

# Invitation to Quote



**Invitation to Quote (ITQ) on behalf of UK Research and Innovation (UKRI) – Natural Environment Research Council (NERC)**

**Subject: The role of environmental science for the development of a unified and science-validated sector agnostic eco label system for customer information and environmental sustainability Sourcing**

**Reference Number: PS22267**

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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.ukpbs.co.uk/use/pages/privacy.aspx>

For details on how the Contracting Authority protect and process your personal data please follow the link below:

<https://www.ukri.org/privacy-notice/>

## **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](mailto: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:

United Kingdom Research and Innovation (UKRI)

You can contact the Data Protection Officer at:

David Hyett, Head of Information Governance, Polaris House, Swindon, SN2 1FL.

Email: [dataprotection@ukri.org](mailto:dataprotection@ukri.org)

## Section 2 – About the Contracting Authority

### **NERC - the Natural Environment Research Council**

NERC - the Natural Environment Research Council - is the driving force of investment in environmental science in the UK. NERC advances the frontier of environmental science by commissioning new research, infrastructure and training that delivers valuable scientific breakthroughs. We do this because understanding our changing planet is vital for our wellbeing and economic prosperity.

We invest public money in world-leading science, designed to help us sustain and benefit from our natural resources, predict and respond to natural hazards and understand environmental change. We work closely with policymakers and industry to make sure our knowledge can support sustainable economic growth and wellbeing in the UK and around the world.

### **UK Research and Innovation**

Operating across the whole of the UK and with a combined budget of more than £6 billion, UK Research and Innovation represents the largest reform of the research and innovation funding landscape in the last 50 years.

As an independent non-departmental public body UK Research and Innovation brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC) plus Innovate UK and a new organisation, Research England.

UK Research and Innovation ensures the UK maintains its world-leading position in research and innovation. This is done by creating the best environment for research and innovation to flourish.

For more information, please visit: [www.ukri.org](http://www.ukri.org)

## 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	UK Research and Innovation (UKRI) Natural Environment Research Council (NERC), Polaris House, North Star Avenue, Swindon, SN2 1EU
3.2.	Buyer name	Alex Marks
3.3.	Buyer contact details	<a href="mailto:professionalservices@uksbs.co.uk">professionalservices@uksbs.co.uk</a>
3.4.	Maximum value of the Opportunity	£35,000.00 excluding VAT
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 Contract Advert on Contracts Finder	Monday, 26 September 2022 Contracts Finder
3.7.	Latest date / time ITQ clarification questions shall be received through the Jaggaer eSourcing Portal	Wednesday, 12 October 2022 11:00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through the Jaggaer eSourcing Portal	Friday, 14 October 2022 14:00
3.9.	Latest date and time ITQ Bid shall be submitted through the Jaggaer eSourcing Portal ( <b>the Deadline</b> )	Friday, 21 October 2022 11:00
3.10.	Anticipated notification date of successful and unsuccessful Bids	Wednesday, 02 November 2022 14:00
3.11.	Anticipated Contract Award date	Friday, 04 November 2022
3.12.	Anticipated Contract Start date	Friday, 11 November 2022
3.13.	Anticipated Contract End date	Thursday, 30 March 2023
3.14.	Bid Validity Period	90 Days

## Section 4 – Specification

### Introduction

Eco-labels can guide environmentally conscientious customers to select products and services based on trustworthy environmental and social criteria. This informs purchasing decisions by providing information on environmental footprint of how the products have been manufactured and produced, which is often opaque and complex due to global supply chains. It remains challenging to make sustainable purchase decisions for most of customers.

