



# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of Department for International Trade**

**Subject UK SBS Services to Support Delivery of the Northern Powerhouse Knowledge Exchange Programme**

**Sourcing reference number PS16285**

**UK Shared Business Services Ltd (UK SBS)**  
[www.uksbs.co.uk](http://www.uksbs.co.uk)

Registered in England and Wales as a limited company. Company Number 6330639.  
Registered Office North Star House, North Star Avenue, Swindon, Wiltshire SN2 1FF  
VAT registration GB618 3673 25  
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**UKSBS**  
  
*Shared Business Services*

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# Section 1 – About UK Shared Business Services

## Putting the business into shared services

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

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

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

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

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

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

## Our Customers

Growing from a foundation of supporting the Research Councils, 2012/13 saw Business, 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 Customers.

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

## Section 2 – About Our Customer

### Department for International Trade

The Department for International Trade (DIT) is responsible for promoting British trade across the world and ensuring the UK takes advantage of the huge opportunities open to us.

DIT is responsible for:

- developing, coordinating and delivering a new trade and investment policy to promote UK business across the globe
- developing and negotiating free trade agreements and market access deals with non-EU countries
- negotiating plurilateral trade deals (focused on specific sectors or products)
- providing operational support for exports and facilitating inward and outward investment

DIT took on the responsibilities of UK Trade and Investment, which was previously operated by both the Foreign and Commonwealth Office and the Department for Business Innovation and Skills.

## Section 3 - Working with UK Shared Business Services Ltd.

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                         | Customer Name and address                             | Department for International Trade<br>3 <sup>rd</sup> Floor, 1 City Walk, Leeds LS11 9DA                                                                                                                                                                                                               |
| 3.2                         | Buyer name                                            | Joanne Hughes                                                                                                                                                                                                                                                                                          |
| 3.3                         | Buyer contact details                                 | Email: <a href="mailto:Joanne.Hughes@uksbs.co.uk">Joanne.Hughes@uksbs.co.uk</a><br>Tel: 01793 867005                                                                                                                                                                                                   |
| 3.4                         | Estimated value of the Opportunity                    | £20,000.00 (excluding VAT)                                                                                                                                                                                                                                                                             |
| 3.5                         | Process for the submission of clarifications and Bids | <b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. 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.</b> |

| Section 3 - Timescales |                                                                                                                  |                                         |
|------------------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| 3.6                    | Date of Issue of Contract Advert and location of original Advert                                                 | 10/01/2017<br>Location Contracts Finder |
| 3.7                    | Latest date/time ITQ clarification questions should be received through Emptoris messaging system                | 17/01/2017<br>11.00                     |
| 3.8                    | Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris | 18/01/2017<br>11.00                     |
| 3.9                    | Latest date/time ITQ Bid shall be submitted through Emptoris                                                     | 24/01/2017<br>11.00                     |
| 3.10                   | Date Bidders should be available if face to face clarifications are required                                     | 30/01/2017 – 31/01/2017                 |
| 3.11                   | Anticipated rejection of unsuccessful Bids date                                                                  | 02/02/2017                              |
| 3.12                   | Anticipated Award date                                                                                           | 02/02/2017                              |
| 3.13                   | Anticipated Contract Start date                                                                                  | 03/02/2017                              |
| 3.14                   | Anticipated Contract End date                                                                                    | May 2017                                |

|      |                     |         |
|------|---------------------|---------|
| 3.15 | Bid Validity Period | 60 Days |
|------|---------------------|---------|

## Section 4 – Specification

### Introduction

Department for International Trade (DIT) are responsible for promoting British trade across the world and ensuring the UK takes advantage of the huge opportunities open to us.

The DIT Northern Powerhouse Team provides operational support to companies across the North East, North West and Yorkshire and the Humber Regions that are starting to export or increasing exports, and facilitating inward and outward investment.

