Invitation to Quote

Invitation to Quote (ITQ) on behalf of Advisory Conciliation and Arbitration Service (Acas)

Subject: UK SBS PS18187 – Acas Data Rental Tender

Sourcing Reference Number: UK SBS PS18187

UKSBS
Shared Business Services

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

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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.

Section 2 – About the Contracting Authority

Advisory Conciliation and Arbitration Service (Acas)

An independent body, largely funded by the Department for Business Innovation and Skills (BIS), Acas was established formally by statute in 1976. Today it employs around 750 people with a devolved structure with offices in 11 areas grouped into four Acas regions across England, Scotland and Wales. The Head Office for Acas is based in London and houses a wide range of corporate support functions and policy makers including the Strategy Directorate who are commissioning this work. Within the Strategy Directorate are the Strategy and policy, Guidance, Research, Information Managent and Communication teams.The Communications team will manage the project.

Acas aims to improve organisations and working life through better employment relationships and through a range of services which are delivered with independence, impartiality and are confidential.

Acas is well known for its role in providing a dispute resolution service both in collective and individual disputes. Acas offers a collective conciliation service for dealing with disputes between groups of workers and their employers. Acas also deals with disputes where individuals claim their employer has breached their legal rights and Acas has a statutory duty to promote the resolution of claims which might result in an Employment Tribunal.

Acas also provides authoritative advice and guidance and training on employment and work matters to organisations and their employees, through online and telephone channels. Acas' national and regional advisers help organisations improve their employment practice, as well as solve problems when things go wrong, Acas training and tailored projects help organisations develop employee engagement and productive working environments.

Acas uses its insight and knowledge of workplace relations to inform policy development working with Government and wider stakeholders.

Acas' main services can be grouped as follows:

Resolution of collective industrial disputes:

- Collective Conciliation

- Collective Arbitration

- Workplace Projects to prevent disputes through improved workplace relations

Resolution of individual rights disputes:

- Individual Conciliation in Employment Tribunal claims (IC)

- Early Conciliation in potential Employment Tribunal claims (EC)

Provision of information and advice on employment rights and obligations:

- Helpline - interactive service delivered by phone

– 'Helpline on-line' tool (a question and answer service on the Acas website)

- Helpline 'webchat' (another form of helpline advice, using real-time online communication between an Acas advisor and Acas users)

Services to provide direct assistance to improve workplace practices:

- Open access training services

- webinars covering a range of employment relations topics

- e-learning employers and employees can use at their own pace

- Workplace (bespoke) training services

- Charged Workplace Projects (Acas advice and facilitation to jointly address workplace problems with management and employee representatives)

- In-depth advice (face-to-face visits or telephone advisory work to address workplace problems)

- Mediation in disputes or relationship breakdowns among individuals or groups in the workplace

- Certificate in Internal Workplace Mediation (CIWM): an accredited five day training course in mediation for delegates to use in their own workplace

Guidance to set standards and support self-help in adopting them:

- Statutory Codes of Practice

- Online non-statutory guidance (found on the Acas Website)

- On-line tools for self-assessment and education accessed via Acas website, for example Acas' e-learning modules and the Acas Model Workplace (AMWP) tool

- Website and other online communication content (employment relations research and discussion papers and advice and signposting to advice on social media etc) which improve employment relations and are not covered in the above

Waived fee and charged services

The majority of Acas services are free at the point of use, however since around the year 2000 Acas has offered charged-for services which recover their costs (they break even rather than make a profit). These services are Open Access Training and Workplace Training services; those Workplace Projects which are not related to preventing an imminent or existing collective dispute; Certificate in Internal Workplace Mediation (CIWM) Training; and Mediation to help individuals and groups resolve workplace issues or differences (which are outside the Employment Tribunal and collective conciliation systems).

www.acas.org.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	Advisory Conciliation and Arbitration Service (Acas), Euston Tower, 286 Euston Road, London NW1 3JJ
3.2	Buyer name	UKSBS Professional Services
3.3	Buyer contact details	**professionalservices@uksbs.co.uk**
3.4	Estimated value of the Opportunity	£54,000.00 excluding VAT
3.5	Process for the submission of clarifications and Bids	**All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here. Please note submission of a Bid to any email address including the Buyer will result in the Bid not being considered.**

