



Mini Competition

**Mini Competition against an existing Framework Agreement (MC) CCS
Research Marketplace (RM6018) on behalf of Department for Business, Energy
and Industrial Strategy**

Subject Research on public engagement with the future of heat

Sourcing reference number CR18176

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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 Innovation and Skills (BIS), now the Department for Business, Energy and Industrial Strategy, transition their procurement to UK SBS and Crown Commercial Service (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 Business, Energy & Industrial Strategy (BEIS)

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

The Department is responsible for:

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

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

We have around 2,500 staff working for BEIS. Our partner organisations include 9 executive agencies employing around 14,500 staff.

<http://www.beis.gov.uk>

Section 3 - Working with 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 Business, Energy and Industrial Strategy 1 Victoria Street London SW1H 0ET
3.2	Buyer name	Victoria Clewer
3.3	Buyer contact details	Research@uksbs.co.uk
3.4	Indicative value of the Opportunity	£150,000.00 excluding VAT
3.5	Process for the submission of clarifications and Bids	<p>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here.</p> <p>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.</p>

Section 3 - Timescales		
3.6	Date of Issue of Mini Competition to all Bidders	Monday, 26 th November 2018
3.7	Latest date/time Mini Competition clarification questions should be received through Emptoris messaging system	Monday, 10 th December 2018 11:00 (BST)
3.8	Latest date/time Mini Competition clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	Wednesday, 12 th December 2018
3.9	Latest date/time Mini Competition Bid shall be submitted through Emptoris	Thursday, 20 th December 2018 11:00 (BST)
3.10	Clarifications (if required)	Friday, 4 th January 2019
3.11	Anticipated rejection of unsuccessful Bids date	Monday, 14 th January 2019
3.12	Anticipated Award Date	Thursday, 14 th January 2019

3.13	Anticipated Call Off Contract Start Date	Friday, 18 th January 2019
3.14	Anticipated Call Off Contract End Date	Monday, 30 th September 2019
3.15	Bid Validity Period	60 Working Days
3.16	Framework and Lot the procurement should be based on	Research Marketplace DPS RM6018

Section 4 – Specification

1. Background

The Government's Clean Growth Strategy establishes both the crucial role that a future transition to low-carbon heating will play in meeting UK's carbon reduction targets and the need to make critical decisions about the future of heat within the lifetime of the next parliament.

Heat is the single biggest reason we use energy in our society and is the biggest source of emissions in the UK, with around a third of the UK's carbon emissions coming from the energy used to produce heat. The decarbonisation of almost all heat in buildings is likely to be necessary if the Government is to meet commitments set out in the Climate Change Act. There are a range of technologies with potential for achieving this, including heat networks, heat pumps, hydrogen, biogas, and hybrid solutions, but it is not yet clear which will work best at scale and at least cost.

However, alongside delivering the benefits of decarbonisation, decarbonising heat, as identified in the Clean Growth Strategy, is likely to be the most complex decarbonisation challenge we face, with implications for consumers, infrastructure and markets. For example, while estimates vary, reports by the Committee on Climate Change and the National Infrastructure Commission suggest that whatever pathway (or route to decarbonisation) is ultimately selected the overall system costs are likely to be higher than at present, given the infrastructure investment need.¹ Additionally, the public is likely to face some disruption in their homes (in the form of new appliances and their installation) and potentially in their communities (in the form of infrastructure upgrades) and may need to learn how to adapt their heating practices to a new technology in order to maximise the benefits of the transition.²

Given this, public confidence in the transition to low-carbon heating technologies is likely to play an important part of taking forward this heating transition. For example, public opinion and public perceptions could influence the debate around a future heating transition, the viability of specific transition pathways, and the shape, scale and costs of supporting policies. Despite this, there is limited evidence on current levels of engagement amongst the public when it comes to future heat decarbonisation. As the Government works to lay the groundwork in this Parliament to set up decisions in the first half of the next decade about the long-term future of heat, the evidence base needs to be strengthened both on current levels of public engagement, and on the relative strengths of various plausible options for future engagement. In response, this research aims to provide a platform from which to build internal and external thinking and capacity on this issue.

The aims of this research are:

- a) to understand the current situation regarding public awareness, understanding, and attitudes towards a future low-carbon heating transition, and

¹ For example, [a recent report](#) by Imperial College for the Committee on Climate Change (CCC) and [another report](#) by Element Energy Limited and E4Tech for the National Infrastructure Commission (NIC).

² For example, [a recent report](#) by the Energy Systems Catapult (ESC) for the Energy Technologies Institute (ETI).