Home to over 15 million people and generating 19% of UK GDP, the Northern Powerhouse unites a host of the UK's biggest cities and pools a wealth of world-class expertise. The Northern Powerhouse is recognised worldwide for the trade and investment opportunities it offers. In total, the Northern Powerhouse exports over £500 billion of goods around the globe and the increased investment reflects this fact. The region has attracted thriving international investment with its heritage and expertise in manufacturing, energy, tech, life sciences and the financial sector.

### Background to the Requirement

The Department for International Trade is a department for the whole of the UK. We have overall responsibility for promoting UK trade across the world and attracting foreign investment to our shores, under the leadership of the Secretary of State, the Rt. Hon Liam Fox MP.

International Trade and Investment (formerly UKTI), Trade Policy Group and UK Export Finance are now part of the Department for International Trade (DIT).

In August this year we started the process of creating a DIT Northern Powerhouse Team to drive growth in the North led by Marian Sudbury, Global Operations Director and bringing together the existing North East, North West and Yorkshire and the Humber Trade Teams together with an Inward Investment team.

In the Autumn Statement 2016 the Chancellor announced The Northern Powerhouse strategy that sets out the government's plans for delivering its vision for the North. Please see Chapter 5: Trade and Investment <https://www.gov.uk/government/publications/northern-powerhouse-strategy>

Key priorities for the DIT Northern Powerhouse Team are :

- To promote UK exports of goods and services, to support a growing economy that creates wealth for all, supports jobs and meets our wider national interests;
- To maximise opportunities for wealth creation through supporting Foreign Direct Investment (FDI), with a renewed focus on outward FDI (overseas direct investment) to support the Current Account

Mark Robson, Regional Director Yorkshire and the Humber Team is leading the on development of the Northern Powerhouse Knowledge Exchange Programme. The DIT NPH Team supporting this project are:

- Susan Waterson, Deputy Regional Director Yorkshire and the Humber

- Susie Izumi, Project Manager – Northern Powerhouse

## **Aims**

Overview of the Northern Powerhouse Knowledge Exchange Programme

The DIT Northern Powerhouse Team are inviting commercial officers from around the globe to join the Knowledge Exchange Programme. The aim is to bring together opportunities and colleagues from the Northern region, together with overseas colleagues, in order to promote and develop:

- A greater sense and understanding of the Northern Powerhouse (NPH) offer so commercial officers are able to speak with greater confidence to companies in home markets
- A clear understanding of the sector strengths of the North backed up by detail about actual businesses with a commitment to finding new business overseas
- Collaboration of between teams overseas and the NPH team, and the co-creation of activity plans targeted at groups of businesses within each sector
- Provide a basis to test and develop ideas which could be rolled out nationally
- One to one meetings with sector specific export ready companies
- Create a network with Posts, regional stakeholders (International Trade Advisers, Local Economic Partnerships, regional teams & specialists)

We would like to commission an organisation to work with us to deliver the content for this programme.

## **Requirement**

Department for International Trade Northern Powerhouse Team are looking for an organisation to develop content for and deliver a new Knowledge Exchange Programme that aims to upskill commercial officers from across DIT's Global network.

The Knowledge Exchange Programme will be delivered over 5 days (8th – 12th May 2017) and will bring together colleagues from across the Northern region (North East, North West and Yorkshire and the Humber) who support companies that are export ready, together with commercial officers from DIT's Global network.

In advance of the full 5 day Programme, the contractor will work with DIT NPH Team to test elements of the content through delivery of a 1 day pilot event on Wednesday 8th March 2017 in Manchester with 100 staff from the Western European Teams. There is also the potential to run a second 1 day pilot before end March 2017.

Essential requirements:

- Ideally the contractor should have some knowledge of how DIT operates in the UK or overseas (or UK Trade & Investment as previously known) and expertise developing and delivering upskilling programmes to a diverse range of staff.
- The contractor must work with DIT NPH Team to prepare the Programme design and workshop elements (including for example exercises, tools, case studies, questions/process).
- The contractor will co-create content with DIT NPH Team and then write all content to be used during the 1 day pilot and 5 day Programme.
- Have sufficient staff to be able to manage 100 delegates during the 1 day pilot event on Wednesday 8th March 2017, and around 80 delegates (numbers to be confirmed) during the 5 day Programme 8th – 12th May 2017.

