

Invitation to Quote



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

Subject: Panel of Technical Experts (PTE) for the Capacity Market – Operational Researcher/Decision or Management scientist

Sourcing Reference Number: CS19009



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

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF
VAT registration GB618 3673 25
Copyright (c) UK Shared Business Services Ltd. 2014

Version 3.6

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	1 – BEIS Expenses Policy

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.

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

UK SBS currently manages £700m expenditure for its Contracting Authorities. Our Contracting Authorities who have access to our services and Contracts are detailed [here](#).

Privacy Statement

At UK Shared Business Services (UK SBS) we recognise and understand that your privacy is extremely important and we want you to know exactly what kind of information we collect about you and how we use it.

This privacy notice link below details what you can expect from UK SBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.
- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

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

Privacy Notice

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

YOUR DATA

The Contracting Authority will process the following personal data:

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

Purpose

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

Legal basis of processing

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

Recipients

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

Retention

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

YOUR RIGHTS

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

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

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

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

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

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

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

COMPLAINTS

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

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

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

CONTACT DETAILS

The data controller for your personal data is:

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

You can contact the Data Protection Officer at:

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

Section 2 – About the Contracting Authority

Department for Business, Energy & Industrial Strategy (BEIS)

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

The Department is responsible for:

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

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

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

Section 3 - Working with the Contracting Authority.

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

Section 3 – Contact details		
3.1	Contracting Authority Name and address	Department for Business, Energy & Industrial Strategy (BEIS), 1 Victoria Street, London SW1H 0ET
3.2	Buyer name	Amelia Stroud
3.3	Buyer contact details	Professionalservices@uksbs.co.uk
3.4	Maximum value of the Opportunity	The maximum contract value including the option of Panel Chair is £114,000.00 excluding VAT. The post of Panel Chair has a maximum value of £38,000.00 excluding VAT per annum for each of the three years of the contract. The budget for the Operational Researcher/Decision or Management scientist panel member post is a maximum of £28,000.00 excluding VAT per annum for each of the three years of the contract. For the avoidance of doubt the contract value if successful for the post of Operational Researcher/Decision or Management scientist panel member with the additional role of Panel Chair not exceed £114,000.00 excluding VAT for the full duration of the contract. However, there is not commitment to spend up to this amount. For the avoidance of doubt the contract value if successful for the post of Operational Researcher/Decision or Management scientist panel member shall not exceed £84,000.00 excluding VAT for the full duration of the contract. However, there is not commitment to spend up to this amount.
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	17/01/2019 Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	22/01/2019 14:00 PM
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	23/01/2019 14:00pm
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	30/01/2019 14:00pm
3.10	Date/time Bidders should be available if face to face/telephone clarifications are required	05/02/2019 and 06/02/2019
3.11	Anticipated notification date of successful and unsuccessful Bids	07/02/2019
3.12	Anticipated Award date	07/02/2019
3.13	Anticipated Contract Start date	11/02/2019
3.14	Anticipated Contract End date	10/02/2022
3.15	Bid Validity Period	30 Days

Section 4 – Specification

1. Introduction

Ensuring access to secure, affordable energy supplies is one of the Government's top priorities. The Capacity Market, introduced by the Energy Act 2013, is intended to ensure sufficient investment in the overall level of reliable capacity (both supply and demand side) for secure electricity supply in GB. This is achieved through annual auctions which competitively set a price for capacity. Currently the Capacity Market is in a "standstill period", while the European Commission considers its State Aid approval following the ruling by the General Court of the Court of Justice of the EU (CJEU) on the 15th November 2018. However, analytical development work relating to the mechanism continues during this period.

A 'Panel of Technical Experts' (PTE) has been in existence since 2013. The PTE originally focussed on a wide range of issues relating to Electricity Market Reform (EMR), but in 2015 the role of the PTE was re-focussed on the Capacity Market and an additional member recruited to reflect the evolving role of the Panel and new expertise required. It remains essential that the analytical development work carried out by National Grid and the decisions relating to the Capacity Market (in particular the volumes of capacity to be procured through the auctions) are subject to independent scrutiny to verify that the work carried out is as transparent, robust and as up-to-date as possible.

We are now seeking to reappoint a five-member PTE starting in February 2019, offering each member a three year contract (to 31st January 2022). The membership of the panel will be drawn from both academia and industry covering areas such as electrical engineering, project finance, and economics.

2. Background to the Requirement

The Government's number one priority is to ensure that families and businesses have a secure, affordable, clean energy supply that they can rely on now and into the future. The Capacity Market is the Government's main tool for ensuring that electricity remains available during times of high demand, such as cold winters.

The Capacity Market secures electricity capacity, mainly power plant and Demand Side Response, through competitive auctions. A price is set competitively for capacity through annual auctions. Targets for the auction are set to ensure there is enough capacity available to meet peak electricity demand. Electricity providers then bid into a Capacity Auction, promising if they win a contract that they will be available to provide electricity when needed. In return, they will receive a steady payment on top of the electricity that they sell. If they fail to deliver energy when needed, they face penalties.

How much capacity is auctioned is guided by the reliability standard. Each year, the Delivery Body (National Grid) sets out how much capacity is needed to meet the reliability standard and will provide a recommendation to Government on the amount of capacity needed to be secured for a particular capacity year. This will be based on National Grid's assessment of different scenarios for the level of electricity demand and the amount of capacity provided by power plants, which are not eligible for capacity payments, e.g. low carbon generation. National Grid's assessment also serves as the

basis for determining other auction parameters, including the de-rating factors for interconnectors.

The Government will ultimately take the final decision over how much capacity to procure for each capacity year and set the auction parameters. This may require trade-offs between different objectives and therefore it is essential that the impacts of different decisions are well understood.

The purpose of the Panel is to impartially scrutinise, and quality assure the analysis carried out by National Grid, the choice of modelling methodology employed, the inputs to that analysis and the outputs from that analysis. These are scrutinised in terms of the inputs and methods applied. The Panel tests whether the analysis is robust and fit for the purpose of Government taking key policy decisions on the Capacity Market and also considers potential conflicts of interest National Grid or others involved might have in influencing the analysis.

The make-up of the Panel is intended to provide a range of professional analytical skills, bringing diverse practical experiences of the GB electricity market and knowledge of a range of generation technologies. The Panel members are independent members in their own right. They are not representatives of any current or previous employers, trade associations or membership organisations.

3. Aims

This tender is seeking to appoint an Operational Researcher/Decision or Management scientist expert to sit on the Panel of Technical Experts on a three-year contract to start in February 2019.

The PTE's role is to provide assurance that the analysis provided by National Grid in regard to the Capacity Market mechanism has been scrutinised by an independent body and there are no conflicts of interest which might skew the analysis. This is in addition to the Department's own assurance process.

Consequently, the Panel's independent and impartial scrutiny will provide additional confidence to Government and industry that Government's decisions are informed by robust and up-to-date analysis that is fit for purpose. It is not the Panel's task to evaluate or advise on the Government's policies or objectives in this area. Its sole remit is to perform a technical scrutiny of the analysis.

4. Objectives

We are looking for an expert with GB electricity market knowledge and a range of the skills and expertise described in the Requirements Section below.

Depending on the workload associated with each stage of the process, the Panel member is expected to work from 0 to 5 days per month. This will include attendance, normally in person, at BEIS' offices in central London for Panel meetings, with the busiest period being the months leading up to the publication of the Panel's annual report in early July.

The prime focus of the Panel member's work is the scrutiny of the Electricity Capacity Report (ECR) by National Grid. It is the Panel member's task to scrutinise the modelling methodology employed by National Grid, the outputs as well as the inputs to the analysis and the methods applied for their recommendation to the Secretary of State regarding the upcoming Capacity Market auction(s). The Panel is in place to ensure independent assurance that the analysis is robust and fit for the purpose of Government decision-making.

