

Request for Proposal



Request for Proposal (RFP) on behalf of United Kingdom Research and Innovation (UKRI)

Subject: STFC Taxi Services

Sourcing Reference Number: GSS24735

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

It is our vision to become the leading service provider for 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 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.

UKSBS 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 DSIT / DENEZ & UKRI, UKSBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

Our Customers

UKSBS 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 (UKSBS) 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 UKSBS when we collect your personal information.

- We will keep your data safe and private.
- We will not sell your data to anyone.
- We will only share your data with those you give us permission to share with and only for legitimate service delivery reasons.

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

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

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

Section 2 – About the Contracting Authority

UK Research and Innovation (UKRI)

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

Science and Technology Facilities Council (STFC)

STFC is a world-leading multi-disciplinary science organisation. Their research seeks to understand the Universe from the largest astronomical scales to the tiniest constituents of matter, yet creates impact on a very tangible, human scale.

<https://stfc.ukri.org/>

Section 3 – Working with the Contracting Authority

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	UK Research and Innovation (UKRI) Polaris House, North Star Avenue, Swindon, SN2 1FF
3.2.	Buyer	Liz Vincent
3.3.	Buyer contact details	Coreservices@uksbs.co.uk
3.4.	Estimated value of the Opportunity (ex VAT)	£1,200,000.00 excluding VAT over the full term of the Framework Agreement. The Framework is being let for an initial 3-year fixed term with the option to extend for a further year subject to budgetary approval. For avoidance of doubt, the total value of the opportunity across all Lots, if let for all 4 years is £1,200,00.00 excluding VAT
3.5.	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the eSourcing portal. Guidance on how to obtain support on using the eSourcing portal can be found in Section 7.1.11. 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, unless formally advised to do so by UKSBS.

Section 3 - Timescales		
3.6.	Date of posting of Framework Agreement advert to Find a Tender and Contracts Finder	Thursday 6 th February 2025
3.7.	Latest date / time RFP clarification questions shall be received through the eSourcing Portal	Tuesday 4th March 2025 Tuesday 11 th March 2025 11:00
3.8.	Latest date RFP clarification answers should be sent to all Bidders by the Buyer through the eSourcing Portal	Thursday 6th March 2025 Thursday 13 th March 2025
3.9.	Latest date and time for Bidder to request access to the RFP documents	Thursday 13th March 2025 Thursday 20th March 2025 Monday 24 th March 2025 10:00

3.10.	Latest date and time RFP Bid shall be submitted through the eSourcing Portal (the Deadline)	Thursday 13th March 2025 Thursday 20th March 2025 Monday 24 th March 2025 11:00
3.11.	Anticipated notification of proposed Framework Agreement award to unsuccessful bidders	Tuesday 8th April 2025 Monday 14 th April 2025
3.12.	Anticipated Framework Agreement Award Date	Thursday 24 th April 2025
3.13.	Commencement of Framework Agreement	Monday 5th May 2025 Friday 9 th May 2025
3.14.	Completion of Framework Agreement	Thursday 4th May 2028 Monday 8 th May 2028 with the option to extend for a further 1 year until Friday 4th May 2029 Tuesday 8 th May 2029 subject to budgetary approval.
3.15.	Bid Validity Period	90 Days

Section 4 – Specification and about this Procurement

Framework Overview

UK SBS on behalf of UKRI wish to establish a framework for the provision of Taxi Services.

UK SBS is managing this procurement process in accordance with the Public Contracts Regulations 2015 (as may be amended from time to time) (the “Regulations”).

This is a Services Framework.

The award of this Framework will be based on two Lots:

Lot 1 – Rutherford Appleton Laboratory (RAL) Area

Lot 2 – Daresbury Laboratory (DL) Area

It is intended that Lot 1 and Lot 2 will allow for multiple Suppliers.

1. **Introduction**

This Specification forms part of the tender documentation for the Framework Agreement and should be carefully considered when responding to the Request for Proposal (RFP).

2. **Definitions**

“Account”	The established arrangement ring-fenced and recording approved Science and Technology Facilities Council (STFC) travel booking
“Customer”	All parties having authority to use the Framework Agreement for permitted STFC Business purposes
“Agent”	A person appointed by the Customer
“STFC Customer Booking Administrator”	The STFC administration that contacts Suppliers, a contact will be provided for each site.
“Declined Booking”	Whereby a Supplier rejects a booking due to lack of capacity or availability, or whereby the Supplier does not respond in a reasonable time to the booking.

“RAL Area” and other definitions relating to Lot 1	<p>All of the following postcodes and geographical areas are defined and included as ‘RAL Area, Lot 1’.</p> <p>RAL Site means the postal address of Rutherford Appleton Laboratory, Harwell Oxford Campus, Didcot, Oxon, OX11 0XX</p> <p>RAL Local Area includes RAL Site and also refers to journeys beginning or ending at post codes: OX10, OX11, OX12, OX13, OX14.</p> <p>Oxford means the main city and residential area within the boundaries of the Western By-pass, Northern by-pass, Eastern by pass and A34.</p> <p>Swindon Area includes SN1, SN2, SN3, SN4, SN5, SN6, SN7, SN8, SN9, SN10, SN11, SN12, SN13, SN14, SN15, SN16, SN25, SN26, SN38, SN99</p> <p>Chilbolton Observatory, SO20 6BJ</p>
“DL Area” Lot 2	Journey beginning or ending at post codes: WA1, WA2, WA3, WA4, WA5, WA6, WA7, WA8, WA9, WA12, WA13, WA55, WA88, L24, M90
“Immediate and imminent bookings”	Any booking made where the booking is made less than 10 hours preceding the actual required pick up time.
“Night Booking”	Request for taxi made between 24:00 and 07:00
“KPIs”	Key Performance Indicators, used to measure the performance of the Supplier
“Response Time”	Time between request for taxi availability for pick up and arrival of taxi at pick up destination at the relevant STFC area
“Scheduled Booking”	Any booking made where the pick-up time is more than 10 hours in the future.
“Specification”	Any requirement as set out in this document.
“STFC Area”	Any of the areas: DL Area or RAL Area
“STFC Contract Manager”	Nominated STFC staff responsible for the management of the supply and relationship with Supplier on behalf of each site
“STFC Business”	Travel associated with the STFC business includes journeys to and from STFC Sites and to destinations. Excludes commuting to or from work or social / domestic use
“STFC Sites”	<ol style="list-style-type: none"> 1. RAL - The Harwell Oxford Campus, Didcot, Oxon, OX11 0XX – also incorporating Polaris House, North Star Avenue, Swindon SN2 1FL. 2. DL - Daresbury Laboratory, Sci-Tech Daresbury, Keckwick Lane, Daresbury WA4 4AD
“STFC Travelers”	Employees, contractors, tenants, partners, clients and other associated persons as determined by STFC
“Supplier Account Manager”	The Supplier key contact responsible for the supply management, performance and relationship
“Supplier”	All firms that the “Hire of Taxi and Passenger Transport Framework Agreement” is awarded to
“Longer distance journeys”	Journeys that exceed 100 miles (includes inward and outward)

3. General Introduction to the Requirement

The Science and Technology Facilities Council (STFC) is seeking a safe, reliable, and cost-effective taxi and passenger transport service to support STFC-related business travel. This service will be available to STFC Travellers and other authorized parties.