- The contractor will prepare agreed programmes and hand-outs to be used during the 1 day pilot and 5 day Programme.
- The contractor will prepare and deliver a number of interactive activities exercises to be run during the 1 day pilot and 5 day Programme.
- The contractor should use a range of technologies during the delivery of the 1 day pilot and 5 day Programme to quickly gather comments and thoughts from delegates during workshop sessions (for example electronic tablets, handheld scoring devices).
- The contractor will collect feedback from delegates following the 1 day pilot and prepare both face to face and comprehensive written feed back to the DIT NPH Team.
- The contractor will act on feedback from the 1 day workshop and work with DIT NPH Team to finalise all content for workshops to be delivered during the 5 day programme.
- The contractor will collect feedback from delegates following the 5 day programme and prepare both face to face and comprehensive written feed back to the DIT NPH Team.

**Please note: DIT will own any content or tools developed as part of this contract for the Northern Powerhouse Knowledge Exchange Programme.**

Please see Appendix 1 illustration of what might be covered as part of the 5 Day Programme.

Please see Appendix 2 illustration of what might be covered as part of the 1 Day Pilot.

Please note that timings and content in the Annexes are to illustrate what might be covered. We want the successful bidder to work with us to develop the best content and format for the programme.

### **1. Stage One – pilot event between February and March 2017**

During March 2017 we will be running up to 2 pilot events.

We have confirmation that 100 staff from the Western Europe Regional Team will be in the UK and available as follows:

Tuesday 7th March 2017 – Team arrive Manchester (hotel tbc)

**Wednesday 8<sup>th</sup> March 2017** - 1 day workshop followed by networking dinner in Manchester (venue tbc)

Thursday 9<sup>th</sup> March 2017 – check out

For the 1 day pilot workshop we require an organisation to develop and deliver the full 1 day workshop programme. This includes co-creating of content with DIT, writing the content, comparing the full day, preparing and delivering a number of interactive activities and exercises during the workshop programme. Collecting feedback from delegates and preparing both face to face and comprehensive written feed back to the DIT NPH Team which will help to shape content for the 5 Day Programme.

Details of the second pilot event to be confirmed but this would also take place before end March 2017.

Please see Appendix 2 illustration of what might be covered as part of the 1 Day Pilot.

## **2. Stage Two – between April and May 2017 preparation for and delivery of a 5 Day Programme (to be delivered 8th – 12th May 2017)**

Please see Appendix 1 illustration of what might be covered as part of the 5 Day Programme.

1 – Facilitation for 4 days (Days 1, 2, 4 and 5)

2 – Co-creating of content with DIT, writing the content, preparing and delivering a number of interactive activities and exercises during the workshop programme during Days 1, 2 and 5.

3 - Developing specific models and exercises for Days 1, 2, 4 and 5.

We will be bringing 80 commercial officers to the UK from across DIT's Global network to participate in a 5 day programme based on the attached Annex Initial Draft Outline of full 5 Day Programme.

Please note that timings and content in the Annex A are to illustrate what might be covered. We want the successful bidder to work with us to develop the best content and format for the programme.

Days 1&2 – Workshops (Manchester)

Day 3: Explore Export (run in 3 regions – groups split into 3). A separate Tender is being issued for this work.

Day 4: Regional visits

Day 5: debriefing and wrap up (Manchester)

Location: Manchester (Day 1 &2), Regionally (Day 3&4), Manchester (Day 5)

### **Timetable**

1. The successful bidder **must be available** to deliver on the following dates:

- **Stage One – 1 day pilot event Wednesday 8th March 2017 in Manchester and potentially a second 1 day pilot to run before end March 2017**
- **Stage Two – 5 Day Programme to be delivered 8th to 12th May 2017**

Days 1&2 – Workshops (Manchester)

Day 3: Explore Export (run in 3 regions – groups split into 3). Separate Tender is being issued for this work.