- b) to identify and assess plausible and realistic aims for engaging the public with the future of heat and the different options for achieving those aims, while considering the implications of those options for decision-making related to the future of heat.

In addressing these aims this research will support BEIS (and key stakeholders) in identifying the practical steps for potential public engagement with the future of heat. Bidders should ensure that, as a minimum, Aim B is given equal priority (if not higher priority) to Aim A.

The findings will also help to:

- build the evidence base to help inform policy decisions regarding the public and consumer acceptability of different pathways for a future transition to low-carbon heating and the types of policy interventions that may be required to increase the acceptability of different options
- provide a basis for developing aims, and approaches to meeting those aims, which could inform a public engagement strategy and support efforts to bring the public into dialogue about the future of low-carbon heating in the UK in the most effective way
- inform the development of potential communications related to a future low-carbon heating transition.

It is anticipated that this work will also be of wider value across BEIS in furthering understanding of the opportunities and mechanisms that exist for public engagement/participation.

Given the specificity of this work, bidders shall be required to apply their applicable skills to both public engagement and energy (and where possible low-carbon heating specifically) and be able to make clear, strategic advice on this matter across the course of the project, or otherwise be able to capture the necessary applicable skills and expertise through a consortium arrangement.

2. Aims and Objectives of the Project

This research project has two aims, split across 4 high-level Research Questions. While we have outlined a set of indicative sub-questions below these four, we would encourage bidders to suggest additional or alternate sub-questions where appropriate. Further, while we have split the questions across distinct aims and research questions respectively, we would anticipate bidders to address these questions holistically and recognise how and where the questions cut across the different proposed methods for this project.

Aim a)

To provide a clear understanding of current public awareness, attitudes, understanding and preferences for different low-carbon transition options and the technologies involved.

RQ1: What is the current level of public awareness and understanding regarding the need and rationale for a heating transition? Examples of issues that might be explored include:

- The issues over which the public have greater or lesser understanding
- The barriers to raising levels of awareness and understanding

RQ2: What are current attitudes towards a future transition to low-carbon heating? Examples of issues that might be explored include:

- Where specific pathways are considered: what are the current attitudes towards the idea of that change, and how do attitudes shift when the practicalities and disruptions associated with that change are made apparent?
- What specific aspects of a heating transition are the public most and least supportive of? What areas should be priority areas of focus for future policy?
- How do attitudes towards a low carbon heating transition break down across the population (e.g. what proportion of people are very supportive or very opposed to a transition, and unlikely to shift from this position)?
- To what extent are the public willing to have low-carbon heating in their homes? How much would the public be willing to spend on low-carbon heating, and what would they expect from low-carbon heating system in return for those increased costs?
- Are there any minimum conditions that can be identified or 'conditions of acceptance' that the public would expect any Government decision on technologies or future propositions for heating to take into account?
- What barriers exist with regards to increasing public willingness in this area, including how to address any value-action gaps, especially regarding the installation of different technologies and any associated disruption?
- What are the public's views on specific steps that the Government could take?
- What assurances would the public need from Government to increase support for a future transition to low-carbon heating? And, what assurances would the public need from Government to increase support for specific pathways (with regards to both the transition process (e.g. 'planned' vs 'bottom-up', and with regards to specific outcomes)?
- What do the public expect regarding how government should take decisions on a transition of this magnitude and (potential) citizen disruption? What criteria would the public expect to be met by any decision reached? How does support for and trust in different governance and decision-making mechanisms differ?

Aim b)

To identify and assess plausible and realistic aims and options for engaging the public with the future of heat and provide related strategic advice and expertise.

RQ3: What are the different dimensions and options for engaging the public with low-carbon heat? Examples of the dimensions that may be explored include, but are not limited to:

- What is the range of plausible and realistic aims for a public engagement strategy regarding heat, including for different heating technology pathways, their governance implications, and their 'fit' for the different low carbon transition pathways (for example: top-down 'central' versus distributed 'bottom-up' approaches)
- What are the different practical approaches and steps available for engaging the public (ranging, for example, from options for awareness raising and conviction-building, through to consultation and deliberative mechanisms, through to using market signals, information services, focussing on specific consumer trigger-points, or new business models)? What might be the necessary next steps and possible sequencing of those options, and how might they interact with Government's possible approaches to policy- and decision-making?
- What roles could different actors have in public engagement and rolling out a transition (for example: Government, local authorities, independent body, energy companies, and other actors)?