The Panel is also to consider potential conflicts of interest National Grid or others involved might have in influencing the analysis. In particular, the Panel will work alongside BEIS and National Grid throughout the course of the annual report cycle to scrutinise and improve developments National Grid propose to their analysis. Where applicable, the Panel may make alternative suggestions for the methodology employed or may refer to existing research by themselves or third parties, which has been appropriately peer reviewed, that they deem relevant.

5. Scope

The PTE's task is to scrutinise National Grid's analysis for the Capacity Market to ensure that it is robust, up-to-date and transparent. As such, it does not evaluate or advise on Government's policies or objectives in this area. Its remit is to perform a technical scrutiny of the Delivery Body's analysis. This independent and impartial scrutiny provides additional confidence to Government, industry and the public that Government's decisions are informed by robust analysis that is fit for purpose. The work of the PTE is to be transparent and the conclusions of the PTE will be published.

The work of the Panel follows an annual cycle, concluding with the publication of a PTE report alongside National Grid's Electricity Capacity Report (ECR) in June/July each year. In more detail, the work of the Panel includes:

- Review of the ECR modelling methodology and techniques used;
- Assessment of the underlying assumptions and how National Grid's Future Energy Scenarios are used in the sensitivity and scenario analysis;
- Review of National Grid's ECR report;
- Publication of a final report alongside National Grid's ECR report;
- Scrutinise National Grid's CM Development Projects undertaken to support the annual parameter setting process.

The Panel will ensure that ministers will have robust advice and analysis to make the *most cost-effective decisions relating to the capacity market*. The advice from National Grid, together with the independent scrutiny of the analysis through the Panel, is to enable ministers to set e.g. the optimal volume of capacity to be secured whilst weighing up costs and the impact of different options on key departmental objectives.

The Panel's conclusions do not have to reach a consensus with BEIS, National Grid or indeed among all Panel members. However, where strongly divergent views exist they must be clearly explained in the Panel's reports.

6. Requirement

We are seeking an **Operational Researcher/Decision or Management scientist** to join the five-person panel of technical experts. The successful candidate will have an understanding of applying quantitative techniques to model electricity markets, including the GB electricity markets, to inform future decision-making under uncertainty. Technical expertise of the supply and/or demand side of the GB electricity market is essential. This expertise should be focused on the GB electricity market including its interactions with other European electricity markets. Together with the other panel members the candidate will provide the service of scrutinising the Delivery Body's (National Grid) analysis. The Panel will usually not be expected to conduct its own research but to scrutinise and review the analysis provided. However, if Panel members have produced relevant work, which has

been subject to appropriate peer review, the findings of the work may inform Panel members' discussions.

We will expect a high level of general policy awareness (e.g. to understand the implications of relevant regulatory changes that may be forthcoming). The Panel member will also need to be used to working in a team and expertise in providing advice to policy-makers.

Knowledge

- An understanding of GB or international electricity market industry;
- Expertise of strategic senior decision-making or advisory roles to support senior decision-making in energy markets;
- Expertise of carrying out analysis and/or modelling of the GB electricity market;
- Knowledge of electricity networks and balancing;
- Knowledge of the GB Capacity Market (its history and current challenges) and other capacity mechanisms;
- Knowledge of Great Britain, Northern Ireland and European energy policies together with a knowledge and understanding of Electricity Market Reform;
- Knowledge of interconnection between GB and other energy markets;
- Knowledge of conventional and low-carbon generation technologies and operations (including emerging technologies and demand side response);
- An appreciation of the issues facing the GB electricity market in the next 8-10 years
- General policy awareness of topical issues (including relevant legislation or regulatory changes including in the EU, interaction between different parts of the market, batteries and hybrid sites, distributed generation);
- Understanding of working in Panels and/or other decision-making processes providing advice for policy decisions.

Other Skills

- Team working - the panel members are expected to work together, and with National Grid, BEIS and Ofgem, effectively and provide a written report to Government in the timescales set out, so good team working against challenging deadlines and within a set scope as well as the ability to deal with conflicts in a team is essential;
- Clear communication both written and oral - in order to present information both formally and informally to National Grid, BEIS and Ofgem. In addition, the PTE's final reports will be published publicly on the Government website so the ability to explain complex findings in plain English and for different target audiences would be essential;
- Flexibility, to allow for the ad-hoc and diverse nature of the work and the ability to work to tight deadlines;
- Absence of appropriate data/ methodologies/ models – The Panel may conclude that for specific issues the data or methodologies required are not available. It may suggest new methods or develop alternatives.
- Ensuring that the final report is clear and focussed – Panel reports will necessarily be written by different authors with possibly diverging views. However, the final report needs to be consistent and readable. The Panel will also need to ensure that their reports remain within the set scope despite many issues in the energy market being interrelated.

The Panel member will act as an independent expert and must ensure that there are no conflicts of interest that would risk the Panel's ability to perform its functions independently.

Optional role of Chair of the Panel

BEIS will invite one of the five panellists to take on the extra responsibility of Chair in addition to the panel member role as advertised. An additional requirement for those applying for the position of chairperson is knowledge of Chairing.

Expected time Commitment

Depending on the stage in the process, the Panel member is expected to work from 0 to a maximum of 5 days per month. Historically, the average Panel member billing has been for about 20 days over the whole year. This encompasses, amongst others, attendance at Panel meetings, reviewing methodologies, scenarios and National Grid reports as well as writing informal notes and the formal report at the end of the annual process. The chair may be expected to work an additional 2 days per annum. We would expect the Chair to take on some additional tasks such as coordinating report writing.

The timings for many stages of the analysis may be tight, so the PTE will need to be highly flexible and able to work to time in order not to create delays for the wider project. In particular, the June deadline for the publication of the final report in early July is fixed and members need to ensure they have sufficient time available to contribute to the preparation of the report in the weeks and months ahead of the report's publication. It will be for the PTE to decide under the coordination of their Chair how tasks will be distributed among Members to deliver set milestones, based also on individual member's availability.

7. Timetable

We aspire to have the new panel in place by 11th February 2019. The work of the Panel follows an annual cycle which continues despite the current Capacity Market 'standstill' period whilst State Aid approval is being sort. This cycle cumulates in the publication of a PTE report alongside National Grid's Electricity Capacity Report (ECR) normally in June/July each year. The annual process every year includes:

- Regular meetings held at BEIS' London offices;
- Review of the ECR modelling methodology and techniques used;
- Submit informal reports to BEIS/NG on ECR modelling methodology;
- Assess the underlying assumptions and how National Grid's FES scenarios are used in the sensitivity and scenario analysis
- Review National Grid's ECR report
- Publication of PTE's final report alongside National Grid's ECR report (early July)

In the remaining months of the year, the Panel may use the time available for specific research projects of relevance to their annual report. Any such work would need to be commissioned by and agreed in advance with BEIS.

Government may also request further advice from the Panel on an ad hoc basis throughout the process, if necessary. In the past, this has included, for example, the analysis for the Early Capacity Auction planned for January 2017. Any ad hoc tasks will be agreed with Panel members during the annual work cycle and are likely to be technical in nature.

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	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	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL3.12	Cyber Essentials
Commercial	SEL3.13	General Data Protection Regulations (GDPR)
Commercial	AW4.1	Contract Terms Part 1
Commercial	AW4.2	Contract Terms Part 2
Price	AW5.1	Maximum Budget
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
-	-	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	Understanding of the Requirement	20%
Quality	PROJ1.2	Methodology	20%
Quality	PROJ1.3	Skills and Expertise	40%

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: 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. Responses received after the date indicated in the ITQ shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay, is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the 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 the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.12 Do check and recheck your Bid before dispatch.

