

Invitation to Quote



Invitation to Quote (ITQ) on behalf of UK Research & Innovation (UKRI) Innovate UK (IUK)

Subject: A synthesis of trends for the future of our towns and cities

Sourcing Reference Number: PS23044

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

Privacy Statement

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

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

- We will keep your data safe and private.
- We will not sell your data to anyone.

- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

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

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

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

Section 2 – About the Contracting Authority

UK Research and Innovation

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

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

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

For more information, please visit: www.ukri.org

Innovate UK

Innovate UK works with people, companies and partner organisations to find and drive the science and technology innovations that will grow the UK economy. They drive growth by working with companies to de-risk, enable and support innovation.

<https://www.gov.uk/government/organisations/innovate-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 | UK Research and Innovation (UKRI) Polaris House, North Star Avenue, Swindon, SN2 1LF |
| 3.2. | Buyer name | Gary Fossey |
| 3.3. | Buyer contact details | professionalservices@uksbs.co.uk |
| 3.4. | Maximum value of the Opportunity | £60,000.00 including VAT |
| 3.5. | Process for the submission of clarifications and Bids | All correspondence shall be submitted within the Messaging Centre of the Jaggaer eSourcing portal. Guidance on how to obtain support on using the Jaggaer eSourcing portal can be found in Section 7.25. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered, unless formally advised to do so by UKSBS. |

| Section 3 - Timescales | | |
|------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 3.6. | Date of Issue of Contract Advert on Contracts Finder | Monday, 06 March 2023 Location: Contracts Finder |
| 3.7. | Latest date / time ITQ clarification questions shall be received through the Jaggaer eSourcing Portal | Monday, 13 March 2023 11:00 |
| 3.8. | Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through the Jaggaer eSourcing Portal | Friday, 17 March 2023 |
| 3.9. | Latest date and time ITQ Bid shall be submitted through the Jaggaer eSourcing Portal (the Deadline) | Friday, 31 March 2023 11:00 |
| 3.10. | Anticipated notification date of successful and unsuccessful Bids | Tuesday, 25 April 2023 |
| 3.11. | Anticipated Contract Award date | Tuesday, 02 May 2023 |
| 3.12. | Anticipated Contract Start date | Tuesday, 02 May 2023 |
| 3.13. | Anticipated Contract End date | Friday, 01 September 2023 |
| 3.14. | Bid Validity Period | 90 Days |

Section 4 – Specification

1. Introduction

UKRI Innovate UK (IUK), as the Government's innovation agency, acts to support business-led innovation in all sectors, technologies and UK regions. Within the Plan for Action IUK's mission is stated as 'helping businesses to grow through their development and commercialisation of new products, processes, and services, supported by an outstanding innovation ecosystem that is agile, inclusive, and easy to navigate.'

Within Innovate UK, the Urban Systems team have a responsibility to help places decarbonise alongside addressing other challenges that our urban areas face. Through adopting a systems approach and tackling issues through a sector agnostic outlook, our interest in urban areas is wide ranging.

The UK is a highly urbanised country with many living within these urban areas. As of 2021 England's cities and towns were home to around 80% of the population, with this number expected to continue to rise. These urban areas are not only crucial for the people living in them in terms of employment and livelihood but are also highly important for the UK economy.

However, urban areas have their fair share of challenges. Particularly in more recent years, economic impacts such as the rise of online shopping, the Covid-19 pandemic and more recently, the energy crisis and cost of living have had significant impacts on UK towns and cities and the people living in them.

To add to this, our towns and cities face significant environmental issues such as climate change and its associated impacts, poor air quality, noise and water pollution and waste management to name just a few. These must be tackled to improve the quality of life for those living within them. In addition, urban areas are large contributors of GHG emissions, therefore the need for them to decarbonise is crucial.

