

A man in a dark suit, white shirt, and green tie is holding a light-colored folder with the UKSBS logo. He is looking towards the right. In the background, another man in a suit is partially visible, and the setting appears to be an office or a modern building interior.

Request for Proposal

Request for Proposal (RFP) on behalf of Department for Business, Innovation & Skills

Subject UK SBS Queen's Awards for Enterprise Assessment Contract

Sourcing reference number PS150092

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

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

Section 2 – About Our Customer

Department for Business, Innovation and Skills (BIS)

The Department for Business, Innovation & Skills (BIS) is the department for economic growth. The department invests in skills and education to promote trade, boost innovation and help people to start and grow a business. BIS also protects consumers and reduces the impact of regulation.

BIS is a ministerial department, supported by 48 agencies and public bodies.

Department for Business, Innovation and Skills achievements include:

- Funding 457,000 apprenticeship starts in 2010-11 Academic Year
- Committing £75 million to support innovation in technology-based SMEs
- Helping 25,000 UK businesses (mainly SMEs), employing over 13 million people, to make the most of opportunities for growth in overseas markets; Growth Accelerator is a new Department for Business funded-service to help up to 26,000 small and medium enterprises (SMEs) grow as much as they can over three years. Working with an experienced coach, businesses will receive a personalised growth plan, training and workshops, networking and peer to peer support. SMEs can also learn how to develop their leadership and management capability.
- With the Cabinet Office, leading the review of 1,200 regulations across Government as part of the Red Tape Challenge, more than half of which will be scrapped or improved.

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

Section 3 – Working with UK Shared Business Services Ltd.

Section 3 – Contact details		
3.1	Customer Name and address	Department for Business, Innovation and Skills, 1 Victoria Street, London, SW1H 0ET
3.2	Buyer	David Church Alistair Staunton-Lambert
3.3	Buyer contact details	David.Church@uksbs.co.uk 01793 867509 Alistair.staunton-lambert@uksbs.co.uk 01793 867812
3.4	Estimated value of the Opportunity	The contracts will be let for one year initially with the option for them to be extended for second and third year, released on a singular yearly basis if funds are available and subject to satisfactory performance and budget (1 year + 1 year + 1 year). The total requirement is valued at approximately £270K per year and is divided in to four Lots. The values below are ranges that are dependent on the number of actual applications received. One supplier will be appointed per Lot however suppliers may be awarded more than one Lot or all Lots. Values are excluding VAT. Lot 1: £60,000 - £115,000 per year Lot 2: £45,000 - £85,000 per year Lot 3: £20,000 - £45,000 per year Lot 4: £10,000 - £25,000 per year
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.

Section 3 - Timescales

3.6	Date of posting of Contract advert to OJEU.	22/05/2015
3.7	Date RFP available to Bidders	22/05/2015
3.9	Latest date / time RFP clarifications should be sent be received through Emptoris	10/06/2015 14:00pm
3.10	Latest date / time RFP clarification answers should be sent to all potential Bidders through Emptoris	15/06/2015 14:00pm
3.11	Closing date and time for Bidder to request RFP documents	29/06/2015 14:00pm
3.12	Closing date and time for Bidder to submit their response (‘the deadline’).	30/06/2015 14:00pm
3.14	Notification of proposed Contract award to unsuccessful bidders	09/07/2015
3.15	Anticipated Contract Award Date	21/07/2015
3.16	Commencement of Contract	01/08/2015
3.17	Bid Validity Period	90 Days

Section 4 – Specification and about this procurement

Description of BIS requirements in relation to the appraisal of Queen's Awards for Enterprise applications

Background

1.1 The Queen's Awards for Enterprise are the UK's most prestigious awards for business performance. The Awards recognise and reward outstanding achievement by UK companies. They are managed by the Queen's Awards Office in the Department for Business Innovation and Skills (BIS). Awards are presented in three separate categories:

[International Trade](#) - recognising companies that have demonstrated substantial growth in overseas earnings and in commercial success relative to the business size and sector.

[Innovation](#) - recognising companies that have demonstrated commercial success through:
-invention, design, production (in respect of goods)
-performance (in respect of services, including advice)
-marketing, distribution, after sale support of goods or services

[Sustainable Development](#) - recognising companies that have developed commercially successful products, services, and approaches to management which have major benefits for the environment, society and the economy.

1.2 There is also an Award for individuals - **The Queen's Award for Enterprise Promotion (QAEP)** - designed to recognise people who have played an outstanding and significant role in promoting business enterprise skills and attitudes in others..

1.3 The annual cycle of the Awards requires the assessment work to be done between October and April each year, following a marketing period between April and September. The Awards are announced annually on The Queen's birthday (21 April).

1.4 Online application and nomination forms for the Awards are available from 21 April and the deadline for the return of completed forms is the last working day of September.

1.5 The Awards are made each year by The Queen, on the advice of the Prime Minister, who is assisted by an Advisory Committee that includes representatives of Government, industry and commerce, and the trade unions.

1.6 The Queen's Awards Review Committee, chaired by The Prince of Wales in 1999, recommended replacing the assessment of applications by DTI (now BIS) and other Government Departments, with an external specialist body, better able to make informed judgements. The Review Committee also identified securing good value for money as an important requirement under the revised assessment procedures

1.7 A competitive tender in 2011 resulted in the appointment of a single provider to manage the delivery of the assessment of all three corporate Awards, sub-contracting as appropriate, along with the individual Award for Enterprise Promotion. The contract expired at the end of March

2015.