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	18/09/2018 Contracts Finder
3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	28/09/2018 14.00
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	03/10/2018 14.00
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	10/10/2018 14.00
3.10	Date/time Bidders should be available if face to face clarifications are required	22/10/2018 Following the Face to Face Clarification, the Evaluation Panel reserves the right to amend the Quality scores.
3.11	Anticipated notification date of successful and unsuccessful Bids	24/10/2018
3.12	Anticipated Award date	26/10/2018
3.13	Anticipated Contract Start date	29/10/2018
3.14	Anticipated Contract End date	28/10/2019
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Project background

A focus for Acas in recent years has been to increase the size of its owned and 'opted in' database by inviting new contacts to subscribe to ongoing Acas communications. We register these new contacts via our own online subscription form. Upon completion, this form feeds new contact details (including names, job title, org address, phone and email) into our database.

We have been achieving over 45,000 new subscribers into our database each year. We encourage people to subscribe to Acas communications through our website and via contact cards we use at face to face meetings. We also add in the region of 15,000 to 20,000 new contacts each year through sending subscription invitations to high-volume lists of rented contacts.

To date the Acas database has approximately **300,000** contacts, of whom around **170,000** are opted-in to receive ongoing email communications from Acas.

Each new subscriber is sent a 'welcome to Acas' email and is added as a new contact into our regional email marketing distribution system.

The eleven Acas Regional offices each employ Regional Publicity Managers (RPMs) within their teams. The RPMs regularly send out free electronic newsletters to their customers via an in-house email system (Campaign Monitor) and this system draws contacts from our owned customer database via our CRM system (Microsoft Dynamics) which our regions use in their email marketing.

The RPMs also, periodically, send out hardcopy mailings to contacts on both our owned and our rented lists. Mailings are typically distributed by a separate mailing house. The quantity of mailing through the year is minimal – eg 1 to 2 mailings per region max. Note: Bidders are welcome to provide details of any mailing services they offer as part of this contract. See specifications below for further details

An overview of key requirements for this project

- To procure contact details for potential customers / new contacts, who are not already on the Acas customer database, and to hold these in a suitable database.
- To undertake or support the sending of national and regional emails to these contacts, the purpose of which will be to advertise Acas products and services and will include encouragement for them to agree to be added to Acas own subscriber list.
- To provide access to email systems capable of sending emails to rented lists for Acas head office and eleven regional offices (12 accounts total).

- To provide Acas head office and regional users with training on use of rented lists and email delivery systems in line with best practice. And to provide user guidance documents as needed.
- To undertake the production of campaign mailing lists which can be used in hard copy mail shots as required.
- To provide tracking technology that will enable the outcomes of all email shots to be fully evaluated including tracking of links clicked and ongoing data and updates on subscriptions achieved.
- To provide feedback and insights on head office and regional email performance including recommendations to help improve results of email sends over the project duration.
- To propose adaptable approaches to email design and sending over the duration of the project, this should include differentiated messaging based on recipient demographics and behaviour.
- To offer training sessions for regional user groups hosted via teleconference or face-to-face meetings through the duration of the project.
- To guarantee that any opt-in approaches and rented data use are compliant with relevant data privacy legislation and GDPR requirements.

Data rental – an overview of requirements

Acas requires the provider to source a rented contact list which should be available for use for email and hard-copy mailings (based on full postal address). The list may be comprised of alternative sources but should in total include:

- Over 200,000 contacts (B2B records) – this is an indicative estimate based on previous data sourcing for this project. There is no upper limit on the amount of contact data which can be sourced for this contract however we are looking for quality over quantity and for data provision to meet our needs in terms of achieving our target of a minimum 20,000 new subscribers through this project. Bidders should justify the number of contacts they propose to make available in order to meet project aims and targets.
- The data must align to our needs and should be described in detail at the tender submission stage. This description should include availability by region and a breakdown of job titles and organisation sizes available. Detail of the age of contacts would also be beneficial if available.
- Data counts of contacts should include availability by geographical region and a breakdown of org sizes available.
- We require the provider to scope specialist list availability. This will include lists for industry publications. See data requirements section below for further detail.
- The majority of data should be available for organisations that have more than 5 employees. There is no upper limit on workplace size / employee count. Ideally data would come from a large number of discrete businesses and not count multiple outlets of one larger organisation.
- The bidder should provide access to online monitoring systems which will demonstrate results of promotional campaigns or opt-in email sends. This should include click through rate analysis and analysis by audience / demographics eg job title, org size, industry.

