



Invitation to Quote

**Invitation to Quote (ITQ) on behalf of The Department for Business,
Energy and Industrial Strategy (BEIS)**

Subject: Safety Benefits of Domestic Smart Appliances

Sourcing Reference Number: CR21005

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

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office Polaris House, North Star Avenue, Swindon, Wiltshire SN2 1FF
VAT registration GB618 3673 25
Copyright (c) UK Shared Business Services Ltd. 2014

Version 4.0

UKSBS
Shared Business Services

Table of Contents

Section	Content
1	<u>About UK Shared Business Services Ltd.</u>
2	<u>About the Contracting Authority</u>
3	<u>Working with the Contracting Authority.</u>
4	<u>Specification</u>
5	<u>Evaluation model</u>
6	<u>Evaluation questionnaire</u>
7	<u>General Information</u>
Appendix	NA

Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

Privacy Statement

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

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

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

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

<https://www.ukpbs.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 General Data Protection Regulation (GDPR).

YOUR DATA

The Contracting Authority will process the following personal data:

Names and contact details of employees involved in preparing and submitting the bid;
Names and contact details of employees proposed to be involved in delivery of the contract;
Names, contact details, age, qualifications and 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

Your personal data will not be processed outside the European Union

COMPLAINTS

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

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

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

CONTACT DETAILS

The data controller for your personal data is:

The Department for Business, Energy & Industrial Strategy (BEIS)

You can contact the Data Protection Officer at:

BEIS Data Protection Officer, Department for Business, Energy and Industrial Strategy, 1 Victoria Street, London SW1H 0ET. Email: dataprotection@beis.gov.uk.

Section 2 – About the Contracting Authority

Department for Business, Energy & Industrial Strategy (BEIS)

The Department for Business, Energy and Industrial Strategy (BEIS) was created as a result of a merger between the Department of Energy and Climate Change (DECC) and the Department for Business, Innovation and Skills (BIS), as part of the Machinery of Government (MoG) changes in July 2016.

The Department is responsible for:

- developing and delivering a comprehensive industrial strategy and leading the government's relationship with business;
- ensuring that the country has secure energy supplies that are reliable, affordable and clean;
- ensuring the UK remains at the leading edge of science, research and innovation; and
- tackling climate change.

BEIS is a ministerial department, supported by 46 agencies and public bodies.

We have around 2,500 staff working for BEIS. Our partner organisations include 9 executive agencies employing around 14,500 staff.

<http://www.beis.gov.uk>

Section 3 - Working with the Contracting Authority.

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

Section 3 – Contact details		
3.1.	Contracting Authority Name and address	Department for Business, Energy & Industrial Strategy (BEIS) of 1 Victoria Street Westminster, London SW1H 0ET
3.2.	Buyer name	Kailash Dholliwar
3.3.	Buyer contact details	Research@uksbs.co.uk
3.4.	Maximum value of the Opportunity	<p>Total value of the contract: £60,000 excluding VAT</p> <p>Contract Start: Monday 1st March 2021 Contract End: Monday 2nd August 2021</p> <p>Contract value for Phase 1: £13,000 excluding VAT Contract value for Phase 2: £47,000 excluding VAT</p> <p>With break clause special terms as follows: Wednesday 31st March 2021</p> <p>On delivery of Phase 1 by: Wednesday 31st March 2021</p>
3.5.	Process for the submission of clarifications and Bids	<p>All correspondence shall be submitted within the Messaging Centre of the e-sourcing. Guidance Notes to support the use of Delta eSourcing is available here.</p> <p>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.</p>

Section 3 - Timescales		
3.6.	Date of Issue of Contract Advert on Contracts Finder	Friday 15 th January 2021
3.7.	Latest date / time ITQ clarification questions shall be received through Delta eSourcing messaging system	Monday 1 st February 2021 11:00
3.8.	Latest date / time ITQ clarification answers should be sent to all Bidders by the Buyer through Delta eSourcing Portal	Wednesday, 3 rd February 2021

3.9.	Latest date and time ITQ Bid shall be submitted through Delta eSourcing	Monday 8 th February 2021 11:00
3.10.	Clarifications if required	Wednesday 10 th February 2021
3.11.	Anticipated notification date of successful and unsuccessful Bids	Wednesday 17 th February 2021
3.12.	Anticipated Contract Award date	Wednesday 17 th February 2021
3.13.	Anticipated Contract Start date	Monday 1st March 2021
3.14.	Anticipated Contract End date	Monday 2 nd August 2021
3.15.	Bid Validity Period	60 Days