- 1.8 An online system for managing the Queen’s Awards application and assessment process was introduced in April 2011. Contractors and assessors will be provided with a user name and log in, which will enable them to access application forms, supporting information and all assessment templates.

2. Scope of Work

- 2.1 The Queen’s Awards Office (“the Authority”) is responsible for administering the appraisal of all applications. Four key outcomes to this process are:

- (i) Initial technical assessment of each case to identify the potential runners and non-runners;
- (ii) Individual case summaries for shortlisted cases that are presented to Award Judging Panels
- (iii) Pen pictures of successful applications for inclusion in the Queen’s Awards Press Book
- (iv) Feedback for unsuccessful applications

- 2.3 Programme outcomes

Applications are shortlisted for the relevant judging Panel (Assessment Committee for Enterprise Promotion), and the Prime Minister’s Advisory Committee; the PMAC subsequently recommends the Award winners to the Prime Minister and The Queen.

- 2.4 The Requirement/Work

The appraisal work comprises four Queen’s Awards categories. The requirement could be delivered in line with the previous arrangements, with one contractor managing the overall delivery, working with sub-contractors. Alternatively, delivery could be based on individual contract arrangements. Tenderers are therefore invited to bid for one or more lots. We aim to appoint one successful supplier per Lot

Lot 1; International Trade Application Appraisal

Lot 2; Innovation Application Appraisal

Lot 3; Sustainable Development Application Appraisal

Lot 4; Enterprise Promotion Application Appraisal

Bids will be expected to provide the details of the proposed assessors teams, including a Lead Assessor, who will be responsible for the quality of the information provided to the QA Office.

Bidders are expected to demonstrate that their intended assessors for each award category have relevant experience and up to date knowledge of the sector they will be assessing.

The assessors for each of the lots will be required to assess applications in accordance with the stated criteria, and make recommendations to the relevant Panel of Judges/Advisory Committee. All comments and decisions will be recorded within the QA online assessment system, so that the QAO are able to track progress throughout the season.

All assessors will also be required to attend a days training on the QA online assessment system. This training will take place before the 1 October 2015, the date to be confirmed.

2.5 As a guide to expectations, the below table provides details on the number of applications and Awards over the past four years.

Award Category	2014		2013		2012		2011	
	Applications	Awards	Applications	Awards	Applications	Awards	Applications	Awards
Int. Trade	383	110	311	116	423	151	387	103
Innovation	301	39	216	27	311	50	273	44
Sus. Dev	112	13	82	9	128	8	121	10
QAEP	46	8	36	8	58	11	59	11
Total	842	170	645	160	920	220	840	168

The ambition is to attract 1000 applicants for the 2016 Queen’s Awards for Enterprise.

2.6 An indicative high-level timeline is attached at Annex 1.

The requirement will involve the following work:

2.7 From 1 October, access to application forms and relevant associated material via the QA online application and assessment system.

2.8 Lead Assessor for each category assigns 2 assessors for each application.

2.9 Assessors review and grade (RAG) applications in accordance with the Award criteria and supplementary guidance provided by the QA Office. All applications must be independently assessed and graded by 2 assessors, and separately recorded.

2.10 Identify an indicative shortlist of the strongest applications. Companies, organisations, or nominators of individuals that have presented strong cases can be contacted for further information and/or clarification, as necessary.

2.11 Cases are moderated and the RAG/overall indicative grade agreed by the Lead Assessor for the category.

2.12 By November 2015, provide QA Office with an indicative shortlist. Shortlisted business applicants

are required to provide an auditor's certificate to verify financial data in the original entry.

- 2.13 December 2015/January 2016: Assessors should review the certificated figures, resolve any queries with the accountant/auditor concerned and then confirm to the QA Office that the certificate is correct and sign it off as accepted (using the online system). Each case summary should be updated as necessary to determine final grade and overall shortlist.
- 2.14 Assessors must consider shortlisted applicants' Declarations of Corporate Responsibility (DCR), if these were not included in the original submission. These are to be graded exceptional, satisfactory or weak. A summary of the company's CSR activities should be recorded in the case summary as part of the overall recommendation.
- 2.15 January 2016: Deliver to the QAO (via the online system) individual case assessments for each shortlisted application (dates to be confirmed), providing a RAG and overall grade.
- 2.16 All cases being taken forward to the shortlist need to be designated "Recommended" and the remainder "Reserve"; with the remainder deemed to be 'Not Recommended'.
- 2.17 Along with the individual case summaries, Lead Assessors are required to provide a report setting out the quality of the applications, reflect the size and sectors of businesses assessed and shortlisted, a regional breakdown, and any other factors relevant to the assessment process.
- 2.18 Lead assessors to attend meetings of the Panels of Judges in London in January and February 2016 to introduce the Recommended and Reserve cases and to answer any questions that the Panel members may raise.
- 2.19 Lead Assessor to update the online system to reflect Judging Panel decisions.
- 2.20 March 2016: In light of final decisions (taken at PMAC), provide summaries of winning cases (130 words) and feedback, covering strengths and weaknesses, for unsuccessful cases.
- 2.21 All printed QA material shall be destroyed as confidential waste by end of March 2016.
- 2.22 May 2016, Lead Assessors should be available to attend a "wash-up" meeting with the QAO in May to discuss assessment process, feedback from judges and online assessment system.
- 2.23 Submit a final valid final invoice to QA Office by end March 2016.

