

Invitation to Quote

Invitation to Quote (ITQ) on behalf of **UK Research and Innovation (UKRI)**

Subject: AotF and CICP Stakeholder Partnership and Engagement

Sourcing Reference Number: CS21303

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

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

Version 5.0

UKSBS
Shared Business Services

Table of Contents

Section	Content
1	About UK Shared Business Services Ltd.
2	About the Contracting Authority
3	Working with the Contracting Authority.
4	Specification
5	Evaluation model
6	Evaluation questionnaire
7	General Information
Appendix	Appendix 1 – UKRI Travel, Subsistence and Expenses Policy (please find a copy of the policy in the uploaded documents section of the Delta eSourcing portal)

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.ukpbs.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 & Innovation (UKRI) Polaris House, North Star Avenue, Swindon, SN2 1FS
3.2.	Buyer name	Liz Vincent
3.3.	Buyer contact details	coreservices@uksbs.co.uk
3.4.	Maximum value of the Opportunity	£170,000.00 Ex VAT
3.5.	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the e-sourcing. Guidance Notes to support the use of Delta eSourcing is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid not being considered.

Section 3 - Timescales		
3.6.	Date of Issue of Contract Advert on Contracts Finder	Thursday, 01 July 2021 Contracts Finder
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Wednesday, 07 July 2021 14.00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Friday, 09 July 2021
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Thursday, 15 July 2021 14.00
3.10.	Date/time Bidders should be available for interview	Week commencing 26 th July 2021
3.11.	Anticipated notification date of successful and unsuccessful Bids	Monday, 02 August 2021 14.00
3.12.	Anticipated Contract Award date	Monday, 02 August 2021
3.13.	Anticipated Contract Start date	Monday, 09 August 2021
3.14.	Anticipated Contract End date	31 st March 2022
3.15.	Bid Validity Period	90 Days

Section 4 – Specification

1. Introduction

The Audience of the Future Challenge (AotF) and Creative Industries Clusters Programme (CICP) are Industrial Strategy Challenge Fund programmes which form part of the Industrial Strategy (IS) Sector Deal for the Creative Industries.

AotF was originally a £33m investment over three years in a programme of industry-led activities incorporating:

- A £16m public Demonstrator programme to explore the immersive future of the Creative Industries by creating new large-scale experiences and testing them with a mass audience;
- A £12m R&D programme combined of distinct competitions aimed at making the production of high quality content cheaper, faster and more accessible by driving immersive innovation; and attracting additional private capital.
- A £5m Industry Centre of Excellence to work with the screen industries and develop cutting edge creative training and research programmes.

Subsequently due to COVID-19 Pandemic, the AotF Challenge received an extra £6.3m to mitigate the effects of the pandemic on inflight projects especially the Demonstrators & CR&D mainly involving costed extensions and pivots. These extensions have moved the completion date of the Challenge to March 2022

The CICP is a £55m investment programme over five years starting 2018 to support:

- Nine university-hosted Creative Research and Development Partnerships across the UK
- A Creative Industries Policy and Evidence Centre (PEC) that will act as an independent observatory for authoritative and comparative data on the Creative Industries.

2. Aims

The AotF/CICP team needs to appoint a supplier to help deliver a range of services associated with our Stakeholder Partnership and Engagement (P&E) work, with a particular focus on stakeholder management and development.

The two Challenges identified are core parts of the Creative Industries Sector Deal. The aim of this programme of work is to build and maintain communication and engagement with the Creative Industries business sector and with key stakeholders across that sector in the development, delivery, evaluation and overall management of the two Challenge programmes.

The key objectives of this work are:

- To build and maintain a set of active relationships with key government, business and other relevant stakeholders

- To scope and develop opportunities for deeper engagement with stakeholders
- To support other Partnership and Engagement activity aimed at strengthening stakeholder relationships.
- To create a mix of channels for the communication of that content and other information about the two Challenges to key stakeholders
- To maintain strong partnerships across AotF and CICIP
- To provide advice to the Challenge Director on stakeholder and communications content and activity.

3. Objectives

The AotF/CICP team wishes to procure a range of activities to support its Partnership and Engagement work with businesses, stakeholders and a range of other sector partners across the Creative Industries.

These activities form part of an overarching ambition to position and promote the two programmes or Challenges as ambitious and dynamic elements of the Creative Industries Sector Deal:

- To build and maintain excellent relationships with the sector and key stakeholders, including government
- To communicate the success of the programmes, in order to secure follow-on funding.

