



# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of The Medical Research Council  
(MRC) Harwell Institute**

**Subject: Chillers Maintenance for The Medical Research Council's  
Harwell Institute**

**Sourcing reference number: FM16195**

**UK Shared Business Services Ltd (UK SBS)**  
[www.uksbs.co.uk](http://www.uksbs.co.uk)

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**UKSBS**  
  
*Shared Business Services*

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# Section 1 – About UK Shared Business Services

## Putting the business into shared services

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

It is our vision to become the leading provider for our customers 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 customers. This allows our customers the freedom to focus resources on core activities; innovating and transforming their own organisations.

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

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 its customers, 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 Innovation and Skills (BIS) 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 Customers.

Our Customers who have access to our services and Contracts are detailed [here](#).

## Section 2 – About Our Customer

### Medical Research Council (MRC)

The Medical Research Council is a publicly-funded organisation dedicated to improving human health.

The organisation supports research across the entire spectrum of medical sciences, in universities and hospitals, in its own units, centres and institutes in the UK, and in our units in Africa.

#### Supporting scientists

- Around 5,700 research staff are supported by the MRC, either employed directly in our institutes and units or funded through grants and fellowships.
- We spent £86m on training awards for postgraduate students and fellows in 2011/12, including those in the MRC's own institutes and units.
- At March 2012 there were around 1,900 MRC-funded PhD students and around 400 MRC fellows in higher education institutes and MRC research establishments.

#### Research examples

- The benefits of MRC research have a national and global impact; from infections in Africa, stem cell advances that can potentially combat brain and heart diseases and improvements in the design of tests for treatments. As well as more and better healthcare, medical research can lead to wider impacts; many millions more lives saved, a vastly improved quality of life and hence a more productive workforce and economic benefits to nations.
- MRC researchers have found markers for cancer cells that may help detect thousands of new cases of cancer a year. The markers are already part of an MRC-developed device that screens for cancer of the oesophagus, are being trialled for cervical cancer screening and could potentially be used in a test for bowel cancer.
- The NHS newborn hearing screening programme, introduced in 2002, improves the early detection of hearing impairment in babies, allowing earlier and more effective treatment for the 900 babies born each year in the UK with permanent hearing loss.
- An estimated 73,000 adults are living with HIV in the UK, according to 2006 figures, but around a third of those people haven't been diagnosed and don't know they're infected. Black and ethnic minority populations accounted for just over half of all 7,000 new cases in 2006. Among many other aspects of HIV research, such as the molecular basis of the condition, treatments and diagnosis, MRC scientists are also researching social and behavioural factors.

<http://www.mrc.ac.uk>

## Section 3 - Working with UK Shared Business Services Ltd.

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	Customer Name and address	MRC Harwell Institute, Engineering & Estates, Harwell Campus, Oxfordshire, OX11 0RD
3.2	Buyer name	Paul Greenhood
3.3	Buyer contact details	<a href="mailto:paul.greenhood@uksbs.co.uk">paul.greenhood@uksbs.co.uk</a> – 01793 867852
3.4	Estimated value of the Opportunity	£75,900.00Excluding VAT
3.5	Process for the submission of clarifications and Bids	<p><b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>.</b></p> <p><b>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.</b></p>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	Thursday 1 <sup>st</sup> December 2016
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	Monday 12 <sup>th</sup> December 2016 at 11am
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	Wednesday 14 <sup>th</sup> December 2016 at 3pm
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Friday 16 <sup>th</sup> December 2016 at 11am
3.10	Anticipated rejection of unsuccessful Bids date	Wednesday 21 <sup>st</sup> December 2016 at 3pm
3.11	Site Visit	Tuesday 6 <sup>th</sup> December at 9am Wednesday 7 <sup>th</sup> Decmber at 9am
3.12	Anticipated Award date	Wednesday 21 <sup>st</sup> December 2016 at 3pm
3.13	Anticipated Contract Start date	Sunday 1 <sup>st</sup> January 2017
3.14	Anticipated Contract End date	Monday 31th December 2018 (plus option to extend to Tuesday 31st December 2019)