The social factors associated with a towns and cities can often both impact and be impacted by their design and development. There is an increasing understanding that the way our urban areas have been designed thus far are not inclusive and accessible enough. This is leading to a wealth of research with urban areas being considered from different perspectives – whether this is looking at designing for age ([Designing for ageing communities](https://www.arup.com/perspectives/publications/research/section/cities-alive-designing-for-ageing-communities) (<https://www.arup.com/perspectives/publications/research/section/cities-alive-designing-for-ageing-communities>), Making London Child Friendly (www.london.gov.uk/sites/default/files/ggbd_making_london_child-friendly.pdf)) designing for safety ([How to design safer cities for women](http://www.bbc.com/worklife/article/20210409-how-to-design-safer-cities-for-women) (www.bbc.com/worklife/article/20210409-how-to-design-safer-cities-for-women), [Safe Streets Save Lives](https://globaldesigningcities.org/publication/global-street-design-guide/defining-streets/safe-streets-save-lives/) (<https://globaldesigningcities.org/publication/global-street-design-guide/defining-streets/safe-streets-save-lives/>) or designing for disability ([Design for the Mind](https://www.bsigroup.com/en-GB/standards/pas-6463/) (<https://www.bsigroup.com/en-GB/standards/pas-6463/>)), [How to make cities safe and inclusive](https://www.cbm.org/fileadmin/user_upload/Publications/How_to_make_cities_accessible_and_inclusive_Web_FINAL.PDF) ([https://www.cbm.org/fileadmin/user_upload/Publications/How to make cities accessible and inclusive Web FINAL.PDF](https://www.cbm.org/fileadmin/user_upload/Publications/How_to_make_cities_accessible_and_inclusive_Web_FINAL.PDF))), amongst other considerations. It is apparent that in the future, urban design needs to be more user-centric and must consider the needs of all.

In addition to this, particularly highlighted by the pandemic, locality within our urban areas and its associated features have become increasingly important for the feeling of community and sense of 'place'. The lack of, and consequently need, for green spaces has been

highlighted for not only the environmental benefits they can bring but also their importance on both physical and mental wellbeing for those using them.

However, with challenges also come opportunities. With this, there is a particular role for innovation to play to help solve these problems. Considering this, UKRI IUK need to identify opportunities in innovation for town and cities to transition and adapt to support the economy and the needs of their visitors and residents, alongside being green, healthy, safe, liveable places where net zero can be achieved.

We must also understand that not every town and city is the same. Although they often face the same overarching issues, they each have their own nuances. A solution for one place, may not be suitable for another and therefore we need to consider the distinctive aspects of a town or city when assessing what improvements or adjustments to make whether this is its size, population, demographic, geographical location, key economies or its net zero readiness.

There has been a wealth of research carried out looking into how the future of our towns and cities may be and what they may look like. However, in order for the Urban Systems team at UKRI IUK to begin to think about how this could influence innovation and future technologies, they need clear trends to be identified.

This piece of work is expected to use a categorisation method for our towns and cities to identify and highlight key trends for each type and enable us to identify where innovation could support the UK's towns and cities as they develop and adapt to meet the changing situations and what products, or services may need to be invested in, to enable this.

2. Aims & Objectives

The first aspect of this project is to produce a report which summarises the wealth of work which has already been done looking at the future of our towns and cities and identifies current trends as a result of this synthesis. This streamlined report will have the key themes and trends identified.

UKRI IUK then expect these trends to be further evaluated within the report, with a more place-specific outlook. This will mean a taxonomy or classification mechanism of towns and cities will be adopted, if there is already a suitable categorisation mechanism available, or created. Thereby, each of these classifications will have its key focal themes/trends specified. This will highlight where the most impact/opportunity can be achieved and give a place-specific outlook. This taxonomy is expected to help urban areas identify where they fit and what their key areas of focus should be.

For the themes and trends, the potential innovation opportunities as a result of these are to also be identified. These recommendations are to be split into where clear actions could be taken or whether there is an area which needs further discovery. This shall be tailored to enable Innovate UK to clearly see what options could be taken.