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

DO NOT

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

Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority. / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 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 30 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 Emptoris e-sourcing tool.
- 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 Emptoris.
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

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



Department for
Business, Energy
& Industrial Strategy

EXPENSES POLICY

Contents

Summary Table of Rates	26
1 Introduction	28
2 Principles.....	29
3 Responsibilities	30
As Line Manager	30
As Claimant	30
4 Accommodation.....	31
Hotels.....	31
Staying with Family and Friends	31
Accommodation Provided as Part of a Contract	31
Incidental Expenditure.....	32
5 Air Travel.....	33
Domestic (UK) Air travel	33
International Air Travel.....	33
6 Rail Travel (Incl. Transport for London and Eurostar)	34
Oyster Journeys (TfL)	34
Eurostar.....	34
Other Rail Travel	34
7 Subsistence	36
Breakfast (early start from home)	36
Breakfast (after overnight stay)	36
Lunch.....	36
Evening Meals.....	36
Gratuities on Meals and Subsistence.....	36
Subsistence while Staying with Relatives	36
8 Car and Motorbike Travel	37
Taxi.....	37
Own Car	37
Hire Car	37
Motorbike	38
Bicycle	38
Tolls, Ferry Costs, Parking and Congestion Charge.....	38
9 Working Lunch and Official Business Entertainment	39
Lunch with Non-Civil Servants (external business).....	39
Lunch for Civil Servants.....	39
10 Professional Subscriptions	40

11	Cancellation or Postponement of Annual Leave	41
12	Additional Claims for Travelling Overseas	42
	Overseas Travel Insurance	42
	Personal Effects while Travelling	42
	Medical Travel Insurance	42
	Healthcare Prior to Travel.....	42
	Passport Costs.....	42
	Visa Fees	42
	Spouse and Partner Overseas Travel	43
13	Other Expense Claims	44
	Additional Costs for Out of Hours Working.....	44
	Postage Fees	44
	Dress Allowance.....	44
	Eye Test.....	44
	Mobile Phone Costs	44
	Printing.....	44
	Publications.....	45
	Interviews and Test Centres	45
	Relocation Expenses	45
	Gratuities	46
	Official Gifts	46
	Compensation for Loss of or Damage to Personal Property	46
	Miscellaneous Office Expenses.....	46
	Permanent Staff Transfer (excess fare allowance)	46
	Hire of Formal Wear	47
	Appendix A: Business Mileage	48
	Appendix B: Clarity Price Match	49
	Appendix C: Policy Administration	50

Version control

Version	Update made	By whom
1.0	Initial draft	Mark Wildig
1.1	Draft following HR comments	Mark Wildig
1.2	Draft following UK SBS comments	Mark Wildig
1.2.1	Draft following Fraud team review	Ian Stewart, Philip Nye
1.3	Draft following HR Director review and comments	Doug Watkins
1.4	Draft following Finance Director review and comments	Tom Taylor
1.5	Draft to incorporate Permanent Secretary comments	Mark Wildig
1.6	Draft to incorporate comments from Shadow POPCo	Mark Wildig
1.7	Draft to incorporate comments from POPCo and staff.	Kim Humberstone
1.8	POPCo Approved version	Kim Humberstone

Summary Table of Rates

Section	Description	Relevant Rates	Expense Policy Reference
Accommodation	Hotel rates	£140 London and international	4.2.1
Accommodation	Hotel rates	£100 outside London (UK)	4.2.2
Accommodation	Incidental expenditure for overnight room charges, laundry newspaper etc.	up to £10 per day.	4.10
Air Travel	Economy Class	<3.5hrs flight time	5.8.1
Air Travel	Premium Class	3.5hrs to 5.5hrs flight time	5.8.2
Air Travel	Business Class	>5.5hrs flight time	5.8.3

Rail Travel (Incl. Transport for London and Eurostar)	Oyster cards to be used around London	Oyster or Contactless rate for journey rather than top-up value.	6.2
Rail Travel (Incl. Transport for London and Eurostar)	Eurostar	Standard Class Advanced ticket	6.6
Rail Travel (Incl. Transport for London and Eurostar)	Eurostar, with line manager approval	Fully flexible business	6.6
Rail Travel (Incl. Transport for London and Eurostar)	Advance open return	Standard Class flexible ticket	6.7
Rail Travel (Incl. Transport for London and Eurostar)	Permitted under certain exceptional circumstances.	First Class	6.9
Subsistence	Breakfast (early start) costs receipted.	£5 benchmark	7.2
Subsistence	Lunch costs receipted	£5 benchmark	7.5
Subsistence	Dinner costs receipted	£15 benchmark	7.8
Subsistence	Staying with friends and family, lunch and dinner with line manager approval.	£5 Lunch and £15 Dinner (£20 limit per 24hr period)	7.11
Car and Motorbike Travel	Car journeys <10,001	45p per mile	8.10.1
Car and Motorbike Travel	Car journeys >10,000	25p per mile	8.10.2
Car and Motorbike Travel	Per passenger supplement	5p per mile	8.10.3
Car and Motorbike Travel	Motorbike journeys	24p per mile	8.18.1
Professional Subscriptions	HMRC list of tax deductible professional subscriptions	No limit	10

1 Introduction

- 1.1 This Expenses policy, 'the Policy', sets out the principles and rules for reclaiming costs (travel, subsistence and other expenses) that Department of Business Energy and Industrial Strategy (BEIS) staff may incur during the course of delivering departmental business as part of their employment.
- 1.2 This is the first BEIS expense policy. Prior to the point of this policy coming into effect staff were operating on two legacy policies from former DECC and BIS departments. This harmonised policy removes any potential confusion for staff and brings the Department up to date with current HMRC rules for taxable and non-taxable expense claims.
- 1.3 This policy does not cover Ministers.
- 1.4 This policy covers civil service staff, special advisors and non-executive board and committee members.
- 1.5 The Civil Service Code states that civil servants must "make sure public money and other resources are used properly and efficiently". The [Civil Service Management Code](#) sets out specific guidance on the principles that all departments should apply to expenses. This policy is consistent both codes.
- 1.6 Nothing in this policy takes precedent over the reasonable adjustments requirement for staff set out in the Equality Act 2010. If staff are concerned that they may not be able to claim expenses, parameters exist for Directors and Director Generals to approve exceptional expense spend within the bounds of the *Civil Service Management Code*¹ and *Managing Public Money*².
- 1.7 It is the responsibility of all members of staff who are making, or approving a claim (as part of line management responsibilities) to familiarise themselves with this policy and ensure claims comply with it.
- 1.8 It is very important to comply with this Policy– both as regards what and how staff claim, including record-keeping and authorisation. Failure to comply with the Policy may result in disciplinary proceedings being brought against staff, which, in extreme circumstances, may result in dismissal. If, as an approving manager or member of staff making a claim, you are uncertain over whether you should be making or approving a claim, or are unclear on some aspect of this policy, ask the Internal Control team for clarification.
- 1.9 BEIS never intends for staff to be out of pocket because of official business. Expenses are intended to reimburse staff for justifiable additional costs that are actually and necessarily incurred whilst undertaking official business. Staff are expected to exercise reasonable use of public money at all times, with no intention of private gain.
- 1.10 Public perception is important – do not claim anything that you could not defend if challenged. Transparency is applied to this type of expenditure through FOI requests, Parliamentary Questions and publication rules.

¹ See *Civil Service Management Code* Chapter 8.

² See *Managing Public Money* Paragraph 2.4, 4.5, 4.9 and Annex 4.8.