3.15	Bid Validity Period	60 Days
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## Section 4 – Specification

The Contractor shall provide a professionally managed, high quality Chiller maintenance service that as a minimum complies with:

- Manufacturers recommendations as set out in their O&M schedules or as required to meet the needs of the as-built environment.
- Relevant BS EN Standards
- SFG20

### **Legal Obligations**

Without prejudice to the generality of the foregoing the Contractor must observe, perform and comply with all the relevant provisions of the following together any amendments thereto:

- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment (PPE) Regulations 1992
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Manual Handling Operations Regulations 1992
- Health & Safety (First Aid) Regulations 1981
- The Health & Safety Information for Employees (Amendment) Regulations 2009:
- The Employer's Liability (Compulsory Insurance) Regulations 1998:
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- The Control of Noise at Work Regulations 2005
- Electricity at Work Regulations 1989
- Requirements for Electrical Installations : IET Wiring Regulations BS 7671 : 2008 incorporating Amendment No.1 : 2001 (BS767 : 2008 + A1 : 2011)
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Chemicals (Hazard Information and Packaging for Supply) Regulations 2009
- Construction (Design & Management) Regulations 2015
- The Gas Safety (Installation & Use) Regulations 1998
- Health & Safety at Work etc. Act 1974
- The Control of Asbestos Regulations 2012
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- Building Regulations 2010
- 2014 EU Fluorinated Greenhouse Gas (Fgas0 Regulations
- The Environmental Protection Act 1990
- The Regulatory Reform (Fire Safety) Order 2005
- The Fire Safety (Employees' Capability) (England) Regs 2010
- The Control of Legionella Bacteria in Water Systems ACOP & Guidance L8.
- The Notifications of Cooling Towers and Evaporative Condensers Regulations 1992

- The Health & Safety (Safety Signs and Signals) Regulations 1996
- Health & Safety (Employee Consultation) Regulations 1996
- Pressure Systems Safety Regulations 2000
- Disability Discrimination Act 1995
- The Confined Spaces Regulations 1997
- 2014 F-Gas Regulations

The contractor must ensure that the Chiller systems comply with all legislation governing these systems.

Through the use of industry best practice and the introduction of innovation, the service will achieve and demonstrate value for money on a continuous basis.

The Contractor shall deliver, but not limited to:

Equipment	Buildings and Equipment Description
	<p>Mary Lyon Centre (MLC) – <b>AIREDALE TurboChill Flooded</b> (3 off)</p> <p style="text-align: right;">Model No: TTC24E720X95 SN: 82040320-001 SN: 82040320-002 SN: 82040320-003</p> <p>Building 383 – <b>AIREDALE Ultima Compact</b> (1 off)</p> <p style="text-align: right;">Model: UCC360D-10/2 SN: 6436935-00002</p>
Maintenance	Requirements – General
	<p><u>4 visits per year</u></p> <p>Mary Lyon Centre (MLC) – <b>TurboChill – FULLY COMPREHENSIVE</b></p> <p>Building 383 – <b>Ultima Compact –</b></p> <p>Provide a detailed planned maintenance schedule/check list to comply with the requirements of this specification</p> <p><b>Recommendations – but not limited to</b></p>