STFC operates across multiple sites, requiring this tender to be divided into two Lots (refer to Definitions). Each site's travel needs are coordinated by the STFC Customer Booking Administrator at that location. Travellers must book their journeys through their respective site's Customer Booking Administrator, who will then relay the booking details to the chosen Supplier.

At the RAL site (Lot 1), there is an in-house driver team consisting of three drivers. This team primarily handles goods transportation and occasionally passenger services, but primarily for VIPs or Executive Directors, and only when capacity allows, as goods transport is the priority.

Suppliers who intend on bidding, are expected to carefully review the service requirements outlined in this specification, considering the needs of the Lot they are bidding for. Suppliers must submit both quality and pricing proposals that align with the service levels and standards specified in this specification

Service delivery for each Lot will be monitored using Key Performance Indicators (KPIs), ensuring that the Supplier meets the required standards.

4. Overview of Service Requirement for Lot 1 and 2

The general service requirement includes local journeys, airport travel and occasional longer distance journeys (round trip exceeding 100 miles).

- a. The service should be provided in a manner which is most economical, efficient and timely.
- b. A dedicated Supplier Account Manager is required.
- c. A dedicated supplier email address for the purposes of STFC business is required.
- d. Appropriate vehicles and drivers will be available to undertake journeys 24 hours per day, 365 days per year.
- e. Suppliers will provide a booking service 24 hours per day every day of the year. A voice booking service will, at a minimum, be supported by an operative, able to accept or decline a booking, between the hours of 07:00 to 24:00 thereafter a voicemail or similar will be available for an operative to pick up and respond to booking messages before 08:00 the following day.
- f. STFC Traveller booking requests will be communicated by the STFC Customer's Booking Administrators and these fall into two main booking categories:
 - i. *Scheduled Bookings* – used by STFC whenever possible to give the maximum advance notice to the Supplier, provided normally 10 hours in advance of the required pick-up time.
 - ii. *Immediate and imminent* bookings – where pick-up from an STFC area or site is required as soon as possible and the booking is made either during STFC office hours or outside of office hours. A maximum 40-minute *Response Time* is required for *Immediate or Imminent* bookings (unless exceptional circumstances).

- g. Outside of STFC operating hours (working hours 08:00 to 16:00 Monday to Thursday, 08:00 to 15:30 Friday) STFC's Security Personnel take over taxi bookings and communicate with Suppliers. Phones will divert accordingly.

4.1 Airport Travel Requirements Lot 1 and 2

Suppliers are expected to have specialist knowledge of driver deployment to optimise their timing of arrival for airport pickups of STFC Travellers, to minimise unnecessary charged waiting time for taxi drivers.

Please note that any waiting time or parking charges should be factored into your bid submission, please refer to the pricing schedule.

Where pick-up is from an airport, the service will include: (Airports are listed in AW5.2 – Price schedule)

- a. Identification and greeting of STFC Travellers from Arrival area, escorting to vehicle and loading bags into vehicle, or on drop off to assist with luggage. To note branded placards will be provided by the Customer so that the STFC traveller can identify their pickup.
- b. Any pickup or drop off parking charges incurred for airport journeys can be charged back at cost only and must be clearly stated on invoice breakdowns. STFC reserves the right to audit and validate these charges.
- c. Suppliers will be expected to monitor flight times to ensure timely pick-ups in accordance with the actual flight time.
- d. Suppliers will be required to accept calls from, or contact the STFC Traveller, directly to clarify/confirm detail of pick-up, provided a contact number has been provided through the booking.

5. Geographical Lots – Estimated Volumes

The services will be divided into two specific Lots, for absolute clarity this framework agreement will provide no fixed amount of work guaranteed for any Lot, but nonetheless volume of work is estimated to be as follows (this is indicative only and is based on the financial year 2023/24):

Lot	Site	Journey Type	Annual number of journeys (estimate)	Number of Suppliers to be awarded contracts
1	RAL Area	All	3121	up to 3
2	DL Area	All	1200	up to 3

Please refer to the Lots as per the Pricing Schedule for more details of types of journeys and geographical areas.

Suppliers must hold operator licenses and comply with the relevant licensing authorities' requirements in all areas of operating that they are bidding for.

6. Evaluation and Booking Priority

6.1 Evaluation of the RFP tender responses

All bids will be assessed using the evaluation criteria as stated in the Section 5 - Evaluation of this RFP document. In accordance with Section 5 evaluation of this RFP document, the maximum score available for the technical element for this tender is 60%. The maximum score for price is 40%.

Lot 1 and 2 will each be awarded up to three Suppliers with the highest overall score (who have scored a minimum of 40.00% for Technical).

For the avoidance of doubt, any bidder who scores less than 40.00% for technical will **not** be considered for award on to the Framework.

6.2 Award procedure- Booking Priority by journey (Multiple Supplier Lots 1 and 2)

Within Lots 1 and 2, the allocation of work during the Framework term will be as follows:

Bookings for the defined local journeys (as per price schedule) will be allocated to Suppliers based on the most competitively priced *for that journey*. If that Supplier is unable to fulfil the booking, declines or is suspended as per remedial process, the next most competitively priced Supplier will be approached and so on.

Declining a booking may be as a result of the Supplier not having capacity and rejecting the booking, or as a result of non-response within a reasonable time.

6.3 Award Procedure – long journeys over 100 miles (Lots 1 and 2) Mini Competition

For the long journey requirements, the mini competition process will determine over 100 miles booking priorities. Evaluation for these requirements will be based on price only; a booking will be placed with the Bidder that has offered the most competitive price for the journey.

For mini-competitions under this Framework Contract the Customer shall:

- a. identify the relevant Lot that the long journey over 100 miles requirements fall into
- b. invite price quotations by conducting a mini competition for the requirement:
 - i. issue a request for quotation by email and invite all Suppliers on the Lot to submit a quotation.
 - ii. set a time limit for the receipt of the quotations; and
 - iii. keep each supplemental quotation confidential until the expiry of the time limit for the receipt of the supplemental quotations.
- c. award a booking to the Bidder/Supplier that has submitted the most competitive price.
- d. notify the successful/unsuccessful Bidder/Supplier about the outcome of the evaluation process by email.

- e. place booking with the successful Bidder/Supplier.

7. Local Arrangements and Fleet Strategy

- a. At each of the two STFC Sites, Suppliers and their associated drivers are required to co-operate with the local STFC Customer Booking Administration, security and site arrangements.
- b. Suppliers are required to have a good working geographical knowledge of the area they are operating in.
- c. Suppliers must be able to respond to requirements through a range of vehicle option sizes, including MPVs, and also as part of access to their fleet, quality vehicles that provide adequate comfort for longer journeys and for executive travel.
- d. Ensure an adequate number of vehicles and drivers are available in order to meet the operational requirements of this specification and meet KPI targets as set out in Section 15.

