

# **Invitation to Tender Document**

**Hadleigh Guildhall Design Team and Heritage Advice**

**August 2022**



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## 1) Introduction and Background Information

Hadleigh Town Council on behalf of Hadleigh Market Feoffment Charity (HMFC or the Charity) would like to invite you to tender for the provision of design and heritage related services (the contract) for the Hadleigh Guildhall project part-funded by the Architectural Heritage Fund (AHF).

This Invitation to Tender document (ITT) is being made available to all prospective Tenderers. The ITT and the information provide the background information necessary to submit a bid.

Instructions for the preparation of Tenders are set out in Section B.

### 1.1 Hadleigh

Hadleigh is a market town located in rural Suffolk. It is located in an area that is made up of a number of historic famous 'wool towns', known for their large churches, picturesque landscape and exquisite architecture which inspired painters such as Gainsborough and Constable. Hadleigh is just under ten miles west of Ipswich and 15 miles north of Colchester.

Hadleigh's historic centre is focussed along a linear medieval High Street running broadly north-south, parallel to the River Brett. The town has grown over time largely to the east, extending up higher ground away from the river valley.

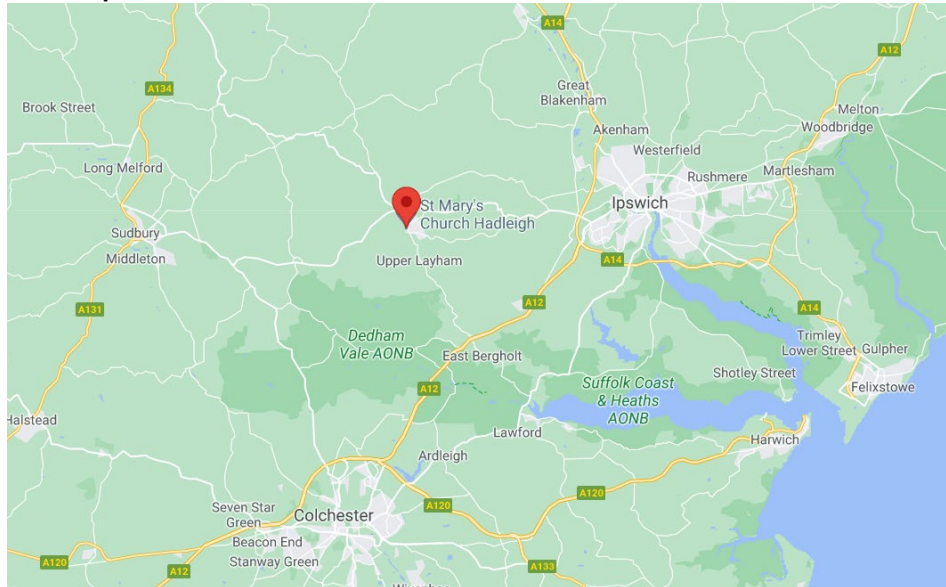
### 1.2 Hadleigh Guildhall



Hadleigh Guildhall is an historic range of buildings known variously as Hadleigh Guildhall and Hadleigh Town Hall, both of which are arguably correct depending on which period of time one wishes to consider; however, for consistency the building is referred to throughout as Hadleigh Guildhall.