Day 4: Regional visits

Day 5: debriefing and wrap up (Manchester)

Location: Manchester (Day 1 &2), Regionally (Day 3&4), Manchester (Day 5)

### **Key Milestones:**

2. Pre-briefing to potential bidders - Mark Robson, International Trade Director will be available to answer any detailed questions about the programme.
3. Start date 6<sup>th</sup> February 2017.
4. By 8<sup>th</sup> February – successful bidder to have held initial face to face meeting with the DIT NPH Team to introduce their Team and agree key milestones and a detailed

project plan.

**As a minimum** we would expect regular contact with the successful bidder as follows:

5. By 10<sup>th</sup> February – successful bidder to have held telephone conference call with the DIT NPH Team to discuss fully details of requirements and agreed outline programme for the 1 day pilot event and 5 day full programme.
6. During week commencing 13<sup>th</sup> February – the successful bidder to have held an update face to face meeting with the DIT NPH Team. First draft of course content to be received prior to call and discussed.
7. By 23<sup>rd</sup> February – detailed draft programme for the 1 day pilot event including content for individual sessions, interactive activities and exercises to have been received and agreed by the DIT NPH Team.
8. 27<sup>th</sup> February – the successful bidder to hold a face to face update meeting with the DIT NPH Team to discuss and agree any further amendments.
9. By 3<sup>rd</sup> March – sign off final 1 day pilot event programme, all content and details of staffing resources that will be available to help manage the event on 8<sup>th</sup> March.
10. 9<sup>th</sup> March – hold telephone conference call with DIT NPH Team to provide initial feedback.
11. By 17<sup>th</sup> March – the successful bidder to hold a face to face meeting with the DIT NPH Team to present detailed feedback from the 1 day pilot event and discuss next steps for developing and delivering the 5 Day Programme.
12. We will discuss and agree the key milestones for the period 17<sup>th</sup> March to 19<sup>th</sup> May 2017 in preparing for delivery of the 5 Day Programme. We will agree dates for face to face meeting and a detailed project plan, However as a minimum we would expect at least 1 face to face meeting per week plus 1 telephone conference call each week as the work progresses.
13. End date 19<sup>th</sup> May 2017

## 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, the Customer and any specific external stakeholders UK SBS deem 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    | AW4.1  | Contract Terms                    |

### Scoring criteria

#### Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS 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            | 40%           |
| Expertise       | PROJ1.1 | Expertise        | 5%            |
| Understanding   | PROJ1.2 | Understanding    | 15%           |
| Approach        | PROJ1.3 | Approach         | 10%           |
| Risk Mitigation | PROJ1.4 | Risk Mitigation  | 10%           |
| Methodology     | PROJ1.5 | Methodology      | 20%           |

## Evaluation of criteria

### Non-Price elements

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

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

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

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

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

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

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

|     |                                                                                                                                                                                                                                                                                              |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0   | The Question is not answered or the response is completely unacceptable.                                                                                                                                                                                                                     |
| 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.

Once the evaluation process and due diligence is complete, should the result of the process result in a tied place(s) then the supplier(s) who scored the highest total in the quality criteria shall be considered the successful supplier and shall be awarded the opportunity.