To date, there are currently no internationally agreed standards for environmental sustainability labelling, and with around 460 eco labels globally there is a growing need for a consistency framework informed by environmental science data to help customers to understand genuinely environmentally friendly products<sup>1</sup>. In addition, there is no agreed measures of product sustainability, e.g., greenhouse gas emission, water use and biodiversity impact etc<sup>2</sup>. As such, the Chief Scientific Officer at Food Standard Agency (FSA) has recently urged an urgent introduction to an eco-labelling system through collaboration between business, academia and government, so that the food system can be set on a path to sustainability. He explained *“Transforming the food system into one that is fully sustainable relies on a unified approach to data sharing and food labelling that is both transparent and accurate. The eco-labelling of foods, for example, can enable consumers to compare the environmental footprint of different products and enable them to make choices about the impact this has on their diet. This requires unprecedented level of collaboration between business, academia and government. Developing a single (eco-label) system will require close coordination between business, an enhanced assurance capability for regulators and expert input from behaviour science to be sure the end product is clearly and accurately understood by consumers”*. He highlighted *“there is a golden opportunity now for businesses to work together with each other and the public sector in order to create a coherent voluntary scheme that can be easily morphed into a mandatory one in due course”*.<sup>3</sup> A mandatory food nutrient label has helped to drive business changes (e.g., reformulation) and made it easier for public to make better informed food choices.

In fact, urgent progress on a unified eco-labelling system is also needed for other business sectors to help prevent greenwashing<sup>4</sup>, achieve Net Zero legislation by 2050, support UK’s clean growth and maintain our planetary health. For instance, the EU’s new strategy for sustainable and circular textiles will help empower consumers by providing clearer information on textiles.<sup>5</sup> In addition, Henkel, L’Oréal, LVMH, Natura &Co, and Unilever announce a new global collaboration to co-develop an industry-wide environmental impact assessment and scoring system for cosmetics products. The aim is to co-design an approach that is brand-agnostic, and which provides consumers with clear, transparent and comparable environmental impact

<sup>1</sup> <https://www.foodnavigator.com/Article/2021/11/10/FSA-chief-scientist-says-eco-labels-are-golden-opportunity-for-industry>

<sup>2</sup> <https://guides.mclibrary.duke.edu/sysreview/greylit>

<sup>3</sup> <https://www.food.gov.uk/news-alerts/news/urgent-progress-needed-on-a-unified-eco-labelling-system-for-food-in-the-uk>

<sup>4</sup> <https://www.bbc.co.uk/news/business-60128075>

<sup>5</sup> [https://environment.ec.europa.eu/strategy/textiles-strategy\\_en](https://environment.ec.europa.eu/strategy/textiles-strategy_en)



information, based on a common science-based methodology.<sup>6</sup> The UK's Net Zero Strategy published in October 2021 also contains a number of ambitions around product labelling as part of the commitment to empower businesses and the public to make green choices.

UKRI NERC is seeking experts to carry out a study to review the research and innovation landscape related to sector agnostic eco-labels with a focus on environmental science, to analyse the market and systems (e.g. challenges and drivers, market failures and barriers to change) and to recommend research and innovation gaps and opportunities to overcome challenges and enable change.<sup>7</sup>

NERC is particularly interested in identifying research and innovation gaps where environmental science can inform the development of a unified eco-label system to provide trustworthy information to help public to make purchasing decisions genuinely better for the environment and to drive rapid improvements for environmental sustainability, either directly or as a framework for wider interdisciplinary research, which would contribute towards a new whole-systems approach in this area, e.g., development of sector specific or agnostic eco-labels. To that end, it should involve literature review, horizon scanning and broader foresight methodologies and stakeholder engagement to secure commitment to collaborate.

## Aims & Objectives

This report is intended to inform the scoping of a prospective pre-competitive research and innovation programme for eco-labelling, either tailored to a specific sector or frameworks for broader business and industry, with a particular emphasis on understanding the potential contribution of the environmental sciences to address the business and/or policy challenges in a multi/interdisciplinary and whole-systems approach.

## Objectives

### **Objective 1: Stakeholder engagement and a synthesis of existing findings from public, private, academic and others in relation to eco-labels to:**

- 1.1 summarise key findings particularly systems drivers, market failures, barriers to change, opportunities, key stakeholders (including their roles and contribution) and untapped potential for necessary public funding to enable the development of a unified and consistent eco-labelling framework and system, benefiting from environmental science. Research questions to cover include but are not limited to:
  - What are consumers' attitudes/preferences towards eco-labels?
  - How successful have existing eco-label trials been?
  - What are the key factors contributing to their success or failure?
  - What potential is there for future eco-labels to be successful?

