



Invitation to Quote

Invitation to Quote (ITQ) on behalf of Innovate UK

Subject UK SBS IT16189 Innovation and Business Analysis Tool

Sourcing reference number IT16189

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

Registered in England and Wales as a limited company. Company Number 6330639.
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UKSBS

Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

UK SBS currently manages £700m expenditure for its Customers.

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

Section 2 – About Our Customer

Innovate UK

The Innovate UK is the UK's innovation agency – driving innovation to boost economic growth. It works with people, companies and partner organisations to find and drive the science and technology innovations that will grow the UK economy

Innovate UK is an organisation of around 300 staff, drawn mainly from business. It works across the UK, with a head office in Swindon.

With a strong business focus, Innovate UK drives growth by working with companies to de-risk, enable and support innovation. To do this, they work to:

- Determine which science and technology developments will drive future economic growth
- Meet UK innovators with great ideas in the fields they're focused on
- Fund the strongest opportunities
- Connect innovators with the right partners they need to succeed
- Help its innovators launch, build and grown successful businesses

Since 2007 Innovate UK has committed over £1.8 billion to innovation, matched by a similar amount in partner and business funding. They have helped more than 7,600 organisations with projects estimated to add more than £11.5 billion to the UK economy and create 55,000 extra new jobs

Section 3 - Working with UK Shared Business Services Ltd.

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

Section 3 – Contact details		
3.1	Customer Name and address	Innovate UK, Polaris House, North Star Avenue, Swindon, SN2 1UE
3.2	Buyer name	Ben Osborne
3.3	Buyer contact details	ICTProcurement@uksbs.co.uk
3.4	Estimated value of the Opportunity	Maximum contract value £144,000.00 excluding VAT over the full two year contract period
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris 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 and location of original Advert	10/03/2017 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	20/03/2017 11:00 GMT
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	21/03/2017 14:00 GMT
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	24/03/2017 14:00 GMT
3.10	Date/time Bidders should be available if face to face/telephone/written clarifications are required	30/03/2017 to 31/03/2017
3.11	Anticipated rejection of unsuccessful Bids date	04/04/2017

3.12	Anticipated Award date	04/04/2017
3.13	Anticipated Contract Start date	07/04/2017
3.14	Anticipated Contract End date	06/04/2019
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

Innovate UK require a company to provide a business support tool for use with client companies of the Enterprise Europe Network programme in England, Northern Ireland and Wales and an analysis of these results, and others, for assessment and development of strategic direction of the Network . The business analysis tool should be able to support consortium staff in assessing companies' innovation and development needs and the development of subsequent actions plans with the client company.

Summary

The current Enterprise Europe Network contract for England, Wales and Northern Ireland, jointly funded by the European Commission (EC) and by Innovate UK, breaks new ground in providing support for innovative companies. This consortium covering the entirety of England, Northern Ireland and Wales led by Innovate UK, is more than twice as large as the next largest consortium in The Enterprise Europe Network, which encompasses 66 countries in total. The alignment of this Enterprise Europe Network (EEN) consortium – known as ENIW – with Innovate UK, with the Knowledge Transfer Network, and with Local Enterprise Partnerships and Growth Hubs, has been created in order to allow us to join up the innovation landscape like never before.

About Enterprise Europe Network

Established in 2008, the Enterprise Europe Network is the world's largest business support network, having existed previously under different names. It is an international network of local experts, consisting of:

- More than 600 partner organisations
- Across 66 countries
- Linking to over 4,000 staff
- Providing information and services to 2.5 million European small - to medium-sized enterprises

The Network's activities are delivered by regional partners 'on the ground' across the country. Each of the partners in the Consortium has a team of specialist innovation, internationalization and funding advisers providing practical support for companies, universities and research centres in their region.

The network's core purpose is to help ambitious companies to innovate and grow internationally sourcing opportunities on their behalf to form international collaborations across Europe and worldwide. These opportunities may be for suppliers, distribution, manufacturing or research It also supports companies seeking to access International funding opportunities. Further, the Network provides in-depth innovation support to those businesses wishing to improve their Innovation management activities to support future growth plans and also Key Account Management services to companies who are successful in attracting funding from the "SME Instrument".