Maintenance	TurboChill – Electrical Checks per Circuit - Quarterly
	<p>Compressors</p> <ul style="list-style-type: none"> <li>• Check Operating Current @ 100% loaded</li> </ul> <p>Condenser Fans</p> <ul style="list-style-type: none"> <li>• Check Operating Current @ 100% loaded</li> <li>• Check 3 Phase Supply Voltage</li> <li>• Transformer Primary Voltage</li> <li>• Transformer Secondary Voltage</li> </ul> <p>Check Connections at:</p> <ul style="list-style-type: none"> <li>• All Compressor Contactors / Overloads</li> <li>• All Pump Contactors / Overloads</li> <li>• All 240v Connections</li> <li>• All MCB's</li> <li>• All Condenser Fan Contacts / Overloads</li> <li>• All 3 Phase Connections</li> <li>• All 24v Connections</li> </ul>
Maintenance	Refrigeration (R134a) Checks per Circuit
	<ul style="list-style-type: none"> <li>• Record circuit loading at this time</li> <li>• Compressor speed</li> <li>• Suction pressure</li> <li>• Discharge pressure</li> <li>• Suction temperature</li> <li>• Discharge temperature</li> <li>• Liquid temperature</li> <li>• Sub cool reading</li> <li>• Sight glass: clear/flash</li> <li>• HP switch cut out</li> <li>• LP switch cut out</li> <li>• Water return temp</li> <li>• Water supply temp</li> <li>• F Gas checks</li> <li>• Bump test electronic leak detectors</li> <li>• Sensor calibration date (replace every 3 years)</li> </ul>

<b>Maintenance</b>	<b>Mechanical Checks per Circuit - Quarterly</b>
	<p>Check operation of:</p> <ul style="list-style-type: none"> <li>• IGV</li> <li>• NRV</li> <li>• Discharge start valve</li> <li>• Economizers</li> <li>• Liquid level setting in micro to achieve 50% level in evaporator</li> <li>• Check temperature sensors read correctly +/- 0.25 °C</li> <li>• Check pressure transducers read correctly +/- 0.1 Bar</li> </ul>
<b>Maintenance</b>	<b>Water System per Circuit - Quarterly</b>
	<p>Check operation of</p> <ul style="list-style-type: none"> <li>• Flow switch / device</li> <li>• Remote pump interlock</li> <li>• Pressure drop across evaporator</li> </ul>
<b>Maintenance</b>	<b>Controls per Chiller - Quarterly</b>
	<ul style="list-style-type: none"> <li>• Record set point</li> </ul>
<b>Maintenance</b>	<b>Record Run Hours - Quarterly</b>
	<ul style="list-style-type: none"> <li>• All Compressors</li> </ul>
<b>Maintenance</b>	<b>Ultima Compact – Electrical Checks per Circuit – Quarterly</b>
	<p>Check connections at:</p> <ul style="list-style-type: none"> <li>• All compressor contactors and overloads</li> <li>• All pump contactors and overloads</li> <li>• All 240v connections</li> <li>• All MBS's</li> <li>• All condenser fan contactors &amp; overloads</li> <li>• All 3 phase connections</li> <li>• All 24v connections</li> </ul> <p>Check supply voltage:</p> <ul style="list-style-type: none"> <li>• All 24v connections</li> <li>• Mains</li> <li>• 3PH</li> </ul>

	<ul style="list-style-type: none"> <li>• Voltage</li> <li>• Transformer Primary</li> <li>• Transformer Secondary</li> </ul> <p>Check Operating Currents @ 100%</p> <ul style="list-style-type: none"> <li>• All Compressors</li> <li>• All Pumps</li> <li>• All Condensers FSC</li> </ul>
<b>Maintenance</b>	<b>Refrigeration (R407C) Checks per Circuit - Quarterly</b>
	<ul style="list-style-type: none"> <li>• Record circuit loading at this time</li> <li>• Suction pressure</li> <li>• Discharge pressure</li> <li>• Head pressure control setting</li> <li>• Suction temperature</li> <li>• Discharge temperature</li> <li>• Liquid temperature</li> <li>• Superheat calculation</li> <li>• Sub cool calculation</li> <li>• Sight glass: clear/flash</li> <li>• HP switch cut out</li> <li>• LP switch cut out</li> <li>• Return water temperature</li> <li>• Ambient temperature</li> <li>• Record oil levels at 100% on all compressors</li> <li>• Condenser coils cleaned</li> <li>• F Gas checks</li> <li>• Bump test electronic leak detectors</li> <li>• Sensor calibration date (replace every 3 years)</li> </ul>
<b>Maintenance</b>	<b>Controls - Quarterly</b>
	<ul style="list-style-type: none"> <li>• Record setpoint</li> </ul>
<b>Maintenance</b>	<b>Water System - Quarterly</b>
	<ul style="list-style-type: none"> <li>• Check operation of flow switch/device</li> <li>• Check operation of remote pump interlock</li> <li>• Pressure drop across evaporator</li> </ul>
<b>Maintenance</b>	<b>Run Hours - Quarterly</b>