Section 4 – Specification

1. Background

The Office for Product Safety and Standards ("The Office") was created in January 2018 by the Department for Business, Energy and Industrial Strategy (BEIS), and takes forward the work of the previous Regulatory Delivery directorate. Responsibilities of the Office include:

- Giving detailed advice on the interpretation of safety related regulations and sits on many standard making committees.
- Responding to incidents where the safety of a consumer product is called into question.
- Offering policy advice to HMG on product safety issues.
- Enforcement of a wide range of other product standards and regulations, including WEEE, RoHS, Ivory and Conflict Mineral regulations.
- Support of businesses through an expanded "Primary Authority" scheme to act as a single point of information for a wide variety of regulations impacting business.
- The work of the former national Measurement Organisation is also within the Office, which brings a world class test and measurement capability.

This project is being recruited as part of the BEIS Office for Product Safety and Standards Strategic Research Programme (SRP), which was launched in March 2018. This programme provides high quality strategic science-based research to strengthen the evidence base for Safety and Standards policy development, delivery and enforcement, giving business the confidence to innovate and protecting consumers from unsafe products. The wide range of evidence-based research supported by the SRP helps to address critical questions relating to current product safety, and/or issues that might arise due to future market developments.

Faulty domestic appliances are responsible for an estimated 60 household fires a week across the UK (Home Office data). Large domestic appliances (LDAs), which include cookers, washing machines, tumble driers, dish washers and fridge/freezers, account for two thirds of these fires.

These appliances are becoming increasingly smarter as manufacturers incorporate new technologies such as internet-connectivity and Artificial Intelligence (AI). In 2018, almost 15% of large domestic appliance sales were recorded as having a smart connection, with this number expected to grow.

The current consumer driver for smart appliances is better control over the appliance. This might include new features or functionality or enable operation of the appliance to be time-shifted to take advantage of lower-priced electricity. A reduction in the price premium of smart appliances, and the introduction of new internet-enabled services, could result in smart features becoming standard on even the lowest cost models.

Therefore, the emerging smart appliance market presents a good opportunity to improve the safety of domestic appliances.

There are a number of ways that smart appliances could enhance safety. Technology such as internet connectivity provides manufacturers with new ways to communicate with consumers. This could allow manufacturers to improve recalls, communicate safety alerts or provide continuous maintenance such as software updates.

Further to this, the cost and performance of sensors and condition monitoring equipment for monitoring critical parameters such as current, noise, temperature and vibration means that they are being used in an increasing variety of applications. If this technology was fitted to domestic appliances, then the manufacturer could predict certain appliance failures such as a worn bearing or damaged drive belt. A proactive maintenance service could then be offered in which problems are fixed before the product becomes unsafe.

Additionally, collecting data on how a product is used, problems that arise, service needs etc, could enable domestic appliance manufacturers to improve product design. Monitoring and operating remotely also has the potential to assist those with limited mobility and aid those who care for vulnerable consumers.

It is expected that this research will consider the following themes in particular:

- More advanced condition monitoring alerting the user to developing safety issues before they become a problem
- In service software updates to help overcome safety risks.
- Improved product recalls by alerting users directly or disabling devices/functions.
- More effective data collection to enable meta-analysis of product lifetime performance.
- Other indirect benefits of smart appliances offered through advanced components

As funding has not yet been approved beyond March 2021 for this project, the project is split into two distinct phases. Phase 1 will cover weeks 1-3 deliverables up to 31 March 2021 for which funding has been approved. Phase 2 will cover deliverables from 1 April 2021 to the conclusion of the contract. Phase 2 can only commence once funding has been approved. *This is expected to be known in February/March 2021.*

There will be a break clause in the contract at the end of Phase 1 for the contracting authority to review the deliverables for BEIS to decide on the continuation of contract. For clarity, if the break clause is initiated the contract will expire on Wednesday 31st March 2021.

2. Aims and Objectives of the Project

This research project will examine current and anticipated smart appliance technology and the benefits this could bring to consumer safety.

The aim of the work is to identify opportunities to enhance the safety of domestic appliances using smart technology and review the potential benefits and challenges to industry adoption.