The second part involves this categorisation of urban areas and their most relevant key themes/trends to be disseminated in what is seen as the most appropriate way possible. This will allow places to clearly identify where they fit and consequently which areas to focus on and will provide them with a valuable resource to use to help them to interpret this.

Overall, this work will help the Urban Systems team to identify where its future strategy may go and where Innovate UK may be able to use its resources to target certain challenges. It will also allow places to identify where they can have the maximum impact in resolving current and future challenges.

3. Objectives

UKRI IUK require a report which:

- 1) Identifies appropriate literature currently in the public domain for the future of town and cities. This will have a UK focus.
- 2) Summarises and synthesises the available literature clear and concisely with all trends and themes identified and explained.
- 3) Alongside this, a taxonomic classification for towns and cities in the UK is to be demonstrated. This will give a more place-specific outlook. As stated, this can be a classification already available if deemed suitable, or if not, a new method will be required to be made.
- 4) Within these classifications the key themes/trends which may have the largest opportunity(ies) and possibility for innovative solutions will be identified and stated for each city/town class.
- 5) From the findings, provides recommended next steps and/or further research. These must be relevant to UKRI IUK and its key stakeholders.

In addition to the report, the findings will need to be disseminated.

- 6) The method chosen for this will be open to interpretation by the bidder however, it is expected that this will be made available to Local Authorities, businesses and innovators to help them to understand what products, services and areas of innovation to focus on. This will also help UKRI IUK to streamline its activities and understand where its future strategy may go.

4. Background to the Requirement

The UKRI IUK Urban Systems team are responsible for keeping abreast of, and where possible enabling, innovation in place to support the people within it and the interlinked systems that they use and depend on day-to-day.

The team have identified that although there are various reports/papers looking at the future of towns and cities, this needs to be synthesised into a concise, clear trend identification. There also needs to be clear, tangible outputs from this which are place-specific and can be used to support places in adapting to these changes. Areas with the maximum opportunity for innovation and/or where innovation can support must be identified.

5. Scope

This first requirement is a report providing a clear synthesis of trends for the future of our towns and cities. As stated, this is to be categorised. This report will meet objectives 1 - 5 as specified above.

In addition to the report UKRI IUK require the outputs to be disseminated into useable resources in a way that the Supplier best sees fit within the budget as specified in objective 6. This can be through activities, physical or digital resources or any combination of these. UKRI IUK will also accept multiple suggestions from the same Supplier if there is more than one proposed option. Ideas could include:

- Case studies
- Summary cards for LAs
- Videos
- Presentation decks
- Online workshop
- Other

If any additional material or actions are advised as a result of any findings, then this will be considered and reviewed by the UKRI IUK Urban Systems team.

6. Requirement

During the period of the Contract monthly meetings will be held to ensure UKRI IUK are updated on progress made and any delays or risks to the work.

At the end of the research, UKRI IUK require an editable Word document and PDF of the report which can be shared via Innovate UK's various forums.

In addition, UKRI IUK require the proposed dissemination activities/resources to be available to IUK and externals for future use. These must be able to be re-used whenever necessary by UKRI IUK.

7. Timetable

The Contract is anticipated to commence on the 2nd May 2023 and to be completed by 1st September 2023 (i.e. over a four-month period).

UKRI IUK require an initial draft of the report by mid July 2023. Alongside this evidence is required that work has begun on the dissemination activities. Final draft and dissemination work must be available for review by mid-August.

If the start date is delayed, extensions will be allowed to accommodate this and ensure the bidder receives the full four month period.

UKRI IUK is amenable if justifiable extra time needed to finalise the report or any additional materials. However no additional payment will be made for work undertaken beyond the Contract End Date.