	<ul style="list-style-type: none"> <li>• All Compressors</li> <li>• All pumps</li> </ul>
<b>Maintenance</b>	<b>Mechanical Checks - Quarterly</b>
	<ul style="list-style-type: none"> <li>• Check temperature sensors read correctly +/- 0.25 °C</li> <li>• Check pressure transducers read correctly +/- 0.1 Bar</li> <li>• Check all crank case heaters are operational</li> </ul>
<b>Other</b>	<b>Parts supplied &amp; fitted during the visit</b>
	<p>Essential parts required to carry out the actual service can be included in the above.</p> <p>All additional parts supplied/fitted during the service visits are chargeable in addition to the above.</p>
<b>Documentation</b>	<b>Requirements</b>
	<p>A service report will be completed and sent in PDF format within 2 days of each visit; it will need to include any identified defects or remedial work required.</p> <p>An electronic service report can be e-mailed to the Head of Engineering &amp; Estates, with the Chief Engineer &amp; Facilities Support Manager copied in.</p> <p><b>Site specific risk assessments and method statements (RAMS) will be required before the commencement of any work.</b></p>
<b>Call out</b>	<b>MLC: Requirements</b>
	<ul style="list-style-type: none"> <li>• Breakdown cover to provide <ul style="list-style-type: none"> <li>○ 24/7 telephone/electronic support 7 days a week for the equipment to be provided to assist the in-house engineers with any issues</li> <li>○ 4 hr priority treatment 7 days a week as failure of this equipment is business critical.</li> <li>○ 7day on site response for any general call outs</li> <li>○ Attending site breakdowns will be an additional cost, which will include labour &amp; parts fitted. Labour rates to be provided within the tender submission.</li> <li>○ Performance tests</li> </ul> </li> </ul>

	Costs for call outs, consumables & repairs to be covered by a provisional sum as detailed in the contract.
<b>Call out</b>	<b>Building 383: Requirements</b>
	<ul style="list-style-type: none"> <li>• Breakdown cover to provide <ul style="list-style-type: none"> <li>○ 24/7 telephone/electronic support for the equipment to be provided during working hours to assist the in-house engineers with any issues</li> <li>○ Priority treatment as failure of this equipment is business critical.</li> <li>○ Next day on site response for any EMERGENCY breakdowns.</li> <li>○ Attending site breakdowns will be an additional cost, which will include labour &amp; parts fitted. Labour rates to be provided within the tender submission.</li> <li>○ Performance tests</li> </ul> </li> </ul> <p>Costs for call outs, consumables &amp; repairs to be covered by a provisional sum as detailed in the contract.</p>
<b>Other</b>	<b>Remedial/Reactive works</b>
	A transparent quote for any suggested remedial/reactive works in relation to any identified faults/failures to be provided within 3 working days.
<b>Other</b>	<b>General</b>
	<p>Engineer(s) to report to the Engineering &amp; Estates Office before starting and leaving site.</p> <p>Normal working hours are: 08:00 – 17:00 Mon-Thurs 08:00 – 16:00 Fri</p> <p>The site (area where work has taken place) to be left clean &amp; tidy.</p> <p>12month warranty/guarantee of work carried out (including parts).</p>

