

Invitation to Quote



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

Subject: Review of Product Safety on Online Marketplaces - RAF053/2122

Sourcing Reference Number: PS21163

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

Registered in England and Wales as a limited company. Company Number 6330639.
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VAT registration GB618 3673 25
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Version 7.0

UKSBS
Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

UK Shared Business Services Ltd (UK SBS) brings a commercial attitude to the public sector; helping our 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>

Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications and experience of employees whose CVs are submitted as part of the bid.

Purpose

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

Legal basis of processing

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

Recipients

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

Retention

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

Your Rights

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

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

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

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

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

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

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

International Transfers

As your personal data is stored on our IT infrastructure and shared with our data processors Microsoft and Amazon Web Services, it may be transferred and stored securely in the UK and European Economic Area. Where your personal data is stored outside the UK and EEA it will be subject to equivalent legal protection through the use of Model Contract Clauses.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact Details

The data controller for your personal data is:

The Department for Business, Energy & Industrial Strategy (BEIS)

You can contact the Data Protection Officer at:

BEIS Data Protection Officer, Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET. Email: dataprotection@beis.gov.uk.

Section 2 – About the Contracting Authority

Department for Business, Energy & Industrial Strategy (BEIS)

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

The Department is responsible for:

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

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

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

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

Section 3 - Working with the Contracting Authority.

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	The Department for Business, Energy & Industrial Strategy (BEIS) of 1 Victoria Street, London, SW1H 0ET.
3.2.	Buyer name	Alex Thomas
3.3.	Buyer contact details	ProfessionalServices@uksbs.co.uk
3.4.	Maximum value of the opportunity	£85,000.00 excluding VAT as: <ul style="list-style-type: none"> • £65,000 (phase one) • Break Clause • £20,000 (phase two) <i>The CA has financial approval for £65k. The remaining £20k is subject to financial approval. Therefore, a break clause has been included after phase 1.</i>
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 <u>not</u> being considered.

Section 3 - Timescales		
3.6.	Date of Issue of Contract Advert on Contracts Finder	Tuesday, 7 th September 2021
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Friday, 17 th September 2021 11:00am
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Tuesday, 21 st September 2021
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Tuesday, 28 th September 2021 11:00am
3.10.	Date Bidders should be available if clarifications are required	Friday, 8 th September 2021
3.11.	Anticipated notification date of successful and unsuccessful Bids	Monday, 18 th October 2021
3.12.	Anticipated Contract Award date	Monday, 18 th October 2021
3.13.	Anticipated Contract Start date	Monday, 25 th October 2021
3.14.	Anticipated Contract End date	Friday, 25 th March 2022
3.15.	Bid Validity Period	90 Days

Section 4 – Specification

Background

The Office for Product Safety and Standards (OPSS) was created in January 2018 by the Department for Business, Energy and Industrial Strategy (BEIS), and takes forward the work of the previous Regulatory Delivery directorate. Responsibilities of OPSS include:

- Giving detailed advice on the interpretation of safety related regulations and sits on many standard making committees.
- Responding to incidents where the safety of a consumer product is called into question.
- Offering policy advice to HMG on product safety issues.
- Enforcement of a wide range of other product standards and regulations, including WEEE, RoHS, Ivory and Conflict Mineral regulations.
- Support of businesses through an expanded “Primary Authority” scheme to act as a single point of information for a wide variety of regulations impacting business.
- The work of the former National Measurement Office (NMO) is also within OPSS, which brings a world class test and measurement capability.

This project is being recruited as part of the BEIS Office for Product Safety and Standards Strategic Research Programme (SRP), which was launched in March 2018. This programme provides high quality strategic science-based research to strengthen the evidence base for Safety and Standards policy development, delivery and enforcement, giving business the confidence to innovate and protecting consumers from unsafe products. The wide range of evidence-based research supported by the SRP helps to address critical questions relating to current product safety, and/or issues that might arise due to future market developments.

