

Invitation to Quote

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

Subject: Social research with Non-domestic consumers and installers of Off Gas Grid Heating
Sourcing Reference Number: CR19053



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

Registered in England and Wales as a limited company. Company Number 6330639.
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VAT registration GB618 3673 25
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Version 3.6

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

Privacy Statement

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

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

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

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 whose CVs are submitted as part of the bid.

Purpose

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

Legal basis of processing

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

Recipients

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

Retention

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

YOUR RIGHTS

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

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

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

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

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

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

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

INTERNATIONAL TRANSFERS

Your personal data will not be processed outside the European Union

OR

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 14,500 staff.

<http://www.beis.gov.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	Department for Business, Energy & Industrial Strategy (BEIS) 1 Victoria Street, Westminster, London, SW1H 0ET
3.2	Buyer name	Alexandra Richards
3.3	Buyer contact details	Research@uksbs.co.uk
3.4	Maximum value of the Opportunity	£110,000 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	Wednesday 24 th July 2019 Location Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	Wednesday 31 st July 2019 11:00am
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	Thursday 1 st August 2019
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Friday 9 th August 2019 11.00am
3.10	Anticipated notification date of successful and unsuccessful Bids	Thursday 15 th August 2019
3.11	Anticipated Award date	Friday 16 th August 2019
3.12	Anticipated Contract Start date	Monday 19 th August 2019
3.13	Anticipated Contract End date	Monday 23 rd March 2020
3.14	Bid Validity Period	60 Days

Section 4 – Specification

1. Background

The UK has committed to reaching net zero carbon emissions by 2050. In order to reach these decarbonisation goals, transitions towards low carbon energy and heat are required. The UK government believes that encouraging the use of low carbon energy in domestic and commercial properties is a key priority. The Clean Growth Strategy, published in October 2017, had a clear focus on the challenges and opportunities involved in decarbonising heat in buildings and industry. Evidence from the Clean Growth Strategy shows that heating in buildings and industry creates around 32% of total UK emissions, and as such, transitioning to low carbon alternatives for this heating is necessary to reach net zero by 2050. This included setting out an ambition to phase out the installation of high carbon fossil fuel heating in new and existing buildings not connected to the gas grid, during the 2020s, starting with new build properties.

Heating installers and non-domestic energy consumers which are not connected to the gas grid in England and Wales will likely be affected by future transitions to phase out the use of high carbon fossil fuels in heating buildings off the gas grid. For this project, non-domestic consumers are used to refer to users of heating in England and Wales that are not household consumers (i.e. businesses)

The need for off gas grid research:

The evidence base to inform decision making about how this transition occurs, and to what extent government policy is required to shape this transition currently has a number of evidence gaps. There is some limited research that has already been conducted with consumers about the transition towards low carbon heating. Research has been conducted with consumers on the gas grid about transitions to low carbon alternatives. This includes Wave 29 of the Public Attitudes Tracker (BEIS, 2019) which showed varying levels of awareness for renewable heat technologies and little awareness of whether renewable heating systems would benefit them (through better quality heating, or lower running costs). The evaluation of the Renewable Heat Incentive (BEIS, 2017) provides further detail into domestic and non-domestic consumer motivations for transitioning to renewable heating systems. There remains a need to gather robust evidence into the impact a low carbon heating transitions will have on the off-gas grid sector, and how this will impact consumers and installers of non-renewable heating systems. This policy development process is already informed by wider evidence that is available, such as research in energy transitions conducted by UKERC (2019) and Energy Systems Catapult (2018). Direct evidence on the needs and perceptions for consumers and installers during this transition will allow the policy to be developed with a clear view of those involved in the transition.

2. Aims and Objectives of the Project

This research project will complement policy work on the phasing out of high-carbon fossil fuels in the 2020's in off-gas-grid areas. Work in this area is a priority for taking action to reduce carbon

emissions in the 2020s. BEIS aims to build an evidence base, to understand how transitions away from high carbon off gas grid fuels will affect actors in this sector, and how best to develop feasible policy on this transition that maximises benefit and minimises risk to those involved. To do this, the research will be conducted with i) installers, and ii) non-domestic consumers (businesses, organisations etc) of heating that is not connected to the gas grid in England and Wales.

It is not expected that this research carried out with domestic consumers.

This research project aims to:

Understand views/perceptions of both installers and non-domestic consumer organisations of how they would be affected by and would respond to regulations.

Understand the appetite for supporting measures like financial incentives and information provision and identify any important design considerations that will need to be taken into account in any such supporting measures.

This research project is necessary in addition to consultation and other conventional forms of outreach, to gain insight from installers and non-domestic consumers. The research will aim to draw insight from consumers that are proportionate to the market, taking into account the fact that larger organisations are more likely to be engaged, despite smaller consumers making up 70% of the market. We feel that it is important to include the views of the entire market in the development of regulations. Direct contact through social research will allow us to understand their perceptions of future changes to off gas grid heating, and how best to design policy to maximise benefits/minimise risks in off gas grid areas.