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------|------------------|
| Anticipated Start date: | 02/05/2023 |
| A proposed methodology for how the Bidder intends to categorise towns and cities to identify the most relevant trends and opportunities | By mid-June 2023 |

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| Submission of draft report synthesising current work/literature investigating the trends for our future of our towns and cities. The proposed methodology above will have been incorporated into this to give place specific outlooks. | By mid-July 2023 |
| Evidence that work has begun on the dissemination activities. | By mid-July 2023 |
| Final draft of the report and dissemination work available for IUK to review | By mid-August 2023 |
| Anticipated Contract End date | 01/09/2023 |

Section 5 – Evaluation of Bids

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

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

The evaluation team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

To maintain a high degree of rigour in the evaluation of your bid, a process of commercial moderation will be undertaken to ensure consistency by all evaluators.

After evaluation and if required moderation 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 | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------------------------|
| Evaluation Envelope | Q No. | Question subject |
| Qualification | SEL1.2 | Employment breaches/ Equality |
| Qualification | SEL1.3 | Compliance to Section 54 of the Modern Slavery Act |
| Qualification | FOI1.1 | Freedom of Information |
| Qualification | AW1.1 | Form of Bid |
| Qualification | AW1.3 | Certificate of Bona Fide Bid |
| Qualification | AW3.1 | Validation check |
| Qualification | AW3.2 | Conflict of Interest Declaration |
| Qualification | AW3.2.1 | Conflict of Interest Declaration Supporting Information |
| Qualification | AW4.1 | Compliance to the Contract Terms |
| Qualification | AW4.2 | Changes to the Contract Terms |
| Commercial | AW5.3 | Firm and Fixed Price |
| Commercial | AW5.4 | Maximum Budget |
| Technical | AW6.1 | Compliance to the Specification |
| Technical | AW6.2 | Variable Bids |
| - | - | Invitation to Quote response received on time within the Jaggaer eSourcing Portal |
| In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of any of the Award stage scoring methodology or Mandatory pass / fail criteria. | | |

Scoring criteria

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.

| Evaluation Envelope | Q No. | Question subject | Maximum Marks | |
|---------------------|---------|-------------------------------|---------------|-----------|
| | | | Overall | Breakdown |
| Commercial | AW5.1 | Price | 20% | 20% |
| Technical | PROJ1.1 | Approach | 80% | 35% |
| Technical | PROJ1.2 | Staff to Deliver | | 10% |
| Technical | PROJ1.3 | Understanding the Environment | | 25% |
| Technical | PROJ1.4 | Project Plan and Timescales | | 10% |

Evaluation of criteria

Non-Commercial Elements

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

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

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

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

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

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

| | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 | The Question is not answered, or the response is completely unacceptable. |
| 10 | Extremely poor response – they have completely missed the point of the question. |
| 20 | Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed. |
| 40 | Poor response only partially satisfying the question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier. |
| 60 | Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire. |
| 80 | Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed. |

| | |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 100 | Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider. |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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

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

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

Commercial Elements will be evaluated on the following criteria.

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

For example - Bid 1 £100,000 scores 100.
 Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80
 Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.
 Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.
 Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.
 Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

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

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

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

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

Evaluation process

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

| Stage | Summary of activity |
|---------------------|------------------------------------------------------------------------------------------------------------------------------|
| Receipt and Opening | <ul style="list-style-type: none"> ITQ logged upon opening in alignment with UK SBS's procurement procedures. |

| | |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <ul style="list-style-type: none"> Any ITQ Bid received after the closing date will be rejected unless circumstances attributed to UK SBS, the Contracting Authority or the eSourcing Portal beyond the bidder control are responsible for late submission. |
| Compliance check | <ul style="list-style-type: none"> Check all Mandatory requirements are acceptable to the Contracting Authority. Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid. |
| Scoring of the Bid | <ul style="list-style-type: none"> Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the criteria. |
| Clarifications | <ul style="list-style-type: none"> The Evaluation team may require written clarification to Bids |
| Re - scoring of the Bid and Clarifications | <ul style="list-style-type: none"> Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Evaluation criteria. |
| Moderation meeting (if required to reach an award decision) | <ul style="list-style-type: none"> To review the outcomes of the Commercial review To agree final scoring for each Bid, relative rankings of the Bids |
| Due diligence of the Bid | <ul style="list-style-type: none"> the Contracting Authority may request the following requirements at any stage of the Procurement: <ul style="list-style-type: none"> Submission of insurance documents from the Bidder Request for evidence of documents / accreditations referenced in the / Invitation to Quote response / Bid and / or Clarifications from the Bidder Taking up of Bidder references from the Bidders Customers. Financial Credit check for the Bidder |
| Validation of unsuccessful Bidders | <ul style="list-style-type: none"> To confirm contents of the letters to provide details of scoring and meaningful feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid. |