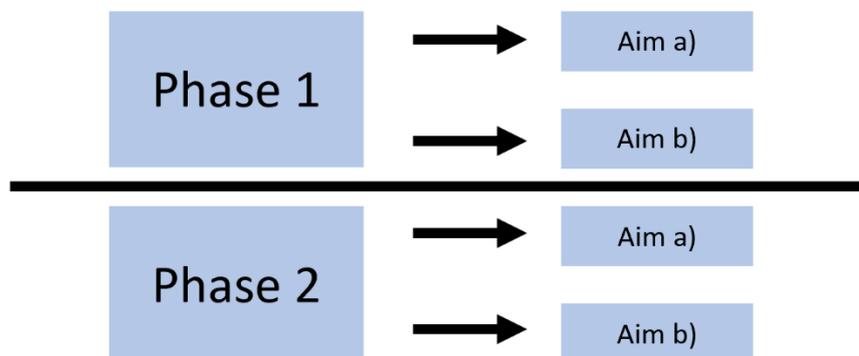
- What are the different narrative frames that could be used when engaging people with a future low-carbon transition (for example: future of heating versus of the future home more broadly, focusing on climate change versus a focus on other co-benefits like health or energy security)? Which of these narratives – and which messengers/channels for these - have most resonance with the public?

RQ4: What are the strengths and weaknesses of the different options, approaches and framings for engaging the public with low-carbon heat? Examples of issues that might be explored include:

- Which public engagement options and approaches are favoured by the public and why?
- Who do the public trust and favour to carry out a transition, and any associated public engagement, and why?
- What types of narratives are likely to be most effective and why?
- What are public expectations around the role that they should play in decision-making related to a future low-carbon heating transition?

3. Suggested Methodology

This research is split across two phases, each of which will address aspects of the two aims of this research as detailed in the diagram below. As stated above the aims of this research are: a) to understand the current situation regarding public awareness, understanding, and attitudes towards a future low-carbon heating transition, and b) to identify and assess plausible and realistic aims for engaging the public with the future of heat, the different options for achieving those aims, while considering the implications of those options for decision-making related to the future of heat.



We are open to the suggestions of bidders with regards to the methodologies that would be best placed to address these aims, and we recognise that it is likely the contractors will need to bring together a range of evidence sources to address the research aims. This document details an example methodology for the performance of this research, and we anticipate to work with the contractor to identify the precise form of the work such that it addresses the research questions highlighted above while maximising contractor expertise.

Phase 1

Quantitative Survey of the Public, aim a):

To be completed by end April 2019

It is anticipated that survey work will build upon existing research to explicitly address public awareness, understanding, and attitudes towards a future heating, as well as preferences and perceptions of the different transition pathways and their underlying technologies. This

component of the research should aim to produce robust, representative data on current public opinion, awareness and attitudes towards a future low-carbon heating transition, able to serve as a baseline for similar analysis in future. We are also open to suggestions of if/how segmentation analysis might be incorporated into the approach to further enrich understanding of attitudes and inform future thinking on options for public engagement. Where bidders propose to perform segmentation analysis, they should demonstrate how and where this might alter their plans for the performance of the survey during Phase 1.³

While the survey findings should stand for themselves, it is anticipated they will also form the basis for the development of further research (e.g. in-depth qualitative work) during Phase 2 of the project.

We anticipate that contractors will want to specify their own approach to performing the survey component of this research within the allocated budget. However, based on previous work in this area and the need to produce statistically meaningful insight we would anticipate a survey of 1800-2000 participants may be required. Where the contractor seeks to deliver this work through an existing sample (using an existing omnibus or equivalent) we will assess bidders against the applicability of their preferred method for making robust inferences of the UK as a whole, as well as specific groupings such as specific geographic regions, different age groups, homes that are not connected to the gas grid (e.g. rural homes heated with high carbon fossil fuels), and of those who live in fuel poverty. Any survey should be required to be carried out in line with the Code of Practice for Statistics located at <https://www.statisticsauthority.gov.uk/code-of-practice/the-code/>

We are agnostic with to participants the pros, cons and complexities of different regards to the delivery mode of this survey so long as bidders are able to justify their choice and are able to demonstrate how they will communicate heating technologies and show how and where participants need to be introduced to new material and stimuli during the survey itself. It is envisaged the total survey might consist of approximately 20-25 questions across the topics outlined above.