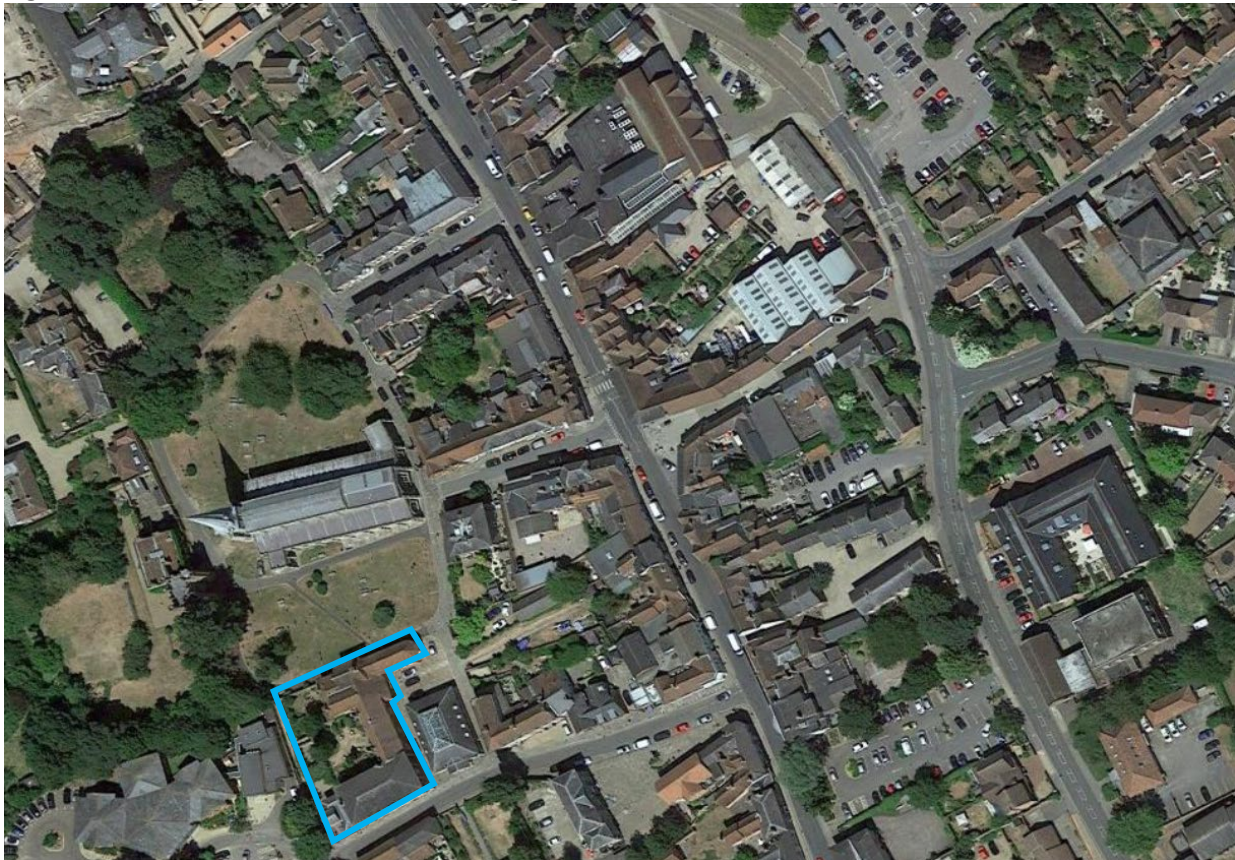
The Guildhall is situated to the west of the High Street, adjacent to the fine St Mary's Church and the impressive Deanery. Together the buildings form a grouping of highly significant historic assets and form a very attractive secluded space within the town centre.

**Figure 1: Location plan**



Source: Google Maps

**Figure 2: Hadleigh Guildhall (outlined in light blue)**



Source: Google Maps

The Guildhall complex which consists of two main buildings, the Guildhall which dates to the latter part of the 15<sup>th</sup> century and is Listed at Grade I and the Town Hall which dates to the mid 19<sup>th</sup> century and Listed at Grade II.