2 Principles

- 2.1 Before staff commit the Department to expenditure under this Policy, each member of staff has a duty to consider the following questions:
 - 2.1.1 Do I have to make this journey at all?
 - 2.1.2 Do I need to attend the meeting in person, or can the work in question be taken forward by video conference or teleconference?
 - 2.1.3 If I must travel, how can I maximise the business benefits of this journey – for example, can I schedule other meetings with colleagues at that location on the same day?
- 2.2 All travel bookings should be first attempted through the Department's designated travel agent. At the time of drafting this was Clarity Travel (<https://ctmcrown.sabscorp.com/js/SABS/Corporate.html>). Clarity provides a price match service that is shown within the Appendix. While Clarity's price match service should remove the need to make bookings outside their system, in the event that a member of staff becomes aware that a better price is available that Clarity cannot match, they may book this directly and claim reimbursement. The difference should be evidenced with screen prints, including Clarity's reason for not price matching, which should be fed back to the Commercial team.
- 2.3 Staff should claim expenses within three months of incurring the costs, but always attempt to make the claim as soon as possible.
- 2.4 All expenses should be accompanied by a receipt. Where specific exemptions exist these are covered within each section of this Policy.
- 2.5 Always seek to book your journey at the earliest possible opportunity to take advantage of cheaper tickets, subject to 2.7 below.
- 2.6 BEIS does not authorise advanced payment of expenses. Staff may apply for a Government Procurement Card if they have no way to fund travel expenses.
- 2.7 Generally it offers better value for money to purchase non-flexible tickets for set time travel (e.g. rail tickets or advanced hotel bookings). Where a reasonable degree of uncertainty exists, either on timing or occurrence, staff should ensure that travel tickets and hotel bookings are refundable.
- 2.8 Book the most efficient journey taking into account your time, ticket costs and method of travel.
- 2.9 BEIS has made specific commitments to reduce the environmental impact of Departmental business. Staff should always try to reduce the environmental impact of their journey to the lowest possible extent. Quotes from Clarity show carbon emissions which may be used to measure each journey's environmental impact.
- 2.10 BEIS never intends for staff to be out of pocket because of official business. Compliance with this policy should always mean staff are reimbursed the costs they have incurred. In the event expenses are not covered by this policy the BEIS Chief Financial Officer (CFO) and one Director General may jointly authorise expenditure to be reimbursed if they are satisfied that the expenses were properly incurred during the line of business and were unavoidable.
- 2.11 Where this policy requires a Line Manager's approval, (other than actions undertaken as part of the automated work flow approval through the iExpense system,) staff should attach (in the same manner as their receipts) a copy of the email providing their Line Manager's approval (Grade 7 and above).

3 Responsibilities

- 3.1 There are certain responsibilities upon both claimants and Line Managers authorising expense claims because every civil servant has a duty to uphold the principles of the civil service, in addition to complying with the law.
- 3.2 Within BEIS the responsibility for budget control, and therefore for approving expenses, is held a Senior Civil Servant (SCS) level. With respect to expense approval, this may be delegated to the SCS feeder grades by the SCS Budget Holder.

As Line Manager and Expense Approver

- 3.3 Budget Holders, and Line Managers in their team, must only commit expenditure from within their budget codes.
- 3.4 Expense Approvers have a responsibility to check and approve expenses incurred by staff in their budget code.
- 3.5 When an Expense Approver signs an expenses claim they are certifying that the expenses are:
 - 3.5.1 compliant with this Policy;
 - 3.5.2 properly incurred in the line of business;
 - 3.5.3 due for reimbursement;
 - 3.5.4 evidenced by receipts except where specific exemptions apply.
- 3.6 An Expense Approver's signature certifies that the claim has been reasonably checked for fraud or misappropriation. If an Expense Approver suspects a claim is fraudulent but do not wish to alert the claimant, they should immediately raise the concerns with the BEIS counter-fraud team counterfraud@beis.gov.uk and seek advice.

As Claimant

- 3.7 Staff must always ensure that their expense claims are:
 - 3.7.1 incurred within the line of business;
 - 3.7.2 free from fraud, you should also alert Internal Control of any erroneous under or overpayments as soon as you become aware of them;
 - 3.7.3 within the letter and spirit of *Managing Public Money*³ and the *Civil Service Management Code*⁴; and
 - 3.7.4 supported by receipts except where specific exemptions apply.

³ See *Managing Public Money* Paragraph 2.4, 4.5, 4.9 and Annex 4.8.

⁴ See *Civil Service Management Code* Chapter 8.

4 Accommodation

- 4.1 If you are required as part of your BEIS duties to stay overnight prior to or after a meeting that is a significant distance from your home, or work, you may make a claim for accommodation costs.

Hotels

- 4.2 Hotels should be booked through Clarity Travel. The following nightly rates should be used as a guide, but may be exceeded in order to meet the requirements of section 4.4 below:
- 4.2.1 London and international: £140
 - 4.2.2 Elsewhere (UK): £100
- 4.3 Clarity provides a price match service, shown in the appendix. See section 2.2.
- 4.4 Staff should ensure the hotel that they book is of a suitable standard while travel departmental business. This should include due consideration of personal security. A guide for hotel standards is as follows:
- 4.4.1 Hotel should be a minimum 3* rating.
 - 4.4.2 En-suite facilities including shower or bath.
 - 4.4.3 Bed & Breakfast (BB) and Room Only (RO) board basis available.
 - 4.4.4 Rooms guaranteed for late arrival.
 - 4.4.5 City hotels should have good access to public transport and/or be close to meeting venues.
 - 4.4.6 Hotels should be in a safe area, particularly overseas where there are FCO/Embassy recommendations.
 - 4.4.7 If an individual arrives late, the hotel should have provision to provide a hot meal.
 - 4.4.8 Free cancellation up to 2pm on Day of Arrival for most bookings (however, some properties will require a longer cancellation notice period).
- 4.5 If the hotel does not provide the 'bill back' service staff may claim with supporting receipts.
- 4.6 The use of AirBnB or similar intermediary companies for accommodation is currently not permitted under the expenses policy due to safety and security concerns for staff.

Staying with Family and Friends

- 4.7 On 6th April 2016 HMRC removed dispensation for overnight stays with friends and family. Any payment made is now subject to deductions for tax.
- 4.8 Therefore if you are able to stay with family or a friend rather than a hotel, compensation payments are limited to subsistence claims (see section 7 Subsistence).

Accommodation Provided as Part of a Contract

- 4.9 Accommodation provided as part of a contract is considered a Benefit in Kind by HMRC. Payments of this type must be made through payroll as part of staff remuneration with appropriate deductions for PAYE and NI.

Incidental Expenditure

- 4.10 Staying overnight in a hotel may prevent you doing activities normally undertaken at home, such as laundry, newspaper delivery or making phone calls. To compensate, up to £10 a day may be claimed, where supported by receipts.

5 Air Travel

- 5.1 Air travel makes a significant contribution to climate change and can be more expensive than surface travel. Staff must carefully consider the need, the full cost (including travel between airports and offices) and the travel alternatives before booking flights.
- 5.2 Air miles and similar benefits earned through official travel should not be used for private purposes. If you are in receipt of air miles or other frequent flier scheme rewards earned for business travel, your points can be used for official purposes to “purchase” enhanced facilities such as seat upgrades and, as a member of such a scheme, you may also use certain facilities such as special departure lounges and priority booking arrangements.

Domestic (UK) Air travel

- 5.3 Within the UK, the Department encourages rail travel wherever practical, due to its lower environmental impact. However, if other factors, such as time and cost, are judged to outweigh the environmental benefits, then domestic air travel is acceptable.
- 5.4 Staff should travel by economy class unless there are reasonable adjustment reasons that make this inappropriate.
- 5.5 Any non-economy class UK air travel must be approved in writing by your Line Manager (Grade 7 or above) before any booking is made.

