

Invitation to Quote

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

Subject: **Procurement of Planning Tool**

Sourcing Reference Number: **DDaT20081**

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 Contracting Authorities improve efficiency, generate savings and modernise.

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

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

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

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

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

Our Customers

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

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

Privacy Statement

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

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

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

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

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

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

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

Section 2 – About the Contracting Authority

UK Research and Innovation

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

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

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

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

Section 3 - Working with the Contracting Authority.

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

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	UK Research and Innovation (UKRI), Polaris House, North Star Avenue, Swindon, SN2 1FL
3.2.	Buyer name	UKSBS DDaT Procurement
3.3.	Buyer contact details	ddatprocurement@uksbs.co.uk
3.4.	Maximum value of the Opportunity	The total maximum value of this contract for the full term including any extensions shall not exceed £150,000.00 excluding VAT. The structure of this contract is 1 + 1 + 1 with a guaranteed first year and an additional 2 optional separate extension periods.
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	Monday, 24 August 2020 Contract Finder
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Monday, 31 August 2020 11.00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Wednesday, 02 September 2020
3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Wednesday, 09 September 2020 14.00
3.10.	Demonstrations <i>Demonstration slots will be scheduled individually post bid submission. Bidders are asked to review the demonstration period and keep dates available. Bidders will be contacted one week prior to presentations to confirm time slots.</i>	W/C Monday 21 st September 2020

3.11.	Anticipated notification date of successful and unsuccessful Bids	Friday, 02 October 2020 14:00
3.12.	Anticipated Contract Award date	Wednesday, 07 October 2020
3.13.	Anticipated Contract Start date	Monday, 12 October 2020
3.14.	Anticipated Contract End date	Monday, 11 October 2021
3.15.	Bid Validity Period	60 Days

● Section 4 - Specification

In July 2019, the nine separate council communications teams were merged into a single UKRI Communications and Engagement function comprising over 100 people. As a result, a completely new directorate was created, and no single planning tool exists for the new directorate to collaborate and plan.

What planning tools are currently being used?

Nine teams in different comms disciplines such as content, Web, events and press are using at least 3 different systems ranging from Excel spreadsheets on SharePoint to Trello.

- Our news and campaigns team manage planning through a SharePoint grid.
- Our content team manages planning through Trello
- Our web team currently operates with both Trello (as part of the transformation to a new single unified website) for project work and spreadsheets for planning other workload.

Problems as a result

- The different comms teams aren't working effectively or seamlessly with each other, which risks serious reputational damage (internally and externally)
- There is no single repository for information
- Activities can't easily be tracked or managed because all are in different tools resulting in multiple data entry across the comms team
- There is low visibility of business as usual and activities not related to big announcements being done by comms
- Collaboration with external agencies and BEIS is a laborious and manual process (with multiple planning grids and time wasted finding different assets in different places)
- Reporting is a laborious and manual process (new reports being created for different needs)
- Workflow management is not centralised, and each team member finds their own ways of doing it – this makes it difficult to prioritise activities
- Senior Leadership Team (SLT) is struggling to get full oversight of all work being done and find it difficult to allocate resources strategically
- People are updating multiple different planning tools (mostly spreadsheets)
- People are managing workflows via emails – meaning that there is a high-risk of failure if the person managing the job is the only person with visibility
- Too many meetings to get the complete picture on certain jobs
- No harmonised workflows will different teams working in different ways

Project objectives: Planning tool

- Have a central system for all Communications and Public Engagement jobs
- Enable all the teams within the Communications and Public Engagement directorate to be able to work efficiently and seamlessly together
- Increase visibility of each team's workload
- Provide SLT with full visibility of all activities going on, so that
 - resources can be allocated strategically
 - activities can be prioritised

Tool set up requirements:

1. Cloud-based planning tool with full configuration set up with licence for 150 users.
 - a) Bespoke configuration according to teams' workflows
 - b) Aid with importing existing projects from existing locations e.g. Excel spreadsheets, Trello.
2. Full implementation plan
 - a) Including but not limited to: discovery, configuration, testing, adjustments, train users.
3. Training
 - a) Training session for a group of up to twenty (20) Super Users (one person from each sub-team) which is to be delivered remotely. The Super users will then deliver the training to the wider team internally.
 - b) Access to training materials e.g. online resources, FAQs, instruction videos.

Note: the users of this system are not project managers but Communications and Marketing professionals.