- The bidder should provide a (min) quarterly review which tracks how the project is meeting targets for the quarter.
- Contacts acquired through rental should not already be on Acas databases or unsubscribe lists and the provider will be required to de-dupe against existing Acas lists by matching at email level prior to rental of new data. Acas will provide basic contact details from its existing databases to enable this de-duplication. Acas will not pay for data removed through this de-duping process.
- Acas would also like a single extract of all rented data to be provided to Acas at the beginning of the project for research use. This will not be used to communicate with the target audience, but to help us monitor and validate campaign results. We would also like the facility to draw data from this master list to our own records for those contacts that have explicitly opted in to receive further information from us and would like bidders to advise of possible approaches which will allow this and any limitations which may apply.
- The provider will be required to cleanse any data used on an ongoing / regular basis and to maintain history of 'do not contact' requests and to manage suppressions in a way that meets legislative requirements.

Note: If some suitable contact lists are only available for email use this would not rule out their inclusion, but this limitation should be indicated.

Data rental – Expanded detail of requirements

<u>Key Target Groups for ACAS</u>

ACAS are interested mainly in contacts who have people management / senior level responsibility. Job titles are of primary importance for this requirement,

High priority:
- HR / personnel manager / Director / partner / adviser (senior HR)
- Other HR / personnel (eg HR assistant)
- Payroll / pay and benefits
- Operations Manager / Director
- Manager / senior manager / line manager / supervisor
- Team leader
- Director
- Employee relations / employment relations / industrial relations
- Training / learning and development / skills (eg training manager, head of
- learning and development)
- Organisational Development Manager / Director
- Owner
- Academics / lecturers in employment law
- MD/CEO – note, this will bring up a lot of SME owners, please ensure that this job title group aims for organisations of 5 pls employees wherever possible.
- Chief Operating Officer (COO)

Other priority audiences:

- Head teachers / principles
- Practice manager
- Change / transformation managers
- Trade Union / Employee Representative
- Solicitors / legal
- Union Learning
- Full Time Official
- Shop Steward
- Health and safety reps
- Finance / accounting
- Equality / diversity – eg head of equality and diversity, equality officer
- Managers in the 18-35 age range

Industry / sector targets

High Priority: Owners, directors, managers, HR contacts, finance contacts, business managers and senior decision makers within:
- Wholesale / retail
- Transport, storage and communication
- Manufacturing
- Hotels and restaurants
- Health and social work / NHS
- GPs and medical profession
- Local medical commitees / Practice manager associations
- Universities / Higher Education sector Manufacturing
- Construction
- Hospitality and tourism
- Call centres
- Food production
- Trade unions
- Finance / Financial services / Banks
- Public sector and charities
- Councils
- HR and recruitment
- Third sector

Organisation size breakdown

We are mainly interested in obtaining contacts from organisations with more than 5 employees (not 1-4 employee micro business). Note: 250-999 employees is a key target org size band within this project.

Availability by Acas region and specified postcodes.

The following postcodes which have been specified as key targets by our regional offices:

Regional postcode priorities									
East Mids	NG31	NG32	NG33	LE10	LE13	LE14	S40	S41	S42
Yorkshire and Humber	HG1	YO1							
London	City of London	EC							
North East	NE27	NE28	DL5	SR8	NE29	TS18			
North West	CH1	CA1	CH41/2/3	CH60					
Scotland	IV	PA	FK	DG					
West Mids	B	WR	HR	ST	TF	WV			
East of England	all main postcodes								
South East	all main postcodes								
South West	all main postcodes								
Wales	All main postcodes								

Note, where priority postcodes are identified the region also requires postcodes across all main areas / locations within that region. The postcode targets are provided as guidance around priorities, and are not the exclusive needs of the region. We anticipate the overall availability of contacts to be evenly distributed based on the size of the region and overall contact data available.