Section 6 – Evaluation Response Questionnaire

Bidders should note that the evaluation response questionnaire is located within the **Jaggaer eSourcing Portal**.

Guidance on how to register and use the Jaggaer eSourcing portal is available at

<https://beisgroup.ukp.app.jaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

What makes a good bid – some simple do's 😊

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date / time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the Section 3 of the ITQ shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise the eSourcing portal prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the Jaggaer eSourcing messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails.
- 7.10 Do complete all questions in the evaluation response questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.12 Do check and recheck your Bid before dispatch.

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

DO NOT

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

Some additional guidance notes

- 7.25 All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to Jaggaer eSourcing Helpdesk

Phone 08000 698 632

Email customersupport@jaggaer.com

Please note; Jaggaer is a free self-registration portal. Bidders can complete the online registration at the following link:

<https://beisgroup.ukp.app.jaggaer.com/>

- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Response Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UK SBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Jaggaer eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.

- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Jaggaer eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.
- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the Jaggaer eSourcing Portal.
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

8.0 Freedom of information

- 8.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS or the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 8.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 8.3 Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 8.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UK SBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 8.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UK SBS or the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this ITQ Bidders are agreeing that their participation and contents of their Response may be made public.

9.0. Timescales

- 9.1 [Section 3](#) of the ITQ sets out the proposed procurement timetable. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

10.0. The Contracting Authority's Contact Details

- 10.1 Unless stated otherwise in these Instructions or in writing from UK SBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants, and advisers) during the period of this

procurement must be directed through the eSourcing tool to the designated UK SBS contact.

- 10.2 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the Jaggaer eSourcing portal. Failure to follow this requirement will result in disqualification of the Response.

Appendix A – Glossary of Terms

| TERM | MEANING |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| “UK SBS” | means UK Shared Business Services Ltd herein after referred to as UK SBS. |
| “Bid”, “Response”, “Submitted Bid”, or “ITQ Response” | means the Bidders formal offer in response to this Invitation to Quote |
| “Bidder(s)” | means the organisations being invited to respond to this Invitation to Quote |
| “Central Purchasing Body” | means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities |
| “Conditions of Bid” | means the terms and conditions set out in this ITQ relating to the submission of a Bid |
| “Contract” | means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement |
| “Contracting Bodies” | means the Contracting Authority and any other contracting authorities described in the Contracts Finder Contract Notice |
| “Contracting Authority” | A public body regulated under the Public Procurement Regulations on whose behalf the procurement is being run |
| “Customer” | means the legal entity (or entities) for which any Contract agreed will be made accessible to. |
| “Due Diligence Information” | means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this ITQ |
| “EIR” | mean the Environmental Information Regulations 2004 together with any guidance and / or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations |
| “FoIA” | means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation |
| “Invitation to Quote” or “ITQ” | means this Invitation to Quote documentation and all related documents published by the Contracting Authority and made available to Bidders and includes the Due Diligence Information. NOTE: This document is often referred to as an Invitation to Tender within other organisations |
| “Mandatory” | Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified. |
| “Named Procurement person ” | means the single point of contact for the Contracting Authority based in UK SBS that will be dealing with the procurement |
| “Order” | means an order for served by any Contracting Body on the Supplier |
| “Supplier(s)” | means the organisation(s) awarded the Contract |
| “Supplies / Services / Works” | means any supplies/services and supplies or works set out at within <u>Section 4 Specification</u> |