Framework of public engagement options (simultaneous to survey), aim b):

To be completed by end April 2019

It is envisaged that literature-based work should build upon existing typologies for public engagement to identify a comprehensive framework of strategic options for public engagement over a low-carbon heating transition. This work should be wide-ranging and consider plausible and realistic aims/objectives for public engagement over heat, the various modes and strategies of public engagement, including 'classic' approaches to raising awareness and influencing behaviour, more deliberative and 'participatory' approaches, regulatory measures, as well as approaches that seek to make low-carbon heating solutions preferable to natural gas without explicit reference to decarbonisation. We would expect to see meaningful reflection upon a broad range of mechanisms that work at multiple scales (e.g., a national campaign vs schools curriculum inserts), as well as a reflection upon a set of realistic aims and expectations for public engagement. These differing strategies will need to be set against the different transition pathways and their governance implications (as it may be the case that certain engagement strategies will have limited or reduced applicability under certain scenarios), and against different policy-making approaches and sequences. This work will also identify the high-level 'narratives' that might be associated with the different options on the framework, as well as the role that different authorities and the public would be required to play in each

³ Depending on the scale and scope of those suggestions, any dedicated segmentation analysis may need to take place during Phase 2, after the primary output for the survey work is already completed and to enable BEIS to decide on whether to proceed with more complex analysis.

instance. Findings from the literature will be enhanced through the contractor's own expertise.

In addressing the above, this project could make use of academic, grey, policy, and evaluation materials, and as part of this review of the evidence the contractor will be required to identify relevant expertise in each of the approaches highlighted, appropriate case studies or examples of the strategies in practice, remaining evidence gaps, and any key contingencies/risks into a framework of options. These materials will be essential in developing Phase 2 of the project. We would expect the contractor to use UK examples where appropriate but also recognise the value of comparable international examples (for example, Dutch materials on 'transition management'). Likewise, where the contractor draws parallels with other kinds of transition we would expect a focus on more recent examples to ensure that findings are contextually relevant. However, as mentioned previously, these methods are illustrative, and bidders may wish to consider and propose alternate approaches (for example, interviews with industry could be used to ascertain their views on realistic objectives and options for public engagement).

The finished framework must be thoroughly evidenced and submissible for peer-review when completed.

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

Phase 2

NB: The specific focus of Phase 2 of this research will ultimately be decided in agreement with BEIS upon the completion of Phase 1 and designed to build on that work in the most effective way. We would encourage bidders to demonstrate creative thinking in illustrating how (at this stage) they would expect to perform Phase 2 of this work.

Examples listed here are illustrative on methods that might be included within Phase 2. The timings suggested are indicative, although bidders should aim for project completion by September 2019.

Expert Interviews, (aim b):

To be completed by end June 2019

Expert interviews could be used to reflect and build upon survey findings and the framework of options identified during Phase 1. In particular, experts could comment upon the pros and cons of the various options identified, and their applicability with regards to the current levels of public awareness, attitudes, and understandings, preferences and perceptions of different transition pathways and their underlying technologies. Expert interviews will also produce commentary on any further key contingencies and risks and will address the practical steps that would need to be taken were the Government to pursue any of the options identified. Discussion of the recommendations made during these interviews will inform the development of topic guides for discussion during focus groups.

We would anticipate the contractor to perform an appropriate number of interviews as part of this component of the research across an expertise base that includes academics, representatives of NGOs, representatives of energy companies, and the managers/organisers of public engagement campaigns. The final number and configuration of these interviews is somewhat contingent upon the number of options/strategies identified during the literature work. Interviews can be performed by telephone/Skype as the

expertise is geographically diffuse, and it is anticipated that interviews will last 45-60 minutes in order to facilitate both a reflection on the findings of the survey work, a discussion of the options identified in the literature work including the pros and cons of any options discussed, and for interview participants to identify any further steps the Government would need to take were it to act upon any of the public engagement options identified in the literature work.

Focus Groups with the Public (sequenced after interviews), (aims a & b):

To be completed by end August 2019

(exceptions if the timings shifts to accommodate a later survey delivery date)

In-depth focus groups could be used to build on the topic areas outlined above. For example, these focus groups could serve functions such as:

- To expand on survey findings to explore how and why different attitudes and perceptions have formed with regards to the rationale for change, different transition pathways, their underlying technologies, and any steps that Government might take to meet minimum public expectations or assuage concerns around disruption and hassle associated with a heating transition (thereby consolidating findings that address aim a) of this research).
- To deliberate with participants on the framework of options produced by the project, with a focus on discussions around preferences towards different transition options, the steps Government might take in sequencing a transition, the various dimensions for engaging the public (including the types of associated narratives), as well as how and where the public would expect to feed into decision-making regarding the future of heat, and broader expectations about how Government might go about reaching a decision of this sort.

In order to facilitate useful discussion across the range of themes outlined above the project we would anticipate the contractor could look to perform around 12 1.5-2 hour focus groups of 6-8 participants. It may be preferable to split these focus groups to address different the two aims of this research. Bidders may wish to specify subgroups of particular importance for the focus groups, but we anticipate that the eventual contractor would be better able to identify these in response to the survey findings.