The findings of this project must provide practical insight and advice to support the effective development of future regulations. For example, having a robust and independent source of quantitative and qualitative evidence will help allow BEIS to develop and test policy ideas with installers and non-domestic consumers directly.

RESEARCH QUESTIONS:

The research has four high-level research questions relating to:

How organisations (not connected to the gas grid) and installers (of off gas grid heating systems) are going to be affected by moving away from conventional heating to modern low carbon heating solutions?

What are the attitudes of installers and non-domestic consumers about these changes?

What options for support mechanisms to assist with uptake of low-carbon heating systems in off-gas-grid buildings are appropriate?

How would stakeholders respond to the ending of installing fossil fuel heating systems in new build non-domestic properties from 2025?

1. How are non-domestic consumers and installers going to be affected by the move towards modern low carbon heating solutions?

How aware are installers of the plan to phase out installations of high carbon fossil fuel heating systems? Are they aware of how this will affect them (e.g. how do they see their profile and amount of work changing)?

How would installers likely respond to regulations? E.g. retraining or diversifying?

Do installers feel that new regulations will change their relationships with their customers?

How disruptive are different low-carbon heating system options for non-domestic consumers?

How many and what kind of off-gas-grid non-domestic organisations use high-carbon fossil fuelled heat for processes and how feasible are these processes considered for transition to non-fossil fuel heat?

Will it be practically feasible for non-domestic consumers to change their heating systems to renewable heating systems? What processes and steps would they follow?

2. What are attitudes of installers and non-domestic consumers to government commitments to phase out the use of high-carbon fossil fuels in off-gas-grid buildings?

How do non-domestic consumers feel about the phase out of fossil fuels in retrofit off-grid properties? Do they find it an acceptable idea?

What are the priorities for off-gas-grid non-domestic consumers in terms of heating, as compared to their homes? E.g. cost, convenience, comfort, fuel type, responsiveness of heating system?

What are the key concerns or opportunities perceived for non-domestic consumers and installers in transitioning to a low-carbon heating system?

Is there variation in attitudes towards transitioning from fossil-fuelled heating in off-grid buildings? (E.g. by sector, tenure and property type)

To what extent are installers willing to support changes to heating installations?

How familiar are installers with low-carbon / renewable heating technologies? How many of them currently make how many such installations in a given year? With those that don't offer any non-fossil-fuel systems, why not?

If mandating the phase out of fossil fuels were to occur, how do consumers and installers feel this should be done? How aware and compliant are installers in off-gas-grids areas of recent changes to improve boiler standards (Boiler Plus)

3. What kind of support mechanisms are appropriate to encourage uptake of low-carbon heating systems in off-gas-grid buildings?

What would installers and on-domestic consumers see as beneficial to support them through any potential transitions to low carbon heating?

What key policy design decisions and characteristics would need to be taken into consideration?

4. How would stakeholders respond to the ending of installing fossil fuel heating systems in new build non-domestic properties from 2025? (from 2025 planning applications for new buildings would not be approved where coal, oil or LPG form part of fixed systems for heating, including hot water.)

What would be the expected effect for further stakeholders if non-domestic properties were not able to install fossil fuel heating systems after 2025?

How would non-domestic consumers feel about the end of fossil fuel use for heating in non-domestic properties from 2025?

3. Suggested Methodology

We remain open to the methods that are proposed and used to address the research questions within the specified budget. An example methodology could involve combining primary quantitative and qualitative research as some questions might be effectively answered by providing estimates of attitudes of the population (e.g. what percentage of non-domestic organisations use heat for processes) whilst others would benefit from qualitative investigation (e.g. the reasons why certain regulatory scenarios are preferred to others). For example:

Light touch review of relevant existing evidence on low carbon heating and relevant evidence

2 quantitative surveys: one with non-domestic organisations, one with heating installers.

2 sets of qualitative interviews: 10-15 with non-domestic organisations and 10-15 with heating installers.

We remain open to how this research is conducted, and bidders should provide a detailed response as to their methodology, including sampling and contact methods. It is important that bidders take ownership of the aims of the project and produce evidence that supports the provision of clear, practical advice regarding the impacts and the design of supporting measures relating to a low carbon heating transition in off-gas grid areas.

4. Deliverables

Bidders should ensure the following is included in the costings and timings for this project:

Phase 1 of primary research – concluded by Mid November

Contract review point - After phase 1 there shall be a break clause. At this stage BEIS reserves the right to terminate the project. Bidders must clearly signal this break clause within their pricing and proposed methodology.