8. Quality, Compliance and Safety Standards

- a. Suppliers are expected to monitor and ensure that all of their Operators and Drivers have an up-to-date Enhanced Disclosure and Barring Service check.
- b. Suppliers will ensure that all Operators and Drivers have the Right to Work and Drivers will meet all relevant statutory health and fitness requirements in line with the DVLA and Licensing Authorities' requirements.
- c. Drivers will have a good standard of personal hygiene, be dressed in smart clothing at all times. The exact detail of dress can be agreed with STFC Contract Manager, but as an indication, clothing such as denim, football shirts or T- shirts, or flip flops, are NOT acceptable.
- d. Respond to providing accessible services for STFC Travellers with wheelchair or other Equality Act 2010 related requirements.
- e. Suppliers will be expected to monitor drivers to ensure they demonstrate consistently good driving standards in line with driver licencing requirements.
- f. Operators and Drivers will have good English language skills and be able to communicate with STFC Travellers effectively.
- g. Drivers will always conduct themselves politely and courteously and not impose unwanted conversation or views upon STFC Travellers.
- h. At airports Drivers will always greet STFC Travellers at the relevant Arrivals area and identify themselves using an agreed branded sign.
- i. Drivers will use telephones or radios only when it is safe and legal to do so, and only by means of pre-installed hands-free devices.
- j. Drivers will always assist STFC Travellers with the loading and unloading of bags, unless the STFC Traveller declines.
- k. Drivers will NOT smoke or vape in the vehicle at all.
- l. Drivers will be fully qualified and licensed to drive the appropriate vehicle and be able to provide ID to the STFC Traveller or other Customer representative at any time.
- m. All qualifying/eligible vehicles used to provide the services should comply with local authority policies which may stipulate age, condition and testing of vehicles.
- n. Regardless of fleet ownership model, the supplier must ensure that vehicles are systematically maintained in roadworthy condition and available for inspection by the

- Customer upon request, or an Agent appointed by the Customer.
- o. All vehicles will be provided in a clean and tidy condition, to the satisfaction of STFC Travellers.
- p. Supplier to hold all necessary licences and insurances, all to be available for inspection by the Customer or their Agent upon request. The Supplier will ensure they meet all legal requirements to perform as a taxi / private hire operator.
- q. Drivers will comply with Road Traffic Act 2006, drive safely in relation to legal speed limits and in accordance with road conditions and adhere to all other legislation.

9. Social and Environmental Impact

- a. Suppliers should continuously demonstrate how they are minimising carbon emissions through their fleet renewal, transportation and management initiatives.
- b. STFC expects the Supplier to identify the most economical routes and should proactively seek to recommend combined STFC shared passenger travel from received bookings.
- c. STFC is required to report through to the government of Government Green Targets, which relate to working towards net zero by 2050 and our respective Sustainable Transport policy references a 2040 zero ambition. In the bid submission, you will be able to state what level of information you can supply as part of regular reporting to STFC on carbon emissions. This will be reportable, refer to section 17.

10. Subcontracting

A subcontractor will be deemed any person, entity or company, which provides services similar to this Specification or might be described as a taxi or private hire business but not a Supplier. Such subcontractors may not be used by the Supplier for the supply of these services unless:

- a. The subcontractor is regularly used in the normal every day running of the Suppliers business (for instance if the Supplier uses subcontracted labour or franchising as its normal business model) and only then if such details are provided to the Customer as part of its tender response and thereafter for any new subcontractors.
- b. The Supplier manages and controls the service provided by the subcontractor exactly as they would his/her employed staff and to the requirements of this Specification.

11. Approved Bookings, Payment and Invoicing

- a. It is expected that all journeys will be charged to the Account in line with the agreed Pricing Schedule.
- b. Only approved bookings received from the STFC Customer Booking Administrator should be accepted on the customer account and reported on.
- c. Where there is a single Supplier arrangement, the above arrangement will be agreed and STFC Travellers may be required to use the STFC Booking Portal. Any direct bookings or approaches made from staff, visitors or other agencies on site, can be supplied at the Suppliers discretion but should not interfere with the provision of this contracted service and do not form part of the requirements or terms.
- d. Invoices will be provided monthly as a minimum, or as per local arrangements.
- e. In conjunction with the monthly invoicing, Suppliers will provide consolidated billing reports that reconcile to the invoice, agreed pricing model and bid values less any deductions driven by KPI service credits.

- f. All supporting consolidated billing reports will show relevant booking and journey data and cost which should have a clear breakdown.

12. **Contact, Communications and Customer Care**

- a. A dedicated account email address and contact telephone/mobile numbers must be provided by the Supplier to the Client for the business of STFC.
- b. Suppliers must keep in touch with the STFC Customer Booking Administrator or via their drivers when out of hours, and in the following circumstances:
 - Inform the STFC Traveller or STFC Customer Booking Administrator of any potential late pick-ups.
 - Inform the STFC Customer Booking Administrator of any no-show of the traveller after 30 minutes of waiting after booked pick-up time.
 - For airport journey pick-ups, this will take account of the flight arrival times to be dynamically reviewed by the Supplier to ensure efficient and timely provision
- c. The Supplier will identify a dedicated Account Manager who will be available to discuss and resolve key issues as they occur and attend performance meetings
- d. The Supplier Account Manager is required to respond to complaints and service issues raised by STFC Customer Contract Manager or STFC Customer Booking Administrator within 24 hours.
- e. Where complaints or issues are not resolved, a contact for escalation purposes is required.

13. **Technology**

- a. All technology and communications systems utilised for the discharge of these services must comply with GDPR.
- b. Suppliers are expected to proactively utilise and deploy speed monitoring, modern dispatch and GPRS systems enabling monitoring and audit of service provision.
- c. For avoidance of doubt, the Customer has its own STFC Traveller facing booking system. Suppliers are required to make available their Electronic Booking Portal System to enable bookings from the Account to be made directly, either by the STFC Booking Administrator or STFC Traveller (subject to STFC agreed approaches at each site).
- d. The Electronic Booking Portal System should be able to capture passenger and journey details and support configuration to capture the provided STFC billing codes so that charges are pushed to the relevant STFC Department that is funding the booking.
- e. Suppliers' Electronic Booking Portal System must be able to export/import CSV files.
- f. Suppliers will be required to provide a text messaging service (where a mobile number has been provided) to the STFC Traveller to advise of pick-up time, driver and car details. This is essential for out of hours bookings.

14. Key Performance Indicators (KPIS)

*Please refer to below Contract Management Section 16 on remediation in relation to **addressing targets for improvements and changes** in **supplier ranking** where applicable.

**It is expected that Suppliers should be self-monitoring and apply service credits using their own data and in response to complaints or services issues as reported.

KPI (Applicable to Lots 1 & 2)	Description	Performance target	Service credits	Mitigation action, missed target
1	Bookings Declined	95% of bookings accepted	None	<ul style="list-style-type: none"> Target for improvement agreed At Customer discretion, Supplier ranking changed
2	Immediate/imminent booking late pick	92% of bookings on time	25% cost of journey	<ul style="list-style-type: none"> Target for improvement agreed At Customer discretion, Supplier ranking changed
3	Scheduled booking late pick-up (5 to 15 mins later than booked time)	98% of bookings on time	25% cost of journey	<ul style="list-style-type: none"> Target for improvement agreed At Customer discretion, Supplier ranking changed
4	Scheduled booking late pick-up (over 15 minutes later than booked time)	95% (never later than 15 minutes)	75% cost of journey	<ul style="list-style-type: none"> Target for improvement agreed At Customer discretion, Supplier ranking changed
5	Traveler complaints (other than late pick-up)	No more than 3 valid complaints per month	None	<ul style="list-style-type: none"> Target for improvement agreed At Customer discretion, Supplier ranking changed
6	Failure to meet any of the Quality & Safety Standards	100% against all items	50% cost of journey	<ul style="list-style-type: none"> Target for improvement agreed At Customer discretion, Supplier ranking changed
7	Management Information (MI) & Reporting	100% adherence (see section 15)	None	<ul style="list-style-type: none"> At Customer discretion, Supplier ranking changed Payment to supplier only processed upon receipt of monthly data

- Suppliers should be self-monitoring and ensure that they are able to provide robust data in line with the Management Information requirements set out below in Section 17 and aligned with the KPIs in Section 15.
- As a minimum, Suppliers will provide reporting as outlined in Section 17, or as agreed with the STFC Contract Manager at each site.
- Addition of new KPIs will be at the Customers discretion. Mitigation action and Service Credit arrangements for new KPIs to be by mutual agreement with individual Supplier.

