

Invitation to Quote

Invitation to Quote (ITQ) on behalf of **British Geological Survey**
Subject **Water Hygiene Statutory Inspections, treatment and
monitoring**
Contracting Authority **Natural Environment Research Council**
Sourcing reference number **FM17077**

UK Shared Business Services Ltd (UK SBS)
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 Contracting Authorities improve efficiency, generate savings and modernise.

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

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

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

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

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

Our Customers

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

UK SBS currently manages £700m expenditure for its Contracting Authorities.

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

Section 2 – About the Contracting Authority

Natural Environment Research Council (NERC)

NERC is the UK's main agency for funding and managing research, training and knowledge exchange in the environmental sciences.

NERC's work covers the full range of atmospheric, Earth, biological, terrestrial and aquatic science, from the deep oceans to the upper atmosphere and from the poles to the equator.

The organisation coordinates some of the world's most exciting research projects, tackling major issues such as climate change, environmental influences on human health, the genetic make-up of life on Earth, and much more.

Working internationally, NERC have bases at some of the most hostile places on the planet; running a fleet of research ships and aircraft and investing in satellite technology to monitor gradual environmental change on a global scale. NERC provide forewarning of, and solutions to, the key environmental challenges facing society.

Examples of funded research

- Showing the importance of mature tropical forests to the global climate.
- Developing a safer and cleaner way to mine gold by reducing the use of mercury.
- Studying the hole in the ozone layer - discovered by our British Antarctic Survey - and monitoring climate change.
- Playing a major role in the International Census of Marine Life that monitors our oceans.

NERC also runs six organisations of world renown:

- British Antarctic Survey, in Cambridge.
- British Geological Survey, in Nottingham.
- National Oceanography Centre, in Southampton.
- Centre for Ecology & Hydrology, in Oxfordshire.
- National Centre for Atmospheric Science, in Leeds.
- National Centre for Earth Observation, Swindon.

www.nerc.ac.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	British Geological Survey Environmental Science Centre Nicker Hill Keyworth Nottingham NG12 5GG
3.2	Buyer name	Rebecca Fish
3.3	Buyer contact details	fmprocurement@uksbs.co.uk
3.4	Estimated value of the Opportunity	£30,000 - £35,000 per annum Ex VAT. This contract will be awarded for the first 2 years, with an option to extend by 1 year initially and then by a further 1 year subject to the agreement of the Employer and also satisfactory performance.
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	08/092017 Location Contracts Finder
	Site visit to BGS, Keyworth, Nottingham, NG12 5GG <i>We strongly recommend that you attend a site visit in order to gain complete clarity of our requirements and the environment that you will be working in. please send a message to UK SBS through the Sourcing portal to confirm your attendance to this site visit.</i>	21/09/2017

3.7	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	25/09/2017 14:00
3.8	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	26/09/2017
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	02/10/2017 14:00
3.10	Anticipated selection and de selections of Bids notification date	12/10/2017
3.11	Anticipated Award date	12/10/2017
3.12	Anticipated Contract Start date	16/10/2017
3.13	Anticipated Contract End date	30/10/2019 with the option of a 1 + 1 extension
3.14	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

The British Geological Survey (BGS) is a centre of the Natural Environment Research Council (NERC) and is its principal supplier of national capability in geoscience.

It advances understanding of the structure, properties and processes of the solid Earth system through interdisciplinary surveys, monitoring and research for the benefit of society.

It is the UK's premier provider of objective and authoritative geoscientific data, information and knowledge for wealth creation, sustainable use of natural resources, reducing risk and living with the impacts of environmental change.

General

BGS need to appoint a knowledgeable and competent contractor to carry out statutory inspections, monitoring and treatment of the water services at its headquarters site in Keyworth, Nottinghamshire

The contractor shall ensure that all water hygiene activities are carried out as required under the Approved Code of Practice (L8), Health and Safety technical guidance (HSG) 274, COSHH Regulations 2002, Industry Guidance (INDG) 458 and any other relevant statutory instruments, Codes of Practice and industry standards that are in force either currently or introduced during the contract period.