Phase 2 of primary research and final report – concluded by Mid-March

Given BEIS is open to the approach adopted we invite bidders to propose their own, suitably detailed timetable that fits to the above timeline. A high level, example one is set out below

Phase	Action	Timing (approximate) - completed by
1	Inception and Project Familiarisation, literature review.	August
	Development and agreement of research design and sample frames (if applicable)	Late August
	Preparation of Questionnaire (if applicable)	Early September
	Delivery of Surveys (if applicable)	September to Mid-October
	Analysis of Surveys (if applicable)	Mid-October
	Preparation for interviews (if applicable) Reporting of findings to date	End of October/Early November
	Review Point in Contract - After phase 1 there shall be a break clause. At this stage BEIS reserves the right to terminate the project	
2	Delivery of Interviews (if applicable)	End of November to Mid-December
	Analysis of interview findings (if applicable)	Early January
	First draft of report	Late January
	Presentation of findings (before finalising report)	February
	Final report	Mid-March

The date of the final report should be planned for no later than the mid-March. These timings are indicative and may change subject to BEIS's needs, however contractors are expected to plan and resource appropriately to meet the indicative timetable above and to be able to adapt flexibly should the timetable change.

Sample:

Bidders should further develop and share their strategy for developing and recruiting an appropriate sample for this research, this will include the method for contacting the person from businesses who is responsible for their heat. This should also include considerations of ethical and reliability issues.

Questionnaire (if applicable)

If bidders suggest using questionnaires, an outline of the questionnaire design process, and delivery should be provided. Further information on how bidders plan to use the questionnaire design process to ensure that research questions are answered should also be in the bid.

Review Point in Contract

BEIS maintains the right to assess the feasibility of the project during the review point in the contract, and terminate the contract should the project become unfeasible, or unsuitable for BEIS needs.

Presentation:

Near the close of the project the contractors should give a presentation within BEIS to the wider policy team. This should be timed to allow for any comments received to be taken account in finalising the report.

Reports:

At the end of the project (after the final presentation) we require a finalised, fully quality assured report. The report must be written in plain English. From experience we expect that 2-3 drafts will be needed to reach the finalised report and these drafts should be delivered well in advance with sufficient time built in for review and comments. Each draft must be proof-read and delivered at a professional and publishable standard. Clear, precise and succinct language is essential. We expect this to be costed and accounted for in the timeline.

Peer Review:

BEIS may wish to appoint an external peer reviewer for the project. If we do this then we will endeavour (though cannot guarantee) to align timings of this of this with the first or second set of comments from BEIS on the first or second draft of the report.

Publication:

The final report for this research / evaluation project must be formatted according to BEIS publication guidelines, therefore within the Research paper series template and adhering to BEIS accessibility requirements for all publications on GOV.UK. The publication template will be provided by the project manager. Please ensure you note the following in terms of accessibility:

[Checklist for Word accessibility](#)

Word documents supplied to BEIS will be assessed for accessibility upon receipt. Documents which do not meet one or more of the following checkpoints will be returned to you for re-working at your own cost:

1. document reads logically when reflowed or rendered by text-to-speech software
2. language is set to English (in File > Properties > Advanced)
3. structural elements of document are properly tagged (headings, titles, lists etc.)
4. all images/figures have either alternative text or an appropriate caption
5. tables are correctly tagged to represent the table structure
6. text is left aligned, not justified
7. document avoids excessive use of capitalised, underlined or italicised text
8. hyperlinks are spelt out (e.g. in a footnote or endnote)
9. Please see Annex A for BEIS Social Research Report Writing Guidelines.

Working Arrangements / Emerging Findings

It is important that BEIS are kept informed of emerging findings and project progress.

The successful contractor will be expected to identify one named point of contact through whom all enquiries can be filtered. A BEIS project manager will be assigned to the project and will be the central point of contact.

Weekly progress updates will be required throughout the project. These can be delivered via e-mail to the BEIS steering group or project manager, and/or phone calls. A monthly progress report will also be required via email followed by a phone call. Any changes to contractor team identified in the bid must be approved by BEIS with a plan for mitigating this to reduce impact on project.

All research tools and sampling methodologies will need to be agreed by BEIS.

BEIS will own the intellectual property rights of any and all intermediate products, including the final deliverables, and in particular including presentation slide packs, reports and data. BEIS will strive to be supportive if any authors wish to publish any findings or work in academic/scientific journals once BEIS has published the main report, although reserves the right to decline this.

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	SEL3.12	Cyber Essentials
Commercial	SEL3.13	General Data Protection Regulations (GDPR)
Commercial	FOL1.1	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 Part 1
Commercial	AW4.2	Contract Terms Part 2
Price	AW5.1	Maximum Budget
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Non-Disclosure Agreement
-	-	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	30%

Quality	Proj1.2	Staff to Deliver	15%
Quality	Proj1.3	Understanding the Environment	15%
Quality	Proj1.4	Project Plan and Timescales	15%
Quality	Proj1.5	Quality Assurance	5%

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.ukpbs.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 60 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](#)
- [Tenders Electronic Daily](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)