<sup>6</sup> <https://www.henkel.com/press-and-media/press-releases-and-kits/2021-09-20-henkel-l-or%C3%A9al-lvmh-natura-co-and-unilever-invite-the-cosmetics-sector-to-co-design-a-voluntary-environmental-impact-assessment-and-scoring-system-for-cosmetic-products-1335956>

<sup>7</sup> <https://www.gov.uk/government/publications/net-zero-strategy>

1.2 understand the longer-term trend assumptions that underpin the support for and development of eco-labels for customer information, to inform how the design of a prospective UKRI programme might anticipate/mitigate these.

**Output 1.1:** Analysis of key market failures and drivers in relation to achieving unified eco-labels for business to inform customers, and how current environmental research and innovation maps to these:

- Particularly highlighting gaps where environmental science research is not currently trying to address said market failures/there is an opportunity to do so;
- Particularly highlighting areas where pre-competitive opportunities exist which can be addressed through environmental science in a multi/inter-disciplinary and whole-systems approach;
- Key stakeholders and how they contribute to the development and rolling out of eco-labels .

**Output 1.2:** An overview of emerging environmental, political, social or technological trends that may impact the development of a consistent environmental science informed eco-labelling framework and system over the longer-term.<sup>8</sup>

- Including potential headwinds and tailwinds/disruptors in the achievement of this goal;
- With an articulation of how the design of a prospective UKRI programme might anticipate/mitigate these.

**Deliverables:** *The supplier must provide weekly updates on progress against this objective with interim reports submitted in January 2023 and final reports including an executive summary (a maximum of two pages), a summary report (a maximum of five pages) and outputs (such as a presentation set, supporting documents and raw data) submitted by end of February 2023.*

**Objective 2: A landscape analysis to map eco-label research and innovation portfolio, funded by public (including but not limited to UKRI), private and third sector, validated by engagement with key stakeholders to provide:**

- 2.1 a detailed understanding of the current state of UK environmental research capacity in the area of eco-labels for customer information, to identify strengths that can be built upon or can be directly transferred or applied to eco-labels across any business sector, as well as the gaps which need further disciplinary capacity - and interdisciplinary community-building embedding environment research questions.
- 2.2 an alignment of current research activity with industrial barriers and market failures in the area of eco-labelling and customer information, to inform where necessary UKRI support involving environmental science could mitigate these and accelerate the transition to a unified and consistent eco-labelling system, contributing towards the transition to a more sustainable paradigm. Recommendations on the specific research areas (and associated research and innovation questions, both multi-/inter-disciplinary and environmental science focused) and types of necessary intervention (e.g. research, training, infrastructure) that are needed, which in turn might shape prospective UKRI research programme(s) with a particular emphasis on potential environmental-science driven solutions.

<sup>8</sup> This may be informed by traditional horizon scanning and/or other 'Futures' methodologies (as exemplified [here](#))

2.3 an overarching mechanism and logic model by which a prospective UKRI research programme in this area could deliver tangible benefits to the UK, to inform a business case for investment.

**Output 2.1:** A Landscape report mapping research activity directly related and/or transferrable to eco-labels, e.g.:

- Overall research investment from public (including but not limited to UKRI family), private and third sector;
- Other major investments (including capital and digital);
- Recent activity and/or advances that future funding in this area might build upon;
- Key pre-competitive research and innovation gaps and prioritised opportunities.

**Output 2.2:** A summary of the environmental science research areas (and associated research questions) and types of intervention (e.g. programme funding, pump-priming pilots, training programmes) which, if supported, could help transform eco-labelling across business sectors, aligning to market drivers and failures:

- Informed by the unique capabilities and/or the research base in the UK;
- With an articulation of why such an intervention/area would be particularly timely or strategic for UKRI, i.e. what happens if UK or UKRI do nothing;
- Outlining how this would benefit UK business and society, and what the spill overs are.

