

Invitation to Quote



Department for Science, Innovation & Technology

Invitation to Quote (ITQ) on behalf of **Department for Science, Innovation & Technology (DSIT)**

Subject: Qualitative Research on RISC-V

Sourcing Reference Number: PS23429

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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 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.

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 the Department for Business, Energy & Industrial Strategy (BEIS), UKSBS' goals are aligned with the public sector and delivering best value for the UK taxpayer.

UKShared 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 UKSBS and Crown Commercial Services (CCS – previously Government Procurement Service) agree a Memorandum of Understanding with UKSBS to deliver two major procurement categories (construction and research) across Government.

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.uksbs.co.uk/use/pages/privacy.aspx>

Privacy Notice

This notice sets out how the Contracting Authority will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the UK General Data Protection Regulation (UK GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications and experience of employees whose CVs are submitted as part of the bid.

Purpose

The Contracting Authority are processing your personal data for the purposes of the tender exercise, or in the event of legal challenge to such tender exercise.

Legal basis of processing

The legal basis for processing your personal data is processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller, such as the exercise of a function of the Crown, a Minister of the Crown, or a government department; the exercise of a function conferred on a person by an enactment; the exercise of a function of either House of Parliament; or the administration of justice.

Recipients

Your personal data will be shared by us with other Government Departments or public authorities where necessary as part of the tender exercise. The Contracting Authority may share your data if required to do so by law, for example by court order or to prevent fraud or other crime.

Retention

All submissions in connection with this tender exercise will be retained for a period of 7 years from the date of contract expiry, unless the contract is entered into as a deed in which case it will be kept for a period of 12 years from the date of contract expiry.

Your Rights

You have the right to request information about how your personal data are processed, and to request a copy of that personal data.

You have the right to request that any inaccuracies in your personal data are rectified without delay.

You have the right to request that any incomplete personal data are completed, including by means of a supplementary statement.

You have the right to request that your personal data are erased if there is no longer a justification for them to be processed.

You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.

You have the right to object to the processing of your personal data where it is processed for direct marketing purposes.

You have the right to object to the processing of your personal data.

International Transfers

As your personal data is stored on our IT infrastructure and shared with our data processors Microsoft and Amazon Web Services, it may be transferred and stored securely in the UK and European Economic Area. Where your personal data is stored outside the UK and EEA it will be subject to equivalent legal protection through the use of Model Contract Clauses.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
0303 123 1113
casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact Details

The data controller for your personal data is:

The Department for Science, Innovation & Technology (DSIT)

You can contact the Data Protection Officer at:
100 Parliament Street
London
SW1A 2BQ
Email: John.Deene@beis.gov.uk

Section 2 – About the Contracting Authority

Department for Innovation, Science & Technology (DSIT)

The Department for Science, Innovation and Technology (DSIT) brings together the relevant parts of the former Department for Business, Energy and Industrial Strategy and the former Department for Digital, Culture, Media and Sport. It drives innovation that will deliver improved public services, create new better-paid jobs and grow the economy.

DSIT is a ministerial department, supported by [14 agencies and public bodies](#).

Our responsibilities

- positioning the UK at the forefront of global scientific and technological advancement
- driving innovations that change lives and sustain economic growth
- delivering talent programmes, physical and digital infrastructure and regulation to support our economy, security and public services
- R&D funding

Section 3 – Working with the Contracting Authority

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

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	Department for Science, Innovation & Technology, 100 Parliament Street, London SW1A 2BQ
3.2.	Buyer name	Maria Znaiko
3.3.	Buyer contact details	professionalservices@uksbs.co.uk
3.4.	Maximum value of the Opportunity	£45,000.00 excluding VAT
3.5.	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Messaging Centre of the Jaggaer eSourcing portal. Guidance on how to obtain support on using the Jaggaer eSourcing portal can be found in Section 7.25. 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 Issue of Contract Advert on Contracts Finder	Tuesday, 19 th December 2023
3.7.	Latest date / time ITQ clarification questions shall be received through the Jaggaer eSourcing Portal	Friday, 5 th January 2024 11:00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through the Jaggaer eSourcing Portal	Monday, 8 th January 2024
3.9.	Latest date and time ITQ Bid shall be submitted through the Jaggaer eSourcing Portal (the Deadline)	Tuesday, 16 th January 2024 11:00
3.10.	Anticipated notification date of successful and unsuccessful Bids	Friday, 19 th January 2024
3.11.	Anticipated Contract Award date	Monday, 22 nd January 2024
3.12.	Anticipated Contract Start date	Monday, 29 th January 2024
3.13.	Anticipated Contract End date	Tuesday, 30 th April 2024
3.14.	Bid Validity Period	90 Days

Section 4 – Specification

Introduction

RISC-V is an instruction set architecture (ISA). An ISA defines the set of instructions that can be used by software running on a computer processor, linking hardware and software. The design of an ISA is fundamental to the security of systems built on processors that implement it.