Enterprise Europe Network's purpose is to help customers 'get there quicker' by helping them with:

- **Accessing New Markets** Helps SMEs find new markets for their products and new ways of sourcing, selling or licensing technology, including access to international missions and brokerage events.
- **International Partnering** Connects SMEs to new partners for commercial, technology and R&D collaborations Internationally, across Europe and the UK
- **Funding and Finance** Helps SMEs to be investment ready and understand how to access funding and finance. Provides assistance to tap into funding for research and development, particularly under Horizon 2020, the EU Framework Program for Research and Innovation.
- **Improving Innovation/ Commercialization Management** Provides one to one tailored specialist support., through the Innovate 2 Succeed Programme to improve innovation management and bring products and processes to market more rapidly to support companies to grow and scale
- **Supporting Companies to Grow and Scale:** Helps companies tackle barriers to growth and scaling, connecting them to facilities and resources including accessing talent and skills, leadership, markets, infrastructure and finance
- **Account Management and Coach Matching** to winners of Horizon 2020 SME Instrument
- **IP** Supports SMEs to understand how to protect IP
- **Public Procurement** Monitoring the 5000+ public sector contracts notices published in the Official Journal of the European Union, through our tailored Tenders Alerting Service. We can also help with general enquiries about selling to the public sector.
- **European Information Acting as first point of enquiry for businesses to provide information on** European legislation, policies, funding and market opportunities, also the opportunity for those businesses to feedback their concerns on future policy and legislation to the EU.

About the England, Northern Ireland and Wales Consortium (ENIW)

The Innovate UK-led “ENIW” Consortium consists of 21 partners, covering 8 geographical regions. Innovate UK is the coordinating partner and is responsible for developing and implementing the infrastructure and processes to support the EEN ENIW consortium, as well as providing the ongoing management and support of the Network.

The consortium is majority funded by the European Commission (60%) with Innovate UK co-funding the remaining 40% of the costs.

Background to the Requirement

The Enterprise Europe Network (EEN) England, Northern Ireland and Wales (ENIW) consortium comprising 21 partners is coordinated and co-funded by Innovate UK; the UK Government's national innovation agency. Innovate UK has responsibility on behalf of the UK Government to maximise business benefit from Horizon 2020. The EEN ENIW, in this family of services forms the central part of a more coherent and co-ordinated approach involving the National Contact Points, Knowledge Transfer Network and Catapults to support UK business participation in Horizon 2020 (H2020); and aims to drive an improvement in UK business' innovation management capacity, and to help them maximise their growth potential

and scale, as well as:

- Delivering better alignment with Global, EU and UK priorities,
- Helping businesses access the right information to enable them to more effectively and efficiently participate in International funding programmes;
- Building on programme support, such that it acts as a stepping stone for SMEs into the large international R&D and innovation programmes or to exploit the outcomes of such activities.

Key to this is the need for support to improve the capacity of R&D intensive SMEs to increase their growth in line with the level of investment, by developing their innovation management skills and processes. In the context of Horizon 2020 there is a clear scope for EEN ENIW to encourage more companies to exploit the link between innovation and internationalisation. SMEs with a track record of innovation are more likely to export, export successfully and generate growth than non-innovating firms. However, as identified they also too often lack the innovation management capacity to ensure they can bring their ideas profitably to market in the first instance, the know how to identify and enter these markets, and the finance to sustain growth.

To overcome these barriers and to deliver sustainable long term growth, it is important to embed capacity in the companies and not provide a short-term solution. The England Northern Ireland and Wales EEN Consortium response to this objective is the development of the Innovate2Succeed programme built around the PD CEN/TS 16555 framework for innovation management. It is designed to enhance the innovation management capacity of SMEs through providing them with knowledge and practical support to embed innovation management processes in the company so they are able to manage their innovation more effectively in future and as a result ensure the growth of the company and ultimately the economy.

Building on the Innovate UK strategy to increase SME participation in H2020, innovation services for EEN under H2020 present a unique opportunity to enhance the innovation management capacity of SME's and therefore to innovate more profitably.

For this to happen EEN ENIW will have to ensure the identification of the right companies with the right ambition whose product or idea is near market with an international dimension; that lead to radical changes in how the business runs (product, processes, services, marketing etc.) and that are expected to launch the company into new markets (or indeed create markets) to promote growth, and create high return on investment.

Supporting the H2020 innovation services further, EEN ENIW will harness the core EEN services to provide an integrated offer for maximum connectivity, facilitating a high value Key Account Management (KAM) approach and maximising the take up of the SME Instrument (SMEI) Coach offer, ensuring that there will be for England Northern Ireland and Wales enterprises, the right expert hands-on advice and support to those we believe have the most potential to achieve global scaling.