The objective of the work is to:

- Review the key themes outlined in the background section. This should include an analysis of common safety issues with current domestic appliances and to what extent sensors and other smart technology could be used to mitigate these.
- Review how the current and anticipated future market is using 'smart' technology to improve the safety of LDAs. Including a review of relevant technologies used in other sectors and how this could be incorporated into LDAs.
- Assess the barriers and drivers on the LDA industry for implementing the advantages of smart products for consumer safety.
- Consider how standards makers, regulators and manufacturers could respond to opportunities in smart appliance development and enhance the safety of LDAs.

In particular, the following questions should be addressed:

- What are the common safety issues/faults in domestic appliances that could be monitored and flagged for maintenance before the fault develops into a potential safety hazard?
- To what extent can condition monitoring be implemented by manufacturers to identify safety issues (overheating, increase current draw, gauge pressure etc.) and how effective would this be at mitigating the risk of unsafe product failure?
- Will smart capability be implemented by manufacturers to encourage consumers to initiate product maintenance, either by themselves or via a technician (for example, product service or filter clean)?
- What is the potential to collect data such as diagnostics from sensors and service history and how could this be used enhance safety (for example, to inform software updates, improve future designs or identify the cause of a fault)?
- Product manufacturers can communicate with consumers more quickly and effectively due to the connected nature of the devices. Could this lead to improved product recalls and relaying of safety information such as updates on safety instructions and maintenance requirements?
- Could smart capability enable more effective identification of products that were the cause of incidents?
- What is the potential of smart products to enhance safety through connectivity (for example, through interfacing between LDAs, smoke alarms, smart speakers and other connected devices)?
- What are the possible indirect benefits of smart technology? For example, new opportunities to incorporate synchronous motors and remove the need for motor start/run capacitors, which are a common cause of fires.
- To what extent are the above already being implemented or considered in the market?
- What are the barriers and drivers for the LDA industry to implement the opportunities explored above?
- How could standards makers, regulators and manufacturers respond to these opportunities to enhance the safety of LDAs?

3. Suggested Methodology	
<p>If applicable:</p> <p>Total number of Participants (experimental design)</p> <p>Total number of Interviews (survey)</p> <p>Total number of Interviews (qualitative)</p> <p>Total number of Focus Groups</p> <p>Total number of Case Studies</p>	<p>Insert numbers:</p>
<p>Any other specific requirements</p>	
<p>We are open to the methodologies put forward by bidders, though it is suggested that the contractor will undertake the following activities:</p> <ol style="list-style-type: none"> 1. Attend a formal Kick Off meeting at BEIS London office (or remotely if situation doesn't allow in person). This will include a check that the contractor understands the context and objectives of the work, the project working arrangements, and resolution of any queries regarding the detailed programme of work. 2. Following the Kick Off meeting, the contractor will write and submit a short Inception report to confirm the agreed final programme of work, a list of suggested stakeholders and project timeline. 3. Undertake preliminary desk research to and identify further key stakeholders and make contact with stakeholders. This will inform topics for further investigation and discussion. A topic guide along with a list of identified stakeholders, why they were chosen and methodology for conducting the interviews should be provided to the OPSS Project Management Officer (PMO) for sign off. 4. Carry out desk based analysis and 1:1 phone consultations with key stakeholders and experts to draft a final Report 'Safety Benefits of Smart Domestic Appliances' for review and approval by OPSS. At this point the work could be scope could be concentrated on the key areas, if too many areas have been identified. This stage will include a setting of the scene, a discussion of the research questions outlined above and options for further action. Indicatively, this report should be 40 – 60 pages in length. <ol style="list-style-type: none"> a. The desk-based analysis should consist of a literature survey followed by a structured assessment and analysis of the documents identified. This should reference relevant academic publications, studies, 	

projects/initiatives and standards where applicable. This should also include relevant examples of where technology is, could or has been used to improve safety in LDAs and other applications. Common trends and themes should be identified where possible.

- b. The interviews with key stakeholders and experts (Indicatively 25-30) should comprise of manufacturers, smart appliance architects, trade bodies, first responders, product safety experts and condition monitoring experts. These interviews will provide complimentary information to the desk-based research but will also give further information on the ability and appetite of the LDA industry to implement safety improvements made possible by smart capabilities and any affects this will have on industry. Interviews should be structured and analysed systematically.
5. Based on the findings from (4), conduct a simple market analysis of sensor/integration/comms costs and cost/benefit of implementing additional hardware and software required for the product safety benefits highlighted. Incorporate this into the draft report.
6. Additionally, provide an evaluation of the potential uplift in returns for product recalls which smart products could provide based on findings from (4) and incorporate into the draft report.
7. Hold a Stakeholder meeting to verify assumptions and gain additional insights to incorporate into the study.
8. Update the draft report, to incorporate the outcomes of the stakeholder meeting and OPSS comments.
9. Submit documents as a Final version to the satisfaction of the OPSS PMO.
10. Create and deliver a presentation about the project to BEIS staff at the London office (or remotely if not possible in person).