15. **Contract Management / Performance Measurement / Remediation**

Meetings between the STFC Customer and Suppliers are expected to be held on a quarterly basis initially and thereafter will be arranged at the discretion of the STFC Contract Manager at each site and the frequency will be dependent on the volume of work or may be triggered by performance issues raised.

The Key Performance Indicators, mitigation actions and service credit agreement is detailed below. Service credits will be applicable on a calendar monthly basis, Suppliers are required to apply, and record identified service credits, including relevant detail on invoices and supporting data.

Remediation Plan – Applicable per LOT

The below excludes any performance or failing which constitutes a breach of contract as referenced and provided for in the Contract.

- a. Step 1 – where there is data / reports received from Suppliers, or STFC Travelers that identifies or evidences performance at below the key performance target level(s), an agreed target(s) for performance improvement and a date for review will be set and communicated by the STFC Contract Manager.
- b. Step 2 – The Supplier should address this action. However, should the performance issue not improve in the subsequent reporting period, or as per the review period agreed, the STFC Contract Manager reserves the right to change the ranking of the Supplier to the next level for a specified period of time and notice will be provided in writing to this effect. Should the Supplier already be the lowest ranked within the Lot, this will result in a complete suspension for a specified period of time
- c. Step 3 – Upon reinstatement, should the performance issues reoccur in the proceeding reporting period, or if there are other related performance issues reported, the STFC Contract Manager reserves the right to revert to Step 2, but also has the option to permanently change the ranking for the duration of the contract, or terminate where the supplier is already the lowest ranked supplier.

16. Management Information Reporting

Suppliers are required to provide the following information by default. A report template will be provided by STFC at the start of the contract.

Breakdown of information

Type	Detail	Frequency	Format
1. Invoice/monthly reporting Consolidated billing and invoicing monthly data for payment/ reconciliation of invoice.	Journeys, breakdown of cost, mileage, surname of passenger Service Credits where applicable	Monthly, by 15 th of each Month	CSV file
2. Quarterly Reporting During the fiscal year (April – march) by 10 th of each proceeding month a report is required from the supplier. Quarter 4 report to provide for the whole period	Summary reporting against 2-7 of KPIs detailed in Section 15 Invoiced values per period by journey type and per Lot, mileage values Service Credits where applicable Cumulative totals	Quarterly, by 10 th of each month: Qtr 1 – 15 th July Qtr 2 – 15 th Oct Qtr 3 – 15 th Jan Qtr 4 with cumulative total of whole financial year - 15 th April	Template to be provided by STFC Contract Manager
3. Quarterly Environmental Reporting	Minimum of mileage for each journey, or carbon calculation if the Bidder has indicated this.	Quarterly	Included in above
4. Adhoc upon request	Where reasonable notice, the supplier may be required to provide information	Ad hoc	

17. Period of Framework Agreement

The Framework Agreement duration shall be for a period of 3 years with optional extensions of 1 year period from commencement of the Framework Agreement.

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

5.1. Introduction

- 5.1.1. The evaluation process will be conducted to ensure that Bids are evaluated fairly to ascertain the bidders who can demonstrate the required skills qualities, technical ability and capacity, commercial stability, and experience to ensure successful performance of the Contract.
- 5.1.2. The evaluation team may comprise staff from UKSBS and the Contracting Authority, and any specific external stakeholders the Contracting Authority deem required

5.2. Evaluation of Bids

- 5.2.1. Evaluation of Bids shall be based on a Selection questionnaire and Award criteria as clearly defined in the e-sourcing tool.

5.3. SELECTION questionnaire

- 5.3.1. The Selection questionnaire shall be marked against the following Selection pass / fail and scoring criteria.
- 5.3.2. The selection questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria.

Selection Pass/fail criteria – All Lots		
Evaluation Envelope	Q No.	Question subject
Qualification Questionnaire Part 1: Potential Supplier Information		
Section 1	1.1(a) – q	Contact details
Qualification Questionnaire Part 2: Exclusion Grounds		
Section 1	1.2 (a)(i)	Administration, Management, supervisory body convictions
	1.2(a)(ii)	Participation in a criminal organisation
Section 1	1.2 (a) - (iii)	Corruption
Section 1	1.2 (a) - (iv)	Terrorist Offences or offences link to terrorist activities
Section 1	1.2 (a) - (v)	Money laundering or Terrorist financing
Section 1	1.2 (a) - (vi)	Child Labour and other forms of trafficking in human beings
Section 1	1.2 (a) - (vii)	Any other offence within the meaning of Article 57(1) of the Directive as defined by the law of any jurisdiction outside England, Wales or Northern Ireland.
Section 2	2.1(a) (i-ii)	Payment of tax or social security
Section 3	3.1	Detailed grounds for exclusion
Section 3	3.1 (a)	Situations summarised
Section 3	3.1 (b)	Breach of environmental law obligations

Section 3	3.1 (c)	Breach of social law obligations
Section 3	3.1 (d)	Breach of labour law obligations
Section 3	3.1(e)	Bankruptcy or subject to Insolvency
Section 3	3.1(f)	Guilty of grave professional misconduct
Section 3	3.1(g)	Distorting of competition
Section 3	3.1(h)	Conflict of Interest
Section 3	3.1(i)	Involved in preparation of procurement procedure
Section 3	3.1(j)	Prior performance issues
Section 3	3.1(k)	Serious Misrepresentation, withholding information, undue influence and undue advantages.
Section 3	3.1(l) to 3.2	Modern Slavery
Qualification Questionnaire Part 3: Selection Questions		
Section 4	4.1(a)	Financial statements filed with Companies House
Section 4	4.1(b)	Detailed accounts
Section 4	4.1(c)	Annual Turnover profit and loss accounts etc..
Section 4	4.2	Financial reliance upon others and guarantee
Section 6	6.1	Relevant experience and contract examples
Section 6	6.2	Subcontracting and healthy supply chains
Section 6	6.3	Technical and Professional Ability
Section 7	7.1	Insurance
Section 8	8.1(a)	General Data Protection Regulations
Section 8	8.1(b)	General Data Protection Regulations – Technical Facilities and Measures
Part 3	SEL1.10	Information Security
Part 3	SEL2.12	General Data Protection Regulations and Data Protection Act 2018
Part 3	SEL2.19	PPN 01/22 - Contracts with suppliers from Russia or Belarus
Part 3	FOI1.1 – 1.2	Freedom of Information
Part 3	Declaration	Covering all sections of the bid submission
	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 the any of the selection stage scoring methodology, nor the Award stage scoring methodology or Mandatory pass / fail criteria.	

- 5.3.3. Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.
- 5.3.4. The evaluation model below shall be used for this RFP which will be determined to two decimal places.
- 5.3.5. Questions marked ‘for information only’ do not contribute to the scoring model.
- 5.3.6. During the evaluation stage, the intention is that only Bidders who achieve a Pass of all the Mandatory and Discretionary requirements of the RFP will be considered for award stage evaluation.