From online marketplaces to connected devices, the way we buy products and the products themselves have gone through huge changes in the last few decades and the pace of change is increasing. It is essential regulation keeps pace with rapidly advancing technology and innovation, and evolving models of supply, to ensure people are protected and businesses are supported to invest and grow. OPSS is reviewing the UK Product Safety framework to ensure it is fit for purpose, protects consumers, and enables businesses to innovate and grow. This includes considering the impact of e-commerce.

People shopping on Online Market Places (OMPs) has increased and OPSS must strive to respond quickly to new and emerging threats, and opportunities, for product safety including digital technologies and new models of supply. The OMPs also facilitate new routes from manufacturer to customer, which has resulted in challenges to the previous methods of regulating consumer products. This potentially leaves consumers exposed to purchasing unsafe products.

Currently, online marketplaces make it easier for products to be placed on the market, particularly via third party sellers. Enforcement of products sold online is challenging and often resource intensive, particularly due to the volumes and speed products can be listed online. This results in potentially unsafe products being available to purchase online, including those that have already been identified as unsafe and notified on the UK Product Safety Database. However, the use of OMPs also presents new enforcement opportunities through use of digital tools that would not have been possible before.

OMPs and regulatory challenges posed by their supply models are also in scope of OPSS' ongoing review of the UK Product Safety framework. The aim of the review is to ensure we have a Product Safety framework that is simple, flexible and fit for the future and delivers safety for consumers while supporting businesses to innovate and grow.

This project will aim to understand how OMPs, ITPS and existing tools/enforcement operate in order to more clearly define the problem and identify options for a digital solution. It will review OMPs, including their operational/technical workings and the interactions between OMPs, Independent Third-Party Sellers (ITPS) and products to identify potential options for a digital solution which could combat the sale of unsafe products online.

A successful bidder should have the expertise to produce a comprehensive and effective evaluation of the topics included in the project and will be required to have a technical expertise of digital services to enable them to examine a wide range of perspective tools, methods or technology to assist in the regulation of online products.

Aims & Objectives of the Project

The aim of this project is to examine the potential for developing a digital solution to combat the sale of unsafe products online and to determine the requirements for such a solution.

This should be achieved by examining OMPs, ITPS and products sold online from a product safety enforcement perspective, with a view to then applying this knowledge into developing technical approaches to combating the sale of unsafe products online. The outputs from the research will also inform other related OPSS activities in this space, including through identifying where technical approaches may not be the most effective approach.

The project will be split into two phases: scoping, research, and evaluation (phase one) and development of prototype/demo solution(s) (phase two).

The objectives of phase one are as follows:

- Investigate and report on how OMPs function, both technically and operationally (for example, the process of selling a product on that platform, what information they collect in relation to products/sellers, what safety or conformance related checks are in place, what controls are in place to prevent unsafe products sold on that platform and how effective they are, how products are displayed on the platform etc.).
- Set parameters to define and examine the characteristics of 'good' and 'bad' products and their similarities/differences.
- Set parameters to define and examine the characteristics of 'good' and 'bad' sellers and their similarities/differences.
- Examine how OMPs manage ITPS, including both 'good' sellers of safe products and 'bad' sellers of potentially unsafe products.

- Examine how ITPS react to regulatory and OMP intervention.
- Examine how OMPs react to regulatory intervention.
- Identify best practice for placing safe products on the market online (this could include standards or good practice from ITPS/OMPs).
- Identify existing methods/tools to find, highlight and remove unsafe products (i.e. new processes which could be used to combat 'bad' sellers or unsafe products).
- Evaluate the methods/tools found against the knowledge of OMPs, ITPS and 'good'/'bad' products and sellers for compatibility.
- Propose a number of potential digital solutions and evaluate their merits/weaknesses.

The objective for phase two is to develop a demo/pilot solution, based on the proposals from phase one, to test and evaluate. This will be agreed with OPSS prior to pursuing phase two and there is a break clause if no viable solutions are identified. The second phase can be approved up to a max value of £20,000, and can include an extension of the timeline, as required.