Case study examples based on actual or hypothetical examples should be used where useful to illustrate points made.

Any opinions or information related to consumer behaviour/insight should be noted; for potential use in future projects.

NB The scope of this work does not include risks associated with cyber security, other than those that directly impact consumer safety.

OPSS will supply to the successful bidder a list of core stakeholders that it is suggested are consulted as part of this work.

If wished, the Office can send a note of introduction to all stakeholders to explain the nature of the project and the contractor's role in it.

Workshop: under normal circumstances the Office can host at no charge a workshop at its 1 Victoria St, London office, and can send out invitations on behalf of the contractor. Depending on the guidance at the time this may need to be held virtually. Otherwise, to ensure a good choice of dates and rooms, it is suggested that the room is reserved at least 8 weeks in advance.

Project reporting: Generally a bi-monthly phone call, however this can be discussed at the Kick Off meeting.

4. Deliverables

Phase 1 (for which funding has been approved) – BEIS can guarantee funding of up to £13k for this phase

- Kick Off meeting at BEIS London office (or remotely if not possible in person). (week 1)
- Short Inception report, to define the result of the Kick-Off meeting, agree scope and approach. (week 1 or 2)

Phase 2 (for which funding has not yet been approved)

- Draft report; informed by the preliminary interviews, desk-based research, main stakeholder interviews and analysis/evaluations of the information. (week 16)
- Stakeholder meeting to verify assumptions and gain additional insights to incorporate into the study. This will also act to ensure the project quality. (week 17)
- Final version report. (week 20)
- Background information collected during the project which evidences the conclusions in the final report, such as data and models etc.
- Deliver a presentation about the project to BEIS staff at the London office. (week 21)
- Any opinions or information related to consumer behaviour/insight should be noted; for potential use in future projects.

Terms and Conditions

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required.

The evaluation and if required team may comprise staff from UK SBS and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required. After evaluation and if required moderation scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ($5+5+6=16 \div 3 = 5.33$))

Pass / Fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	SEL1.3	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL2.12	General Data Protection Regulations (GDPR) Act and the Data Protection Act 2018
Commercial	FOI1.1	Freedom of Information
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Price	AW5.1	Maximum Budget
Price	AW5.4	E Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
-	-	Invitation to Quote – received on time within e-sourcing tool
	In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, the Contracting Authority reserves the right to disqualify the Bidder and not consider evaluation of any of the Award stage scoring methodology or Mandatory pass / fail criteria.	

Scoring criteria

Evaluation Justification Statement

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

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	20.00%
Quality	PROJ1.1	Approach/Methodology	30.00%
Quality	PROJ1.2	Staff to Deliver	20.00%
Quality	PROJ1.3	Understanding the Environment	20.00%
Quality	PROJ1.4	Risk Management	10.00%

Evaluation of criteria

Non-Price elements

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

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

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

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

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

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

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

	in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.
--	--

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

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100. All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

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

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

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

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

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

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

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

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

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

Section 6 – Evaluation questionnaire

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

Guidance on how to register and use the e-sourcing portal is available at <http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the ITQ shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay, is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission, we may reject your Bid.
- 7.5 Do ensure you utilise the Delta eSourcing messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information, we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.12 Do check and recheck your Bid before dispatch.

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

DO NOT

- 7.13 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.14 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.15 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.16 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.17 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.18 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.19 Do not offer UK SBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.20 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.21 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.22 Do not exceed word counts, the additional words will not be considered.
- 7.23 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.
- 7.24 Do not unless explicitly requested by the Contracting Authority either in the procurement documents or via a formal clarification from the Contracting Authority send your response by any way other than via e-sourcing tool. Responses received by any other method than requested will not be considered for the opportunity.

Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Delta eSourcing, Telephone 0845 270 7050
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through the Delta eSourcing Portal.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000, or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified, we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Delta eSourcing Portal.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of

any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

- 7.41 All timescales are set using a 24-hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through the Delta eSourcing Portal.
- 7.42 All Central Government Departments and their Executive Agencies and Non-Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

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