The List descriptions for both buildings are provided below for reference:

Hadleigh Guildhall list description:

Latter part of C15 with later additions on east and west, a 3 storey wing on south-west and a long wing extending south. Frontage circa 80 ft. The whole building is timber-framed and plastered, roofs tiled. The timber-framing is exposed on the north side of the main building and this is the most interesting and picturesque part. Each of the upper storeys projects on this north front on curved brackets with moulded capitals and shafts - the shafts on ground floor front are panelled and have traceried heads. Some of the timberwork and most of the window mullions have been renewed, but the westerly window of the 1st floor has remains of traceried heads. Interior includes open kingpost roof and moulded beams. The wing on east originally projected (upper storey) on both sides but has been underbuilt in brick; the east end is semi-octagonal. The wing on west has mainly C18 characteristics and probably was part of the old Grammar School. The wing on south-west is of 3 storeys with projecting upper storey on south and the long wing extending south (used as a dormitory to the workhouse in C18) has ground floor brick facing on east with small panel and date 1780. NMR photos.

All the listed buildings in Church Walk form a group.

Listing NGR: TM0259342421

Hadleigh Town Hall list description:

1851 rectangular Italianate building. 2 storey. 5-bay front, centre and flank bays slightly advanced and marked with rusticated quoins of stone. Red brick with gray brick bracket eaves and gray brick below band at springing level of flank arched entrances, with stone voussoirs. The inner 3 bays have arched windows, the centre being Palladian and with sculptured coat of arms below. Hipped slate roof. 3-bay return, east.

Listing NGR: TM0260242389

### **1.3 Ownership**

The Guildhall is vested in the Official Custodian for Charity's with the Hadleigh Market Feoffment Charity (HMFC) acting as custodian where the sole trustee is Hadleigh Town Council. A committee (Hadleigh Market Feoffment Charity Committee) of the Town Council is responsible for looking after the building.

### **1.4 Existing use**

The buildings are currently split into several different spaces, predominantly across two floors, but in places extending to three. The ground floor consists Hadleigh Town Council offices, the archive, the Guild Room (a space for hire), the Caretaker's House, Dining Room and bar (a space for hire), kitchen and semi-private garden. The first floor consists Caretaker's House, Store, Council Chamber (a space for hire), Old Town Hall (a space for hire), new kitchen and the Grand Hall (a space for hire).

The building benefits from a very attractive adjacent and semi-private garden with direct access to the Guild Room, Dining Room and Grand Hall, the latter by way of an external stair. There is limited parking adjacent to the building. Parking for events and activities is available in town centre car parks.

The floor plan shows the layout of the Guildhall, including an inset for the 'Caretaker's House'. The main building contains an 'Archive' (green), 'Office' (green), 'Guild Room' (pink), 'Caretaker's House' (blue), and 'Dining Room and Bar' (pink). The key indicates the following:

- Spaces for hire:** Pink outline
- Storage:** Purple outline
- Residential:** Blue outline
- Office space:** Green outline
- Stairs:** Orange circle
- Access and egress:** Red circle
- Lift:** Purple circle