The two Challenges were initially developed as separate challenges during 2018 and early 2019, with separate engagement programmes and activities – including separate channels for communication with key partners. During 2019, UKRI attempted to bring the two programmes together, running a series of joint initiatives and briefing sessions and contracting a single provider to deliver occasional activities. Subsequently in February 2020, two contracts were awarded to manage the AotF and CICIP Stakeholder Management, Partnership and Engagement. This contract expired in March 2021.

Specific objectives for this procurement are outlined below:

- To create a regular body of communication and interaction with key stakeholders and business partners
- Working with key stakeholders and partners to develop a programme of events and other relevant activities to support stakeholder engagement
- To advise and support the planning and running of events, including international showcase and other activities
- Building and maintaining a strong online presence, through social media and other channels
- To work with AotF/CICP colleagues and contractors to support the day-to-day management of stakeholder activity, and to support a programme of national and international events and showcasing.
- Continue to establish stakeholder relationships which demonstrate the strength of the two Challenges, and which highlight the contributions they are making to the sector.

The requirements identified within this tender will follow on from work already undertaken by suppliers appointed to deliver the AotF/CICP Stakeholder and Sector content development and AotF/CICP Stakeholder Management Specification activities, which ended in March 2021. This will be shared with the successful bidder.

4. Background to the Requirement

Until mid-2019, Audience of the Future and the Creative Industries Clusters Programme operated as two separate Challenges. For CICP, this included working closely with the AHRC Creative Economy Champion to promote the funding opportunity and, subsequent to the ten awards made (nine Cluster partnerships and the Policy and Evidence Centre), in starting to create and support a programme of communications and engagement.

During 2019, the two Challenges have been brought together under the leadership of a single Challenge Director and a single Programme Board. In so doing, an agreement has been made to bring together the stakeholder engagement, communications and other programmes.

A range of initiatives and activities have been developed and undertaken during 2019 – some delivered through the already-established relationships with the Creative Economy Champion, as above; and some delivered separately, for example through Immerse UK (<https://www.immerseuk.org/>). These have been developed independently of each other, to support particular presentations or events.

Subsequently in February 2020, two contracts were awarded to manage the AotF and CICP Stakeholder Partnership and Engagement activities. These contracts expired in March 2021. An output of these contracts was the development of a suite of content and databases that has proven important in the delivery of the two programmes. These will be shared with the successful bidder.

5. Scope

Stakeholder engagement in the creative industries is challenging – with the sector being supported or represented by a complex mix of public sector bodies and trade associations, and the sector itself being made up of companies from micro to multi-national broadcasters and a wide variety of research organisations.

The [Government's Creative Industries Sector Deal](https://www.gov.uk/government/publications/creative-industries-sector-deal) (<https://www.gov.uk/government/publications/creative-industries-sector-deal>) states that, "The success of the creative industries is critically dependent on their ongoing investment in R&D." The AotF and CICP programmes are central to that Sector Deal.

There are multiple organisations engaged in promoting the Creative Industries Sector Deal – including:

- Department for Digital, Culture, Media and Sport (DCMS),
- Creative Industries Council, Creative Industries Federation,

- British Film Institute (BFI),
- Arts Council

and a range of industry bodies, such as

- PACT (the trade body for independent TV producers) and
- UK Interactive Entertainment (UKIE) (the trade body for games and interactive entertainment).

The table below is a rough sketch of the stakeholder landscape:

Audience Group	Stakeholders
Economic stakeholders	Treasury / Cabinet office / DIT / Combines Authorities & LEPs / MPs / Devolved Govts
CI Sector Bodies / Intermediaries	Creative Industries Council / British Film Council / Design Council / Creative England / PACT / Arts Council England / FED
Industry	Big Corps / Small Corps / Researchers
Internal stakeholders	UKRI / CRDPs & NCIS & PEC / CIAG / Other research councils / BEIS / DCMS / BEIS
International	International Partners (China / Canada / US / S. Korea / India)

The successful supplier will need to carry on from the activities and relationships already built up by the previous suppliers. The successful supplier will work closely with the programme team to manage day-to-day relationships with Stakeholders including providing material on a regular basis to inform them of work being undertaken through AotF/CICP – incorporating regular newsletters and other publications, and the creation and dissemination of a body of online content

This work does not include any engagement with the public, or any related press and media work. That work is led by the ISCF (Industrial Strategy Challenge Fund) Communications team.

The successful supplier would be expected to maintain strong relationships with the UKRI Comms team, who will lead on (among other things): maintenance of a calendar of public-facing showcase events; maintaining a database of press, media and other contacts; generation of content for press and media purposes; organisations of press briefings and other related events.