NOTE	Restrictions and Entry Procedures for visitors to the Mary Lyon Centre (MLC) Animal Unit
	<p><b>48 hour Exclusion:</b> Visitors who have been in another mouse facility or in contact with rodent material are not allowed to enter the MLC for 48 hours. This exclusion period minimizes the risk of introducing infectious diseases into our mouse colony.</p> <p><b>Other animals can harbour laboratory mouse pathogens:</b> At least 18 common mouse pathogens have alternative hosts such as wild mice, pet mice, rats, hamsters, guinea pigs, rabbits and gerbils. Ownership of rodent pets, inadvertent contact with mice and rats through ownership of cats, snakes (fed mice), horses and livestock or pursuits such as rabbit shooting, also risk contact with infected animals. If you have had direct or indirect contact with the animals mentioned, you may be refused entry or are required to undertake a full wet shower before entering the unit. Please speak to the member of staff showing you through the barrier or phone in advance to discuss any problems.</p> <p><b>The Entry Procedure into the MLC Main Unit:</b> There are male and female changing areas. To enter the changing rooms you step over a 20cm high 50cm wide barrier and don disposable shoe covers. You must remove your outer clothing and place these in a lockable locker. We stock a range of sizes in clothing and shoes but if you feel we may not have your size then please let us know and we will attempt to supply them. You will be provided with 100% polyester trousers, tunic and socks. As you proceed to step over the floor barrier you will be provided with unit shoes. On entering the air shower corridor you must wash your hands with bactericidal hand soap and dress in the provided one-piece coverall and mobcap. Individuals with beards will be provided with beard guards.</p> <p>All staff and visitors entering the unit must proceed through the air barrier. This is a chamber in which high velocity HEPA filtered air is blown at the individual to cleanse clothing of allergens and any other dust particles. Individuals with contact lenses should keep their eyes shut during the fifty-second cycle, and those with sensitive hearing may wish to cover their ears.</p> <p>On exiting the air shower you will be escorted to the area you are visiting.</p> <p><b>Exit Procedure:</b> You will exit the unit via the air showers and remove all the personal protective clothing provided as instructed, in the changing area.</p> <p><b>All personal protective clothing will be provided and a member of the MLC staff will be available for assistance at all times.</b></p>

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

### Pass / fail criteria

Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Commercial	PROJ1.1	Health and Safety
Commercial	PROJ1.2	Health and Safety
Commercial	PROJ1.3	Environmental Legislation
Commercial	PROJ1.4	Sub-Contractors
Commercial	PROJ1.5	Human Rights
Commercial	PROJ1.8	Site Visits

## Scoring criteria

### Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS 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	30%	100%
Quality	PROJ3.2	Managing Continuity	70%	5%
Quality	PROJ3.3	Delivery of Servicing		15%
Quality	PROJ3.4	Level of Experience		25%
Quality	PROJ3.5	Evidence of Competency		45%
Quality	PROJ3.6	Health and Safety		5%
Quality	PROJ3.7	Working Conditions		5%

## Evaluation of criteria

### Non-Price elements

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

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

**Example** if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation: Score/Total Points available multiplied by 20 ( $60/100 \times 20 = 12$ )

Where an evaluation criterion is worth 10% then the 0-100 score achieved will be multiplied by 10.

**Example** if a Bidder scores 60 from the available 100 points this will equate to 6% by using the following calculation: Score/Total Points available multiplied by 10 ( $60/100 \times 10 = 6$ )

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

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

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.



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

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

**Example**

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

**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 completion of the questionnaire is available at  
<http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

**PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY**

## Section 7 – General Information

### What makes a good bid – some simple do's ☺

#### DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically 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 your customer is and what they want – a generic answer does not necessarily meet every customer'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 and concise 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 check and recheck your Bid before dispatch.

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

### DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 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.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Customer to discuss your Bid. If your Bid requires clarification the Buyer will contact you.
- 7.16 Do not contact any UK SBS staff or Customer staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or Customer staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

## Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 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.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of UK SBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 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
- 7.33 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.34 Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 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.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

- 7.38 Bidders should note that if they are successful with their proposal UK SBS 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 UK SBS may decline to proceed with the award of the Contract to the successful Bidder.
- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 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, UK SBS 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 UK SBS 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.

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

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

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

## USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Tenders Electronic Daily](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)