The floor plan shows the layout of the Old Town Hall and Grand Hall. The Old Town Hall is a large rectangular space with a central area labeled 'Old Town Hall' and a smaller area labeled 'New Kitchen'. The Grand Hall is a large rectangular space adjacent to the Old Town Hall. The Council Chamber is a small room with a semi-circular end. The Store is a small room. The Caretaker's House is a small house. The key indicates that spaces for hire are marked with a pink outline, storage with a purple outline, residential with a blue outline, and stairs with an orange circle. The plan also shows various rooms and corridors, including R1, R2, R3, R4, R5, R6, R7, R8, R9, R10, R11, R12, R13, R14, R15, R16, R17, R18, R19, R20, R21, R22, R23, R24, R25, R26, R27, R28, R29, R30, R31, R32, R33, R34, R35, R36, R37, R38, R39, R40, R41, R42, R43, R44, R45, R46, R47, R48, R49, R50, R51, R52, R53, R54, R55, R56, R57, R58, R59, R60, R61, R62, R63, R64, R65, R66, R67, R68, R69, R70, R71, R72, R73, R74, R75, R76, R77, R78, R79, R80, R81, R82, R83, R84, R85, R86, R87, R88, R89, R90, R91, R92, R93, R94, R95, R96, R97, R98, R99, R100, R101, R102, R103, R104, R105, R106, R107, R108, R109, R110, R111, R112, R113, R114, R115, R116, R117, R118, R119, R120, R121, R122, R123, R124, R125, R126, R127, R128, R129, R130, R131, R132, R133, R134, R135, R136, R137, R138, R139, R140, R141, R142, R143, R144, R145, R146, R147, R148, R149, R150, R151, R152, R153, R154, R155, R156, R157, R158, R159, R160, R161, R162, R163, R164, R165, R166, R167, R168, R169, R170, R171, R172, R173, R174, R175, R176, R177, R178, R179, R180, R181, R182, R183, R184, R185, R186, R187, R188, R189, R190, R191, R192, R193, R194, R195, R196, R197, R198, R199, R200, R201, R202, R203, R204, R205, R206, R207, R208, R209, R210, R211, R212, R213, R214, R215, R216, R217, R218, R219, R220, R221, R222, R223, R224, R225, R226, R227, R228, R229, R230, R231, R232, R233, R234, R235, R236, R237, R238, R239, R240, R241, R242, R243, R244, R245, R246, R247, R248, R249, R250, R251, R252, R253, R254, R255, R256, R257, R258, R259, R260, R261, R262, R263, R264, R265, R266, R267, R268, R269, R270, R271, R272, R273, R274, R275, R276, R277, R278, R279, R280, R281, R282, R283, R284, R285, R286, R287, R288, R289, R290, R291, R292, R293, R294, R295, R296, R297, R298, R299, R300, R301, R302, R303, R304, R305, R306, R307, R308, R309, R310, R311, R312, R313, R314, R315, R316, R317, R318, R319, R320, R321, R322, R323, R324, R325, R326, R327, R328, R329, R330, R331, R332, R333, R334, R335, R336, R337, R338, R339, R340, R341, R342, R343, R344, R345, R346, R347, R348, R349, R350, R351, R352, R353, R354, R355, R356, R357, R358, R359, R360, R361, R362, R363, R364, R365, R366, R367, R368, R369, R370, R371, R372, R373, R374, R375, R376, R377, R378, R379, R380, R381, R382, R383, R384, R385, R386, R387, R388, R389, R390, R391, R392, R393, R394, R395, R396, R397, R398, R399, R400, R401, R402, R403, R404, R405, R406, R407, R408, R409, R410, R411, R412, R413, R414, R415, R416, R417, R418, R419, R420, R421, R422, R423, R424, R425, R426, R427, R428, R429, R430, R431, R432, R433, R434, R435, R436, R437, R438, R439, R440, R441, R442, R443, R444, R445, R446, R447, R448, R449, R450, R451, R452, R453, R454, R455, R456, R457, R458, R459, R460, R461, R462, R463, R464, R465, R466, R467, R468, R469, R470, R471, R472, R473, R474, R475, R476, R477, R478, R479, R480, R481, R482, R483, R484, R485, R486, R487, R488, R489, R490, R491, R492, R493, R494, R495, R496, R497, R498, R499, R500, R501, R502, R503, R504, R505, R506, R507, R508, R509, R510, R511, R512, R513, R514, R515, R516, R517, R518, R519, R520, R521, R522, R523, R524, R525, R526, R527, R528, R529, R530, R531, R532, R533, R534, R535, R536, R537, R538, R539, R540, R541, R542, R543, R544, R545, R546, R547, R548, R549, R550, R551, R552, R553, R554, R555, R556, R557, R558, R559, R560, R561, R562, R563, R564, R565, R566, R567, R568, R569, R570, R571, R572, R573, R574, R575, R576, R577, R578, R579, R580, R581, R582, R583, R584, R585, R586, R587, R588, R589, R590, R591, R592, R593, R594, R595, R596, R597, R598, R599, R600, R601, R602, R603, R604, R605, R606, R607, R608, R609, R610, R611, R612, R613, R614, R615, R616, R617, R618, R619, R620, R621, R622, R623, R624, R625, R626, R627, R628, R629, R630, R631, R632, R633, R634, R635, R636, R637, R638, R639, R640, R641, R642, R643, R644, R645, R646, R647, R648, R649, R650, R651, R652, R653, R654, R655, R656, R657, R658, R659, R660, R661, R662, R663, R664, R665, R666, R667, R668, R669, R670, R671, R672, R673, R674, R675, R676, R677, R678, R679, R680, R681, R682, R683, R684, R685, R686, R687, R688, R689, R690, R691, R692, R693, R694, R695, R696, R697, R698, R699, R700, R701, R702, R703, R704, R705, R706, R707, R708, R709, R710, R711, R712, R713, R714, R715, R716, R717, R718, R719, R720, R721, R722, R723, R724, R725, R726, R727, R728, R729, R730, R731, R732, R733, R734, R735, R736, R737, R738, R739, R740, R741, R742, R743, R744, R745, R746, R747, R748, R749, R750, R751, R752, R753, R754, R755, R756, R757, R758, R759, R760, R761, R762, R763, R764, R765, R766, R767, R768, R769, R770, R771, R772, R773, R774, R775, R776, R777, R778, R779, R780, R781, R782, R783, R784, R785, R786, R787, R788, R789, R790, R791, R792, R793, R794, R795, R796, R797, R798, R799, R800, R801, R802, R803, R804, R805, R806, R807, R808, R