RISC-V is managed by the non-profit, RISC-V International, who manage the definition of the minimal base instruction set and a series of Instruction Set Extensions. As the Instruction Set Architecture and Instruction Set Extensions are publicly available, anyone can produce a processor design that implements the instruction set, royalty free, thereby lowering barriers to entry. RISC-V is widely used in academia and has emerging industrial potential.

Although RISC-V is open standard, there is no requirement for its implementations to be open. While there are a range of open-source implementations, there are also a growing range of companies who are creating proprietary RISC-V products and licensing them to the wider market, including in the UK.

Purpose and Objectives

Fostering a strong RISC-V ecosystem in the UK to identify and engage with potential opportunities and challenges of RISC-V could support objectives defined in the UK semiconductor strategy, including building on the UK's strengths in design. A coherent UK RISC-V community across academia and industry could provide a framework for engagement with HMG, to help ensure RISC-V develops to both support innovation and manage potential challenges.

The Department is commissioning this research primarily to receive a comprehensive understanding of the stance of manufacturers and academics towards HMG engagement in the RISC-V space and what shape this involvement could take. For HMG, benefits could also include creating a framework for engagement and central point of contact at HMG, to help HMG maintain UK interests and the secure and stable the future of the standards.

Scope of requirements & methodology

The Department is seeking to appoint a supplier to conduct a single wave cross-sectional research study utilising semi-structured interviews. DSIT would like this project to undertake 25-30 semi structured interviews across academia and industry, lasting 45-60 minutes.

DSIT has a list of approximately 30 organisations that we deem would be the correct organisations to speak to. The supplier will be asked to undertake a brief exercise to identify whether there are other important organisations to speak to. DSIT expects the interviews need to be with CEOs/COO/CTO/Govt Affairs reps. DSIT does not have contact details for these individuals. DSIT is open to suggestions from the supplier on who are the most appropriate individuals to target. The Supplier will be required to identify and recruit businesses and organisations to participate in the study and the Supplier should outline their

approach to recruitment in the bid. The Supplier should detail any steps that will be taken to maximise engagement with the research. This could include the use of incentives¹.

There are two main points of interest for the interviews:

1. Community of Interest:
 - a) Firstly, whether the respondents desire a Community of Interest,
 - b) what respondents would hope to get out of a Community of Interest,
 - c) what HMG's role could be with a community of interest

2. RISC-V International: Secondly, to ask respondents to consider whether or not they think it would be useful for HMG to participate in RISC-V International and how/why it would be helpful (or not) a) to their interests b) to broader UK community of interest in RISC-V and c) to the broader development of RISC-V. RISC-V International is a global non-profit organisation which allows for industry and national governments' involvement in the development and deployment of RISC-V.

Approximately two thirds of the interviews will cover both points of interest, with the remaining interviews covering just the first. Here, the department would like the joint interviews to be completed first. DSIT would like to ensure that at least 5 of the interviews are conducted with large organisations².

The Supplier will be required to develop an in-depth topic guide for the qualitative interviews and the Supplier is expected to liaise with the DSIT in the production of the topic guide. DSIT believes the interviewer should have base knowledge and understanding of semiconductors and the ISA space to engage in a good conversation with the interviewee. Bidders should set out their knowledge of this area in their response. However, the department is open to bids without this specific sector knowledge. In these cases, bidders should outline how they will upskill themselves to ascertain enough knowledge to successfully carry out insightful interviews. The department can work with the chosen supplier to help this upskilling process.

The Department would like a pilot of 5 interviews with a pre-agreed interview list to be carried out, and for a post-pilot report and discussion to take place between the Supplier and the Department to decide on the topic guide.

The research must be compliant with guidance set out in the HMT Aqua Book³ and the Government Social Research Ethical Assurance for Social Research in Government⁴. Particular attention from the supplier should focus on quality assurance and data governance.

¹ The use of incentives should be included within the bidders price submission, within our specified maximum budget.

² Large organisations defined as those with over 250 employees.

³ [The Aqua Book](#).

⁴ [Government Social Research \(GSR\) Ethical Assurance for Social and Behavioural Research](#).

Main report

The Department requires a main report, of publishable quality containing the key findings, executive summary, the qualitative research findings (including representative samples of interview responses), a technical report detailing the methodology and approaches used, including details of the sampling approach.