5.4. AWARD questionnaire – All Lots

- 5.4.1. The award questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria. Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.

Award Pass / Fail criteria – All Lots		
Evaluation Envelope	Q No.	Question subject
Qualification	AW1.1	Form of Bid
Qualification	AW1.2	Bid validity period
Qualification	AW1.3	Certificate of bona fide Bid
Qualification	AW3.2	Conflict of Interest Declaration
Qualification	AW3.2.1	Conflict of Interest Declaration Supporting Information
Qualification	AW4.1	Compliance to the Framework Terms
Qualification	AW4.2	Changes to Contract Terms
Qualification	AW6.1	Compliance to the Specification
Qualification	AW6.2	Variable Bids
		Lot 1 - Rutherford Appleton Laboratory (RAL)
Commercial	L1 - AW5.3	Firm and Fixed Price
Commercial	L1 - AW5.5	E Invoicing
Technical	L1 - PROJ1.1	Operating Licensing Lot 1
Technical	L1 - PROJ1.8	Disclosure and Barring Service (DBS) and Vetting Lot 1
		Lot 2 - Daresbury Laboratory (DL)
Commercial	L2 - AW5.3	Firm and Fixed Price
Commercial	L2 - AW5.5	E Invoicing
Technical	L2 - PROJ1.1	Operating Licensing Lot 2
Technical	L2 – PROJ1.8	Disclosure and Barring Service (DBS) and Vetting Lot 2
-	-	Request for Proposal response – received on time within the eSourcing Portal
	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 the any of the selection stage scoring methodology, nor the Award stage scoring methodology or Mandatory pass / fail criteria.	

- 5.4.2. The Award stage of due process shall be marked against the following Award scoring criteria.
- 5.4.3. The evaluation model below shall be used for this RFP which will be determined to two decimal places.
- 5.4.4. Questions marked 'for information only' do not contribute to the scoring model.

- 5.4.5. Do not exceed the page limits specified within each of the Non Commercial criteria, any additional content provided beyond the specified page limit will not be considered or scored during the evaluation process. Where bidders include a cover page and/or annex, this will be taken into consideration within the page limit and therefore this is discouraged. Where a Non Commercial criteria requires an additional attachment such as an organogram or risk register bidders are to note the eSourcing Portal only permits 1 document upload per question therefore bidders must attach their response as a Zip folder.

Award 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 RFP. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
		Lot 1 - Rutherford Appleton Laboratory (RAL)		
Commercial	L1 - AW5.1	Price	40%	40%
Technical	L1 - PROJ1.2	Service Requirements	60%	15%
Technical	L1 - PROJ1.3	Airport Travel Requirements		8%
Technical	L1 - PROJ1.4	Local Arrangements and Fleet Strategy		5%
Technical	L1 - PROJ1.5	Methodology – Quality, Compliance & Safety Standards		10%
Technical	L1 - PROJ1.6	Contact, Communications and Customer Care		6%
Technical	L1 - PROJ1.7	Technology		6%
Technical	L1 - PROJ1.9	Environmental and social benefit.		5%
Technical	L1 - PROJ1.10	KPIs & Reporting		5%
		Lot 2 - Daresbury Laboratory (DL)		
Commercial	L2 - AW5.1	Price	40%	40%
Technical	L2 - PROJ1.2	Service Requirements	60%	15%
Technical	L2 - PROJ1.3	Airport Travel Requirements		8%
Technical	L2 - PROJ1.4	Local Arrangements and Fleet Strategy		5%
Technical	L2 - PROJ1.5	Methodology – Quality, Compliance & Safety Standards		10%
Technical	L2 - PROJ1.6	Contact, Communications and Customer Care		6%
Technical	L2 - PROJ1.7	Technology		6%
Technical	L2 - PROJ1.9	Environmental and social benefit.		5%
Technical	L2 - PROJ1.10	KPIs & Reporting		5%

Award Evaluation of criteria

Non-Commercial Elements

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

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

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

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

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

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

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that there may be multiple evaluators. If so, their individual scores will be averaged (mean) to determine your final score as follows:

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Once the above evaluation process has been undertaken and the scores are apportioned by evaluator(s) this will then be subject to an independent commercial review and moderation meeting, if required by the commercial lead, any and all changes will be formally recorded relative to the regulatory obligations associated with this procurement, so as to ensure that the procurement has been undertaken in a robust and transparent way.

For the avoidance of doubt, any bidder who scores less than 40.00% for technical will not be considered for award on to the Framework.

Commercial Elements will be evaluated 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 Commercial criterion.

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

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

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

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

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

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

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

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

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

This evaluation criteria will therefore not be subject to any averaging, as this is a mathematical scoring criterion, but will still be subject to a commercial review.

The scores achieved for the Non Commercial and Commercial Criteria will be combined to give a bidders total score and ranking.

Award criteria in the event of a tied place for an award decision

If as a result of the application of the aforementioned scored criteria applicable to Commercial and Non Commercial has been undertaken and suitable due diligence has occurred to ratify this position, this then results in a tied place re more than one supplier has attained a score that is equal to another bidder under this procurement procedures due process, then the Contracting Authority shall make an award decision on the basis of the bidder who provided a bid that attained the highest score under Non Commercial criteria.

For example:

Bidder A scores 12.50 for Commercial and 45.00 for Non commercial

Bidder B scores 15.10 for Commercial and 42.40 for Non commercial

The result is a tied place at score of 57.50

The Contracting Authority stated in its procurement documents that the bidder who score the highest on under Non commercial criteria in a tied place, shall be awarded the contract therefore Bidder A wins the award.

This evaluation criteria will therefore not be subject to any averaging.

5.5. Evaluation process

5.5.1. The evaluation process will feature some, if not all, the following phases

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> RFP logged upon opening in alignment with UKSBS's procurement procedures. Any RFP Bid received after the closing date will be rejected unless circumstances attributed to UKSBS, the Contracting Authority or the eSourcing Portal beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> Check all Mandatory requirements are acceptable to the Contracting Authority. Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the criteria. The bid may be subject to moderation as advised in the criteria section, prior to any award decision.
Clarifications	<ul style="list-style-type: none"> The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Selection and / Award criteria.
Moderation meeting (if required to reach an award decision)	<ul style="list-style-type: none"> To review the outcomes of the Commercial review To agree final scoring for each Bid, relative rankings of the Bids To confirm contents of the Standstill letters to provide details of scoring and relative feedback on the unsuccessful Bidders response in comparison with the successful Bidders response
Due diligence of the Bid	<ul style="list-style-type: none"> the Contracting Authority may request the following requirements at any stage of the Procurement: <ul style="list-style-type: none"> Submission of insurance documents from the Bidder Request for evidence of documents / accreditations referenced in the / Request for Proposal response / Bid and / or Clarifications from the Bidder Taking up of Bidder references from the Bidders Customers. Financial Credit check for the Bidder
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> To confirm contents of the letters to provide details of scoring and meaningful feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Evaluation Response Questionnaires

6.1. Qualification / Selection Questionnaire

- 6.1.1 Bidders should note that the Qualification / Selection Questionnaire is located within the **eSourcing Portal**.

Guidance on how to register and use the eSourcing portal is available at

<https://beisgroup.ukp.app.iaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

6.2. Technical and Commercial Questionnaire

- 6.2.1 Bidders should note that the Technical and Commercial Questionnaire is located within the **eSourcing Portal**.

