retrofit.*

*BEIS requires information on the airtightness of solid wall dwellings to understand energy consumption and the likelihood of retrofit not achieving its predicted performance...*

*A sample of solid wall dwellings should be tested to quantify airtightness and characterise air movement behaviour, including determining unintentional air leakage pathways. The size of this sample should be sufficient to provide confidence in measurements, and such measurements should enable the characterisation of the various air movement phenomena that are observed, and their relationship with the building fabric.”*

A review of natural ventilation in dwellings in relation to airtightness calculations in SAP has been conducted in the SAP 11 project.

## **Outputs**

DESNZ will receive the following reports:

- Literature Review detailing what current literature says about airtightness, infiltration and ventilation of the UK housing stock, including details of relevant studies and research.
- Synthesis report identifying existing sources of data about airtightness in the UK housing stock and presenting the results of analysis of those sources.
- Report commenting on how well Phase 1 is able to achieve the objectives and answer the research questions, and recommend where further work could be done in Phase 2 alongside the field trials.
- List of Recommendations to help prepare for the Phase 2 field study and interviews such that an understanding of the baseline airtightness of the UK housing stock will be obtained and an understanding of how construction and operational practices and risks relate to airtightness. This may be provided in the form of a series of options for how Phase 2 may be carried out. This should include details on how to obtain a nationally representative stratified sample of homes so that the SAP methodology for estimating infiltration rates can be reliably updated. Recommendations will likely include, but are not limited to:
  - Sample size and sampling methodology
  - List of archetypes
  - Tests to be conducted e.g., Blower Door, Pulse, Gas Tracer tests, thermal imaging etc. and conditions under which tests should be carried out
  - Building survey data to be collected
  - Estimates of typical costs, time and resources

The appointed contractor will be responsible for the day-to-day management of the project and hence responsible for achieving the project objectives.

Regular progress meetings will be held at least bi-weekly between the contractor and the DESNZ Project Manager, with weekly email correspondence as a minimum. These meetings will be a chance to discuss progress against objectives, identify potential risks/opportunities and put in place actions such that risks are mitigated in a timely manner and avoid becoming issues. The contractor will be required to maintain a risk register and Risks, Assumptions, Issues and Dependencies (RAID) log which will be shared with the DESNZ PM and risks / issues will be escalated to the SRO as appropriate.

As this work will be completed in two phases, all IP arising from Phase 1 must be made available to DESNZ to share with bidders and contractor appointed for future phases of the work – see Clause 10 of the Short Form contract.

The contractor will be required to nominate a named individual to act as the main point of contact for the project. The contractor will be asked to provide details of their project and organisational structure such that any issues with performance can be escalated appropriately by the Department to the appropriate level on the Contractor side.

## **5 Timescales**

The bidder will be required to submit appropriate work packages and gantt chart for completing the work.

We will ask for a preliminary findings report approximately half way through the project – we expect this to be sufficiently well progressed to enable early stage scoping and budgeting for Phase 2.

The project is expected to last 6 months with indicative timeline as follows:

Contract signed/kick-off meeting – July 2023

Preliminary findings/recommendations – September 2023

Draft Final report – November 2023

Final report – January 2024

Payment Milestones may be aligned with key dates and/or deliverables.

### **Terms and Conditions**

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

## Section 5 – Evaluation of Bids

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

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

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

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

Pass / Fail criteria		
Evaluation Envelope	Q No.	Question subject
Qualification	SEL1.2	Employment breaches/ Equality
Qualification	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Qualification	FOI1.1	Freedom of Information
Qualification	AW1.1	Form of Bid
Qualification	AW1.3	Certificate of Bona Fide Bid
Qualification	AW3.1	Validation check
Qualification	AW3.2	Conflict of Interest Declaration
Qualification	AW3.2.1	Conflict of Interest Declaration Supporting Information
Qualification	AW4.1	Compliance to the Contract Terms
Qualification	AW4.2	Changes to the Contract Terms
Qualification	AW4.3	Contracts with suppliers from Russia or Belarus
Commercial	AW5.3	Firm and Fixed Price
Commercial	AW5.4	Maximum Budget
Technical	AW6.1	Compliance to the Specification
Technical	AW6.2	Variable Bids
-	-	Invitation to Quote response received on time within the Jaggaer eSourcing Portal
	In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of any of the Award stage scoring methodology or Mandatory pass / fail criteria.	