The final reports will be digital reports, which may be published on GOV.UK. . PDF versions of the reports will also be required for internal departmental use. The internal PDFs must meet all accessibility requirements required to be published on GOV.UK website.

Other deliverables

Alongside the final report, the Department expects the successful tenderer to:

- Produce a finalised research plan that includes a sampling strategy.
- Produce a topic guide for qualitative interviews
- Conduct a pilot of the interviews.
- Produce a post-pilot report that identifies whether our approach is appropriate, covering areas including, but not limited to, whether the questions were appropriate and whether the research was targeting the right people in the organisation.
- Produce a research report that includes an introduction/executive summary with a key findings narrative. The report must contain findings on topics agreed with the Department.
- Produce a technical report that outlines the sampling strategy (including measures of precision), piloting strategy, and an overview of the approach to qualitative interviews.
- Produce a detailed plan for quality assurance of the research.
- Produce and deliver a presentation of key findings, once the reports are delivered, suitable for a non-technical audience.

Project deliverables and indicative timeline

The successful supplier shall be available to start work immediately on award of the contract. The proposed timetable is shown below. Bidder's should outline how they will ensure that these deadlines are met. The Department will require the opportunity to conduct at least three reviews of the final report(s), or as many as required to reach the required outcome.

Bidders are required to declare in their bids any known risks which may prevent or delay the delivery of the required outputs and make clear how these risks will be managed.

The Supplier will be required to provide the raw data and the qualitative codebook. Data must be anonymised but include sufficient contextual information (such as organisation size, or market position) and submitted in an accessible form agreed with the Department.

It must be clear which figures/tables in the report are based on which parts of the raw data and how they have been calculated. The Supplier may be required to provide instructions detailing how to quality assure the raw data and each table/figure within the report.

The deliverables and outputs required for this exercise are:

Phase 1 - Research Plan, methodology, topic guide and pilot: By 29th February 2024

1. Inception meeting; online or in-person.
2. Refined research plan including a project plan, risk register, methodology, sampling approach, gantt chart, tools to be used, and quality assurance plan for the Department to review.
3. Delivery of topic guide to customer's satisfaction, designed in collaboration with the Department.
4. Completion of a pilot of at least 5 interviews, followed by a post-pilot report and discussion with DSIT to finalise the topic guide.

Phase 2 – Fieldwork and draft report: By 29th March 2024

1. Completion of at least 25 semi-structured interviews of 45-60 minutes.
2. Delivery of a first draft of the main report to the department.

Phase 3 - Delivery of final reports and presentation: By 30th April 2024

1. Final delivery of the quality assured main report.
2. Final delivery of the technical report, delivered to the Department's satisfaction.
3. Delivery of the finalised qualitative codebook.
4. Delivery and presentation of key findings slide deck to key government stakeholders (internal and external to the Department).

Dates are indicative only and are subject to change on the agreement of both parties.

The Department will measure the quality of the Supplier's delivery by:

- The ability to respond to all queries within two working days. For example, responding to emails, providing project updates and providing ad-hoc data and project information;
- The timely delivery of comprehensive and accurate deliverables in accordance with the indicative milestones set out in the attached table.
- The Implementation Plan as at the Effective Date is set out below (this timetable is provided as a *guideline*, and the delivery timetable shall be agreed as part of the research plan).

Payment and pricing

The Department has allocated a maximum budget of £45,000 for this work, excluding VAT.

Payment will only be made following satisfactory delivery of pre-agreed certified products and deliverables.

Payment will be made in 3 milestones:

Payment	Deliverable	Delivery by	Percentage of Payment
1	Phase 1: Research Plan, methodology, topic guide and pilot:	29 th Feb 2024	20%
2	Phase 2 – Fieldwork and draft report	29 th March 2024	60%
3	Phase 3 - Delivery of final reports and presentation	30 th April 2024	20%

Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

Please note that, whilst not the only criteria, pricing is a key element of the evaluation criteria. Prices must be inclusive of all fees, costs and expenses, and exclusive of VAT.

The Supplier shall perform its obligations to achieve each Milestone by the Milestone Date. Changes to the Milestones will only be made in accordance with a contract variation procedure.

Contract term

Anticipated Contract Start Date: 29th January 2024

Anticipated Contract End Date: 30th April 2024

Project Management

The Supplier is required to appoint a Project Manager who will have overall responsibility for the organisation's services and who will be responsible for regular liaison with the Department. The project manager must have sufficient expertise, seniority and time allocated to manage the project effectively. There will be one project lead from the Department to liaise closely with on all components of the research. The Supplier must have expertise of running similar quantitative research projects for similar audiences.