Guidance on how to register and use the eSourcing portal is available at

<https://beisgroup.ukp.app.iaggaer.com/>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General information

7.1. Introduction

- 7.1.1. The Contracting Authority wishes to establish a Framework Agreement for the provision of STFC Taxi Services. The Contracting Authority is managing this procurement process in accordance with Public Procurement (as may be amended from time to time) (the “Regulations”). This is a services Framework Agreement being procured under the Open Procedure
- 7.1.2. The Contracting Authority is procuring the Framework Agreement for its exclusive use.
- 7.1.3. UKSBS and the Contracting Authority logo, trademarks and other identifying marks are proprietary and may not be incorporated in the Companies response without or the Contracting Authority’s written permission.
- 7.1.4. The Bidder shall indemnify and keep indemnified UKSBS and the Contracting Authority against all actions, claims, demands, proceedings, damages, costs, losses, charges, and expenses whatsoever in respect of any breach by the Bidder of this document.
- 7.1.5. If there is any doubt with regard to the ambiguity of any question or content contained in this questionnaire then PLEASE ASK a clarification question, but please ensure that your question is via the formal clarification process in writing to the UKSBS representative nominated. No approach of any kind in connection with this opportunity should be made to any other person within or associated with UKSBS or the Contracting Authority. All information secured outside of this named contact shall have no legal standing or worth and should not be relied upon.
- 7.1.6. It remains the responsibility of the Bidder to keep UKSBS and the Contracting Authority informed of any matter that may affect continued qualification.
- 7.1.7. Prior to commencing formal evaluation, Submitted Responses will be checked to ensure they are fully compliant with the Pass / Fail criteria within the Evaluation model. Non-compliant Submitted Responses may be rejected by the Contracting Authority. Submitted Responses which are deemed by the Contracting Authority to be fully compliant will proceed to evaluation. These will be evaluated using the criteria and scores detailed in the matrix set out in [Section 5](#).
- 7.1.8. Whilst it is the Contracting Authority’s intention to purchase the majority of its services under this Framework Agreement Arrangement from the Supplier(s) appointed this does not confer any exclusivity on the appointed Suppliers. The Contracting Authority reserve the right to purchase any services and services (including those similar to the services covered by this procurement) from any Supplier outside of this Contract.
- 7.1.9. The Contracting Authority reserves the right not to conclude a Framework Agreement as a result of the current procurement process. Bidders should review the contents of Section 7 paragraph 7.8.1 when considering submitting their Response.
- 7.1.10. The services covered by this procurement exercise have been sub-divided into Lots.

Lot	Description	Number of successful suppliers required for this lot
Lot 1	Rutherford Appleton Laboratory (RAL)	Up to 3
Lot 2	Daresbury Laboratory (DL)	Up to 3

- 7.1.11. The Contracting Authority shall utilise the eSourcing Portal available at <https://beisgroup.ukp.app.jaggaer.com/> to conduct this procurement. There will be no electronic auction following the conclusion of the evaluation of the Request for Proposal (RFP) responses. Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal.

All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to eSourcing Helpdesk

Phone 08000 698 632

Email customersupport@jaggaer.com

Please note; the eSourcing Portal is a free self-registration portal. Bidders can complete the online registration at the following link:

<https://beisgroup.ukp.app.jaggaer.com/>

- 7.1.12. Please utilise the messaging system within the eSourcing Portal located at <https://beisgroup.ukp.app.jaggaer.com/> within the timescales detailed in [Section 3](#). If you have any doubt as to what is required or will have difficulty in providing the information requested. Bidders should note that any requests for clarifications may not be considered by the Contracting Authority if they are not articulated by the Bidder within the discussion forum within the eSourcing Portal.
- 7.1.13. Bidders should read this document, and all attachment, messages and the response envelopes located within the eSourcing portal carefully before completing the Response submission. Failure to comply with any of these instructions for completion and submission of the Submitted Response may result in the rejection of the Response. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the services and contractual obligations. These instructions constitute the Conditions of Response. Participation in the RFP process automatically signals that the Bidder accepts these Conditions.
- 7.1.14. All material issued in connection with this RFP shall remain the property of the Contracting Authority and shall be used only for the purpose of this procurement. All Due Diligence Information shall be either returned to the Contracting Authority or securely destroyed by the Bidder (at the Contracting Authority's option) at the conclusion of the procurement.
- 7.1.15. The Bidder shall ensure that each and every sub-contractor, consortium member and adviser abide by the terms of these instructions and the Conditions of Response.
- 7.1.16. The Bidder shall not make contact with any other employee, agent or consultant of UKSBS or the Contracting Authority or Customer who are in any way connected with this procurement during the period of this procurement, unless instructed otherwise by the Contracting Authority.
- 7.1.17. The Contracting Authority shall not be committed to any course of action as a result of:

- 7.1.17.1. issuing this RFP or any invitation to participate in this procurement ;
 - 7.1.17.2. an invitation to submit any Response in respect of this procurement;
 - 7.1.17.3. communicating with a Bidder or a Bidder's representatives or agents in respect of this procurement; or
 - 7.1.17.4. any other communication between UKSBS or the Contracting Authority (whether directly or by its agents or representatives) and any other party.
- 7.1.18. Bidders shall accept and acknowledge that by issuing this RFP the Contracting Authority shall not be bound to accept any Response and reserves the right not to conclude a Contract for some or all of the services for which Responses are invited.
- 7.1.19. The Contracting Authority reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement.
- 7.1.20. Bidders should not include in the Response any extraneous information which has not been specifically requested in the RFP including, for example, any sales literature, standard terms of trading etc. Any such information not requested but provided by the Bidder shall not be considered by the Contracting Authority.
- 7.1.21. If the Bidder is a consortium, the following information must be provided: full details of the consortium; and the information sought in this RFP in respect of each of the consortium's constituent members as part of a single composite response. Potential Providers should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium as indicated in the relevant section of the selection questionnaire SEL1.9 specifically refers. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided as indicated in the relevant section of the RFP. However, please note the Contracting Authority reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 19(6) of the Regulations. The Contracting Authority 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 Contracting Authority so that it can make a further assessment by applying the selection criteria to the new information provided and consider rejection of the Response if the Contracting Authority reasonably consider the change to have a material impact of the delivery of the viability of the Response.

7.2. Bidder conference

- 7.2.1. A Bidders' Conference will not be held in conjunction with this procurement.

7.3. Confidentiality

- 7.3.1. Subject to the exceptions referred to in paragraph 7.3.2, the contents of this RFP are being made available by the Contracting Authority on condition that:
- 7.3.1.1. Bidders shall at all times treat the contents of the RFP and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;
 - 7.3.1.2. Bidders shall not disclose, copy, reproduce, distribute, or pass any of the Information to any other person at any time or allow any of these things to happen;

- 7.3.1.3. Bidders shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Response; and
 - 7.3.1.4. Bidders shall not undertake any publicity activity within any section of the media in relation to this procurement
- 7.3.2. Bidders may disclose, distribute, or pass any of the Information to the Bidder's advisers, sub-contractors or to another person provided that either:
 - 7.3.2.1. This is done for the sole purpose of enabling a Response to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Bidder; or
 - 7.3.2.2. The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or
 - 7.3.2.3. The Bidder is legally required to make such a disclosure
- 7.3.3. In paragraphs 7.3.1 and 7.3.2 above the term 'person' includes but is not limited to any person, firm, body, or association, corporate or incorporate.
- 7.3.4. UKSBS and the Contracting Authority may disclose detailed information relating to Responses to its employees, agents or advisers and they may make any of the Contract documents available for private inspection by its officers, employees, agents, or advisers. UKSBS and the Contracting Authority also reserve the right to disseminate information that is materially relevant to the procurement to all Bidders, even if the information has only been requested by one Bidder, subject to the duty to protect each Bidder's commercial confidentiality in relation to its Response (unless there is a requirement for disclosure as explained in paragraphs 7.4.1 to 7.4.3 below).
- 7.3.5. 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. Subject to section 7.4 below, the information will not be disclosed outside Government. Bidders taking part in this RFP consent to these terms as part of the competition process.