3. The Term

The term of contract/s will be for one year, the estimated contract start date is 01 Aug 2015, with an option to extend for a possible second and a possible third year, released singularly, subject to satisfactory performance and available funds. (1 year + 1 year +1 year).

4. Processes and Responsibilities

- 4.1 The Authority will appoint an Award Manager who will act as the main contact point within QA Office. They will answer questions from the Contractor(s) about individual applications or which are about policy/precedent on the Awards, and will keep in contact with the Contractor about the work's progress. The Authority's Programme Manager will also review the work referred to

at 2.4 above (“the Work”) provided by the Contractor, amending as necessary.

- 4.2 The Authority will organise training on the online assessment system for assessors. This training will be held on a by category basis and will take place before the 1 October 2015.

5. Contract Management and Monitoring

- 5.1 Key tasks must be completed and delivered to the Authority in accordance with the timetable to be agreed by end August 2015. . There is little flexibility in timings; these have been set out to ensure that there is adequate time for the Authority to complete the assessment process and preparatory work necessary before HM The Queen approves the winners list, the winners are notified of their success, and the public announcement of the winners on The Queen’s birthday, 21 April each year.

- 5.2 The Contractor(s) will appoint a Contract Manager to:

- i) organise the work and liaise with its teams of assessors,
- ii) carry out the Work in accordance with the requirements of this Specification, in particular ensuring quality and timeliness of outputs, and
- iii) report monthly on progress, or more frequently if delays appear likely or are occurring, to the relevant Authority’s Programme Manager on the Work’s progress.

- 5.3 In the event that the Contractor itself is interested in applying for a Queen’s Award, the Authority will require evidence that suitable safeguards exist to prevent conflicts of interest

- 5.4 Invoices shall be correctly completed and submitted on time.

Annex 1

Timeline for the Assessment of the Awards

Dates will be confirmed once contracts are awarded.

1 October

Assessors access the online application forms and relevant associated material via the QA online entry and assessment system.

Mid November

Delivery of shortlist of entries to the QA Office – Business Awards and QAEP

December

Review of Auditor’s Certificates/Declaration of Corporate Responsibility

January/February

Delivery of case summaries for shortlisted entries. The Lead assessor for each award category will attend

panel meetings in London to introduce the recommended and reserve cases and to answer any questions that the Panel members may raise

Early January: Enterprise Promotion – delivery of case summary assessments for Enterprise Promotion Assessment Committee (EPAC) and Lead Assessor Report. EPAC meeting in mid January

Early January: Sustainable Development - delivery of case summary assessments for Panel of Judges and Lead Assessor Report. SD Panel in mid January

Mid January: Innovation – delivery of case summary assessments for Panel of Judges and Lead Assessor Report. Innovation Panel in late January

Mid January: International Trade – delivery of case summary assessments for Panel of Judges and Lead Assessor Report. IT Panel in early February

Mid February

All categories; delivery of final case summary assessments, amended to reflect decisions taken by Panels. Prime Ministers Advisory Committee (PMAC) takes place first week in March

Mid March

Complete the winner's case studies for media use (maximum 130 words) and finalise in online system. Winners notified mid March

Late March

Delivery of feedback summaries for unsuccessful entrants – all feedback will provide sufficient detail for entrants to use to improve a future entry.

Section 5 – Evaluation model

5.1 Introduction

5.1.1 The evaluation process will be conducted to ensure that Bids are evaluated fairly to ascertain the bidders who can demonstrate the required skills qualities, technical ability and capacity, commercial stability and experience to ensure successful performance of the Contract.

5.1.2 The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required

5.2 Evaluation of Bids

5.2.1 Evaluation of Bids shall be based on a Selection questionnaire defined in the e-sourcing tool.

5.3. SELECTION questionnaire

5.3.1 The Selection questionnaire shall be marked against the following Selection pass / fail and scoring criteria.

5.3.2 The selection questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria.

Selection Pass/fail criteria		
Questionnaire	Q No.	Question subject
Selection Part B	SEL2.2	Conviction for conspiracy
Selection Part B	SEL2.3	Conviction for corruption
Selection Part B	SEL2.4	Conviction for bribery
Selection Part B	SEL2.5	Conviction for fraud
Selection Part B	SEL2.6	Conviction for Terrorism/ Serious Crime
Selection Part B	SEL2.7	Conviction for Money Laundering
Selection Part B	SEL 2.8	Conviction for proceeds of crime
Selection Part B	SEL 2.9	Conviction for other offences
Selection Part B	SEL 2.10	Tax and social security breaches
Selection Part B	SEL 2.12	Cyber Essentials
Selection Part C	SEL3.2	Compliance with applicable obligations in the fields of environmental, social and labour law.
Selection Part C	SEL3.3	Bankruptcy, Insolvency or Winding up
Selection Part C	SEL3.4	Grave Professional misconduct
Selection Part C	SEL3.5	Agreements that create a conflict of interest
Selection Part C	SEL3.6	Distortion of competition
Selection Part C	SEL3.7	Deficiencies in performance of prior public contract
Selection Part C	SEL3.8	Serious misrepresentation
Selection Part D	SEL4.1	Economic and Financial standing assessment
Selection Part D	SEL4.2	Employers liability insurance
Selection Part D	SEL4.3	Public liability insurance
Selection Part D	SEL4.4	Product liability insurance
Selection Part D	SEL4.5	Professional indemnity insurance
Selection Part E	SEL5.1	Main business activities
Selection Part E	SEL5.2	Technicians / Technical Services
Selection Part E	SEL5.5	References
Selection Part E	SEL5.7	Health and Safety Policy
Selection Part E	SEL5.9	Compliance with Equality legislation
Selection Part E	FOI1.1	Freedom of information