International Air Travel

- 5.6 Staff with a health condition who are unable to secure suitable facilities in economy class may travel business class.
- 5.7 Staff that are able to purchase a cheaper business class ticket than an economy ticket for the same journey may also travel business class (a copy of the price comparisons must be printed and submitted with the expense claim).
- 5.8 To determine what class of ticket staff may purchase, follow the guidance below:
 - 5.8.1 If the flight is less than 3.5hrs only an economy ticket is permitted (subject to 5.6).
 - 5.8.2 If the flight is greater than 3.5hrs but less than 5.5hrs, a premium economy ticket may be claimed.
 - 5.8.3 If the flight is greater than 5.5hr (intercontinental) a business class ticket may be claimed.
- 5.9 You may only claim for excess baggage if you are due to be away from your home office for longer than 1 month.
- 5.10 The department recognises that long air journeys across time zones can negatively affect efficiency, judgement and concentration. Staff are not expected to start work immediately following such a journey. Staff are allowed a period to acclimatise after journeys greater than 3.5hrs. The period of acclimatisation necessary is dependent on each individual. BEIS policy of allowing premium and business class flights is designed to ease the transition between countries after long flights. Staff should discuss the reasonable period of acclimatisation with their Line Manager prior to booking and, once agreed, incorporate this into their schedule.

6 Rail Travel (Incl. Transport for London and Eurostar)

- 6.1 Rail travel is BEIS preferred method of transport due to the options available for cheap advanced tickets, journey comfort for staff and having a relatively low environmental impact compared with other forms of transport.

Oyster Journeys (TfL)

- 6.2 Underground tickets can be purchased through Clarity Travel when making an inter-city rail booking. Staff and/or teams who make regular trips to or around London should use an Oyster card or contactless payment method.
- 6.3 If using a personal 'pay as you go' Oyster card for business travel, you should only claim for the cost of the actual journey and not the round sum you may have paid to top up. Journey statements confirming the route and cost are available by registering your Oyster card <https://tfl.gov.uk/fares-and-payments/oyster/oyster-online-account?intcmp=11723>. The statement can be submitted with the claim for reimbursement.
- 6.4 Transport for London offer 'contactless payment' in place of an Oyster card. You can create an account <http://www.tfl.gov.uk/fares-and-payments/contactless> and register your debit/credit card or link a debit/credit card to your current Oyster account. Journey statements will be available and can be submitted with the claim for reimbursement.
- 6.5 If you purchase an Oyster travel card, for a week, month or year, as part of your journey to and from work, only journey expenses above the cost of the travel card will be reimbursed (these journeys will be charged to your card as part of 'pay as you go').

Eurostar

- 6.6 When travelling by Eurostar BEIS encourage you to book standard tickets in advance and, where possible, to purchase non-flexible tickets balancing the likelihood of meeting cancellation. Eurostar offer Standard, Standard Premier and Business Premier ticket classes and prices vary with demand for the service. The most economical tickets should always be purchased, therefore Standard premier and Business Premier may be purchased with written authorisation from you Line Manager.

Other Rail Travel

- 6.7 Staff should always seek to book standard class rail travel.
- 6.8 Staff should book a ticket that offers a refund in the event of business meeting cancellation, or anytime open tickets. While cheaper tickets for set times may be booked, staff should be satisfied that meetings are very unlikely to be cancelled and that the savings secured more than balance any increased risk of wasted expenditure.
- 6.9 By exception first class travel is permitted where the Department is satisfied that:
- 6.9.1 it would constitute a "reasonable adjustment" under the Equality Act;
 - 6.9.2 a temporary "reasonable adjustment" is required e.g. due to injury or pregnancy related;
 - 6.9.3 if there is no standard class available, but the trip is essential;
 - 6.9.4 there are justified concerns about security; and/or
 - 6.9.5 this is necessary in order to support a Minister who is travelling first class.

6.9.6 Approval for booking first class travel should be sought from your Line Manager (Grade 7 or above) prior to making the booking.

7 Subsistence

- 7.1 Subsistence is provided for staff working away from home where there is no reasonable opportunity to cook meals as normal. Rates for breakfast, lunch and dinner are shown as benchmarks that staff should always seek to meet, or spend less than. The Department recognises that this is not always possible (for example in Brussels) and Line Managers should judge the reasonableness of claims with supporting receipts.

Breakfast (early start from home)

- 7.2 Rather than staying overnight, the Department recognises that staff will sometime leave their home earlier than normal to travel to different offices for meetings (i.e. not their normal place of work). Receipted claims, using a benchmark of £5, may be made where staff have travelled for more than 90 minutes to the meeting.

Breakfast (after overnight stay)

- 7.3 When staying overnight in a hotel, breakfast costs in that hotel may be significantly higher than the £5 benchmark rate in 7.2. Staff should ensure the breakfast costs are always included in the final invoice, either for reimbursement, or direct bill back to the Department.

Lunch

- 7.4 Staff that are absent from their normal place of work (office or home based) to attend a meeting or other business related matters may claim for lunch allowance.
- 7.5 The benchmark for lunch claims is set at £5. This is not a round sum allowance and claims must be receipted.
- 7.6 The benchmark amount stipulated in 7.5 (and 7.8) is expected to be sufficient for costs across the UK and for most UK cities. However the department recognises that greater costs are sometimes unavoidable e.g. due to higher living costs in some countries. These should be receipted and your Line Manager (Grade 7 or above) should consider their reasonableness, including the cost of living of the place where they were incurred, when authorising your claim.

Evening Meals

- 7.7 Dinner, or evening meal, allowance may be claimed when staying overnight on official business (coinciding with a hotel booking unless personal arrangements have been made).
- 7.8 A benchmark dinner expense of £15 per night may be claimed by staff who are absent from home overnight on official business. The amount claim must be supported with receipts.
- 7.9 Section 7.6 applies to the evening meal rate.

Gratuities on Meals and Subsistence

- 7.10 See section 13.20

Subsistence while Staying with Relatives

- 7.11 If you make your own accommodation arrangements e.g. with friends or relatives, you may claim up to £5 for lunch and up to £15 for an evening meal. Where receipts are not available, approval should be sought from your Line Manager.

8 Car and Motorbike Travel

- 8.1 Unless travelling as part of a group, car travel is not a favoured form of transport for BEIS staff. When travelling as a group, staff should share journeys for greater efficiency.
- 8.2 Business mileage refers to journeys undertaken by staff in the course of their work, excepting staff member's normal commute. See the guide in Appendix A: Business Mileage for further information.

Taxi

- 8.3 The use of licensed taxis is permissible where:
 - 8.3.1 Lone or small group travelling staff feel more secure than taking public transport,
 - 8.3.2 this is an appropriate reasonable adjustment, or;
 - 8.3.3 it is the most economical transport available considering journey time or number of travellers.
- 8.4 Platform-based licensed private vehicle hire services and licenced mini-cab services can be used.
- 8.5 Unlicensed mini-cab services are not permitted on security grounds and claims should not be authorised by Line Managers.
- 8.6 See section 13.20 in respect of gratuities on taxi fares.