## **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.
- 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 typically 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 your customer is and what they want – a generic answer does not necessarily meet every customer'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 and concise contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

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

### DO NOT

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

## Some additional guidance notes

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

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

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

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

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

UK SBS 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](#)

## Appendix 1 Illustration of what might be covered as part of the 5 Day Programme

**Please note:** timings and content used to illustrate what content might be covered

| Time | Activity                                                                                                                      | How                                                                                                                                    |
|------|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
|      | <b>Day 1 : Understanding the North and DIT</b>                                                                                |                                                                                                                                        |
| 0900 | NPH Briefing: - Introduction                                                                                                  | Welcome by Marian Sudbury - NPH vision.<br><br>Warm up exercise:<br><br>Meet the team<br><br>Setting the business planning task        |
| 1000 | Structure – national, Northern and Local: understanding how it all fits together                                              | Talk on the structure of the LEPs, LA, Trade Association and Businesses. Chaired by Marian<br><br>Source an external person to present |
| 1100 | Coffee Break                                                                                                                  |                                                                                                                                        |
| 1115 | The National Model : Digital first, value and volume                                                                          | Speaker to be decided                                                                                                                  |
| 1200 | Lunch                                                                                                                         |                                                                                                                                        |
| 1300 | Content to Event : Thinking about how we deliver value to companies<br><br>HQ Events to attend possibly depending in exercise | Defining clear objectives<br><br>Interactive exercise in joint ITA and overseas teams<br><br>Design a decision model                   |
| 1430 | Understanding the Inward Investment Model and Key opportunities                                                               | Martin Phelan, International Director, Northern Powerhouse – Investment, Department for International Trade                            |
| 1900 | Dinner                                                                                                                        |                                                                                                                                        |
|      | <b>Day 2: Thinking about a Plan</b>                                                                                           |                                                                                                                                        |
| 0900 | Introduction and overview of day one                                                                                          | Facilitator                                                                                                                            |
| 0915 | New Trends and Business Thinking                                                                                              | A futurologist will set out the new technologies, new business models and new ideas coming forwards                                    |

|      |                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                 |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1000 | Improving the take up of opportunities and using Export Ready company lists and looking at how we get companies to engage and make decisions.- Led by facilitator | Table discussion and exercise.<br><br>What makes a good export opps match<br><br>What's the most effective type of support to accelerate conversion<br><br>Share data & knowledge<br><br>Aim: Agree a set of protocols and solutions. Exercise needs planning.                                                  |
| 1115 | Understanding partners and partner delivery in the North, Nationally and Overseas                                                                                 | Presentation and discussion led by David Coppock                                                                                                                                                                                                                                                                |
| 1230 | Lunch                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                 |
| 1330 | Northern Powerhouse Business Planning and Activity : The Plan so far and the Process                                                                              | Marian Sudbury<br><br>Understand the Business Planning Process<br><br>What's of offer & how can NPH and Post work mutually                                                                                                                                                                                      |
| 1400 | Sector Strengths in the region : An overview and setting out the task                                                                                             | Northern overview and sector and sub sector strengths.                                                                                                                                                                                                                                                          |
| 1430 | Sector planning and brainstorming some ideas – Led by facilitator<br><br>ITAs & Commercial Officers                                                               | Sector focus groups :<br><br>Identify and understand each stakeholders objectives<br><br>How do objectives compliment and feed into the overall aims of organisation.<br><br>How to support each other and use strengths<br><br>Aim : Devise a strategy to be confirmed by the end of programme for forward use |
| 1630 | Closing exercise                                                                                                                                                  | Capturing ideas and thoughts. Some prizes maybe for the maddest ideas                                                                                                                                                                                                                                           |
| 1830 | Five events hosted by commercial partners to discuss: working together overseas.                                                                                  | How can we develop new and better support by working collaboratively overseas? The idea is to come out with some ideas which might be useful in                                                                                                                                                                 |