## 1.5 Outline Options Appraisal

In 2021 the Charity commissioned an Outline Options Appraisal looking at ideas for the future of Hadleigh Guildhall. Alongside this a condition report was undertaken to inform the options appraisal and designs. This work included:

- Baseline research (socio-economics, property market, competitors & comparators)
- Literature review (HTC documents, Local Authority strategies, policies and initiatives, previous reports on the building, plans etc.)
- Appraisal of a long-list of options against standard criteria to identify a short-list of possibilities (including Do Nothing)
- Consultation with stakeholders, relevant advisors such as the structural engineer or legal advisors to understand any impacts of their work on short-listed options
- Appraisal of a short-list of options against bespoke criteria to identify a preferred option or options (including Do Nothing)
- Recommendations on next steps to progress.
- Sketch designs and costings
- Condition Report.

The Outline Options Appraisal identified the following strengths:

- Spectacular building
- Variety of spaces – provides flexibility of use for different audiences
- Nicely presented spaces
- Good central location and attractive setting
- Kitchen spaces already in situ
- Lift access to Grand Hall already in situ
- Modern facilities in Grand Hall and Dining Room
- Multiple access and egress points
- Beautiful, secluded garden with access to the Old Town Hall
- Position in Suffolk
- Variety of spaces which could be used for different types of activities
- Historically interesting building – could appeal to different audiences

It also identified the following key issues that any future proposals needed to address:

- Low utilisation rate – too many spaces doing the same thing
- Other spaces are un-used/unused/used ad-hoc
- Difficult for the visitor to orientate themselves/understand the building
- Some spaces do not seem to link/flow together
- Lack of storage
- Lack of disabled access to Council Chamber, Old Town Hall
- Offices in most historically significant part of the building – lack of public access
- Archive in space that is too small and unsuitable
- Continued general decline in use
- Degradation of the building
- Lack of overall income to sustain the building going forward
- Lack of diverse income streams
- Dining Room not as attractive as other spaces

The Options Appraisal identified the key aims for the future of the Guildhall:

1. Balance the need to generate more income with continued provision of widespread public access
2. Respond to known patterns of demand for different spaces within and outside the building
3. Diversify income streams in order to improve resilience and financial sustainability
4. Avoid un-doing major recent investment
5. Respond to heritage significance and sensitivity
6. Improve the delivery of and access to local government and Town Council services
7. Improve public access to the town's archive.