Own Car

- 8.7 Staff should balance the cost against the benefit of using their own car or public transport use, taking into account staff fatigue from driving.
- 8.8 Staff may use their own car in situations where this provides them with a reasonable adjustment.
- 8.9 Staff travelling by car are expected to share the journey with other staff for efficiency. A supplement is payable per passenger.
- 8.10 The prevailing HMRC reimbursement rates will be paid for journeys made. At the time of drafting these were:
 - 8.10.1 45p per mile for the first 10,000 miles per year; and
 - 8.10.2 25p per mile for mileage above 10,000 miles per year.
 - 8.10.3 5p per mile for passenger supplement.
- 8.11 Staff are responsible for the good working order of their car, compliance with MOT regulations, and suitable insurance for work purposes. Most basic insurance does not cover work-related travel. Third Party, Fire and Theft insurance is not considered sufficient by BEIS for business-related journeys. BEIS does not reimburse the cost of additional insurance for staff.
- 8.12 Staff are responsible for compliance with road traffic laws and regulations. BEIS will not refund traffic fines of any sort. Staff found guilty of breaking road traffic laws while driving on official business may be subject to disciplinary proceedings.

Hire Car

-
- 8.13 Where travelling by car is the most economical travel method, hire cars are permitted.
 - 8.14 Staff may use a hire car in situations where this provides them with a reasonable adjustment.
 - 8.15 Car hire is normally conducted on a bill back basis to the department. Therefore claims should, in general not be made. In the absence of a hire company bill back service quotations for costs should be approved in writing by Line Managers before committing expenditure.
 - 8.16 Costs are reimbursed on the basis of the invoice from the hire company and any additional fuel receipts (as opposed to mileage rates) related to your journey.
 - 8.17 The Department is unable to reimburse any penalties or charges in relating to traffic offences and parking penalties, including any related administrative charges levied by the hire car company.

Motorbike

- 8.18 Costs for work travel by motorbike are claimable. The prevailing HMRC reimbursement rates will be paid for journeys made. At the time of drafting this was:
 - 8.18.1 24p per mile.

Bicycle

- 8.19 Costs for work travel by bicycle are claimable. Protective head gear must be worn and staff must be aware that they are using their own bicycle at their own risk (the department may not be held responsible for compensation for theft while on business travel). The prevailing HMRC reimbursement rates will be paid for journeys made. At the time of drafting this was:
 - 8.19.1 20p per mile.

Tolls, Ferry Costs, Parking and Congestion Charge

- 8.20 Receipted costs for ferries, and tolls bridges and roads unavoidably incurred during your business journey may be claimed.
- 8.21 Reasonable parking charges may be claimed.
- 8.22 Receipted congestion charges unavoidably incurred on your business journey may be claimed.

9 Working Lunch and Official Business Entertainment

- 9.1 BEIS differentiates a 'working lunch' from subsistence provided while working away from your normal office and home. Please see section 7: Subsistence for these types of claims.

Lunch with Non-Civil Servants (external business)

- 9.2 It is a recognised business practice to provide lunches for meetings with external parties that run over the lunch period, where there is a clear benefit to BEIS. However this should be balanced with the responsibilities upon civil servants within *Managing Public Money*⁵. Claims should always be justifiable, modest and comply with 9.4.
- 9.3 Staff should refer to and comply with the Gifts Hospitality and Bribery and Corruption policy.
- 9.4 Claims for working lunches or the provision of refreshments will only be allowed if all the following circumstances are met:
- 9.4.1 When staff are working through lunch, or meeting over lunch as part of official BEIS business.
 - 9.4.2 The meeting must include external guests and must substantively take place during the lunch period.
 - 9.4.3 The lunch must take place as a necessary component of a meeting for the purpose of official business that has a total duration in excess of two hours and with external guests in attendance. External guests do not include BEIS staff from other sites, other civil servants, or BEIS Non-Executive Directors.
 - 9.4.4 Any beverages paid for out of public funds must be non-alcoholic.

Lunch for Civil Servants

- 9.5 Lunch may be provided for civil servants if all the following circumstances are met:
- 9.5.1 Staff are working during lunch as part of a meeting.
 - 9.5.2 The meeting covers the majority of the period between 1200 and 1400hrs.
 - 9.5.3 The meeting is in excess of 2hrs.
 - 9.5.4 Any beverages provided must be non-alcoholic.
 - 9.5.5 The circumstance for providing lunch is exceptional, not routine.
- 9.6 If these points are met and you have written approval from your Line Manager (Grade 7 or above) in advance, then a modest lunch may be provided. This will normally be only when some attendees have travelled, or there is some other constraint making it impractical to include a break for attendees to provide for their own lunch.

⁵ See Managing Public Money Paragraph 2.4 and Annex 4.8.

10 Professional Subscriptions

- 10.1 Employees may claim back the cost of annual subscriptions for up to a maximum of three professional bodies, provided that each body is on the HMRC approved list and its activities are directly relevant to the employee's duties. Staff should be aware that any subscriptions not paid by the Department may be claimed on personal tax returns. Further details can be obtained at: <https://www.gov.uk/tax-relief-for-employees/professional-fees-and-subscriptions>
- 10.2 The professional body must be included in the HMRC approved list (a full list is available on the HMRC website: <https://www.gov.uk/government/publications/professional-bodies-approved-for-tax-relief-list-3/approved-professional-organisations-and-learned-societies>).
- 10.3 The subscription must be relevant to the role being undertaken by the member of staff.
- 10.4 You should make your Line Manager or the bursary scheme manager aware if you are reclaiming any subscriptions. Where there is uncertainty about the appropriateness of the claim please contact BEIS Internal Control.
- 10.5 Evidence of payment and receipt must be submitted with the claim.

11 Cancellation or Postponement of Annual Leave

- 11.1 In the event that your manager specifically requires your expertise for urgent, unforeseen work that conflicts with pre-agreed and pre-booked holiday as part of annual leave, you may be entitled to reclaim the costs you have suffered from the Department.
- 11.2 This provision extends only to actual costs incurred and is not intended to be used to compensate staff for inconvenience or to pay for the salary equivalent of annual leave.
- 11.3 Prior to any decision to cancel leave, approval must be given in writing, including a full cost breakdown, by your Director General. As with all expenses, claims must only be made retrospectively, and accompanied by suitable original third party documentation.
- 11.4 For the avoidance of doubt, the full direct costs that result from holiday cancellation may be reclaimable.
- 11.5 Such circumstances are expected to be truly exceptional and therefore managers are required to demonstrate that there was no management failing. The following steps should be taken.
 - 11.5.1 A full cost breakdown (third party documentation) of the losses that would be incurred through cancellation must be presented to a Director General prior to a decision being made.
 - 11.5.2 Director General should be presented with a timeline for annual leave approval, request and deadline for work to prove there has been no management failing. The Director General should be satisfied that there was no management failing in order to approve the claim.
 - 11.5.3 Director General approval to cancel and reimburse must be provided in writing prior to any decision being taken.

12 Additional Claims for Travelling Overseas

Overseas Travel Insurance

12.1 BEIS provides company insurance if you are travelling overseas, so claims for personal travel insurance are not normally reimbursed. Additional insurance is required for some high risk countries. At the time of drafting this policy the countries were:

- Afghanistan
- Chechnya
- Iraq
- North Korea
- Somalia

12.2 Contact UKSBS if you are travelling to the countries shown above to arrange suitable insurance.

Personal Effects while Travelling

12.3 Please see Compensation for Loss of or Damage to Personal Property, in section 13.23.

Medical Travel Insurance

12.4 The department's overseas medical insurance policy meets the costs of emergency medical treatment if you are injured or fall ill. See the Health and Wellbeing intranet site for more information: <https://intranet.beis.gov.uk/task/safety-out-of-the-office/safety-while-travelling-abroad/>

Healthcare Prior to Travel

12.5 Vaccinations for travelling overseas should be made through the BEIS registered Health Management company. At the time of drafting this was Health Management Limited. A direct bill back service means expense claims are not normally reimbursed. Health Management Ltd (HML) contact details are: 0845 504 1000. See also the Health and Wellbeing intranet site, at the link above.