The contractor will follow the Legionella Control Association (LCA) *Recommended Code of Conduct for Service Providers*.

TVC and bacteriological tests are to be carried out by a UKAS accredited laboratory for potable and process waters.

The form of contract will be the NEC3 Term Service Short Contract - 2015

The Hard Services Manager for BGS Keyworth, Steve Bestwick is responsible for statutory inspections and is the main contact when visiting the site.

The Deputy Hard Services Manager is Gershwyn Soanes.

The Contractor will provide Risk Assessments/ Method Statements for all work carried out on site. These are to be updated as required but must be reviewed every 12 months.

Programme

Within 2 weeks of appointment the contractor will prepare a programme showing scheduled visits for each service to be provided. The programme is to show all visits for the first 12 months of the contract.

Access to Premises

5 working days' notice must be given before an unscheduled site visit is due to enable the Contractor's details to be put on the Visitor Database. (Emergency call-outs excluded).

A site induction will be required at contract commencement and thereafter every two years. A Permit to Work system is in place for high risk activities. The Contractor shall be offered all reasonable access to the buildings where the plant and services are located.

Site working hours are 0830 and 1600 each weekday. No site access outside these hours will be permitted unless agreed with the Hard Services Manager.

Routine and ad-hoc call outs

The Contractor shall report to the Hard Services Manager/Deputy Hard Services Manager at the beginning and end of each visit. A worksheet or site log is to be completed showing work undertaken, consumables used and highlighting any deficiencies and/or non-compliance risks. The worksheet is to be signed by the Hard Services Manager or his deputy to indicate that the work has been carried out.

Outline requirements

The Contractor will be required to provide all labour, plant and material resources necessary to fulfil the obligations under this contract at all times. Additional charges will be permitted for consumables for dosing and additional authorised work outside the contract requirements.

The contract requires the following services fully detailed in the specification below and as recommended in the current Legionella Risk assessments

1. PPM of water systems and equipment as shown in Annex 5, as detailed in this document and the two Legionella Risk Assessments (July 2016 / March

2017) and written Scheme of Control – June 2017 (See Annexes 1-3)

2. Emergency call out/ non specified work
3. Remote monitoring of chlorine dioxide dosing system
4. Review and redrafting of existing Legionella risk assessments/written scheme of Control
5. On-line portal for recording, monitoring and admin
6. Monthly review meetings

The Contractor shall exercise all reasonable skill, care and diligence in the discharge of all duties performed by him.

The contractor will, whenever practicable, use the same personnel to carry out the servicing to ensure familiarity and continuity.

The Contractor is expected to work to the recommendations and control measures in the Risk Assessments (Annex 1+2) and Written Scheme (Annex 3) for the first 12 months of the contract. If bidders have any reservations regarding acceptance of these documents these must be detailed in the response to question PROJ1.8

The Contractor will provide advice and information on the design, installation and maintenance of any new water services.

Where servicing regimes are not specified the contractor will follow the maintenance task schedules set out in SFG20.

The inspection programme is to be undertaken monthly with 12 visits per annum. A programme of inspection dates must be agreed with the Hard Services Manager within 28 days of any site visits. At the end of each visit a Report will be needed – refer to Reports for more detail.

Details of the services required

Generally

The Contractor will carry out all work having taken into account the content of the three documents appended as Annexes 1, 2 and 3.

The contractor's operatives will complete a worksheet at the end of every visit to site detailing work carried out, consumables and materials used, any deficiencies found and hours on site. Any urgent recommendations for corrective work are to be clearly identified and brought to the attention of the client. The worksheet is to be presented to the Hard Services Manager for signature and a scanned copy held for record purposes on the contractor's on-line portal.

1 PPM of water systems and equipment

The contractor is to carry out planned preventative maintenance of all water systems noted below and to the frequencies in the Water Hygiene PPM Schedule shown in Annex 5.