## 2.0 The Brief

### 2.1 Requirements

The Council on behalf of the Charity would like to appoint a comprehensive design team to develop the preferred option to RIBA Stage 2, providing the following services:

- **Design and costings:** Building on the sketch designs that have already been prepared for the Outline Options Appraisal, the appointed team will prepare detailed, high quality and robust designs and costings for the Hadleigh Guildhall project to RIBA Stage 2. The design report for Stage 2 will form a key part applying to funders to deliver the project. Building on the work already undertaken, the design report will include all necessary information relating to structural design, services systems, site landscape, outline specifications and environmental, energy and any other relevant project strategies. Designs will be in sufficient detail for costs to be developed and feed into funding applications.
- **High level Conservation Management Plan:** To inform the development of the design and Business Plan a high level Conservation Management Plan is required. This should follow best practice guidance.
- **Outline Heritage Impact Assessment/Heritage Statement:** To inform any future planning/Listed Building application. This should follow best practice guidance.
- **Consultation:** Undertake comprehensive consultation necessary to inform and develop robust designs which will include; statutory and non-statutory consultees, existing and potential users, existing and potential tenants and the general public. This will include pre-application discussions.
- **Other:** The appointed team will be expected to input in to:
  - Business planning
  - The scope of the measured survey
  - Attend meetings of the Core Team which will meet as a minimum monthly.

It should be noted that by submitting a tender, you confirm that you understand and can meet these requirements.

### 2.2 The team

It is anticipated that the design team will comprise a multi-disciplinary team including:

- Architects
- Heritage Consultant
- Structural Engineer
- M&E Engineer
- Cost Consultant
- Fire consultant
- Access consultant

The team must provide all the services necessary to comply with CDM regulations, including where appropriate Principal Designer services.

Bidders may wish to include additional specialists and are encouraged to do so where they consider it will add value.

The Design Team must include a RIBA (SCA) or AABC or equivalent accredited architect in a leading role. The lead Architect will need to have specialist knowledge and experience of preserving, conserving and restoring complex historic buildings of high status (Grade I/Grade II\*), preferably including timber framed buildings and with a broad portfolio of work.

If you propose the use of sub-consultants in order to deliver the work, please set out in your proposals whether they will be appointed as sub-consultants to you or direct to the Council.

Please note:

- A measured survey has been commissioned separately.
- Business planning, market testing and fundraising advice has been separately commissioned. The appointed design team will be required to work alongside the Business Planner to develop the scheme in more detail.

Please set out in your proposal the Form of Contract you propose is used.

### 3.0 Budget

The maximum budgets available for these elements of work are as follows:

Task	Total
Comprehensive Design Team (please include costs for 'consultation' and 'other' here	£36,450
High level Conservation Management Plan	£8,600
Outline Heritage Impact Assessment/Statement	£2,750
<b>Total cost (fixed fee)</b>	<b>£47,800</b>

There is an additional £1,000 of funding available for any additional information or surveys that might be required to inform the design development and costings. It is expected that the appointed team will input to the development of briefs for these pieces of work.

## 4.0 Submission Requirements

Bidders are required to complete two sections below as part of their submission:

- Section 1 company information
- Section 2 response to the brief.

Details of these two sections are set out below.