|  |                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |                                                                                                                                                                                                                      | <p>business planning exercise.</p> <p>Partners will need some briefing – Mark Robson and David Coppock to design idea.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | <b>Day 3: Meeting Businesses and Seeing the Opportunity</b>                                                                                                                                                          | <b>TENDER FOR EVENT MANAGEMENT COMPANY</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|  | <p>Explore Export Event – Group split and event run simultaneously over 3 regions.</p> <p><i>Newcastle</i></p> <p><i>Leeds</i></p> <p><i>Liverpool</i></p>                                                           | <p>Explore Export allows both experienced exporters and companies new to exporting the chance to meet with DIT trade officers.</p> <ul style="list-style-type: none"> <li>- 1-2-1 meetings with trade officers</li> <li>- range of seminars,</li> <li>- companies to network and make new</li> <li>- Companies new to exporting will gain valuable advice from overseas trade officers and other commercial partners</li> <li>- Education on doing business abroad, best practice issues and gather information on specific, relevant opportunities in various international markets.</li> </ul> |
|  | <b>Day 4 – Regional visits</b>                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|  | <p>Visit the regions with a sector focus – led by LEPs &amp; ITAs</p> <ul style="list-style-type: none"> <li>- Newcastle</li> <li>- Leeds</li> <li>- Sheffield</li> <li>- Liverpool</li> <li>- Manchester</li> </ul> | <p>Visit the regions with LEPS based on sector specific</p> <p>Bring sector strategy and UK offer for this sector to life, Opportunity to learn more about the support available from HQ, specialists</p> <p>Gain Experience to contextualise, structure and use information from the region in developing conversation with companies in home market.</p>                                                                                                                                                                                                                                       |
|  | <b>Day 5 : The North – Quality, Creativity and Vision</b>                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|      |                                          |                                                                                                |
|------|------------------------------------------|------------------------------------------------------------------------------------------------|
| 0900 | Review and feedback                      | Exercise                                                                                       |
| 0930 | Partners and Potential                   | Structured feedback exercise                                                                   |
| 1100 | Pitch 15 minutes with questions per team | Dragons Den with NPH directors and extended board. Sector groups to present proposals to board |
| 1230 | Wrap up and debrief                      |                                                                                                |
|      | Lunch and Depart                         |                                                                                                |

## Appendix 2 Illustration of what might be covered as part of the 1 Day

Initial Draft 1 Day Pilot Programme (areas that Western Europe Team have suggested from the 5 Day Programme)

| Activity                                                                                                                                                          | How                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Understanding the North and DIT</b>                                                                                                                            |                                                                                                                                                                                                                                                                |
| NPH Briefing: - Introduction                                                                                                                                      | Welcome by Marian Sudbury - NPH vision.<br><br>Warm up exercise:<br><br>Meet the team<br><br>Setting the business planning task                                                                                                                                |
| Structure – national, Northern and Local: understanding how it all fits together                                                                                  | Talk on the structure of the LEPs, LA, Trade Association and Businesses. Chaired by Marian<br><br>Source an external person to present                                                                                                                         |
| Content to Event : Thinking about how we deliver value to companies<br><br>HQ Events to attend possibly depending in exercise                                     | Defining clear objectives<br><br>Interactive exercise in joint ITA and overseas teams<br><br>Design a decision model                                                                                                                                           |
| Understanding the Inward Investment Model and Key opportunities                                                                                                   | Martin Phelan, International Director, Northern Powerhouse – Investment, Department for International Trade                                                                                                                                                    |
| <b>Thinking about a Plan</b>                                                                                                                                      |                                                                                                                                                                                                                                                                |
| Improving the take up of opportunities and using Export Ready company lists and looking at how we get companies to engage and make decisions.- Led by facilitator | Table discussion and exercise.<br><br>What makes a good export opps match<br><br>What's the most effective type of support to accelerate conversion<br><br>Share data & knowledge<br><br>Aim: Agree a set of protocols and solutions. Exercise needs planning. |
| Understanding partners and partner delivery in the North, Nationally and Overseas                                                                                 | Presentation and discussion led by David Coppock                                                                                                                                                                                                               |

|                                                                       |                                                        |
|-----------------------------------------------------------------------|--------------------------------------------------------|
| Sector Strengths in the region : An overview and setting out the task | Northern overview and sector and sub sector strengths. |
|-----------------------------------------------------------------------|--------------------------------------------------------|