1.1 Chemical dosing and Sampling of closed water systems.

The following closed systems at BGS Keyworth are to be sampled.

1. SRMR - heating circuit
2. EIGL1 – Heating and Chilled water circuits
3. Computer Room Plant room- Chiller and recovered heat heating circuits
4. PPFPL – Heating Circuit
5. NGR - Heating Circuit
6. TECS - Heating Circuit
7. WSB- Chiller Circuit
8. JHB – Heating Circuit from plate heat exchanger

There is also a process chiller circuit in EIGL2 which is monitored but not treated without prior authorisation due to the risk of equipment damage.

Deficiencies in the appropriate chemical treatment are to be brought to the attention of the Hard Services Manager who will instruct additional dosing as required

1.2 Chlorine dioxide dosing of mains cold water

All mains water coming into the site is to be treated with Chlorine Dioxide due to the unpredictability of the water temperature. All water is treated in SRMR plantroom before site distribution. A second dosing unit is fitted in EIGL1 plantroom where water in the two site cold water storage tanks is treated for a second time. Both dosing units have twin dosing units; SRMR used in a duty/standby arrangement and EIGL where a separate unit serves each cold water storage tank.

The contractor will:

- i. Provide a remote monitoring service to constantly monitor the levels of Chlorine Dioxide in the water and provide email alerts to both the contractor's staff and Hard Services manager and his deputy should levels fall above or below recommended limits. (See 3 below)
- ii. Record graphically the levels of chlorine dioxide in the treated water and submit graphs at each monthly meeting.
- iii. Call the site if alerts/alarms sound to agree remedial action in accordance with the call-out time limits – see 2 below.
- iv. Service and maintain the dosing pumps to ensure correct levels of chlorine dioxide are in the treated water. Service and maintain remote monitoring equipment.
- v. Ensure material and labour resources are at all times available to carry out repairs within call out limits- see 2 below.
- vi. Check correct operation of the system and ensure stocks of chemicals are at

- adequate levels on monthly service visits.
- vii. Provide training to the client's site operative in initial fault finding and simple repairs

1.3 Temperature checks on all sentinels and calorifiers*

Allow the outlet water to run for one minute before recording the temperature. If the hot water is not distributed between 50 - 55°C then the calorifier thermostat may need to be adjusted. The cold water temperature should be ideally be below 20°C although the presence of Chlorine Dioxide at >1.5 mg/litre is the primary control in these systems.

1.4 Emergency Shower and shower heads and hoses - clean, descale and chlorination*

Showerheads and hoses are to be dismantled on a quarterly basis and all debris removed, using brushes, scrapers and descaler if necessary. The showerheads and hoses are then soaked for one hour in a solution containing 50 ppm Free Residual Chlorine before being reassembled and replaced.

1.5 Service Thermostatic mixing valves (TMVs)*

Operate inlet valves and check individual flow rates of hot and cold water supplies.

Check mixed water outlet setting. Ensure digital thermometer/sensor is immersed in flowing water

Check mixed water outlet temperature at limit safety stop. Limiter setting should be set between 37°C and 46°C depending on the users. At water temperatures above 50°C there is a risk of scalding.

Check operation of inlet check valves (where fitted) Non-return valves may have been removed if operating with balanced pressure supplies

Operate thermostatic mixing valve with cold water turned off to establish correct fail safe operation.

Operate shower valve and check automatic operation of downstream drain valve.

1.6 Water softener maintenance*

Carry out full maintenance to water softeners as recommended by the manufacturer of the unit. To include:

1. Inspect and check overall condition of unit, pipework and valves for leaks.
2. Inspect unit for electrical safety

3. Check brine system to include review of measured brine volume, clean the brine system, rectify any brine line leaks.
4. Test any duplex change-over systems and associated volume meters.
5. Carry out full test regeneration to check correct regeneration initiation and full automated cycling, backwash cycle function; brine draw and displacement/slow rinse cycle; operation of brine valve air-check assembly; fast rinse cycle and measure conductivity, chlorides and hardness to ensure complete brine removal; brine refill cycle and refill volume.
6. Adjust cycle times to ensure optimum performance
7. Label unit to indicate service date and next service date required.