### 4.1 Section 1: Standard Company Information

<b>Company information</b>	
Company name:	
Company address:	
Project contact name:	
Project contact email:	
Project contact telephone number:	
Company status:	
Company registration number / equivalent:	
Date company registered / equivalent:	
<b>Financial standing</b>	
We will undertake a credit check of your company from a standard provider. Where a bidder scores poorly we may ask you to provide written assurance of your financial position.	
<b>Conflicts of interest</b>	
Does your company have family or close friends who either work for the Town Council or Charity (Yes / No)?	
If yes please detail their names and roles and describe how you would manage that conflict of interest.	
<b>Bona fide tender</b>	
Any tender submitted must be bona fide and without canvassing or soliciting any Trustee, Councillor or employee of the Charity or Town Council or fixing the rates with another supplier. By submitting a quotation you are agreeing this is a bona fide quotation. Please confirm (Yes/No).	
<b>Equalities</b>	
In the last three years, have any findings of unlawful discrimination been made against you or your company by the Employment Tribunal, the Employment Appeal Tribunal or any other court or in comparable proceedings in any other jurisdiction (Yes/No)? If yes, please give details	
Is it your policy as an employer to comply with your statutory obligations under current equal opportunities legislation (Yes/No)? (Your policy must not treat one group of people less favourably than others because of their race, gender, age, religion or belief, disability or sexual orientation in relation to decisions to recruit, train or promote employees). If yes, please give details.	

Health and Safety / Quality Assurance	
Has your organisation, during the last 3 years been prosecuted or had a notice served for contravention of the Health and Safety at Work Act 1974 or associated regulations or been the subject of a formal investigation by the Health and Safety Executive or similar national body charged with improving health and safety standards (Yes / No)? If yes, please give details.	
Does your organisation have a written Health and Safety at Work policy, with arrangements for implementing and monitoring the policy (Yes / No)? If yes, please give details.	
Does your organisation hold a recognised quality management certification for example BS/EN/ISO 9000 or have a quality management system? ("System" means processes and procedures to ensure that the subject is properly managed. This includes making sure that legal requirements are met) (Yes / No). If yes, please give details.	
Insurance	
<u>Employers liability</u> : Please confirm what level of cover you currently hold and will hold for the duration of the contract. The Council's general contract requirement is £10,000,000. If you have less, please confirm that you are willing to increase the value to match this requirement if necessary for the contract.	
<u>Public liability</u> : Please confirm what level of cover you currently hold and will hold for the duration of the contract. The Council's general contract requirement is £10,000,000. If you have less, please confirm that you are willing to increase the value to match this requirement if necessary for the contract.	
<u>Professional indemnity</u> : Please confirm what level of cover you currently hold and will hold for the duration of the contract. The Council's general contract requirement is £1,000,000. If you have less, please confirm that you are willing to increase the value to match this requirement if necessary for the contract.	

## 4.2 Section 2: Response to brief.

Using the background information provided, tenders should provide information on:

- 1) **Method and programme:** Provide a methodology highlighting the steps you would take to fulfil the commission. This should include information on:
  - The approach to design development
  - The development of the CMP and Heritage Statement/Impact Assessment
  - Consultation – statutory and non-statutory
  - Provide a programme for undertaking all aspects of this work.
- 2) **Team:** Provide details of the organisations and individuals that comprise your Design Team. As a minimum, teams are expected to include:
  - Architects (Conservation Accredited)
  - Heritage Consultant
  - Structural Engineer
  - M&E Engineer
  - Cost Consultant
  - Fire consultant
  - Access consultant

Please also provide CVs of all the consultants who will be working on the project and their experience of working on similar projects.

- 3) **Experience:** Three relevant examples of where you have undertaken similar work in the past. Please ensure that examples are of Listed Buildings or Scheduled Monuments, preferably for timber framed structures.
- 4) **Budget breakdown:** A breakdown of time allocated to each team member for elements of your methodology and a total cost including expenses and VAT. Please complete the following tables:

Task	Total
Comprehensive Design Team (please include costs for 'consultation' and 'other' here	
High level Conservation Management Plan	
Outline Heritage Impact Assessment/Statement	
<b>Total cost (fixed fee)</b>	

The pricing submitted is to be inclusive of all expenses & disbursements, but exclusive of VAT.