Support requirements:

- The supplier shall allocate a dedicated Single point of contact or Account Manager for UKRI for the duration of the contract.
- The Supplier shall provide ongoing support services to UKRI throughout the duration of the contract including the implementation stage with an ideal Service Level Agreement as per below:

P = Priority

P1 = Catastrophic, cannot use system at all. Response 4 hours Fix 8 hours.

P2 = Huge issue causing major faults, system can be used. Response 8 hours Fix 24 hours.

P3 = Bug found or major issue in one particular section, not causing issues for all users. Response 24 hours Fix 36 hours.

P4 = Minor issue affecting few users, aggravation. Response 36 hours Fix 72 hours.

- The support services must cover business hours 08:00 to 17:00 Monday to Friday.
- The supplier must provide UKRI with the contact details of the support helpdesk, either a website or telephone number.
- Upgrades on the system to be undertaken out of business hours.
- The supplier must notify UKRI of any unexpected faults in the system including the estimated lead times for resolution.

Key Performance Indicators

Key Performance Indicators (KPI) to be agreed and the supplier shall propose appropriate and relevant KPI criteria and proposed service credit for failure against the KPIs.

Example:

- Uptime not to fall below 99.5% as calculated over a rolling period of the previous 365 days
- During any period of active monitoring by the Comms team, 95% of API calls to complete within 2 seconds. Such monitoring periods will be initiated when the team have concerns about performance and will last for a period of time no shorter than 60 seconds and no longer than 2 hours.

- During any period of active monitoring by the Comms team, 95% of page views to complete within 2 seconds. Such monitoring periods will be initiated when the team have concerns about performance and will last for a period of time no shorter than 60 seconds and no longer than 2 hours.

Additional Optional Requirements:

UKRI shall have the option to purchase up to 25 additional licences during the term of the contract by giving the supplier written notice.

UKRI may require some additional configuration services on an ad-hoc basis throughout the duration of the contract. However, there is no commitment for any additional work.

Pricing for any optional additional requirement shall be included in the AW5.2 Price schedule.

System features required:

The supplier solution must cover the **mandatory** system functionality requirements below:

Cloud based
Top level view of projects
Detailed views of projects
Notes of embargoes and confidentiality
Customisable fields
Ability to customise views e.g. table/list, Gantt, calendar, Kanban/board views
Roles and responsibilities -Different roles for different access levels
Project statuses and progress
Ability to add comments to tasks/projects
Cross-team workflow
Set dependencies between tasks/projects
Strong search function so people can find tasks/projects they're not working on easily
Record risks to tasks/projects
Rights permissions – i.e. different types of users with access to different parts of the system
Ability to upload associated digital assets in various formats e.g. images, videos, GIFs, PDFs, Word, Excel, PPT to tasks/projects
Dashboard area for KPI's/reporting at a glance with milestones and activities
Be able to export reports
Task/project approval workflows
Notifications/reminders e.g. for moving dates, task allocated to you. Then automatic system chasers when you haven't completed task.
Resource management by people, work hours, job role
Allocate tasks to people
Audit trail on projects/ Log for decisions/actions

User logs and reporting
Be able to mass import existing jobs via CSV files
Version control of documents attached to a task/project
Scheduling for projects
Instant messaging related to projects, in order to reduce email traffic and meetings
Reporting on any range of fields
Be able to re-assign/re-distribute licences if someone leaves the organisation
Be able to create personalised to do lists

UKRI have identified the **desirable** system functionality requirements as per below:

All scored/desired functionality requirements for the system are also listed within “DDaT20081 ITQ Invitations to Quote Questions” within quality question PROJ1.1, suppliers will be evaluated in alignment with the scoring methodology explained within the question.

Ability to integrate with the Digital Asset Management (DAM) system, Asset Bank
Ability to create standard forms e.g. campaign briefs, photography brief, videography brief, creative brief, evaluation
Standard responses stored somewhere e.g. media lines/social media response lines
Expiry dates for users (people we know are leaving)
Budget and financial management
Area for supplier information (contacts/contracts)
Contract management (from - to dates and relevant information to manage)
Built in standard reporting i.e. number of projects, status etc
HELP area with uploaded guidance and video guides
Automated standard schedules for specific project types i.e. video production schedule with standard milestones
Ability to export PDFs
Visual reporting option e.g. of charts
Ability to integrate with service helpdesk tool, Freshworks
Ability to integrate with Verto, to share certain fields on a few common projects
Automated identifier number allocated to tasks/projects

Demonstrations

As part of the tender evaluation process, the bidders will be required to attend and provide UKRI with demonstration of the solution as per the Demonstration criteria below, following the submission of the bids on W/C 14th September 2020.

UKRI aim to hold the demonstrations on Monday 21st September 2020 13:00-16:00, Thursday 24th September 2020 10:00-15:00 and Friday 10:00-15:00. However, should bidders not be able to make these times, they should propose an alternative time during the W/C 21st September 2020.

Your responses will be scored in alignment with the quality scoring methodology detailed in Section 5. All scores awarded will be added to your Quality and Price scores to afford you with a final overall bid scored.

Please note, the demonstration question is designed to be standalone to your written quality response. During the presentation you will not be given an opportunity to reference your quality response and the question is designed to reference elements not covered within the Quality response section.

UK SBS and the Contracting Authority reserve the right to only invite those bidders with a statistical possibility of being successful in the award of this contract through to the demonstration stage. The selection of suppliers with a statistical possibility will be based on the combination of their Price and Quality scores in relation to the available marks for the demonstration.

Demonstration Criteria:

- User experience: how intuitive and easy the system is (evaluated by the below user experience requirements) when all the mandatory system requirements are put into practice
- Demonstrate how our example (Appendix) workflows could work in the system

User experience requirements:

- The system shall be easy to navigate with an intuitive interface. Users shall be able to complete various functions within fewest clicks
- When the user accesses their home screen, they will easily identify actions needed for them to complete
- The system will be configurable by UKRI across many areas, rather than being required by the supplier to make changes
- The system should allow any user to create, amend or complete a task within the system without the consistent need to refer to guides/training
- UKRI should be able to configure their own reports within the system easily (*nice to have*)
- Super admin users should be able to create and configure and administer custom fields in the system easily themselves (e.g. labels, drop-downs, etc.)
- Users should be able to switch their individual views (without affecting other users) easily - e.g. from calendar to Kanban to list views
- All screens and interfaces should be easy to understand and use by all users, regardless of role or permission levels

Please see Appendix for examples of some of our workflows. However, please note that these are not final and further steps may be added post award. The workflows in the appendixes are the final version used for evaluation purpose during the demonstration.

The demonstration will be evaluated and scored with maximum of 20% total marks and will be based on demonstration criteria above.

The demonstration shall take place remotely at the agreed timescales.

Indicative timetable of Implementation

Date	Milestone	Detail
October 2020	Planning tool discovery for configuration	<ul style="list-style-type: none">• Done remotely given the current environment• UKRI to provide information required to support configuration• Supplier to request any missing information to support configuration
November 2020	Planning tool configuration	<ul style="list-style-type: none">• Done remotely given the current environment• Configure the system according to UKRI needs• Include the transferring of existing projects from existing locations to new system
December 2020	Train Super Admin users (20)	<ul style="list-style-type: none">• Done remotely the current environment

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/ISO27001
Commercial	SEL2.12	General Data Protection Regulations (GDPR)
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
Price	AW5.1	Firm and Fixed Price
Price	AW5.3	Maximum Budget Confirmation
Price	AW5.4	E Invoicing
Price	AW5.5	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
Quality	AW6.3	Compliance with mandatory requirements
Demonstration	PROJ1.5	System Demonstration Time
		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	30.00%
Quality	PROJ1.1	System Functionality	15.00%
Quality	PROJ1.2	System	15.00%
Quality	PROJ1.3	Implementation Plan	15.00%
Quality	PROJ1.4	Training and Support	5.00%
Demonstration	PROJ1.7	Demonstration	20.00%

UK SBS and the Contracting Authority reserve the right to only invite those bidders with a statistical possibility of being successful in the award of this Contract through to the Demonstration stage. The selection of suppliers with a statistical possibility will be based on the combination of their Price and Quality scores in relation to the available marks for the demonstration.

Should a bidder be deemed not mathematically capable of being successful they will be afforded the opportunity to attend the Demonstration where they will be scored in alignment with the scoring methodology detailed below, should the bidder wish to decline this opportunity they will be automatically awarded a pseudo score of 100.

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 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 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 $(60+60+40+40) \div 4 = 50$

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: $\text{Score/Total Points multiplied by 50}$ $(80/100 \times 50 = 40)$

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. 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 60 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](#)

Appendix

The following documentation shall form integral part of the procurement evaluation and can be found in the attachment section within the Stage One: Overview Section.

- **Appendix - UKRI Comms Asset Commissioning Workflow**
- **Appendix - UKRI Generic Comms Workflow**