1.7 Dipslides from Calorifier drains*

Remove cap / tongue unit from the tube and, without touching the gel, immerse the tongue in the fluid to be tested for about ten seconds, or hold the slide under running liquid or spray so that both sides are covered. Allow excess fluid to drain for a few seconds. Replace in tube, seal firmly, label as required and incubate upright for 48 hours at 30°C. Conditions may be altered to suit particular applications.

Compare the incubated slide to the growth charts provided reading the results for fluids or surfaces as appropriate. Note that very high levels of growth may merge into a solid mass, and could appear as a nil result. Compare the slide to a sterile example if this may be the case. Refer to product description for growth on selective agars. Store in a cool dry place. Optimum conditions are 8 - 15°C. Slides remain usable as long as there is no visible contamination and the agar remains smooth and attached to the slide. A small amount of water may collect in the tube, this is normal, provided the agar fills the tray. Used slides should be incinerated, autoclaved or soaked in disinfectant for several hours before disposal.

1.8 Inspections, temperature checks bacterial analysis sampling of Cold Water Storage Tanks *

Carry out visual inspection of all cold water storage tanks (CWSTs) to check the condition of the inside of the tank and the water within it. The lid should be in good condition and fit closely. The insect screen on the water overflow pipe should be intact and in good condition. The thermal insulation on the cold water storage tank should be in good condition so that it protects it from extremes of temperature. The water surface should be clean and shiny and the water should not contain any debris or contamination.

The CWST should be cleaned, disinfected and faults rectified if considered necessary but must be done at least once each year. If debris or traces of vermin are found, the inspection should be carried out more frequently. The water temperature is checked at a point remote from the ball valve and the mains water temperature at the

ball valve on a six-monthly basis.

Water samples are to be taken away from the ball valve, sealed and labelled and a TVC test carried out. A written report will be produced for all samples taken clearly showing the location/reference no. of the tanks and the lab results. The contractor will immediately advise the Hard Services Manager if the analysis shows any results that need urgent attention and await instructions to carry out required remedial work.

1.9 Temperature and Chlorine Dioxide check of representative outlets*

On a monthly rotational period all non-sentinel outlets will be checked for temperature and Chlorine Dioxide in the same method as the sentinel points. This is to ensure that over a 12 month period all outlets on site will be checked for compliant controls. This monthly rotational method also gives a good indication of the correct function of all flow and return pipework on complex looped systems, and demonstrates a good monthly representative snap shot of all temperatures and Chlorine Dioxide levels across site.

*** See Annex 5 – Schedule of Buildings, plant quantities and PPM frequency for details of locations and quantities of plant, equipment etc. The tender will be based on these quantities.**

2 Emergency callout / non- specified work

The contractor will be required to provide a 24hour / 365day call out service providing a call –out service with maximum 4 hour response time.

Out of normal working hours the contractor will ensure that all operatives who are required to attend site are provided with sufficient site knowledge to locate plant.

All operatives who attend site must be competent to carry out the full range of tasks detailed in this specification.

A worksheet showing details of any call-out is to be left on site for the attention of the Hard Services Manager.

Additional work over and above the contract will be authorised in writing by the Hard Services Manager or his deputy. Charges for such work will be in accordance with the rates submitted in AW5.2 Price Schedule.

Variations to plant quantities will be adjusted by way of a contract compensation event and the contract sum increased/reduced pro-rata to the rates in AW5.2 Price schedule.

3 Remote monitoring of Chlorine Dioxide dosing system

The chlorine dioxide dosing systems are to be remotely monitored in real time to ensure that the correct levels of treatment are being administered at all times. The contractor will have a remote automatic system to alert an engineer if the treated water falls outside acceptable parameters.