- 5.3.3 Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.
- 5.3.4 The evaluation model below shall be used for this RFP which will be determined to two decimal places.
- 5.3.5 Questions marked 'for information only' do not contribute to the scoring model.

5.4. AWARD questionnaire

- 5.4.1 The award questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria. Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.

Award Pass/fail criteria		
Questionnaire	Q No.	Question subject
Commercial	AW1.1	Form of Bid
Commercial	AW1.2	Bid validity period
Commercial	AW1.3	Certificate of bona fide Bid
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Price	AW5.1	Firm and fixed price
Price	AW5.3	Open book policy
Commercial	AW5.5	E Invoice
Commercial	AW5.6	E Invoice implementation
Quality	AW6.1	Compliance to the Specification

- 5.4.2 The Award questionnaire shall be marked against the following Award scoring criteria.
- 5.4.3 The evaluation model below shall be used for this RFP which will be determined to two decimal places.
- 5.4.4 Questions marked 'for information only' do not contribute to the scoring model.

Scoring criteria

Evaluation Justification Statement

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

LOT 1 - International Trade

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2 LOT1	<p>Price</p> <p>International Trade – For evaluation purposes only please all costs on a scale of 370 applications per annum.</p> <p>Please state all costs, core and variable (e.g. contract management, administration) and assessment cost per application.</p> <p>Please clearly state the costs for each year of the contract and a grand total for the entire potential contract duration (3 years).</p>	30%
Quality	LOT1.2	Please provide information on the individuals to whom you would, if successful, allocate the work under the contract and provide a brief curriculum vitae for each. Relevant sector knowledge will be considered extensively. Please elaborate on how their knowledge and experience would apply to and benefit this project.	30%
Quality	LOT1.3	Please demonstrate your understanding of the requirement. Describe how the requirement would be delivered.	30%
Quality	LOT1.4	Please provide details on how the tasks will be allocated	10%

		between named individuals, in particular contract manager, Lead Assessor, Assessors.	
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LOT2 – Innovation

Price	AW5.2 LOT2	Price Innovation - For evaluation purposes only please state all costs on a scale of 265 applications per annum. Please state all costs, core and variable (e.g. contract management, administration) and assessment cost per application. Please clearly state the costs for each year of the contract and a grand total for the entire potential contract duration (3 years).	30%
Quality	LOT2.2	Please provide information on the individuals to whom you would, if successful, allocate the work under the contract and provide a brief curriculum vitae for each. Relevant sector knowledge will be considered extensively. Please elaborate on how their knowledge and experience would apply to and benefit this project.	30%
Quality	LOT2.3	Please demonstrate your understanding of the requirement. Describe how the requirement would be delivered.	30%
Quality	LOT2.4	Please provide details on how the tasks will be allocated between named individuals, in particular contract manager, Lead Assessor, Assessors.	10%

LOT 3 - Sustainable Development

Price	AW5.2 LOT3	Price Sustainable Development - For evaluation purposes only please	30%
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		<p>state all costs on a scale of 105 applications per annum.</p> <p>Please state all costs, core and variable (e.g. contract management, administration) and assessment cost per application.</p> <p>Please clearly state the costs for each year of the contract and a grand total for the entire potential contract duration (3 years).</p>	
Quality	LOT3.2	Please provide information on the individuals to whom you would, if successful, allocate the work under the contract and provide a brief curriculum vitae for each. Relevant sector knowledge will be considered extensively. Please elaborate on how their knowledge and experience would apply to and benefit this project.	30%
Quality	LOT3.3	Please demonstrate your understanding of the requirement. Describe how the requirement would be delivered.	30%
Quality	LOT3.4	Please provide details on how the tasks will be allocated between named individuals, in particular contract manager, Lead Assessor, Assessors.	10%

LOT 4 - Enterprise Promotion

Price	AW5.2 LOT4	<p>Price</p> <p>Enterprise Promotion - For evaluation purposes only please state all costs on a scale of 50 applications per annum.</p> <p>Please state all costs, core and variable (e.g. contract management, administration) and assessment cost per application.</p> <p>Please clearly state the costs for</p>	30%
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		each year of the contract and a grand total for the entire potential contract duration (3 years).	
Quality	LOT4.2	Please provide information on the individuals to whom you would, if successful, allocate the work under the contract and provide a brief curriculum vitae for each. Relevant sector knowledge will be considered extensively. Please elaborate on how their knowledge and experience would apply to and benefit this project.	30%
Quality	LOT4.3	Please demonstrate your understanding of the requirement. Describe how the requirement would be delivered.	30%
Quality	LOT4.4	Please provide details on how the tasks will be allocated between named individuals, in particular contract manager, Lead Assessor, Assessors.	10%

Award Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

0	The Question is not answered or the response is completely unacceptable.
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20	Extremely poor response – they have completely missed the point of the question.
40	Very poor response and not acceptable. Requires major revision to the proposal to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
60	Poor response with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of success, sufficient obstacles but correctable
80	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire. Good probability of success, weaknesses can be readily corrected.
100	Response demonstrates they can meet a high performance level. High probability of success, no significant weaknesses noted. The response is compelling in its description of techniques and measurements to be employed.