Specialist list sourcing.

Over and above main list sources used to obtain data for this project, Acas would also like the provider to investigate whether the following publications, forums, list sources or membership bodies rent email contact lists to third parties. The supplier will assist Acas in sourcing, renting and aquiring specialist lists. The supplier will co-ordinate ordering of lists and will hold / manage specialist lists throughout the duration of the project. The supplier will run campaigns using the lists and provide detailed reports on outcomes. All specialist list sourcing will be made in agreement with Acas. List sources will be a required selection field for ongoing promotional purposes.

We would like suppliers to search for contact data available to rent from publications / magazines / websites relating to:

- **HR / personnel**
- **Training / learning / skills development**
- **Management / leadership**
- **Business leadership / Directors**
- **Small business**
- **Business networks / networking**
- **Employment law**
- **Industry magazines related to job title / industry targets**

Examples:
- The Training Managers Contact Database – the Marketing Data Consultancy
- HR and talent Development Databank – Data ServiceWW inc
- Corporate contacts HR and training file
- Target response – HR prospects
- Data HQ
- Personnel Managers Handbook
- The Personnel Managers Yearbook Online
- Personnel Today magazine (Reed Business)
- People management daily
- HR reviewThe HR Director magazine
- Haymarket Direct
- Executive Grapevine
- CIPD / People Management Magazine
- XpertHR
- HRSpace
- HRIQ
- HRForum
- SHRM
- HRZone
- Accredited apprenticeship providers
- HR Magazine
- HR Nation (Wilmington)
- HR Today

Small Business / Business
- Federation of Small Business (FSB) / First Voice Magazine
- CBI
- IOD – Institute of Directors
- CMI – Institute of Management
- Northumberland personnel group
- Durham business group
- Insider magazine
- Business in Wales
- Business West
- Care in the community magazine
- Hotel and Catering magazine
- Chambers of commerce / BCC
- Insider top 500 (Newsco) – for each region
- Insider top SMEs – for each region
- Local Enterprise Partnerships
- Business Wales
- The Richmond magazine
- The Kensington and Chelsea magazine
- The Kensington Magazine

- BUPA employee assistance
- Liverpool Echo
- Manchester Evening News
- Liverpool Echo
- Midlands Insider
- Western Mail
- Yorkshire Business
- Yorkshire Mafia
- Yorkshire HR
- Melcrum publishing (internal comms)

Legal
- ELinfonet
- Law Gazette

Union
- TUC
- Other Trade Union Representative lists

Management
- CMI

Industry related
- NHS Employers
- Health Service Journal
- Food manufacturing
- UK Manufacturing business
- Construction News
- Arts Council
- TUC – Trades Union Congress
- Direct Payment User Organisations
- Hotel and Catering

Younger workers
- NUS Directory
- University alumni lists
- Post graduates

Data content
In summary rented data will need to include (for every record):
- Contact Name
- Job title
- E-mail address
- Org size (no of employees)
- SIC/Business classification
- Permissions for use
- List source

The following detail within the data would also be beneficial (but not essential),

- Full postal address
- Telephone number
- Age (where available)

Usage of rented data and data refreshing

We recognise that the bidder will have arrangements with list sources / list owners and will need to negotiate exact terms which will meet Acas project aims and targets. We would envisage the following would be required:

- Terms of usage to be 'multiple' uses across e-mail, postal and telemarketing data, and a minimum of 30 uses of individual email records from Oct 2018 to Sep 2019). Note: 30 instances of email use is an estimate, we would like bidders to specify how many uses of email records will be permitted.
- The bidder will need to provide assurance that any data rented which hard bounces within the first month of use will be credited or replaced with working / viable data.
- The bidder should manage all unsubscribe requests from the rented mailing / emailing list and the removal or flagging of any obsolete rented data / records.
- The bidder is to obtain and manage any ongoing usage permissions or agreements from any third party list sources.