## 5.0 Submission details

Bidders are asked to ensure that all bids do not exceed 15 A4 sides in total including appendices. An electronic copy of your proposal in .pdf (under 10mb) format should also be e-mailed to [procurement@inghampinnock.com](mailto:procurement@inghampinnock.com) by 1pm at the latest on 9<sup>th</sup> September 2022. All requests for clarifications should be sent to [procurement@inghampinnock.com](mailto:procurement@inghampinnock.com).

### 5.1 Procurement timescale

Stage	Date
Invitation to Tender Issued	w/c 8 <sup>th</sup> August
Deadline for requesting site visit	19 <sup>th</sup> August 2022 (1pm)
Deadline for clarification questions	26 <sup>th</sup> August 2022 (1pm)
ITT submission deadline	9 <sup>th</sup> September (1pm)
ITT evaluation and clarification	9 <sup>th</sup> September - 16 <sup>th</sup> September
Contract Award	6 <sup>th</sup> October 2022
Contract Completion	1 <sup>st</sup> May 2023

If you would like to visit the site please contact [projects@hadleightowncouncil.gov.uk](mailto:projects@hadleightowncouncil.gov.uk) by 1pm on 19<sup>th</sup> August 2022 to request a space.

Please note that the Council reserves the right not to appoint.

## 6.0 Evaluation

### 6.1 Section 1 Scoring

Section 1 contains a number of stand-alone questions that are non-scoring.

### 6.2 Section 2 Scoring

Section 2 of your tender (excluding Budget Breakdown) and interview will be scored 0-10 on the following basis:

Score	Classification	Characteristics
10	Excellent	Exemplary response. Comprehensive and relevant information is provided and the response provides the evaluation panel with a very high level of confidence that the bidder will be able to meet the requirements of the project if appointed, with no reservations or concerns arising from the response.
8	Good	Comprehensive and relevant information is provided and the response provides the evaluation panel with a high level of confidence that the bidder will be able to meet the requirements of the project if appointed with no more than one limited reservation or concern arising from the response.
6	Satisfactory	A broad response with an adequate level of information provided that is relevant and the response provides the evaluation panel with at least a good level of confidence that the bidder will be able to meet the requirements of the project if appointed with no more than minor reservations or concerns arising from the response.
4	Poor	The response is limited and lacking in relation to a large proportion of material elements and leaves the evaluation panel with significant reservations or concerns around the ability of the bidder to meet the requirements of the project if appointed.
0-2	Unacceptable	No response or extremely limited response that does not suggest that the bidder has the ability to meet the requirements of the project if appointed.

#### Evaluation weighting

Sections included in tenders as set out above, have been allocated a weighting which will be applied to the scores as follows:

Section	Weighting (%)
Method and programme	20%
Team	30%
Experience	30%
Cost	20%

#### Budget Breakdown and budget scoring

There is a maximum budget for this project of £47,800 including all expenses (excluding VAT).

In order to score the cost elements of the bids, the bids will be scored as follows with the lowest bid scoring 10. The Charity do not necessarily want, and is not required, to appoint the cheapest bid but needs to include price within the evaluation to ensure a robust process and evidence of pursuing value for money through procurement. The Charity will not cover costs associated with preparation of tender materials.

$$\begin{array}{lcl} \text{Normalised price score} & = & \frac{\text{lowest tender price} \times 10}{\text{tender price}} \\ \text{Example Company A} = \text{£40,000 lowest bid (scores 10)} & = & \frac{\text{£40,000} \times 10}{\text{£46,000}} \\ \text{Example Company B} = \text{£46,000} & & \end{array}$$

**Therefore Company B would score 8.7**

### **6.3 Project management**

The project will be managed by the Core Team, which consists of employees of the Charity's Trustee and the other consultants appointed to work on the project.

### **6.4 Intellectual property**

Should you be appointed, the intellectual property of any outputs will be vested with the Charity.

### **6.5 Terms and Condition**

To be agreed with winning bidder prior to award. Should you have any specific conditions these should be included in your proposal. All suppliers engaged on this project throughout the supply chain must be made within 30 days of an undisputed invoice.