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 40

Evaluator 3 scored your bid as 80

Evaluator 4 scored your bid as 60

Your final score will $(60+40+80+60) \div 4 = 60$

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.

5.5. Evaluation process

5.5.1 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"> RFP logged upon opening in alignment with UK SBS's procurement procedures. Any RFP Bid received after the closing date will be rejected unless circumstances attributed to UK SBS 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 UK SBS. Unacceptable Bids may be subject to clarification by UK SBS 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 Selection 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 Selection criteria.
Shortlisting of Bidders	<ul style="list-style-type: none"> UK SBS will shortlist the Bidders based on the Responses received and the Evaluation Model detailed in Section 5 of the RFP.
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> To confirm contents of the letters to provide details of scoring and relative feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Selection and award questionnaires

Section 6 – Selection questionnaire

6.1 Introduction

The Selection questionnaires are located in the within the e-sourcing tool.

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 6 – Award questionnaire

6.2 The Award questionnaires are located within the e-sourcing tool.

6.3 Guidance on completion of the questions 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

7.1. Introduction

- 7.1.1 UK SBS wishes to establish a Contract for the provision of Queen's Awards for Enterprise Assessment Contract. UK SBS is managing this procurement process in accordance with the Public Contracts Regulations 2015 (as may be amended from time to time) (the "Regulations"). This is a Services Contract being procured under the OJEU Open Procedure
- 7.1.3 UK SBS logo, trademarks and other identifying marks are proprietary and may not be incorporated in the Companies response without UK SBS's written permission.
- 7.1.4 The Bidder shall indemnify and keep indemnified UK SBS against all actions, claims, demands, proceedings, damages, costs, losses, charges and expenses whatsoever in respect of any breach by the Bidder of this document.
- 7.1.5 If there is any doubt with regard to the ambiguity of any question or content contained in this questionnaire then PLEASE ASK a clarification question, but please ensure that your question is via the formal clarification process in writing to the UK SBS representative nominated. No approach of any kind in connection with this opportunity should be made to any other person within, or associated with UK SBS. All information secured outside of this named contact shall have no legal standing or worth and should not be relied upon.
- 7.1.6 It remains the responsibility of the Bidder to keep UK SBS informed of any matter that may affect continued qualification
- 7.1.7 Prior to commencing formal evaluation, Submitted Responses will be checked to ensure they are fully compliant with the Pass / Fail criteria within the Evaluation model. Non-compliant Submitted Responses may be rejected by UK SBS. Submitted Responses which are deemed by UK SBS to be fully compliant will proceed to evaluation. These will be evaluated using the criteria and scores detailed in the matrix set out in [Section 5](#).
- 7.1.8 Following evaluation of the submitted Responses and approval of the outcome UK SBS intends to select a short list of Bidders to proceed to Award stage of this Procurement.
- 7.1.9 Whilst it is UK SBS's [and any relevant Other Public Bodies] intention to purchase the majority of its goods and services under this Contract Arrangement from the Supplier(s) appointed this does not confer any exclusivity on the appointed Suppliers. UK SBS and any relevant Other Public Bodies reserve the right to purchase any goods and services and services (including those similar to the goods and services covered by this procurement) from any Supplier outside of this Contract..
- 7.1.10 UK SBS reserves the right not to conclude a Contract as a result of the current procurement process. Bidders should review the contents of Section 7 paragraph 7.8.1 when considering submitting their Response.
- 7.1.11 The goods and services covered by this procurement exercise have been sub-divided into Lots.