6. Requirement

UKRI require a supplier to work with them to build and maintain a programme of work, which will involve the following:

- Establish an appropriate database-management system for supporting and tracking stakeholder engagement
- Establish associated systems for the management of stakeholder relationships, including a key events diary and a system for internal communication and reporting
- Establish a 'stakeholder forum', bringing together key partners on a quarterly or six monthly basis for face-to-face briefings and/or webinars

- Working alongside the Challenge Director and other senior colleagues in engaging with and reporting to the lead sector agencies and bodies, including drafting of reports and presentations to said bodies
- Work with other AotF/CICP team members, to prepare reports, materials and presentations for wider distribution and presentation purposes
- Work with the AotF/CICP team to maintain strong links with the Creative Industries Council, via its Working Groups and secretariat, with quasi-governmental sector stakeholders such as the BFI, and with key sector bodies such as PACT and UKIE
- Maintaining regular liaison and dialogue across the sector, including horizon-scanning by attendance at conferences and events, as well as desk-based research and intelligence-gathering
- International horizon-scanning, working with Department for International Trade (DIT) and other relevant partners
- Regional and local horizon-scanning, working with the CICP Clusters and other funded organisations and relevant agencies
- Servicing of a quarterly AotF/CICP Partnership and Engagement steering group.

This work can be summarized in the following Work Packages:

- WP1 – Strategic and Tactical Stakeholder Engagement: Strategic development, management and delivery of AotF and CICP newsletters and social media
- WP2 – Compilation of news, highlights and general information: Creation of new challenge news content for dissemination across all channels including via newsletters etc

For WP2, the following is an indicative guide to regularity and type of activity:

Activities	Frequency and description
Strategic and tactical Stakeholder Engagement	Monthly: A scheduled monthly conference call with key AotF and CICP communication/engagement partners to run through the stakeholder and engagement planner, discuss reputational issues and upcoming opportunities. This will be supplemented by twice-yearly meetings, which have a strategic focus.
Content generation	Monthly: provide a monthly piece of digital content (this could be a blog, interview, podcast, infographic or profile piece) to help tell the compelling story of the Programmes. This can be a reversioned piece of content. All of the content will need to be audience focused, deliver a key Programme message (see above) and be accessible and engaging. Guide length: 300 - 500 words with images supplied. Quarterly: a slide-deck and a compilation of all material produced over the quarter Annually: an 'annual report' in print and digital format, exact brief tbc.
Newsletter	Monthly: Production and dissemination of a monthly Newsletter
Social media engagement	Weekly/Daily: using appropriate AotF/CICP and UKRI hashtags etc.
Programme overview	Content capture and production of an annual AotF/CICP Booklet

- WP3 – Supporting Materials for presentations: Supporting Senior Challenge Team with reports, presentations and developing new assets
- WP4 – Challenge Website updates: Development of new AotF and CICIP website sections and functionality and updates to existing content
- WP5 – Horizon Scanning: International and national Creative Industries information gathering and activities to support challenges
- WP6 – Cluster and Stakeholder Engagement: Cluster comms calls, virtual event roundtables and creative industries stakeholder meetings
- Reporting: Challenge team meetings, activity and insight reports
- Programme Management: Management of Partnership and Engagement activities
- Provision of Infrastructure: Software and web hosting for AotF and CICIP activities

KPIs will be agreed at the beginning of the contract, with the submission of an agreed work plan.

7. Timetable

Start date: 9th August 2021.

The vast majority of stakeholder engagement work is ad-hoc, linked to occasional events and activities, and responsive to opportunities for communication, engagement and profile-raising. The aim will be, therefore, to work with the Challenge Director to create a more structured approach to stakeholder engagement.

We would expect the successful supplier to create a workplan to be agreed and signed-off within the first month of the engagement.

The following is an initial guide as to what will be expected:

Monday 16th August 2021: submission of complete plan of activity

Reporting:

- Fortnightly email reports to identified lead project manager
- Monthly or six-weekly review/planning meetings
- Written reports every quarter
- Quarterly presentation to the AotF/CICIP Partnership and Engagement steering group

8. GDPR

Annex A - Schedule of Processing, Personal Data and Data Subjects

The Supplier shall only process in accordance with the instructions as advised below and comply with any further written instructions with respect to processing by the Contracting Authority. Any such further written processing instructions required by the Contracting Authority shall be incorporated into this Schedule and shall be the subject of a formal amendment to this Contract.

1. The contact details of the Contracting Authority Data Protection Officer are: dataprotection@ukri.org
2. The contact details of the Suppliers Data Protection Officer are: [Insert Contact details]
3. The Supplier shall comply with any further written instructions with respect to processing by the Contracting Authority.