- 7.3.6. The Government revised its Government Security Classifications (GSC) classification scheme on the 5th August 2024 to replace the previous 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>

- 7.3.7. The Contracting Authority reserves the right to amend any security related term or condition of the draft Framework Agreement accompanying this RFP to reflect any changes introduced by the GSC. In particular where this RFP 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](#)
- [Find a Tender](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

7.4. Freedom of information

- 7.4.1. In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UKSBS and the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 7.4.2. In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 7.4.3. Where a Bidder identifies information as commercially sensitive, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, the Contracting Authority cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 7.4.4. Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 7.4.5. Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including RFP templates such as this, are published on a

designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by the Contracting Authority, and any contract entered into by the Contracting Authority with its preferred supplier once the procurement is complete. By submitting a response to this RFP Bidders are agreeing that their participation and contents of their Response may be made public.

7.5. Response Validity

- 7.5.1. Your Response should remain open for consideration for a minimum period of 90 days. A Response valid for a shorter period will be rejected.

7.6. Timescales

- 7.6.1. [Section 3](#) of the RFP sets out the proposed procurement timetable. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

7.7. The Contracting Authority's Contact Details

- 7.7.1. Unless stated otherwise in these Instructions or in writing from UKSBS or the Contracting Authority, all communications from Bidders (including their sub-contractors, consortium members, consultants, and advisers) during the period of this procurement must be directed through the eSourcing tool to the designated UKSBS contact.
- 7.7.2. Bidders should be mindful that the designated Contact or other persons associated with this opportunity, should not under any circumstances be sent a copy of their Response outside of the eSourcing portal, unless the portal cannot receive your response due to an outage, should this happen then Contracting Authority will suitably formally instruct all bidders as to how to submit your Response. Failure to follow this requirement will result in disqualification of the Response.

7.8. Preparation of a Response

- 7.8.1. Bidders must obtain for themselves at their own responsibility and expense all information necessary for the preparation of Responses. Bidders are solely responsible for all costs, expenses and other liabilities arising in connection with the preparation and submission of their Response and all other stages of the selection and evaluation process. Under no circumstances will UKSBS or the Contracting Authority, or any of their advisers, be liable for any such costs, expenses or liabilities borne by Bidders or their sub-contractors, suppliers or advisers in this process.
- 7.8.2. Bidders are required to complete and provide all information required by the Contracting Authority in accordance with the Conditions of Response and the Request for Proposal. Failure to comply with the Conditions and the Request for Proposal may lead the Contracting Authority to reject a Response.
- 7.8.3. The Contracting Authority relies on Bidders' own analysis and review of information provided. Consequently, Bidders are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Responses and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement.

- 7.8.4. Bidders must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding their Responses, without reliance upon any opinion or other information provided by the Contracting Authority or their advisers and representatives. Bidders should notify the Contracting Authority promptly of any perceived ambiguity, inconsistency, or omission in this RFP, any of its associated documents and/or any other information issued to them during the procurement.
- 7.8.5. Bidders must ensure that each response to a question is within any specified page limit. Any responses with pages in excess of the page limit will only be consider up to the point where they meet the page limit, any additional pages beyond the volume defined in the page limit will not be considered by the evaluation panel.
- 7.8.6. Bidders must ensure that each response to a question is not cross referenced to a response to another question. In the event of a Bidder adding a cross reference it will not be considered in evaluation.

7.9. Submission of Responses

- 7.9.1. The Response must be submitted as instructed in this document through the e-sourcing tool. Failure to follow the instruction within each Section of this document, to omit responses to any of the questions or to present your response in alignment with any guidance notes provided may render the Response non-compliant and it may be rejected.
- 7.9.2. The Contracting Authority may at its own absolute discretion extend the closing date and the time for receipt of Responses specified [Section 3](#).
- 7.9.3. Any extension to the RFP response period will apply to all Bidders.
- 7.9.4. Any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Failure to adhere to this requirement will result in the Response not being considered.
- 7.9.5. The Contracting Authority do not accept responsibility for the premature opening or mishandling of Responses that are not submitted in accordance with the instructions of this document.
- 7.9.6. The Response and any documents accompanying it must be in the English language
- 7.9.7. Bidders must submit their response through the e-sourcing tool, unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority. Responses received by any other method than requested will not be considered for the opportunity.
- 7.9.8. Responses will be submitted any time up to the date indicated in [Section 3](#). Responses received before this deadline will be retained in a secure environment, unopened until this deadline has passed.
- 7.9.9. Responses received after the date indicated in [Section 3](#) 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

- 7.9.9.1. The Bidder must demonstrate irrefutable evidence in writing they have made best endeavours to ensure the Response was received on time and that the issue was beyond their control.
 - 7.9.9.2. Any request for a late Response to be considered must be emailed to the Buyer in [Section 3](#) in advance of 'the deadline' if a bidder believes their Response will be received late.
 - 7.9.9.3. The Contracting Authority reserves the right to accept or reject any late Response without justification to the affected Bidder and make no guarantee it will consider any request for a late Response to be considered.
- 7.9.10. Do not seek changes to the Bid after responses have been submitted and the deadline (date and time) for receipt of responses has passed.

7.10. Canvassing

- 7.10.1. Any Bidder who directly or indirectly canvasses any employee, or agent of UKSBS, the Contracting Authority, or its members or any of its employees concerning the establishment of the Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee, or agent or concerning any other Bidder, Response or proposed Response will be disqualified.

7.11. Disclaimers

- 7.11.1. Whilst the information in this RFP, Due Diligence Information and supporting documents has been prepared in good faith, it does not purport to be comprehensive, nor has it been independently verified.
- 7.11.2. Neither UKSBS, the Contracting Authority, nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:
- 7.11.2.1. makes any representation or warranty (express or implied) as to the accuracy, reasonableness, or completeness of the RFP; or
 - 7.11.2.2. accepts any responsibility for the information contained in the RFP or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 7.11.3. Any persons considering making a decision to enter into contractual relationships with the Contracting Authority following receipt of the RFP should make their own investigations and their own independent assessment of the Contracting Authority and its requirements for the services and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFP or any other associated documents (including the Schedules) is only authorised to be provided following a query made in accordance with Paragraph 7.15 of this RFP.

7.12. Collusive behaviour

- 7.12.1. Any Bidder who:
- 7.12.1.1. fixes or adjusts the amount of its Response by or in accordance with any agreement or arrangement with any other party; or
 - 7.12.1.2. communicates to any party other than UKSBS, or the Contracting Authority the amount or approximate amount of its proposed

Response or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Response or insurance or any necessary security); or

- 7.12.1.3. enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Response; or
- 7.12.1.4. enters into any agreement or arrangement with any other party as to the amount of any Response submitted; or
- 7.12.1.5. offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Response or proposed Response, any act or omission,

shall (without prejudice to any other civil remedies available to the Contracting Authority and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

7.13. No inducement or incentive

- 7.13.1. The RFP is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Bidder to submit a Response or enter into the Contract or any other contractual agreement.