The objectives of this project are to deliver a service to a target group of innovative businesses in England Northern Ireland and Wales to increase their innovation management capacity and access the finance, knowledge, skills, networks and customers as well as to

move a concept through to commercialisation faster; enabling SMEs in England, Northern Ireland and Wales to more rapidly internationalise and to take advantage of the opportunities that exist globally. Ultimately we aim to produce more companies with the capacity to scale up.

The action is split into two types of activity:

- The first is to provide assistance to businesses that have been successful in their applications for funding under the H2020 SME Instrument (SMEI). Through a needs analysis mechanism, examining where they will need support to gain maximum value from the grant, providing guidance in sourcing and selecting coaches for that purpose and also to access finance, to ensure these companies have maximum support to achieve their global scaling potential. Moderating the coach client relationship, facilitating integration and access to of the broader EEN offer for this purpose and accompanying the beneficiary through the SMEI project. We will also segment this group further and identify the companies with the most potential to scale, providing them with our Scale-Up Manager offer, who will take the baton from the coach and in some cases work alongside the coach; utilising their international connectivity and access to finance and investment capability.
- The second action is to identify and provide in-depth support to innovative small and medium sized businesses that have the potential to benefit from International funding support and are capable of growth and successful internationalisation, but are at the stage where their innovation and growth processes and procedures lack the efficiency and incision to maximise their ideas. The objective of the service is to make the innovation system and practice (as defined by the PD CEN/TS 16555-1 standard) (Annex B - PD CEN/TS 16555-1:2015) Description in the company, more efficient and effective. Producing more companies capable of sustainable effective commercialisation practice and thus able to harness opportunities to internationalise and scale their business.

Note: Alongside the tool sought here, The EIMC service will be supported by the use of the [IMP³rove™ Benchmarking tool](#). This tool is offered by IMP³rove™ – European Innovation Management Academy and takes a holistic approach to the assessment of innovation management capabilities and performances. It is based on international standard compliant assessment tools and the world's largest benchmarking database on innovation management. It is recognised that some SME's may need some initial work before being in a position to gain the full benefits of IMP³rove™. Thus the use a business analysis tool alongside IMP³rove™ will improve the company's understanding and buy-in to the more in-depth innovation management capacity assessment provided by IMP³rove™.

This combination of tools (IMP³rove™ plus the business analysis tool) will support a more tailored status measurement of the company's situation early on in the interaction and ensure maximum benefit is realised by the client.

Aims and Objectives

Innovate UK, as the Coordinator of the ENIW Enterprise Europe Network consortium, has responsibility for managing the consortium, for reporting to the EC and for harnessing EEN services in support of the overarching Innovate UK "Connect" strategy, integrating its delivery offer and regional connectivity in support of business growth across the UK.

To aid Innovate UK in delivering this responsibility, it is seeking the support of a supplier in deploying and managing a business assessment tool to support consortium partners in assessing companies' innovation needs. A separate observatory function will collect relevant data from the aggregated results of the business analysis tool to help guide the consortium..

Overarching objective: To support Innovate UK in ensuring that the ENIW consortium operates to high standards, provides high value services to its client base, supporting business growth, exceeds expectations, and provides timely and useful information to internal and external stakeholders and to inform the future strategic direction of the service in England, Northern Ireland and Wales

Objective: Business Analysis tool – To provide Innovate UK and consortium delivery partners with access to a suitable online web-based business analysis tool covering:

1. Access from the start of the contract to a business analysis tool that is available 24hours a day 7 days a week which is simple to administer (no complex access needs), and easy for client companies to use (results in 15 minutes), that adds value to client businesses, Innovate UK the consortium and stakeholders
2. In line with Innovates EEN H2020 contract (Annex A – EEN H2020 Contract) with the European Commission encompassing delivery of the Enhancing Innovation Management Services a tool which can be clearly shown to meet the current European Specification on Innovation Management Systems PD CEN/TS 16555-1:2013 (Annex B - PD CEN/TS 16555-1:2013 Description) with particular reference to parts 1 (overview) and 7 (assessment of innovation systems) and which is suitable for partners to use when working with a company to assess their innovation and growth status and potential
3. High availability of the tool (web-based, 95% uptime or higher)
4. Training for members of ENIW in use of the tool for 100 individuals with and additional training session for new starters twice a year. The initial training shall include a maximum of 20 per training session Day delegate rate, for clarity it is expected that the bidder shall provide costs for training facility hire, lunch and applicable refreshments for a group size of 20 within a 2 hour commute of Central London.
5. A mechanism for gathering feedback from users (clients and ENIW staff) and using it to inform an annual improvement cycle in the tool itself
6. Regular updates and improvements to the tool as necessary to improve the user experience, data quality and cost effectiveness
7. Telephone and web based support desk service available during standard working hours(09:00-17:00 Monday-Friday) to ensure smooth operation of the tool in the field