The monitoring system will generate daily emails showing the levels of treatment in the water which, as well as being monitored by the contractor, will be emailed to the Hard Services Manager and his deputy.

The contractor will agree with the Hard Services Manager at the first meeting what action is to be taken if the remote monitoring shows the treatment levels outside acceptable parameters.

4 Review of existing Legionella Risk Assessments and Written Scheme of Control

There are two Legionella risk assessments for the BGS Keyworth site. In July 2016 about half the buildings on the site were reviewed and the risk assessment produced by H2O Chemicals Ltd. The remaining part of the site was not assessed at this time due to major changes to the water supply and storage.

On completion of the site improvements to the water services in early 2017 a further risk assessment covering the remaining area of the site was produced in March 2017 by WCS Group.

Both these risk assessments are attached as annexe 1 and 2.

A Written Scheme of control which was updated in June 2017 is attached at Annex 3. The written scheme of control contains information about the water systems and what measures are to be taken for preventing or controlling identified risks

The appointed contractor will review all three documents before contract commencement and carry out a survey of the site to satisfy himself that the risk assessment and control measures adequately meet the requirements of ACoP L8 and HSG274. Any further control measures or recommendations are to be submitted in writing to the Hard Services Manager.

Bidders are required to provide a cost for reviewing and redrafting the Legionella Risk Assessment and Written Scheme of Control (to be priced in AW5.2 Price Schedule)

5 On-line portal for recording, monitoring and admin

The contractor will provide a password protected on-line portal for the benefit of the client to show as a minimum.

- i. Actions to be addressed by the client with a priority weighting and ability to record client responses and comments.
- ii. Programme of attendance and copies of meeting notes
- iii. Copies of all written reports with separate folders for each type of report.
- iv. Copies of all certificates, codes of conduct, legionella risk assessments, written scheme of control etc. which are to be kept updated as new versions are issued.

This data will be owned by the client, unless otherwise agreed in writing with the client. The Hard Services Manager and his deputy, along with persons nominated by the Client, must have access to the inspection program and be able to search, view, download and print certificates, reports etc.

6 Monthly review meetings

The contractor is to attend monthly meetings on site which will be chaired by the Hard Services Manager or his deputy. Attendance by the contractor's site representative will be required at every meeting along with the area or contracts manager at least quarterly.

The purpose of the meeting will be to:

- Monitor performance against KPIs
- Review and agree timescales for corrective action
- Highlight any issues raised by site maintenance contractor
- Highlight any issues with reports on portal

The contractor is to take accurate notes of the meeting and distribute these within 5 working days to the client. Copies of notes are to be uploaded onto the portal.

Water Hygiene PPM schedule

PPM description	Visits Per Annum	Comments/quantities (read in conjunction with Annex 5 <u>and</u> Written Scheme of Control)
Temperature checks on all sentinels and Calorifiers	12	60 See 1.3 above
Chlorine Dioxide Dosing	12	2 systems – see 1.2 above
Chlorine Dioxide checks at sentinel outlets	12	487 spread over the year with approx. 1/12 of outlets being checked each month
Shower clean and Chlorination	4	14 See P 8 of written scheme of control
Dipslides from Calorifier drains	4	8 See 1.7 above
Sampling of closed systems	4	9 see 1.1 above
Service Thermostatic mixing valves (TMVs)	2	4 See 1.5 above
Water softener maintenance	2	2 See 1.6 above Locations shown in the asset registers in the Legionella risk assessments
Cold Water Storage tanks	2	4 see 1.8 above
TVC sampling/testing	As required	TVC sampling is not routinely carried out due to other control measures being applied.

Work undertaken by others

The following works are undertaken by others. Details are provided for information:

- Weekly flushing of all deadlegs, lab and other outlets on site
- Weekly check of calorifier cylinder and flow and return temperatures
- Weekly check of CWSTs
- Monthly check of little used outlets
- