

CR190

# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of: Department for Business,  
Energy and Industrial Strategy**  
**Subject: Cyber Assessment Framework Analysis – Energy Sector**  
**Sourcing Reference Number: CR19056**



**UK Shared Business Services Ltd (UK SBS)**  
[www.uksbs.co.uk](http://www.uksbs.co.uk)

Registered in England and Wales as a limited company. Company Number 6330639.  
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF  
VAT registration GB618 3673 25  
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Version 3.6

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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.

## **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 General Data Protection Regulation (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 expertise 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**

Your personal data will not be processed outside the European Union

## **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](mailto: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 because 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	Department for Business, Energy and Industrial Strategy 1 Victoria Street, London, SW1H 0ET
3.2	Buyer name	Alexandra Richards
3.3	Buyer contact details	Research@uksbs.co.uk
3.4	Maximum value of the Opportunity	£50,000.00 Excluding VAT
3.5	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. 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.</b>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	Friday 16 <sup>th</sup> August 2019 Contract Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	Friday 23 <sup>rd</sup> August 2019 11:00am
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	Tuesday 27 <sup>th</sup> August 2019
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Friday 30 <sup>th</sup> August 2019 11:00am
3.10	Clarifications (if required)	Thursday 5 <sup>th</sup> September 2019
3.11	Anticipated notification date of successful and unsuccessful Bids	Monday 9 <sup>th</sup> September 2019
3.12	Anticipated Award date	Monday 9 <sup>th</sup> September 2019
3.13	Anticipated Contract Start date	Monday 16 <sup>th</sup> September 2019
3.14	Anticipated Contract End date	Tuesday 31 <sup>st</sup> December 2019
3.15	Bid Validity Period	60 Days

## Section 4 – Specification

### 1. Background

#### **Background:**

The Security of Network and Information Systems (NIS) Directive is the first EU-wide legislation on cyber security. It applies to those sectors which are vital for our economy and society, providing services such as the supply of electricity, oil, gas and water and the provision of healthcare and transport.

The UK has implemented the requirements of the NIS Directive through the Network and Information Systems (NIS) Regulations 2018, which came into force on 10 May 2018. The thresholds contained within the regulations designate operators of the UK's most critical infrastructure. These companies have been identified as OES. The objective of the NIS Regulations is to drive improvements in cyber security. They require OES to put in place appropriate and proportional technical and organisational cyber security countermeasures to manage risks posed to the security of the network and information on which their essential service they provide relies. OES must prevent and minimise the impact of incidents on the essential service and notify their Competent Authority (CA) if a serious incident occurs.

For the energy sector BEIS is the CA for the NIS Regulations, jointly with Ofgem (for downstream gas and electricity) and have delegated certain responsibilities to HSE (Health and Safety Executive) for the oil and upstream gas sectors.

The National Cyber Security Centre (NCSC) have a role in supporting CAs in the implementation of the NIS Regulations as the technical authority. They have produced the NIS Guidance Collection and Cyber Assessment Framework (CAF) to assist OES and CAs to meet the requirements of the regulations. OES will be required to meet a set of fourteen cyber security principles set out in the CAF.

The CAF is intended to be used by OES as a systematic method to assess the extent they are adequately managing cyber security risks in relation to the delivery of essential services. The CAF is based on structured sets of Indicators of Good Practice (IGPs). To complete the CAF OES should use the IGPs to mark themselves 'not achieved', 'partially achieved' or 'achieved' (red, amber or green). In each case, OES should provide a justification e.g. stating process or standards they have in place. If they feel a particular indicator is not relevant or appropriate on their case, there is also flexibility to provide additional information supporting this, in discussion with their relevant Competent Authority.

It should be noted the NIS Guidance and CAF is written in terms of outcomes i.e. specification of what needs to be achieved rather than exactly what needs to be done. For each indicator in the CAF OES have to give themselves a rating of red, amber or green

NCSC have indicated that an all green CAF would be a stretching target for OES. Therefore, they have produced a 'CAF basic profile' to set the baseline of what OES should be expected to meet to protect against an unsophisticated, untargeted cyber-attack.

For further information on the [NIS Regulations](#), the NCSC [NIS Guidance Collection](#) and on implementation in the energy sector please see the [BEIS policy guidance](#) and [Ofgem](#) and [HSE](#) guidance collections.

## **2. Aims and Objectives of the Project**

**Aims and Objectives** Our aim is that the successful bidder will: produce a report on the overall cyber security posture of the energy sector, based on analysis of Cyber Assessment Framework (CAF) returns submitted by Operators of Essential Service (OES).

We require systematic, qualitative and quantitative analysis of CAF returns, this equates to a data-set of approximately 100 excel documents. We expect bidders to devise a methodology to aggregate the CAF returns and provide an evidence base for levels of cyber security maturity across the energy sector, as well as giving visibility of each subsector. The outcome will be anonymised, so no company can be identified.

We expect judgements on what are key vulnerabilities that might be exploitable across the sector. Plus, recommendations on the effectiveness of the CAF as a tool and on measures to further improve cyber security.

There are 3 key areas the report should cover:

### **A. Analysis of CAF returns:**

- Devise a methodology to aggregate the CAF returns and provide an evidence base for levels of cyber security maturity across the energy sector. What is the overall cyber security maturity across the energy sector?
- Detailed assessment of how OES have self-assessed against each of the 14 principles, this should be based on written testimony they have provided against each IGP.
- What is the cyber security maturity for each of the defined subsectors- electricity, gas and oil? Are there variances or nuances by subsectors?
- How does cyber security maturity vary by OES scale of operation, the size and criticality of OES?
- Statistical analysis, with appropriate charts and illustrations, based on CAF returns.
- With reference to the basic profile, do OES meet this minimum level of cyber security?
- Draw out if OES have referenced any other cyber security common standards/frameworks (for example ISO).

### **B. Themes identified:**

- Are there common areas of high or poor performance across the energy sector or are there sub sector variations?
- Based on your judgement and context of the threat landscape what are key vulnerabilities that might be exploitable across the sector?

- On supply chain, identify any particular vendors/suppliers utilised by a number of OES, for example where there could be a vulnerability introduced by reliance on a particular software provider.

### C. Recommendations and observations:

- Recommendations on any critical vulnerabilities or cross-sector risks that should be addressed as a priority.
- Recommendations on where BEIS should consider increasing requirements on OES in future, looking beyond the CAF basic profile.
- Identify any best practice that could be shared across the sector i.e. 'quick wins'.
- Comments on the CAF and its effectiveness as a tool. Are there any ways it could be improved in the future?

The nature of this work is highly sensitive, strict information security protocols should be adhered to. **Staff assigned to this work must hold Developed Vetting clearance.** BEIS will not sponsor vetting applications for this work.

CAF returns are held on a secure government platform, that cannot be accessed remotely, therefore work will have to be conducted in BEIS London offices. BEIS will facilitate staff on this project to obtain licenses and training (2.5 hours) for the platform.

Note, there is limited functionality to this platform, work is conducted in Microsoft Office 365 'online' and the system does not support macros.

**To note:** BEIS standard terms and conditions require that BEIS retain the Intellectual Property (IP) from all models and software paid for by BEIS.

The final report and PowerPoint presentation will be owned by BEIS and will not be published. **The chosen supplier will work under a Non-Disclosure Agreement (NDA) so will not be able to refer to it externally or in future work, this includes both the end product and the individual CAF assessments.**

The final report (output 2) will be primarily for internal government use, within BEIS and to feed into wider cross-government workstreams on the NIS Regulations. A PowerPoint presentation of key findings of the report will be delivered to OES at industry engagement events (output 3).

### **Consortium Bids**

In the case of a consortium tender, only one submission covering all of the partners is required but consortia are advised to make clear the proposed role that each partner will play in performing the contract as per the requirements of the technical

specification. We expect the bidder to indicate who in the consortium will be the lead contact for this project, and the organisation and governance associated with the consortia.

Contractors must provide details as to how they will manage any sub-contractors and what percentage of the tendered activity (in terms of monetary value) will be sub-contracted.

If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided as an additional Annex to the bid. However, please note the Department reserves the right to require a successful consortium to form a single legal entity in accordance with Regulation 28 of the Public Contracts Regulations 2006.

The Department recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Providers should therefore respond in the light of the arrangements as currently envisaged. Potential Providers are reminded that any future proposed change in relation to consortia must be notified to the Department so that it can make a further assessment by applying the selection criteria to the new information provided.

### **3. Suggested Methodology**

We expect bidders to propose the methodology to aggregate the CAF returns and provide an evidence base for levels of cyber security maturity across the energy sector (split by sub sector) and the other desired objectives (see aims and objectives).

This will be primarily an exercise analysing CAF returns, we expect the outcome to be a report summarising key trends and recommendations. Wherever possible this should give a sense of the scale of any challenges (for example including indicative percentages of operators with a particular vulnerability or area for development). We intend that the methodology developed should be able to be shared with other CAs and replicated, so documentation of methodology used will be an important annex to the final report.

In total the CAF returns comprise around 100 excel documents. Each one combines traffic lighted scores with free text comments.

The bidder will also be expected to conduct interviews with Ofgem and HSE, to provide context to the regulatory environment and expectations of NIS implementation.

BEIS would like you to demonstrate that you have the expertise and capabilities to undertake the project. Your response should include a summary of each proposed team members expertise and capabilities.

As part of the Skills and Capabilities criteria proj 1.3, Suppliers should propose capabilities of the project team, and include the tasks and responsibilities of each team member, but these should not contain personal details. This should be clearly linked to the work programme, indicating the grade/ seniority of staff and number of days allocated to specific tasks. For example, Ms Jane Doe, our senior project leader, will become staff member 1, is our senior project leader.

The nature of this work is highly sensitive, strict information security protocols should be adhered to. **Staff assigned to this work must hold Developed Vetting clearance.**

**It is an essential criterion of the successful bid that the staff undertaking the work hold valid developed vetting for the duration of the contract.** Owing to the time-critical

nature of this work **any bids which do not meet this will be rejected**. Team members who are seeing the returns will need to be cleared. However, we accept that supporting team members would not necessarily need developed vetting. Prior to starting any work, the successful bidder will need to share proof of the developed vetting clearance with BEIS for any individuals seeing the returns.

#### **4. Deliverables**

**There are 5 Key outputs:**

- 1. Interim presentation.**
- 2. High quality written report**
- 3. Summary PowerPoint presentation** for BEIS to use at future industry engagement events
- 4. Final presentation to BEIS, OFGEM and HSE, on the sector overall findings**
- 5. Handover materials of key learning points, and teach-in of methodology used, and any supporting documents as necessary.**

**In detail:**

**Output 1: An Interim presentation** on methodology and emerging findings to BEIS a T + 14

**Output 2: High quality final written report**, should include:

- Executive summary of the key findings.
- Detailed analysis of the CAF returns, overall picture of the cyber security posture and any key trends identified, with appropriate charts, illustrations.
- Background setting of the threat landscape, to help contextualise the vulnerabilities identified in the energy sector.
- Other observations, on the CAF and whether it is an effective tool for Operators of Essential Services.
- Any recommendations on future work with sector and future of regulation.
- Annex on methodology used, so that this can be shared with other CAs and replicated by BEIS in the future.

**Output 3: Summary PowerPoint presentation** that can be used by BEIS at future industry engagement events. Suitably anonymised and presented to avoid identification of individual OES.

**Output 4: Final presentation to BEIS, Ofgem and HSE** of the overall findings of the project, including a dashboard to give pictorial representation of the state of the sector.

**Output 5: Handover to BEIS, key learning points and teach-in of methodology** used, including hand-over of any relevant analysis tools. This information will be shared with other lead departments and competent authorities so that the methodology could be replicated in other sectors.

An initial kick off workshop will be required with BEIS to agree the basis for engagement. Weekly meetings to track progress and understand the risks and issues, as well as other key milestones such as the interim presentation and early review of the draft report. The chosen supplier should present and keep up to date a risk management plan. Interviews will need to be conducted with officials in Ofgem and HSE. The expected duration of the project is 5 weeks. The below are an estimate of delivery dates, but exact dates will be agreed at the kick off meeting.

The exact start date and timelines will be subject to agreement with the successful bidder. We would aim to start in early-mid September. An indicative timeline is below, were the start date to be 16/09/19

<b>Date</b>	<b>Description</b>
T=0	Project initiation date. An earlier start date can be accommodated if feasible.
T+2	Initial kick off workshop will be required with BEIS to agree the basis for engagement, and delivery dates.
w/c T+14	Early review of emerging findings and draft report as it becomes available (e.g. two weeks).
w/c T+28	A workshop to review the final report prior to completion.
T+33	Final presentation to BEIS, Ofgem and HSE of the findings, with summary PowerPoint presentation for industry. Handover to BEIS, report, key learning points and teach-in of methodology used.
w/c T+35	Any further comments / changes requested by BEIS, OFGEM/HSE acted on. Final versions of all work received.
T+39	In extremis, if additional changes are requested and made. Completely finished version received T+39

### **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.

## 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. 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	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL3.13	General Data Protection Regulations (GDPR)
Commercial	AW4.1	Contract Terms Part 1
Commercial	AW4.2	Contract Terms Part 2
Commercial	AW6.2	Non-Disclosure Agreement
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.3	Developed Vetting
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria			
<b>Evaluation Justification Statement</b>			
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	Demonstration of understanding key project objectives	10%
Quality	PROJ1.2	Methodology	30%
Quality	PROJ1.3	Staff to Deliver	40%

## 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 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. 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 Emptoris 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 Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 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 Emptoris.
- 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 Emptoris e-sourcing tool.
- 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 Emptoris.
- 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 2<sup>nd</sup> 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**

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