4. Deliverables

Phase 1

Bidders should propose suitable outputs, as these will depend on the methods used, provided these are of high quality and in keeping with Government Social Research reporting guidelines. For example, outputs could include:

- Survey findings in the form of raw data and a standalone slide pack and/or report summarising the findings.
- Literature work findings in the form of a written report, slide pack, or equivalent summarising existing evidence, alongside an easy to navigate framework of options for public engagement that identifies different strategies, their pros and cons, key risks and contingencies, real world examples of the outlined approaches, and contact details for key experts. This framework should be seen as a living document that will be updated throughout the lifetime of the research project.

Workshop or presentation summarising findings from Phase 1 for a wider range of stakeholders within BEIS.

Phase 2

All research during Phase 2 should produce high quality outputs in keeping with Government Social Research reporting guidelines, and bidders should factor in time for BEIS to comment on 3 drafts prior to sign-off. Bidders should propose suitable outputs, as these will depend on the methods used. For example:

- Interview findings in the form of an internal report that highlights additional learnings from the interview work and how these build upon or otherwise alter the findings of the literature work. Findings should be appended to the literature work report and integrated into the framework as detailed above.
- Focus group findings in the form of transcripts and a written report that highlights the findings and explains the implications of those findings with regards to the development of a public strategy for heat. Findings should be integrated into the framework as detailed above.

A high-quality report that consolidates findings and key learnings of the project as-a-whole should be produced, as well as a workshop or presentation summarising findings for a wider range of stakeholders within BEIS.

General guidelines

All research during should produce high quality outputs in keeping with Government Social Research reporting guidelines (Annex A), and bidders should factor in time for BEIS to comment on 3 drafts prior to sign-off

In all cases, BEIS will need to comment on, and sign-off, all primary research materials, and the sampling frames associated with all data collection.

BEIS may wish to appoint an external peer reviewer for this project. We will endeavour (but cannot guarantee) to align peer review timings with the first set of comments from BEIS on the first drafts of reports.

All tables, figures, and visualisations should be produced in line with ONS Data Visualisation Guidelines located <https://style.ons.gov.uk/category/data-visualisation/>.

The table below provides an indicative timetable (as this is subject to the methodological approach suggested).

Phase	Action	Approx completion date
1	Development of survey materials	Mid Feb ('19)
1	Analysis of survey data	Mid Apr ('19)
1	Report of survey findings and presentation to BEIS Phase 1, aim a) output	End Apr ('19)
1	Strategic review of literature and evidence	End Feb ('19)

1	Production of options framework	End Mar ('19)
1	Interim report on framework and presentation to BEIS Phase 1 aim b) output	End Apr ('19)
REVIEW POINT IN CONTRACT		
2	Framework testing with recognised expertise	Jun ('19)
2	Identification of focus group sample and development of topic guides	Ear Jul ('19)
2	Performance and analysis of focus groups	Ear Aug ('19)
2	Interim report of findings and presentation to BEIS	Mid Aug ('19)
2	Synthesis and first draft report Phase 2 output	End Aug ('19)
2	Presentation to BEIS	Mid Sep ('19)
2	Final Report Project Completion	End Sep ('19)



Section 5 – Evaluation of Bids

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

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

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

After moderation 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	SEL3.12	Cyber Essentials
Commercial	SEL3.13	General Data Protection Regulations (GDPR)
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW5.5	E-Invoicing
Commercial	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Commercial	AW6.2	Non-Disclosure Agreement
Quality	PROJ1.6	Code of Practice
-	-	Invitation to Quote – received on time within e-sourcing tool

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 Mini Competition. 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	20%
Quality	PROJ1.1	Approach	35%
Quality	PROJ1.2	Staff to Deliver	10%
Quality	PROJ1.3	Understanding the Project Environment	15%
Quality	PROJ1.4	Project Delivery	15%
Quality	PROJ1.5	Quality Assurance Arrangements	5%

Evaluation of criteria

Non-Price elements

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

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

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation: 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 x 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 will be multiple evaluators and their individual scores after a moderation process 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 50

Evaluator 4 scored your bid as 50

Your final score will $(60+60+50+50) \div 4 = 55$

Price elements will be judged on the following criteria.

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.
- 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 Mini Competition. 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 (CCS – 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 Mini Competition 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 Special 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 Call Off 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 Call Off 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 Mini Competition 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 Mini Competition to reflect any changes introduced by the GSC. In particular where this Mini Competition 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](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)

- [Freedom of information Act](#)