### Scoring criteria



### Evaluation Justification Statement

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

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
Commercial	AW5.1	Price	20%	20%
Technical	PROJ1.1	Understanding the project environment	80%	20%
Technical	PROJ1.2	Methodology and Approach		25%
Technical	PROJ1.3	Staff to Deliver		15%
Technical	PROJ1.4	Project Plan and Timescales		For information
Technical	PROJ1.5	Programme Management		10%
Technical	PROJ1.6	Social Value		10%

### Evaluation of criteria

#### Non-Commercial Elements

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

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

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

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

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

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.

100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.
<p>All questions will be scored based on the above mechanism. As there will be multiple evaluators their individual scores and commentary will be recorded, then a consensus meeting will be convened by the evaluators to determine your score. Note this will include a chairperson or lead and all evaluators are of equal status.</p> <p><b>Example</b>  Evaluator 1 scored your bid as 60  Evaluator 2 scored your bid as 60  Evaluator 3 scored your bid as 40</p> <p>The convened meeting came to a consensus that the final recorded score to given to your submission against this question should be 60, with the justification and reasons for this score recorded.</p> <p>Once the consensus process has been finalised, all justifications recorded and all non-priced scores are agreed, this will then be subject to an independent commercial moderation review.</p>	
<b>Commercial Elements</b> will be evaluated on the following criteria.	
<p>Price will be evaluated using proportionate pricing (lowest bid / bid * mark). A bidder's score will be based on the lowest total score received divided by their total cost and then multiplied by the marks available.</p> <p>For example, if the total basket price for three bid responses is received and Bidder A has quoted £50,000 as their total price, Bidder B has quoted £80,000 and Bidder C has quoted £100,000 then the calculation will be as follows:</p> <p>(Maximum marks available in this example being 12.5)</p> <p>Bidder A Score = <math>50000/50000 \times 12.5 = 12.5</math></p> <p>Bidder B Score = <math>50000/80000 \times 12.5 = 7.81</math></p> <p>Bidder C Score = <math>50000/100000 \times 12.5 = 6.25</math></p> <p>This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.</p>	

## 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"> <li>ITQ logged upon opening in alignment with UK SBS's procurement procedures.</li> </ul>

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

## **Section 6 – Evaluation Response Questionnaire**

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

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

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

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

## Section 7 – General Information

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

#### DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date / time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the Section 3 of the ITQ shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise the eSourcing portal prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the Jaggaer eSourcing messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails.
- 7.10 Do complete all questions in the evaluation response questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.12 Do check and recheck your Bid before dispatch.

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

### DO NOT

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

## Some additional guidance notes

- 7.25 All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to Jaggaer eSourcing Helpdesk

**Phone** 08000 698 632

**Email** [customersupport@jaggaer.com](mailto:customersupport@jaggaer.com)

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

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

- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Response Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UK SBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Jaggaer eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.

- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Jaggaer eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliance checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliance checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.
- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the Jaggaer eSourcing Portal.
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

## USEFUL INFORMATION LINKS



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

## **8.0 Freedom of information**

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

## **9.0. Timescales**

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

## **10.0. The Contracting Authority's Contact Details**

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

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

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

## Appendix A – Glossary of Terms

TERM	MEANING
<b>“UK SBS”</b>	means UK Shared Business Services Ltd herein after referred to as UK SBS.
<b>“Bid”, “Response”, “Submitted Bid”, or “ITQ Response”</b>	means the Bidders formal offer in response to this Invitation to Quote
<b>“Bidder(s)”</b>	means the organisations being invited to respond to this Invitation to Quote
<b>“Central Purchasing Body”</b>	means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities
<b>“Conditions of Bid”</b>	means the terms and conditions set out in this ITQ relating to the submission of a Bid
<b>“Contract”</b>	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
<b>“Contracting Bodies”</b>	means the Contracting Authority and any other contracting authorities described in the Contracts Finder Contract Notice.
<b>“Contracting Authority”</b>	A public body regulated under the Public Procurement Regulations on whose behalf the procurement is being run
<b>“Customer”</b>	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
<b>“Due Diligence Information”</b>	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
<b>“EIR”</b>	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
<b>“FoIA”</b>	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
<b>“Invitation to Quote” or “ITQ”</b>	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. <b>NOTE:</b> This document is often referred to as an Invitation to Tender within other organisations
<b>“Mandatory”</b>	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
<b>“Named Procurement person ”</b>	means the single point of contact for the Contracting Authority based in UK SBS that will be dealing with the procurement
<b>“Order”</b>	means an order for served by any Contracting Body on the Supplier
<b>“Supplier(s)”</b>	means the organisation(s) awarded the Contract