- 7.1.12 UK SBS shall utilise the Crown Commercial Service (CCS – previously Government Procurement Service) Emptoris e-sourcing tool url <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp> to conduct this procurement. There will be no electronic auction following the conclusion of the evaluation of the Request for Proposal (RFP) responses. Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service, Telephone 0345 010 3503.
- 7.1.13 Please utilise the messaging system within the e-sourcing tool located at <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp> within the timescales detailed in Section 3. if you have any doubt as to what is required or will have difficulty in providing the information requested. Bidders should note that any requests for clarifications may not be considered by UK SBS if they are not articulated by the Bidder within the discussion forum within the e-sourcing tool.
- 7.1.14 Bidders should read this document, RFx attachments, messages and the evaluation questionnaires carefully before completing the Response submission. Failure to comply with any of these instructions for completion and submission of the Submitted Response may result in the rejection of the Response. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the goods/services/goods and services and contractual obligations. These instructions constitute the Conditions of Response. Participation in the RFP process automatically signals that the Bidder accepts these Conditions.
- 7.1.15 All material issued in connection with this RFP shall remain the property of UK SBS and/or as applicable relevant OPB and shall be used only for the purpose of this procurement. All Due Diligence Information shall be either returned to UK SBS or securely destroyed by the Bidder (at UK SBS's option) at the conclusion of the procurement
- 7.1.16 The Bidder shall ensure that each and every sub-contractor, consortium member and adviser abides by the terms of these instructions and the Conditions of Response.
- 7.1.17 The Bidder shall not make contact with any other employee, agent or consultant of UK SBS or any relevant OPB or Customer who are in any way connected with this procurement during the period of this procurement, unless instructed otherwise by UK SBS.
- 7.1.18 UK SBS shall not be committed to any course of action as a result of:
- 7.1.18.1 issuing this RFP or any invitation to participate in this procurement ;
 - 7.1.18.2 an invitation to submit any Response in respect of this procurement;
 - 7.1.18.3 communicating with a Bidder or a Bidder's representatives or agents in respect of this procurement; or
 - 7.1.18.4 any other communication between UK SBS and/or any relevant OPB (whether directly or by its agents or representatives) and any other party.
- 7.1.19 Bidders shall accept and acknowledge that by issuing this RFP UK SBS shall not be bound to accept any Response and reserves the right not to conclude a Contract for some or all of the goods and services for which Responses are invited.

- 7.1.20 UK SBS reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement.
- 7.1.21 Bidders should not include in the Response any extraneous information which has not been specifically requested in the RFP including, for example, any sales literature, standard terms of trading etc. Any such information not requested but provided by the Bidder shall not be considered by UK SBS.
- 7.1.22 If the Bidder is a consortium, the following information must be provided: full details of the consortium; and the information sought in this RFP in respect of each of the consortium's constituent members as part of a single composite response. Potential Providers should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium as indicated in the relevant section of the selection questionnaire SEL1.9 specifically refers. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided as indicated in the relevant section of the RFP. However, please note UK SBS reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 19(6) of the Regulations. UK SBS recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Providers should therefore respond in the light of the arrangements as currently envisaged. Potential Providers are reminded that any future proposed change in relation to consortia must be notified to UK SBS so that it can make a further assessment by applying the selection criteria to the new information provided and consider rejection of the Response if UK SBS reasonably consider the change to have a material impact of the delivery of the viability of the Response.

7.2. Bidder conference

- 7.2.1 A Bidders' Conference may be held in conjunction with this procurement.

7.3. Confidentiality

- 7.3.1 Subject to the exceptions referred to in paragraph 7.3.2, the contents of this RFP are being made available by UK SBS on condition that:
- 7.3.1.1 Bidders shall at all times treat the contents of the RFP and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;
 - 7.3.1.2 Bidders shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;
 - 7.3.1.3 Bidders shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Response; and
 - 7.3.1.4 Bidders shall not undertake any publicity activity within any section of the media in relation to this procurement
- 7.3.2 Bidders may disclose, distribute or pass any of the Information to the Bidder's advisers, sub-contractors or to another person provided that either:
- 7.3.2.1 This is done for the sole purpose of enabling a Response to be submitted and the person receiving the Information undertakes in

writing to keep the Information confidential on the same terms as if that person were the Bidder; or

- 7.3.2.2 The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or
- 7.3.2.3 The Bidder is legally required to make such a disclosure
- 7.3.3 In paragraphs 7.3.1 and 7.3.2 above the term 'person' includes but is not limited to any person, firm, body or association, corporate or incorporate.
- 7.3.4 UK SBS may disclose detailed information relating to Responses to its employees, agents or advisers and UK SBS may make any of the Contract documents available for private inspection by its officers, employees, agents or advisers. UK SBS also reserves the right to disseminate information that is materially relevant to the procurement to all Bidders, even if the information has only been requested by one Bidder, subject to the duty to protect each Bidder's commercial confidentiality in relation to its Response (unless there is a requirement for disclosure as explained in paragraphs 7.4.1 to 7.4.3 below).
- 7.3.5 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, UK SBS may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to UK SBS during this Procurement. Subject to section 7.4 below, the information will not be disclosed outside Government. Bidders taking part in this RFP consent to these terms as part of the competition process.

- 7.3.6 From 2nd April 2014 the Government is introducing its new Government Security Classifications ("GSC") classification scheme to replace the current Government Protective Marking System ("GPMS"). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC from 2nd April 2014. The link below to the Gov.uk website provides information on the new GSC: <https://www.gov.uk/government/publications/government-security-classifications>
- 7.3.7 UK SBS reserves the right to amend any security related term or condition of the draft contract accompanying this RFP to reflect any changes introduced by the GSC. In particular where this RFP 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.

7.4 Freedom of information

- 7.4.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS may be required to disclose information submitted by the Bidder to the to UK SBS.
- 7.4.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 7.4.3 Where a Bidder identifies information as commercially sensitive, UK SBS will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, UK SBS may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, UK SBS 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, UK SBS cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 7.4.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UK SBS and the Bidder should not attempt to answer the request without first consulting with UK SBS.
- 7.4.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including RFP 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, and any contract entered into by UK SBS with its preferred supplier once the procurement is complete. By submitting a response to this RFP Bidders are agreeing that their participation and contents of their Response may be made public.

7.5. Response Validity

- 7.5.1 Your Response should remain open for consideration for a period of 90 days. A Response valid for a shorter period may be rejected.