Passport Costs

12.6 Staff travelling overseas must have a valid passport. In the event that staff do not have and have never owned a full UK Passport, the costs associated with issuing a new passport may be claimed from the Department. Approval is required before entering into, or committing to this process from your Finance Business Partner.

12.7 Staff that are not UK nationals are responsible for ensuring their passport is up to date and valid.

Visa Fees

12.8 In the event that staff are travelling to a country that requires a visa with an associated cost, claims for reimbursement may be made.

-
- 12.9 If staff require a visa to work at BEIS, all arrangements and costs relating to extension must be arranged directly with HR and not claimed through personal expenses.

Spouse and Partner Overseas Travel

- 12.10 Overseas travel greater than one month duration is likely to involve a significant change of circumstances for staff. In the event that such circumstances are imposed on staff then consideration may be given for partner/spousal visits or funded return flights mid-way through the engagement. Each circumstance is unique and the SCS Line Manager should consider the full implications and costs when assessing the value for money of the engagement. The SCS Line Manager may make provision for one monthly visit of spouse/partner or return journeys for members of staff and additional clothing allowance where climatic change is significant.
- 12.11 Approval for such expense is required prior to the trip and in writing from both your Finance Business Partner and the BEIS CFO.

13 Other Expense Claims

Additional Costs for Out of Hours Working

- 13.1 In exceptional circumstances you may be asked to complete work by your Line Manager at short notice and with a short time frame, outside your team's core hours. Normally core hours are considered to be 7am to 8pm however your team may have different core hours which should be shown in your contract with BEIS. Prior to commencing the work you should discuss with your Line Manager any additional costs that you are likely to incur as direct result of the line management request. Examples include additional childcare, taxi fare home, or evening meals. Your Line Manager (Grade 7 or above) may then consider the cost-benefit of their request made to you and provide authorisation to you in writing (email is sufficient). Staff should include this authorisation in their claim along with receipts. This point extends to staff training when held away from normal office location.

Postage Fees

- 13.2 Postage costs should be charged directly to your budget code from the Post Room when staff are posting items from 1 Victoria Street.
- 13.3 When staff are posting items from offices other than 1 Victoria Street the costs should be receipted and claims for reimbursement may be made.

Dress Allowance

- 13.4 Allowance for clothing if staff are visiting very hot or very cold countries was available to staff under old policies. Given the seasonal swing in temperatures encountered in the UK it is not expected that additional clothing would normally be required by staff. In addition, offices in overseas territories commonly offer climatic control for their staff. However in exceptional circumstances, or where staff require specific clothing that may be classed as Personal Protective Equipment under Health and Safety Regulations, SCS Line Managers may authorise, along with Finance Business Partners an allowance for additional clothing on a case by case basis prior to costs being incurred.

Eye Test

- 13.5 A separate policy is published that covers eye tests, detailing the amounts to be paid/claimed for eye tests and those eligible for contributions to spectacles for monitor use. Staff should follow the procedures within that policy to claim for costs.

Mobile Phone Costs

- 13.6 At the time of drafting this Policy the Cirrus programme is planned to provide mobile phones for all staff. Prior to rollout, staff who require a mobile phone can apply for one through the IT function. You must immediately alert your Line Manager and BEIS IT if your phone is lost or stolen.
- 13.7 Where applications for mobile phones can't be fulfilled in time for a trip away from the office, costs for personal mobile phone use in a business context may be reimbursed.

Printing

-
- 13.8 BEIS has a professionally contracted print function and should be used for high quality office printing. If it is necessary to contract work to other companies this should be completed with a purchase order through UKSBS. If printing is required at home, or away from the office (normal place of work) costs for printing will be reimbursed with suitable receipts.

Publications

- 13.9 Publications and periodicals are expected to be purchased by teams within the department through normal purchasing procedures rather than expenses. Therefore it is expected that staff will not claim for these expenses.

Interviews and Test Centres

- 13.10 It is no longer commonly expected that interview expenses and costs for attending test centres will be reimbursed by potential employers. Therefore the Department should not offer to reimburse expenses for attending interview or test centres.
- 13.11 In exceptional circumstances, for example where an overnight stay is required by the candidate, expenses may be reimbursed in line with Section 4 (Accommodation). Prior approval should be sought in writing by the Director of the recruiting directorate.

Relocation Expenses

- 13.12 Staff that are to be permanently transferred and have to move home as a result, or future staff that have to move to take up the offer of employment, may be eligible for reimbursement of relocation expenses.
- 13.13 Each case is treated individually, as the circumstances will be unique to each case.
- 13.14 There is a tax free limit of £8,000 stipulated by HMRC. Amounts above are likely to be liable for PAYE and NI. Finance Business Partners should always approve the costs before offers are made.
- 13.15 Note that this payment differs from ongoing support for the additional costs for traveling between your new home and your new place of work that may be payable to existing staff that must move. See 13.25.
- 13.16 The employee's or future employee's reason for relocation must be for one of the following reasons:-
- 13.16.1 they are starting a new job;
 - 13.16.2 there has been a change in their employment duties;
 - 13.16.3 there has been a change of the place where their duties are usually performed;
- 13.17 The expenses and benefits paid to the employee must be in at least one of six categories:-
- 13.17.1 the employee's sale of their former home
 - 13.17.2 the purchase of a new home
 - 13.17.3 transportation of the employee's belongings to their new home
 - 13.17.4 associated travel and subsistence costs
 - 13.17.5 domestic goods for the new home
 - 13.17.6 bridging loans in relation to the purchase of the new home

-
- 13.18 To qualify the costs must be paid before the end of the tax year in which the move took place. Further information is available from HMRC at the following link:
<https://www.gov.uk/expenses-and-benefits-relocation>
- 13.19 In all scenarios the case for payment of relocation expenses must be approved by the Finance Business Partner and the Human Resources Business Partner prior to offers being made.

Gratuities

- 13.20 Where gratuities are included and a recognised element of the cost of service, for example taxis and restaurants, a reasonable cost may be claimed. Reasonable costs in the UK are not expected to exceed 10% of the total cost relating to that expense (taxi journey or meal). Costs incurred in other countries should be judged by what is judged reasonable in that city or country.

Official Gifts

- 13.21 If there is a need to purchase an official gift, in line with BEIS policy for Gifts, Hospitality, Bribery and Corruption (reciprocal gifts as part of cultural exchange), these may be claimed through expenses. Written prior approval should be sought from the BEIS CFO, a Director General or Permanent Secretary
- 13.22 Gifts for colleagues as part of occasions, such as leaving, sickness or parenthood, is specifically exempt. These should be funded through collections/donations with other colleagues.

Compensation for Loss of or Damage to Personal Property

- 13.23 The Department has a specific policy, and claim procedure for personal property. Guidance notes are available on the intranet included within the claim for staff. Where staff have suffered a loss or damage they should refer to this guide for reclaim. Note that the following is a summary of the claim guidance:

'Accidents happen and the fact that you are at work, on official duty away from the office or travelling to or from work when you experience loss or damage to your property is not sufficient reason to expect the Department to compensate you.'

'In some cases the Department may have a legal liability to compensate for loss or damage to officers' personal property. The Crown Proceedings Act 1947 puts the Department to all intents and purposes in the same legal position as a private employer. Each case will be examined on its merits and you should be aware that, as a rule, there is no liability on the Department to:

- prevent theft of an officer's personal property or*
- to compensate in respect of losses or damage due to defective furniture or locks if the defect is known to a member of staff who is expected to exercise reasonable care.'*

'Whether there is a legal liability to pay or not, the Department may at its discretion make compensatory payment to an officer whose personal property - other than luxury items (e.g. jewellery) is lost or damaged during the course of employment.'