At the project inception meeting, the Supplier will provide a detailed presentation of the proposed research design, core milestones, and KPIs to be agreed with the Department. The Department will then refine this design and the Supplier will be expected to make the necessary changes and then provide a written copy of the amended design for the Department to provide any necessary further feedback. Any changes to KPIs and milestones will need to be agreed with the Department.

It is expected that following the project inception meeting, regular contact will take place between the Supplier and the Department. The frequency of contact will be agreed at the project inception meeting; however, virtual or in-person weekly project update meetings of at least 30 minutes are expected, with flexibility. The Supplier will be expected to provide updates against their plans and timeline and share relevant documentation in advance of the call, such as an agenda. The Department also requires regular governance discussions that will review the project against the KPIs agreed at the inception meeting, the project timelines, and the risk register.

The Supplier shall include all the costs associated with meetings and project management in their pricing submission.

Data Security

The supplier is required to always implement appropriate arrangements for data security. Such procedures must meet the General Data Protection Regulation and the Data Protection Act 2018. Processes should be in place for data being submitted by clients and audit firms and safeguard against data loss, including appropriate risk management procedures. The Department reserves the right to vary the contract to ensure compliance with DPA 2018.

The survey will avoid the collection of personal data (only where unavoidable). Only anonymised responses and analysis will be provided to the Department.

Ethical Conduct

The Supplier is responsible for ensuring that the correct and appropriate consent from those participating in the research is collected to ensure the data/findings can be used publicly and shared with third party research providers if required.

The Supplier is required to set out any potential ethical issues presented by the research along with details for any required arrangements for ethical scrutiny to ensure the day-to-day management of these risks. The Supplier will need to clearly explain how the information they provide will be stored, reported, and protected and inform the customer if this changes.

The commissioning and management of the research should be carried out with regards to research burden⁵, in accordance with the Government Social Research Ethical Assurance for Social and Behavioural Research⁶, and the Data Protection Act 2018.

Quality Assurance

The Supplier must undertake appropriate quality assurance of all deliverables and guarantee the accuracy of all outputs to the Department.

⁵ [Monitoring and reducing respondent burden](#)

⁶ [Government Social Research \(GSR\) Ethical Assurance for Social and Behavioural Research](#)

The Supplier is required to provide details of the quality assurance. All raw data must be provided to the Department. During the project, the Supplier will also be required to detail what quality assurance processes they have undertaken during the research.

The Department may also conduct its own quality assurance, so will require access to underlying spreadsheets and qualitative codebook produced. The Supplier will work closely with the customer, responding to any additional requests for information that may be required to conduct the quality assurance. The Supplier is responsible for ensuring delivery of error free reports, technical annex, and any datasets or qualitative coding frameworks.

The Supplier is responsible for ensuring delivery of error free reports, dataset, and the technical annex. If any errors are found in the report up to a year after the contract has ended then the Supplier is responsible to rectify those errors and provide corrected products to the Department, at no cost to the Department within 90 days from the Contract end date.

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 of Bids

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 UKSBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

To maintain a high degree of rigour in the evaluation of your bid, a process of commercial moderation will be undertaken to ensure consistency by all evaluators.

Pass / Fail criteria		
Evaluation Envelope	Q No.	Question subject
Qualification	SEL1.2	Employment breaches/ Equality
Qualification	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Qualification	SEL1.10	Information security requirements
Qualification	SEL2.12	General Data Protection Regulations (GDPR) Act and Data Protection Act 2018
Qualification	FOI1.1	Freedom of Information
Qualification	AW1.1	Form of Bid
Qualification	AW1.3	Certificate of Bona Fide Bid
Qualification	AW3.1	Validation check
Qualification	AW3.2	Conflict of Interest Declaration
Qualification	AW3.2.1	Conflict of Interest Declaration Supporting Information
Qualification	AW4.1	Compliance to the Contract Terms
Qualification	AW4.2	Changes to the Contract Terms
Qualification	AW4.3	Contracts with suppliers from Russia or Belarus
Commercial	AW5.3	Firm and Fixed Price
Commercial	AW5.4	Maximum Budget
Technical	AW6.1	Compliance to the Specification
Technical	AW6.2	Variable Bids
-	-	Invitation to Quote response received on time within the Jaggaer 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 any of the Award stage scoring methodology or Mandatory pass / fail criteria.	