Any such further instructions shall be incorporated into this Schedule

Description	Details
Subject matter of the processing	<p>Development of the Audience of the Future Challenge (AotF) and Creative Industries Clusters Programme (CICP) would like to appoint a supplier to help deliver a range of services associated with our Stakeholder Partnership and Engagement (P&E) work, with a particular focus on stakeholder management and development.</p> <p>The aim of this programme of work is to build and maintain communication and engagement with the Creative Industries business sector and with key stakeholders across that sector in the development, delivery, evaluation and overall management of the two Challenge programmes.</p>
Duration of the processing	9 th August 2021 to 31 st March 2022
Nature and purposes of the processing	<ul style="list-style-type: none"> • To develop and create a set of content, case-studies and other material to inform presentations and other communication activities • To create a regular body of communication and interaction with key stakeholders and business partners • Working with key stakeholders and partners to develop a programme of events and other relevant activities to support stakeholder engagement • To advise and support the planning and running of events, including international showcase and other activities

	<ul style="list-style-type: none"> • Building and maintaining a strong online presence, through social media and other channels • To work with AotF/CICP colleagues and contractors to support the day-to-day management of stakeholder activity, and to support a programme of national and international events and showcasing. • Continue to establish stakeholder relationships which demonstrate the strength of the two Challenges, and which highlight the contributions they are making to the sector.
Type of Personal Data	Disclosed Data will include Contact name, address, work email address, personal email address, telephone number, gender, ethnicity, Profile images, job title. It will also include information on event attendance/participation.
Categories of Data Subject	All stakeholders to the Audience of the Future Challenge and the Creative Industries Clusters Programme including Staff (including volunteers, agents, and temporary workers), customers/clients/grant holders, suppliers, students/pupils, members of the public, users/visitors of any website related to the Audience of the Future Challenge and the Creative Industries Clusters Programme, grant applicants, members of the Research and Innovation community and officials of associated governmental bodies/commissions/institutions/agencies.
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	By the end of the contract, data is then to be returned to UKRI. The Supplier will provide the Authority with a complete and uncorrupted version of the Personal Data in electronic form (or such other format as reasonably required by the Authority) and erase from any computers, storage devices and storage media that are to be retained by the Supplier after the expiry of the Contract. The Supplier will certify to the Authority that it has completed such deletion.

Terms and Conditions

The maximum value of the contract shall not exceed £170,000.00 ex VAT.

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions or the non-disclosure contract on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation model

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

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

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

The evaluation and if required team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required. 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 ($5+5+6=16\div3=5.33$))

Pass / Fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL2.10	Cyber Essentials
Commercial	SEL2.12	General Data Protection Regulations (GDPR) Act and the Data Protection Act 2018
Commercial	FOI1.1	Freedom of Information
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Commercial	AW4.3	Non-Disclosure Agreement
Price	AW5.1	Maximum Budget
Price	AW5.4	E Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
-	-	Invitation to Quote – received on time within e-sourcing tool
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.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	10%
Quality	PROJ1.1	Understanding of Stakeholder Management Role	35%
Quality	PROJ1.2	Project Methodology	15%
Quality	PROJ1.3	Project Team and Capability to Deliver	15%
Quality	PROJ1.4	Social Value	10%
Quality	PROJ1.5	Interview	15%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the 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.
<p>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:</p> <p>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 $(60+60+40+40) \div 4 = 50$</p>	
<p>Price elements will be judged on the following criteria.</p> <p>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.</p> <p>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.</p> <p>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 $(80/100 \times 50 = 40)$</p> <p>The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.</p>	

Section 6 – Evaluation questionnaire

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

Guidance on how to register and use the e-sourcing portal is available at <http://www.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the ITQ shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay, is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the Delta 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 and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.12 Do check and recheck your Bid before dispatch.

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

DO NOT

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

Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Delta eSourcing, Telephone 0845 270 7050
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Delta 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 Delta 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 Delta 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 introduced its new Government Security Classifications (GSC) classification scheme on the 2nd April 2014 to replace the current Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC. The link below to the Gov.uk website provides information on the new GSC:

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

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

USEFUL INFORMATION LINKS

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

8.0 Freedom of information

- 8.4.1 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.

8.4.2 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.

8.4.3 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.

8.4.4 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.

8.4.5 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.

8.5. Response Validity

8.5.1 Your Response should remain open for consideration for a period of 90 days. A Response valid for a shorter period may be rejected.

8.6. Timescales

8.6.1 [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.

8.7. The Contracting Authority's Contact Details

8.7.1 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 e-sourcing tool to the designated UK SBS contact.

8.7.2

All enquiries with respect to access to the e-sourcing tool may be submitted to Delta eSourcing on 0845 270 7050 please not this is a free self-registration website and this can be done by completing the online questionnaire at <https://uksbs.delta-esourcing.com/>

8.7.3 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the e-sourcing tool. Failure to follow this requirement will result in disqualification of the Response.