The Requirement

Manage and support the delivery of a Business Analysis tool

The successful supplier will provide a Business Analysis tool service to partners as part of the EEN Horizon 2020 SMEI Key Account Management (KAM) and Enhancing Innovation Management Capacity (EIMC) service offers. This will include training, managing access and all relevant back office functions and relevant reporting on a monthly basis.

Scope

The successful supplier shall provide:

- Access for EEN advisors and business clients to a business analysis tool within a maximum of 14 days of the contract award date, which is simple to administer (no complex access needs), and easy for client companies to use (results in 15 minutes),

that adds value to client businesses, Innovate UK, the consortium and stakeholders. The supplier should outline the value derived for each of the client groups mentioned

- A tool which can be clearly shown to meet the current European Specification on Innovation Management Systems PD CEN/TS 16555-1:2013 with particular reference to parts 1 (overview) and 7 (assessment of innovation systems) and which is suitable for partners to use when working with a company to assess their innovation and growth status and potential. The tool should also be capable of modification to show compliance with ISO 50501 should it come into force during the contract period.
- High availability of the tool. Working on the assumption that the tool is likely to be web-based it should have a useable uptime of 95% or higher.
- Initial and ongoing training for members of ENIW in use of the tool (both initial and ad-hoc for new starters during the course of the contract. The supplier can propose a mix of face-to face and distance learning methods, the use of video and other aids is acceptable for ad-hoc training (for individual new starters, for example). Initial training will be provided for up to 100 people, group size will be a maximum of 20 individuals. Additional sessions to be run twice a year to accommodate new staff and additional learning and development requirements.
- A mechanism for gathering feedback from users (clients and ENIW staff) and using it to inform a regular improvement cycle in the tools efficacy and use
- Regular updates and improvements to the tool as necessary to improve the user experience, data quality and overall cost effectiveness
- Telephone and web based support desk service available during standard working hours (09:00-17:00 Monday-Friday).

The expected number of users will vary from month to month during the contract period with a maximum of 3600. This requirement is based on maximum numbers of 3600.

Client analysis reports/observatory data will be part of information and data held on the EEN customer relationship management tool (CRM) currently under development,

The scope of this tender includes:

- The provision of a web based Business Analysis Tool available 24 hours a day, 7 days a week within 14 days of the contract award date and has high availability of at least 95% uptime
- Back office functions including management and technical support
- Service desk both via telephone and web based during standard working hours (09:00-17:00 Monday – Friday)
- Initial training for 100 users.
- Ongoing training twice a year on an ad-hoc basis for new users

This scope excludes:

- Any other analysis / assessment tools or services

Timetable

Service Periods:

Contract period: April 2017 to April 2019

Outputs are expected to be delivered on an ongoing basis based on client demand for the

tool to April 2019.

Section 5 – Evaluation model

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

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

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ($5+5+6=16 \div 3 = 5.33$))

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Quality	AW6.1	Compliance to the Specification
Selection	PROJ1.1	Please confirm your tool is compliant with PD CEN T/S 16555 specification (Annex B - PD CEN/TS 16555-1:2013 Description)
Selection	PROJ1.2	Please confirm your bid will not exceed the maximum contract value of £144,000.00 excluding VAT.
Selection	PROJ1.3	Project Timeline
Selection	PROJ1.7	Please confirm your tool is web based and has high availability of at least 95% uptime.
Selection	PROJ1.8	Please confirm you can offer telephone and web based support desk service available during standard working hours (09:00-17:00 Monday-Friday)

Scoring criteria

Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	30%
Quality	PROJ1.4	Methodology	20%
Quality	PROJ1.5	Project Team and Escalation	20%
Quality	PROJ1.6	The Tool	30%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with

	deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

Your final score will $(60+60+40+40) \div 4 = 50$

Price elements will be judged on the following criteria.

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

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

Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80

Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.

Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.

Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.

Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

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

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

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

Some additional guidance notes

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

- 7.38 Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.
- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Tenders Electronic Daily](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)