Scoring criteria

Evaluation Justification Statement

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

Evaluation Envelope	Q No.	Question subject	Maximum Marks	
			Overall	Breakdown
Commercial	AW5.1	Price	20%	20%
Technical	PROJ1.1	Understanding the Project Environment, Approach & Methodology	80%	30%
Technical	PROJ1.2	Project Plan, Risk Management and Resilience Planning		20%
Technical	PROJ1.3	Staff & Ability to Deliver		20%
Technical	PROJ1.4	Social Value – Social Wellbeing		10%

Evaluation of criteria

Non-Commercial Elements

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

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

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

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

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

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

0	The Question is not answered, or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the 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. As there will be multiple evaluators their individual scores and commentary will be recorded, then a consensus meeting will be convened by the evaluators to determine your score. Note this will include a chairperson or lead and all evaluators are of equal status.

Example

Evaluator 1 scored your bid as 60
 Evaluator 2 scored your bid as 60
 Evaluator 3 scored your bid as 40

The convened meeting came to a consensus that the final recorded score to given to your submission against this question should be 60, with the justification and reasons for this score recorded.

Once the consensus process has been finalised, all justifications recorded and all non-priced scores are agreed, this will then be subject to an independent commercial moderation review.

Commercial Elements will be evaluated on the following criteria.

Price will be evaluated using proportionate pricing (lowest bid / bid * mark). A bidder's score will be based on the lowest total score received divided by their total cost and then multiplied by the marks available.

For example, if the total basket price for three bid responses is received and Bidder A has quoted £50,000 as their total price, Bidder B has quoted £80,000 and Bidder C has quoted £100,000 then the calculation will be as follows:

(Maximum marks available in this example being 12.5)

Bidder A Score = $50000/50000 \times 12.5 = 12.5$

Bidder B Score = $50000/80000 \times 12.5 = 7.81$

Bidder C Score = $50000/100000 \times 12.5 = 6.25$

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 lowest score possible is 0.

Evaluation process

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"> • ITQ logged upon opening in alignment with UKSBS's procurement procedures. • Any ITQ 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.
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 Evaluation 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 feedback letters to provide details of scoring and relative and proportionate feedback on the unsuccessful 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 / Invitation to Quote 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 Questionnaire

Bidders should note that the evaluation response questionnaire is located within the **Jaggaer eSourcing Portal**.

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

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

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 Section 3 of 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 the eSourcing portal 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 Jaggaer eSourcing messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails.
- 7.10 Do complete all questions in the evaluation response 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 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.
- 7.17 Do not contact any UKSBS 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 UKSBS 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 the Jaggaer eSourcing portal. Responses received by any other method than requested will not be considered for the opportunity.

Some additional guidance notes

- 7.25 All enquiries with respect to access to the eSourcing portal and problems with functionality within the portal must be submitted to Jaggaer eSourcing Helpdesk
- Phone** 08000 698 632
Email customersupport@jaggaer.com
- Please note; Jaggaer is a free self-registration portal. Bidders can complete the online registration at the following link:
<https://beisgroup.ukp.app.jaggaer.com/>
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the eSourcing portal. 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 Response Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Jaggaer eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 90 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 Jaggaer eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.
- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the Jaggaer eSourcing Portal.
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

- 7.43 The Government revised its Government Security Classifications (GSC) classification scheme on the 2nd April 2014 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. The link below to the Gov.uk website provides information on the new GSC:

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

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

USEFUL INFORMATION LINKS

- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)

8.0 Freedom of information

- 8.1 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 or the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 8.2 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.
- 8.3 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.
- 8.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UKSBS or the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 8.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UKSBS or 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 ITQ Bidders are agreeing that their participation and contents of their Response may be made public.

9.0. Timescales

- 9.1 [Section 3](#) of the ITQ 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.

10.0. The Contracting Authority's Contact Details

- 10.1 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.

- 10.2 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the Jaggaer eSourcing portal. Failure to follow this requirement will result in disqualification of the Response.

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 “ITQ Response”	means the Bidders formal offer in response to this Invitation to Quote
“Bidder(s)”	means the organisations being invited to respond to this Invitation to Quote
“Call Off Contract”	means the document set out in Schedule 2 of the Contract
“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 ITQ relating to the submission of a Bid
“Competed Supplies/Services	means the competed supplies / services which will be Ordered from the Contract following a Mini-Competition and are set out at Schedule 2 of the Contract
“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 Contracts Finder 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 ITQ
"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
“Invitation to Quote” or “ITQ”	means this Invitation to Quote 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
“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
“Supplier(s)”	means the organisation(s) awarded the Contract
“Supplies / Services / Works”	means any supplies/services and supplies or works set out at within <u>Section 4 Specification</u>