7.6. Timescales

- 7.6.1 [Section 3](#) of the RFP sets out the proposed procurement timetable. UK SBS reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

7.7. UK SBS's Contact Details

- 7.7.1 Unless stated otherwise in these Instructions or in writing from UK SBS, 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.
- 7.7.2 All enquiries with respect to access to the e-sourcing tool may be submitted to Crown Commercial Service, Telephone 0345 010 3503.

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

7.8. Preparation of a Response

7.8.1 Bidders must obtain for themselves at their own responsibility and expense all information necessary for the preparation of Responses. Bidders are solely responsible for all costs, expenses and other liabilities arising in connection with the preparation and submission of their Response and all other stages of the selection and evaluation process. Under no circumstances will UK SBS, or any of their advisers, be liable for any such costs, expenses or liabilities borne by Bidders or their sub-contractors, suppliers or advisers in this process.

7.8.2 Bidders are required to complete and provide all information required by UK SBS in accordance with the Conditions of Response and the Request for Proposal. Failure to comply with the Conditions and the Request for Proposal may lead UK SBS to reject a Response.

7.8.3 UK SBS relies on Bidders' own analysis and review of information provided. Consequently, Bidders are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Responses and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement.

7.8.4 Bidders must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding their Responses, without reliance upon any opinion or other information provided by UK SBS or their advisers and representatives. Bidders should notify UK SBS promptly of any perceived ambiguity, inconsistency or omission in this RFP, any of its associated documents and/or any other information issued to them during the procurement.

7.8.5 Bidders must ensure that each response to a question is within any specified word count. Any responses with words in excess of the word count will only be considered up to the point where they meet the word count, any additional words beyond the volume defined in the word count will not be considered by the evaluation panel.

7.8.6 Bidders must ensure that each response to a question is not cross referenced to a response to another question. In the event of a Bidder adding a cross reference it will not be considered in evaluation.

7.9. Submission of Responses

7.9.1 The Response must be submitted as instructed in this document through the e-sourcing tool. Failure to follow the instruction within each Section of this document, to omit responses to any of the questions or to present your response in alignment with any guidance notes provided may render the Response non-compliant and it may be rejected.

7.9.2 UK SBS may at its own absolute discretion extend the closing date and the time for receipt of Responses specified [Section 3](#).

7.9.3 Any extension to the RFP response period will apply to all Bidders.

7.9.4 Any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling

equivalent must be provided. Failure to adhere to this requirement will result in the Response not being considered.

- 7.9.5 UK SBS does not accept responsibility for the premature opening or mishandling of Responses that are not submitted in accordance with the instructions of this document.
- 7.9.6 The Response and any documents accompanying it must be in the English language
- 7.9.7 Bidders must submit their response through the e-sourcing tool:
- 7.9.8 Responses will be submitted any time up to the date indicated in [Section 3](#). Responses received before this deadline will be retained in a secure environment, unopened until this deadline has passed.
- 7.9.9 Responses received after the date indicated in [Section 3](#) shall not be considered by UK SBS unless the Bidder can justify the reason for the delay.
 - 7.9.9.1 The Bidder must demonstrate irrefutable evidence in writing they have made best endeavours to ensure the Response was received on time and that the issue was beyond their control.
 - 7.9.9.2 Any request for a late Response to be considered must be emailed to bids@uksbs.co.uk in advance of 'the deadline' if a bidder believes their Response will be received late.
 - 7.9.9.3 UK SBS reserves the right to accept or reject any late Response without justification to the affected Bidder and make no guarantee it will consider any request for a late Response to be considered.

7.10. Canvassing

- 7.10.1 Any Bidder who directly or indirectly canvasses any employee, or agent of UK SBS or its members or any relevant OPB or any of its employees concerning the establishment of the Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee or agent or concerning any other Bidder, Response or proposed Response will be disqualified.

7.11. Disclaimers

- 7.11.1 Whilst the information in this RFP, Due Diligence Information and supporting documents has been prepared in good faith, it does not purport to be comprehensive nor has it been independently verified.
- 7.11.2 Neither UK SBS, nor any relevant OPB's nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:
 - 7.11.2.1 makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFP; or
 - 7.11.2.2 accepts any responsibility for the information contained in the RFP or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 7.11.3 Any persons considering making a decision to enter into contractual relationships with UK SBS and/or, as applicable, relevant OPB following receipt of the RFP should

make their own investigations and their own independent assessment of UK SBS and/or, as applicable, relevant OPB and its requirements for the goods/services/goods and services and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFP or any other associated documents (including the Schedules) is only authorised to be provided following a query made in accordance with Paragraph 7.15 of this RFP.

7.12. Collusive behaviour

7.12.1 Any Bidder who:

- 7.12.1.1 fixes or adjusts the amount of its Response by or in accordance with any agreement or arrangement with any other party; or
- 7.12.1.2 communicates to any party other than UK SBS or, as applicable, relevant OPB the amount or approximate amount of its proposed Response or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Response or insurance or any necessary security); or
- 7.12.1.3 enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Response; or
- 7.12.1.4 enters into any agreement or arrangement with any other party as to the amount of any Response submitted; or
- 7.12.1.5 offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Response or proposed Response, any act or omission,

shall (without prejudice to any other civil remedies available to UK SBS and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

7.13. No inducement or incentive

- 7.13.1 The RFP is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Bidder to submit a Response or enter into the Contract or any other contractual agreement.