Miscellaneous Office Expenses

- 13.24 Staff should not buy consumables for use at work (e.g. stationary, I.T. licences, software or hardware) and reclaim the cost through expenses. Government Procurement Cards are available for low value transactions when purchase orders are not warranted.

Permanent Staff Transfer (excess fare allowance)

Published: March 2018

Date for Review: December 2018

Version 1.8

-
- 13.25 The excess fare allowance that you may claim is based on the extra cost of travel between your new home and your new office. This is calculated, monthly in arrears and as part of your salary and will be notified well in advance to you by HR as part of a formal consultation period. Therefore claims for excess fare allowance should not be made through iExpenses.

Hire of Formal Wear

- 13.26 Staff may be asked to represent the department at formal events, requiring evening dress. In such a scenario staff may claim a one off amount of up to £100 towards either hire or purchase of formal wear, authorised by the SCS Line Manager.

Appendix A: Business Mileage

HOME – DESTINATION 1

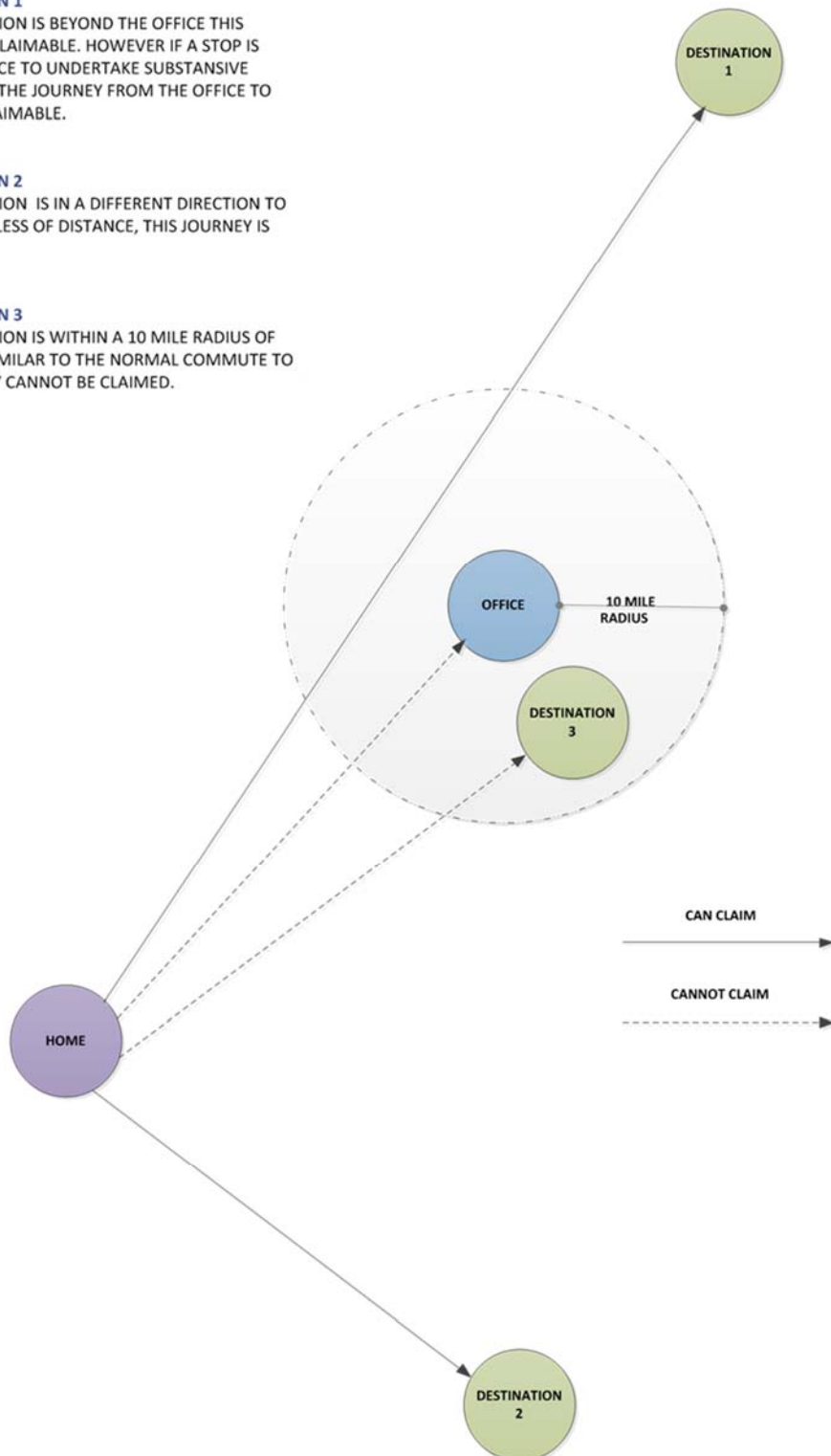
IF THE END DESTINATION IS BEYOND THE OFFICE THIS WHOLE JOURNEY IS CLAIMABLE. HOWEVER IF A STOP IS MADE INTO THE OFFICE TO UNDERTAKE SUBSTANSIVE DUTIES THERE, ONLY THE JOURNEY FROM THE OFFICE TO DESTINATION 1 IS CLAIMABLE.

HOME – DESTINATION 2

IF THE END DESTINATION IS IN A DIFFERENT DIRECTION TO THE OFFICE, REGARDLESS OF DISTANCE, THIS JOURNEY IS CLAIMABLE.

HOME – DESTINATION 3

IF THE END DESTINATION IS WITHIN A 10 MILE RADIUS OF THE OFFICE AND IS SIMILAR TO THE NORMAL COMMUTE TO WORK, THIS JOURNEY CANNOT BE CLAIMED.



Appendix B: Clarity Price Match



4th Floor, Churchgate House,
56 Oxford Street, Manchester, M1 6EU
www.claritytm.co.uk
pricematch@claritytm.co.uk

Clarity Travel Management Price Guarantee

Should you find a better price for the same travel arrangements within 30 minutes of receiving our quote, we will match it. To book the same travel arrangements with Clarity, please email us on the below address providing screenshots which can be verified using current availability.

pricematch@claritytm.co.uk



CTM Price Guarantee Conditions

1. → Quote must be from a UK fully-bonded travel retailer or airline/hotel website, and bookable on that site
2. → Quotes must be in pounds sterling and include all booking fees/credit card charges
3. → Quotes must be like-for-like, including fare rules and restrictions
4. → Excludes fares/rates that are not available at the time of the price match, or shown in error, including printing, typographical, administrative or technological
5. → No form of recompense will be paid retrospectively; Clarity must book the travel arrangements
6. → Clarity booking fees apply



Screenshots must include:

- → Price including all booking fees/credit card charges
- → The service provider (i.e. airline, rail operator, hotel property). If you are using a price comparison website, you will need to click through to the booking site
- → Dates/times
- → Origin/Destination
- → Cabin class/Room type
- → Hotel board basis (e.g. B&B)
- → Type of traveller (e.g. adult/child)
- → Number of travellers
- → Date and time of comparison



Appendix C: Policy Administration

Policy approval/review dates

Finance:	7 th November 2017
HR:	11 th December 2017
Permanent Secretary:	8 th January 2018
Governance:	N/A
Union representative:	Pending (provided 11 th December 2017)
UK SBS:	22 nd November 2017
Policy owned by:	Financial Reporting and Control Team
Policy review date:	At least annually
Date policy in effect	

Support for this policy can be sought through contacting Internal Control Team. Please email: internalcontrols@beis.gov.uk