Activity requirements / specifications

Opt in element of Contract

The bidder is required to (but not necessarily limited to) the following;

- Check rented email lists against existing Acas lists of new subscribers to remove any contacts already opted-in.
- Send opt-in emails to rented list contacts via the supplier's own email delivery system.
- Create and validate subscription emails and embed subscription links or prompts to use online Acas systems.
- Receive and reviewing updates from Acas which will provide details of any new subscribers entering our systems to facilitate de-duping.
- Report all results of opt-in activity for each send campaign in a summary report each month.
- Follow Acas branding and design guidelines
- Review campaign results to help inform projections of results on an ongoing basis.
- Provide recommendations for copy / text approaches for ongoing activity based on analysis of results of campaigns (open and click through rates)
- Examine opportunities to utilise all of our registrations systems to generate new subscribers:
  email newsletter subscription screen https://obs.Acas.org.uk/subscription/

e-learning www.Acas.org.uk/elearning
Acas Model Workplace – www.Acas.org.uk/modelworkplace

- Use unique URLs or email coding to track and measure the results of the opt-in campaign to ensure project results are separated from the normal (organic) numbers of new registrants entering our systems, and report this data to Acas. We also require analysis of the data reporting and recommendations to us on how we might revise our activity to ensure maximum return per campaign.

Promotional Element of Contract

The bidder is required to do (but not necessarily limited to) the following;

- Re-create the Acas head office email newsletter (sent monthly) to send to rented list contacts. This will include replicating content and embedding links. We will also require access to monitoring systems which detail campaign results .
- Support Acas regions in the creation and delivery of promotional email
- Support Acas regions in the creation of lists for hardcopy mailing campaigns and enabling safe transfer of any data to the mailing house.

Additionally, and to support promotional campaigns for email marketing and hard copy we would like the following services;

- Training and guidance on use of email delivery systems
- The provision of named account managers
- Database creation support, and ideally an online data selection tool which can be accessed by nominated Acas staff
- Unlimited counts / extracts / outputs from the rented database as required throughout the period.
- Data output under secure transfer to the mailing house as and when required.
- Detailing of history of all extracts and requests on the database
- Gathering and processing unsubscribes from the email marketing.
- Processing gone aways and changes to mail preferences for hardcopy mailing campaigns.

The supplier will be required to also provide Acas with:
- An introductory email detailing promotional email and mailing list creation services available to registered Acas staff
- A snapshot of the data available for mailing and emailing within each region broken down by organisation details, job title, org size and SIC at the beginning of the project and six months in to the project.

We are looking for innovative approaches that will meet our needs. We would encourage bidders to provide as much detail as possible outlining how they will meet our project expectations.

We would also encourage bidders to closely read the specifics of this tender and to provide detailed responses outlining approaches from each of the sections above.

The duration of this contract will be for a 12 month 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÷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	SEL3.12	Cyber Essentials
Commercial	SEL3.13	General Data Protection Regulations (GDPR)
Commercial	AW4.1	Contract Terms Part 1
Commercial	AW4.2	Contract Terms Part 2
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria

Evaluation Justification Statement

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

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20%
Quality	PROJ1.1	Data Rental	30%
Quality	PROJ1.2	Meet Key Target	20%
Quality	PROJ1.3	Opt-in Element	10%

Quality	PROJ1.4	Promotional Element	10%
Quality	PROJ1.5	Specialist Lists	5%
Quality	PROJ1.6	Usage or Rented Data	5%

Evaluation of criteria

Non-Price elements

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

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20**%**.
Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:
Score = {weighting percentage} x {bidder's score} = 20% x 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) ÷ 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: Score/Total Points multiplied by 50 (80/100 x 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.

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

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

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

USEFUL INFORMATION LINKS
- Emptoris Training Guide
- Emptoris e-sourcing tool
- Contracts Finder
- Tenders Electronic Daily
- Equalities Act introduction
- Bribery Act introduction
- Freedom of information Act