7.14. Acceptance of the Framework Agreement

- 7.14.1. The Bidder in submitting the Response undertakes that in the event of the Response being accepted by the Contracting Authority and the Contracting Authority confirming in writing such acceptance to the Bidder, the Bidder will within 7 of being called upon to do so by the Contracting Authority execute the Framework Agreement in the form set out in the Framework Agreement Terms or in such amended form as may subsequently be agreed.
- 7.14.2. The Contracting Authority shall be under no obligation to accept the lowest priced or any Response.

7.15. Queries relating to the Response

- 7.15.1. All requests for clarification about the requirements or the process of this procurement shall be made in through the eSourcing portal unless the eSourcing portal is unavailable due to system maintenance or failure, in this instance all clarifications shall be by email to the contact defined in [Section 3](#).
- 7.15.2. The Contracting Authority will endeavour to answer all questions as quickly as possible but cannot guarantee a minimum response time.
- 7.15.3. In the event of a Bidder requiring assistance uploading a clarification to the eSourcing portal they should use the contact details defined in [Section 3](#).
- 7.15.4. No further requests for clarifications will be accepted after **7** days prior to the date for submission of Responses.
- 7.15.5. In order to ensure equality of treatment of Bidders, the Contracting Authority intends to publish the questions and clarifications raised by Bidders together with the

Contracting Authority's responses (but not the source of the questions) to all participants on a regular basis.

- 7.15.6. Bidders should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if the Contracting Authority at its sole discretion does not either; consider the query to be of a commercially confidential nature or one which all Bidders would potentially benefit from seeing both the query and the Contracting Authority's response, the Contracting Authority will:
- 7.15.6.1. invite the Bidder submitting the query to either declassify the query and allow the query along with the Contracting Authority's response to be circulated to all Bidders; or
 - 7.15.6.2. request the Bidder, if it still considers the query to be of a commercially confidential nature, to withdraw the query prior to the end of the closing date and time for Bidder clarifications.
- 7.15.7. The Contracting Authority reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

7.16. Amendments to Response Documents

- 7.16.1. At any time prior to the deadline for the receipt of Responses, the Contracting Authority may modify the RFP by amendment. Any such amendment will be numbered and dated and issued by the Contracting Authority to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Responses, the Contracting Authority may, at its discretion, extend the time and/or date for receipt of Responses.

7.17. Modification and withdrawal

- 7.17.1. Bidders may modify their Response where allowable within the eSourcing portal. No Response may be modified after the deadline for submission of Responses.
- 7.17.2. Bidders may withdraw their Response at any time prior the deadline for submission of Responses or any other time prior to accepting the offer of a Contract. The notice to withdraw the Response must be in writing and sent to the Contracting Authority by recorded delivery or equivalent service and delivered to the Head of Policy UKSBS at UK Shared Business Services Ltd, Procurement, Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1ET

7.18. Right to disqualify or reject

- 7.18.1. The Contracting Authority reserves the right to reject or disqualify a Bidder where
- 7.18.1.1. the Bidder fails to comply fully with the requirements of this Request for Proposal or presents the response in a format contrary to the requirements of this document; and/or
 - 7.18.1.2. the Bidder is guilty of serious misrepresentation in relation to its Response; expression of interest; or the Response process; and/or
 - 7.18.1.3. there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Bidder.

7.19. Right to cancel, clarify or vary the process

- 7.19.1. The Contracting Authority reserves the right to:
- 7.19.1.1. cancel the evaluation process at any stage; and/or
 - 7.19.1.2. require the Bidder to clarify its Response in writing and/or provide additional information. (Failure to respond adequately may result in the Bidder not being selected),

7.20. Notification of award

- 7.20.1. The Contracting Authority will notify the successful Bidder of the Contract award in writing and will publish an Award Notice in Find a Tender in accordance with the Regulations within 30 days of the award of the Framework Agreement.
- 7.20.2. As required by the Regulations all successful and unsuccessful Bidders will be provided with an email advising the outcome of the submission of their RFP response.

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

DO:

- 7.21.1. Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.21.2. 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 RFP 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.
- 7.21.3. 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.
- 7.21.4. 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.
- 7.21.5. Do ensure you utilise the eSourcing messaging system to raise any clarifications to our RFP. 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
- 7.21.6. Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid (unless the question specifically allows you to do so) the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.21.7. Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.

- 7.21.8. Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.21.9. Do provide clear, concise, and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.21.10. Do complete all questions in the questionnaire or we may reject your Bid.
- 7.21.11. 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.
- 7.21.12. Do check and recheck your Bid before dispatch.

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

DO NOT

- 7.22.1. Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.22.2. 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.
- 7.22.3. Do not share the Procurement documents, they may be confidential and should not be shared with anyone without the Buyers written permission.
- 7.22.4. Do not seek to influence the procurement process by requesting meetings or contacting UKSBS 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.
- 7.22.5. Do not contact any UKSBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.22.6. Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.22.7. Do not offer UKSBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.22.8. Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.22.9. Do not cross reference answers to external websites (unless the question specifically allows you to do so) or other parts of your Bid, the cross references and website links will not be considered.
- 7.22.10. Do not exceed page limits, the additional pages will not be considered.
- 7.22.11. Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.
- 7.22.12. 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 the eSourcing portal. Responses received by any other method than requested will not be considered for the opportunity.

Appendix A – Glossary of Terms

TERM	MEANING
“UKSBS”	means UK Shared Business Services Ltd herein after referred to as UKSBS.
“Bid”, “Response”, “Submitted Bid”, or “RFP Response”	means the Bidders formal offer in response to this Request for Proposal
“Bidder(s)”	means the organisations being invited to respond to this Request for Proposal
“Central Purchasing Body”	means a duly constituted public sector organisation which procures supplies / services / works for and on behalf of Contracting Authorities
“Conditions of Bid”	means the terms and conditions set out in this RFP relating to the submission of a Bid
“Contract”	means the agreement to be entered by the Contracting Authority and the Supplier following any award under the procurement
“Contracting Bodies”	means the Contracting Authority and any other contracting authorities described in the Find a Tender and Contract Notice
“Contracting Authority”	A public body regulated under the Public Procurement Regulations on whose behalf the procurement is being run
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Due Diligence Information”	means the background and supporting documents and information provided by the Contracting Authority for the purpose of better informing the Bidders responses to this Request for Proposal
“EIR”	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
“Find a Tender”	Means the UK Government Portal that superseded the OJEU as from 1/1/2021 https://www.find-tender.service.gov.uk/Search
“FoIA”	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Lot”	means a discrete sub-division of the requirements
“Mandatory”	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“Named Procurement person ”	means the single point of contact for the Contracting Authority based in UKSBS that will be dealing with the procurement
“Order”	means an order for served by any Contracting Body on the Supplier
“Request for Proposal” or “RFP”	means this Request for Proposal documentation and all related documents published by the Contracting Authority and made available to Bidders and includes the Due Diligence Information. NOTE: This document is often referred to as an Invitation to Tender within other organisations
“Supplier(s)”	means the organisation(s) awarded the Contract

“Supplies / Services / Works”	means any supplies/services and supplies or works set out at within Section 4 Specification
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