The project will have a technical focus, i.e., there is an emphasis on understanding how the various actor's (ITPS, OMPs) function. This will ensure that the solution can be effectively evaluated in the latter stages of the project.

Suggested Methodology

The proposed project output will require the contractor to take an in depth look at the OMPs operating in the UK market and targeting UK consumers (a starting list would be provided by the online enforcement team), including looking at the first registration of an ITPS, through to fulfilment of products and what information is provided and could be available. There will also be limits and controls already in place, such as how they remove products known to be dangerous. It is expected that this will be investigated using hands on investigation, expert knowledge and contacting the platforms directly.

The contractor will have to 'dismantle' the different platforms to understand how they work and identify commonalities and opportunities which could help inform a potential solution. It may also highlight the differences, and therefore the challenges of enforcing products on different OMPs effectively.

The contractor will also have to look at the ITPS. Including whether they can be grouped by characteristics and how they react to enforcement, such as those who are unaware of safety requirements but would be open to compliance with regulation, compared to those who are aware but who have no intention to comply. This will support evaluation of tools/methods, as different solutions may have strengths with different sellers or product types.

OPSS will provide information on tools/methods known by them, and the contractor will also look at other tools/methods available on the market or used by other enforcement bodies, as well as any new ideas they come up with in the process of the project.

Phase two will be based on the proposal and, if approved, phase two's objective is to develop the solution(s). The solution may be fully functioning or a limited version (i.e. directed at one product or category) to facilitate time and budget constraints. The solution will follow the requirements discussed in the early workshop with OPSS and will be designed to improve the enforcement of online products being sold via OMPs. The solution(s) will

need to be measured for effectiveness (such as the number of products successfully identified or potential unsafe purchases offset etc.).

The contactor will undertake the following activities:

1. Attend a formal Kick Off meeting at BEIS London office. This will include a check that the contractor understands the context and objectives of the work, the project working arrangements, and resolution of any queries regarding the detailed programme of work.
2. Write and submit a short Inception report to the OPSS Project Management Officer (PMO) confirming the agreed final programme of work and project timeline.
3. Workshop or interviews with regulators. The contractor will interview the regulators (OPSS and TS) to understand the current process and challenges with enforcement. This should also be used to develop agreement on important terms, such as 'good'/'bad' actors.
4. Literature review – for example; information on ecommerce platforms, EU papers, standards, assessing countermeasures already in existence, what challenges regulators, consumers and sellers are reporting. This will direct the web-based work and interview questions.
5. Hands on, web-based, interrogation of the OMPs to understand how the platforms work, both operationally and technically. Including how ITPS register and load products to the marketplace and how bad actors evade enforcement measures. Also to include policing of reported unsafe products, how OMPs are structured and how products are presented to buyers. This should be detailed enough to inform any solution.
6. Interviews/survey with OMPs and experts to validate previous findings and understand the processes already in place to manage 'bad' products or sellers. A topic guide along with a list of identified stakeholders, why they were chosen and methodology for conducting the interviews should be provided to the OPSS PMO for sign off.
7. Review the products/tools available for online enforcement, and compare these against the knowledge of how the OMPs operate and how effective the products might be.
8. Produce an interim report summarising findings and initial options for a digital solution (providing the basis for the final report) and submit to OPSS PMO (review period 2 weeks).
9. Develop proposals for a digital solution (proposal for phase 2). The proposal will include what tools they propose developing, why they were selected and a brief overview of how they work and the strengths/weaknesses. There may be more than one tool developed, if more than one tool is identified.
10. Workshop with OPSS to discuss the findings and proposals and review opportunities for potential solutions. A presentation for the workshop should be submitted for review by the OPSS PMO two weeks prior.
11. Update the interim report to incorporate proposals, the outcomes of the workshop and any other comments from OPSS. Submit all of these documents as a Final version (indicatively 50-80 pages) to the satisfaction of the OPSS PMO (review period 2 weeks).