7.14. Acceptance of the Contract

- 7.14.1 The Bidder in submitting the Response undertakes that in the event of the Response being accepted by UK SBS and UK SBS confirming in writing such acceptance to the Bidder, the Bidder will within 14 days of being called upon to do so by UK SBS execute the Contract in the form set out in the Contract Terms or in such amended form as may subsequently be agreed.

- 7.14.2 UK SBS shall be under no obligation to accept the lowest priced or any Response.

7.15. Queries relating to the Response

- 7.15.1 All requests for clarification about the requirements or the process of this procurement shall be made in through the e-sourcing tool unless where the e-sourcing tool is unavailable due to Emptoris or Crown Commercial Service system maintenance or failure when a clarification by email to the contact defined in [Section 3](#).
- 7.15.2 UK SBS will endeavour to answer all questions as quickly as possible, but cannot guarantee a minimum response time.
- 7.15.3 In the event of a Bidder requiring assistance uploading a clarification to the e-sourcing portal they should use the contact details defined in [Section 3](#).
- 7.15.4 No further requests for clarifications will be accepted after 5 days prior to the date for submission of Responses.
- 7.15.5 In order to ensure equality of treatment of Bidders, UK SBS intends to publish the questions and clarifications raised by Bidders together with UK SBS's responses (but not the source of the questions) to all participants on a regular basis.
- 7.15.6 Bidders should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if UK SBS at its sole discretion does not either; consider the query to be of a commercially confidential nature or one which all Bidders would potentially benefit from seeing both the query and UK SBS's response, UK SBS will:
- 7.15.6.1 invite the Bidder submitting the query to either declassify the query and allow the query along with UK SBS's response to be circulated to all Bidders; or
- 7.15.6.2 request the Bidder, if it still considers the query to be of a commercially confidential nature, to withdraw the query prior to the end of the closing date and time for Bidder clarifications.
- 7.15.7 UK SBS reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

7.16. Amendments to Response Documents

- 7.16.1 At any time prior to the deadline for the receipt of Responses, UK SBS may modify the RFP by amendment. Any such amendment will be numbered and dated and issued by UK SBS to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Responses, UK SBS may, at its discretion, extend the time and/or date for receipt of Responses.

7.17. Modification and withdrawal

- 7.17.1 Bidders may modify their Response where allowable within the e-sourcing tool. No Response may be modified after the deadline for submission of Responses.
- 7.17.2 Bidders may withdraw their Response at any time prior the deadline for submission of Responses [or any other time prior to accepting the offer of a Contract]. The notice to withdraw the Response must be in writing and sent to UK SBS by recorded delivery or equivalent service and delivered to UK SBS at UK Shared Business Services Ltd,

Procurement Policy Manager, Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1ET

7.18. Right to disqualify or reject

7.18.1 UK SBS reserves the right to reject or disqualify a Bidder where

- 7.18.1.1 the Bidder fails to comply fully with the requirements of this Request for Proposal or presents the response in a format contrary to the requirements of this document; and/or
- 7.18.1.2 the Bidder is guilty of serious misrepresentation in relation to its Response; expression of interest; or the Response process; and/or
- 7.18.1.3 there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Bidder.

7.19. Right to cancel, clarify or vary the process

7.19.1 UK SBS reserves the right to:

- 7.19.1.1 cancel the evaluation process at any stage; and/or
- 7.19.1.2 require the Bidder to clarify its Response in writing and/or provide additional information. (Failure to respond adequately may result in the Bidder not being selected),

7.20.. Notification of award

7.20.1 UK SBS will notify the successful Bidder of the Contract award in writing and will publish an Award Notice in the Official Journal of the European Union in accordance with the Regulations within 30 days of the award of the contract.

7.20.2 As required by the Regulations all unsuccessful Bidders will be provided with an email advising the outcome of the submission of their RFP 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 “RFP Response”	means the Bidders formal offer in response to this Request for Proposal
“Bidders”	means the organisations being invited to respond to this Request for Proposal
“Central Purchasing Body”	means a duly constituted public sector organisation which procures goods/services for and on behalf of contracting authorities
“Conditions of Bid”	means the terms and conditions set out in this RFP relating to the submission of a Bid
“Contract”	means the agreement to be entered by UK SBS and the Supplier following any award under the procurement
“Contracting Bodies”	means UK SBS and any other contracting authorities described in the OJEU Contract Notice
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Direct Award”	means the award of a Call Off Contract by application of the terms laid down in the Contract without re-opening competition
“Due Diligence Information”	means the background and supporting documents and information provided by UK SBS for the purpose of better informing the Bidders responses to this Request for Proposal
"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
“Lot”	means a discrete sub-division of the requirements
“Mandatory”	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“OJEU Contract Notice”	means the advertisement issued in the Official Journal of the European Union
“Order”	means an order for served by any Contracting Body on the Supplier
“Other Public Bodies”	means all Contracting Bodies except UK SBS
“Request for Proposal” or “RFP”	means this Request for Proposal documentation and all related documents published by UK SBS 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
“Supplier”	means the organisation awarded the Contract
“Standard Goods /Services”	means any goods/services set out at within Section 4 Specification