**Output 2.3:** A logic model or theory of change to illustrate how UKRI investment<sup>9</sup> in recommended areas (as outlined in objective 3) would deliver tangible benefits to the UK<sup>10</sup>, taking into account any environmental, social, political changes (e.g. Britain's exist of the EU), and associated opportunities to facilitate a green recovery from the pandemic. This should include a focus on the role and purpose of eco-labelling in the journey to net zero and should explore which metrics and indicators eco-labels should use/display – e.g. beyond carbon emissions, also biodiversity, water usage etc.

**Deliverables:** *The supplier must provide weekly updates on progress against this objective with interim reports submitted in January 2023 and final reports including an executive summary (a maximum of two pages), a summary report (a maximum of six pages) and outputs (such as a presentation set, supporting documents and raw data) submitted by end of February 2023*

**Objective 3: Stakeholder engagement to validate deliverables of Objectives 1 and 2, to secure sector and key stakeholders' buy-in.**

**Deliverables:** *The supplier must provide weekly updates on progress against this objective with interim reports submitted in January 2023 and final reports including an executive summary (a maximum of two pages), a summary report (a maximum of five pages), a summary presentation and all contact details of all stakeholders interviewed or engaged and associated interview and meeting notes submitted by end of February 2023.*

<sup>9</sup> E.g. through mechanisms such as the Industrial Strategy Challenge Fund and Strategic Priority Fund

<sup>10</sup> Noting the emphasis of a recent Parliament Select Committee [report](#) wrt. ISCF.

## Scope

Within scope:

- Sector agnostic eco-labelling, validated by research, to inform customer purchasing decisions and drive environmental sustainability and business clean growth.
- The initial focus should be across the full spectrum of sector agnostic eco-labelling, with possible further narrowing down to focused business sectors based on justification and selection criteria agreed by NERC throughout the process.
- Through a systems lens with a focus on the environmental economics and sectors' environmental impact throughout the entire supply chain.
- UK-focused but contextualised against international stakeholders and the entire supply chain within and outside of the UK.

Some aspects of the scope above may be flexible; contingent on whether the supplier can make a convincing case during the course of the project that a given aspect must be within scope to deliver a whole-systems approach.

It is expected that this project will be delivered through a mix of desk-based research and stakeholder engagement. UKRI is open to tenders that offer innovative suggestions. Given the wide scope of the specification, UKRI are open to consortium, multi-supplier bids.

## Requirement

### Assessment criteria

#### Proposed approach

- Are suggested approaches clearly defined and appropriate?
- Does the proposed approach show innovation in thought?
- Are suggested approaches able to be completed in the timeframe?
- Is the community engagement plan realistic?

#### Track record

- Is the level of contribution to knowledge of a high standard?
- Is contribution to the wider research community sufficiently great?
- Does the applicant demonstrate a high contribution to broader society?

## 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	SEL1.3	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	AW4.1	Compliance to the Contract Terms
Qualification	AW4.2	Changes to the Contract Terms
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				
<b>Evaluation Justification Statement</b>  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%	25%
Technical	PROJ1.2	Approach / Methodology		30%
Technical	PROJ1.3	Ability to deliver (resource, risk management and expertise)		25%

## 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.

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

### Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

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

**Commercial Elements** will be evaluated 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 Commercial criterion.

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

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

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

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

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

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

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

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

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

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.

## Evaluation process

The evaluation process will feature some, if not all, the following phases.

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> <li>ITQ logged upon opening in alignment with UK SBS's procurement procedures.</li> <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 may be 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 in comparison with the successful 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 compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.
- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the 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>“Other Public Bodies” or “OPB”</b>	means all Contracting Bodies except the Contracting Authority
<b>“Supplier(s)”</b>	means the organisation(s) awarded the Contract