12. Produce a second report (indicatively 30-50 pages) redacting any sensitive information for publication on gov.uk. This should be submitted alongside the final report to the satisfaction of the OPSS PMO (review period 2 weeks).
13. Create and deliver a presentation to disseminate the findings of the project to OPSS staff at the London office or virtually. A presentation should be submitted to the OPSS PMO for review two weeks prior. (*To be done after phase 2 if break clause not triggered*)
14. The final reports will be peer reviewed and the contractor should respond to any comments within two weeks (*To be done after phase 2 if break clause not triggered*)

*****PHASE 2 - BREAK CLAUSE*****

15. Construction and demonstration of tools/technologies
16. Evaluation of the effectiveness of the tools/technologies
17. Incorporate findings into the final report

OPSS will be able to provide some background information (reports/documents/standards of interest) and knowledge on the tools which are in use by OPSS, by other departments or may be in use elsewhere, and the bidder will have to build on this, including finding other technologies which could be used for enforcement purposes or designing new solutions.

*We are open to alternative approaches; however, the deliverables must remain the same.

Deliverables

**Suggested timeline provided, but timeline can be defined by contractor, in line with their proposal.*

<u>Stage</u>	<u>Anticipated</u>	<u>Maximum Milestone Culminative Total</u>
1. Kick off meeting – week 1*	25/10/2021	
2. Inception report – week 2*	09/11/2021	
3. Workshop/interviews with OPSS/regulators enforcement teams – weeks 3-4*	15/11/2021	
4. Interim report – week 12* (2-week OPSS review period)	10/01/2021	£25,000.00 excluding VAT
5. Presentation on proposals for OPSS workshop – week 16*	07/02/2021	
6. OPSS workshop – week 18*	21/02/2021	
7. Draft final report – week 20* (2-week OPSS review period)	07/03/2021	£50,000.00 excluding VAT
8. Final report(s) – week 24*	04/04/2021	
9. Peer review – week 24-26*	18/04/2021	£65,000.00 excluding VAT
10. Construction and demonstration of tools/technologies [phase 2, if approved] – up to 4 additional weeks	16/05/2021	
11. Evaluation of the effectiveness of the tools/technologies [phase 2, if approved] – up to 2 additional weeks	30/05/2021	

12. Final report(s) incorporating phase 2, if approved – up to 2 additional weeks	13/06/2021	
13. Presentation to OPSS on findings [can be delayed if phase 2 requires] – week 25*	27/06/2021	£85,000.00 excluding VAT

Terms and Conditions

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

Special Term - As the Contracting Authority requires financial approval for phase 2 as detailed in section 4. The Contracting Authority reserves the right not to proceed to Phase 2 of the project as detailed. The Contracting Authority will seek to provide the Supplier with appropriate notice of the decision to proceed to Phase 2 or not. The Supplier should not commence work on Phase 2 until they have confirmation in writing of the decision to proceed and if any work associated with Phase 2 is undertaken it is done so at the Supplier's own risk. All other rights for both parties remain unchanged under the contract terms.

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 ($5+5+6=16 \div 3 = 5.33$))

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
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	20%
Quality	PROJ1.1	Approach	25%
Quality	PROJ1.2	Staff to Deliver	25%
Quality	PROJ1.3	Understanding the Environment	20%
Quality	PROJ1.4	Risk Management, Project Plan and Timescales	10%

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.
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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.

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.

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criteria, 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 the Contracting Authority or the e-sourcing tool 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. 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 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.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. 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 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 note 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.

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
"Competed Supplies/Services"	means the competed supplies/services which will be Ordered from the Contract following a Mini-Competition and are set out in the Contract
"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
"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
"Find a Tender"	Means the UK Government Portal that superseded the OJEU as from 1/1/2021 https://www.find-tender.service.gov.uk/Search
"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

“Further Competition”	means re-opening competition under a framework if applicable to this procurement
“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
“Other Public Bodies”	means all Contracting Bodies except the Contracting Authority
“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>