



Invitation to Quote

Invitation to Quote (ITQ) on behalf of the Higher Education Funding Council for England

Subject HEFCE Assessment of strategies to tackle violence against women, harassment and hate crime affecting higher education students

Sourcing reference number BLOJEU-CR17110HEFCE

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

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UKSBS

Shared Business Services

Table of Contents

Section	Content
1	<u>About UK Shared Business Services Ltd.</u>
2	<u>About the Contracting Authority</u>
3	<u>Working with the Contracting Authority.</u>
4	<u>Specification</u>
5	<u>Evaluation model</u>
6	<u>Evaluation questionnaire</u>
7	<u>General Information</u>
Appendix	

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 Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities for 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](#).

Section 2 – About the Contracting Authority

Higher Education Funding Council for England (HEFCE)

HEFCE funds and regulates universities and colleges in England. We invest on behalf of students and the public to promote excellence and innovation in research, teaching and knowledge exchange. In all our activities we aim to:

- ensure accountability for funding and be a proportionate regulator
- act in the public interest and be open, fair, impartial and objective
- be an effective broker between Government and the sector and in doing so, ensure that we are implementing government policy effectively.

Further information can be found at: <http://www.hefce.ac.uk/>

Section 3 - Working with the Contracting Authority .

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

Section 3 – Contact details		
3.1	Contracting Authority Name and address	Higher Education Funding Council for England (HEFCE), Nicholson House, Lime Kiln Close, Stoke Gifford, Bristol, BS34 8SR
3.2	Buyer name	Jenny Stratton
3.3	Buyer contact details	Research@uksbs.co.uk
3.4	Estimated value of the Opportunity	£24,000.00 excluding VAT
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 Issue of Contract Advert and location of original Advert	14/09/2017 Location: Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	25/09/2017 14.00hrs
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	27/09/2017
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	04/10/2017 14.00hrs
3.10	Anticipated selection and de selections of Bids notification date	16/10/2017
3.12	Anticipated Award date	16/10/2017
3.13	Anticipated Contract Start date	23/10/2017
3.14	Anticipated Contract End date	30/11/2017
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Background

In 2015 the Minister of State for Universities, Science, Research and Innovation, Jo Johnson invited Universities UK (UUK) to prepare a report on addressing violence against women, harassment and hate crime affecting students. The Minister also asked UUK to submit a report on the progress made by Higher Education Providers (HEPs) in 2017; as such the DfE remain interested in the progress of the work and the outcomes of this project. UUK established a Taskforce to support universities in addressing all forms of harassment and to examine what further steps the sector can take to ensure an inclusive, safe and tolerant environment for all students.

The Taskforce published its report, '[Changing the Culture](#)' in October 2016. This contained a number of recommendations aimed at the higher education sector and at UUK. Alongside this report further guidance was published, [How to handle alleged misconduct which may also constitute a criminal offence](#) which replaced the 'Zellick Guidance' which had been developed in 1994.

UUK has developed an action plan for implementing the recommendations at UUK and had included developing a survey for the purpose of assessing progress. The recommendations are summarised at Annex A to this document.

HEFCE has been asked by DfE to support UUK's implementation of the Taskforce's recommendations and we are therefore leading this follow-up work to qualitatively evaluate the sector's progress in meeting the recommendations and safeguarding their students

Aims and Objectives of the Project

Aims

The outcomes we are seeking to achieve are:

- An assessment of the sector's progress, or barriers to progress, in implementing the UUK Harassment Task Force's recommendations, to inform the Minister, HEFCE and UUK on what further action/support might be required.
- Useful information to enable HEPs to benchmark/self-assess their own progress in meeting the recommendations and to signpost sources of further help/support.

Objectives

This programme of work needs to deliver against the following objectives:

- To understand the extent to which the UUK taskforce recommendations have been implemented across the sector.

- To explore the effectiveness and success of the UUK's recommendations and identify further recommendations as appropriate - understand whether there are any issues or challenges with the recommendations.
- To understand any differences in approaches across different areas of the sector/types of provider.
- To evaluate whether the recommendations are fit for purpose.
- To understand effective strategies that could be shared with the sector as best practice.
- To develop a mechanism for measuring success or best practice.
- To assess progress with a holistic gaze from strategic leaders to students.
- To highlight both differences and similarities across the sector – types of data collection processes being used, reporting strategies, training being undertaken, bystander intervention programmes being introduced and implementing a whole institution approach.

Considerations

Due to the nature of the subject, there is a need for sensitivity and anonymity. It is proposed that anonymity is the best way of gathering meaningful information at this stage of the implementation review to ensure truthful and well-rounded assessment, and allow for a variety of views to be considered in the assessment

Suggested Methodology

Methodology

Agencies are asked to consider the most appropriate methodologies to meet the requirements. It is proposed that a two stage approach could deliver the outcomes most effectively and consideration should be given to the following:

Qualitative interviews/discussions or small group discussions as appropriate with institutions. Bidders are asked to consider:

- The most relevant people to interview within providers necessary to achieve outcomes and how these will be recruited/approached (referral from key contacts in providers for example).
- Telephone or face to face

- Most effective method for including the 'student voice'.

Following completion of the qualitative interviews, HEFCE would like to conduct a quantitative, sector-wide survey. Agencies are asked to provide HEFCE with guidance, in their final report, on:

- How could a quantitative survey deliver a sector wide assessment?
- What questions could feasibly provide effective benchmarking metrics?
- What are the potential challenges/benefits of suggested approach?

The evidence required will be gained through qualitative interviews, as described in more detail below:

Content of discussions

It is envisaged that discussions should be structured to include themes highlighted in the report:

- Senior leadership.
- Institution-wide approach.
- Prevention.
- Response.
- Managing situations where there is a disciplinary offence which may also constitute a criminal offence.

Discussions should be approached in a way that allows institutions to meaningfully assess and critique their own approaches and relative success or failure whilst also allowing reporting to deliver solid outcomes and reporting of what is working well and how this could feed into quantitative assessment and questioning across all institutions with meaning and comparability.

There is a need to discuss all forms of harassment and hate crime even though the taskforce report has a prominent theme of addressing sexual harassment and gender-based violence. DfE would in addition like to explore issues concerning staff-on-student harassment.

Audience/Respondents

Consideration needs to be given to getting a rounded view. It is therefore unlikely that one individual within any institution will be the most appropriate person to assess. Consideration needs to be given to a methodological approach that could include conversations with the most appropriate individual or a number of individuals within institutions. It is envisaged that this could/would include:

- Vice Chancellors or a nominated member of the senior team.

- Positions responsible explicitly for student welfare and safeguarding
- Student-facing roles at point of delivering or implementing any processes or strategies.
- Roles involved with reporting or dealing with student incidents, complaints or disciplinary issues.
- Student voice – student union welfare or representative officers (e.g. women, BME, disabled or LGBT students).

HEFCE will be able to provide some initial contact information for key senior team in providers with the winning bidder

It is also important that the research covers a cross section of HEPs, and HEFCE can provide support in identifying a suitable sample. Alternative or private providers of HE are included in this project; they are extremely diverse in terms of size and mission and consideration should be given to including them in the main study or including them in a separate phase following delivery of the main outcomes.

For the purposes of price evaluation please provide costings for the maximum number of participants and qualitative interviews in the price schedule which will give the potential maximum value of the contract. On inception, we expect discussion around the numbers required and anticipate there could be some fluctuation following the initial bid estimate.

Deliverables

The deliverables required are:

- Regular updates on emerging findings and project progress.
- A quality assured final report, containing an executive summary suitable for use as a Ministerial briefing.
- A verbal debrief/presentation of the findings to a joint group comprising policy managers at HEFCE, UUK and DfE.
- Recommendations and a draft quantitative survey for HEFCE to implement.

Terms and Conditions

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

Section 5 – Evaluation model

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

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

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

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Commercial	AW4.3	Non Disclosure
Commercial	AW4.4	Data Sharing
Quality	AW6.1	Compliance to the Specification
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.			
Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	PROJ1.1	Approach	40%
Quality	PROJ1.2	Staff to Deliver	10%
Quality	PROJ1.3	Understanding the Environment	20%
Quality	PROJ1.4	Project Plan and Timescales	10%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

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

Example

Evaluator 1 scored your bid as 60
Evaluator 2 scored your bid as 60
Evaluator 3 scored your bid as 40
Evaluator 4 scored your bid as 40
Your final score will $(60+60+40+40) \div 4 = 50$

Price elements will be judged on the following criteria.

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

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

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

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

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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. Unless formally requested to do so by UK SBS e.g. Emptoris system failure
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that 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 who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear , concise and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

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

DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the 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.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority. / UKSBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.34 Bidders may only amend the contract terms 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.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.
- 7.38 Bidders should note that if they are successful with their proposal 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.

- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, 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.

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

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

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

USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Tenders Electronic Daily](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)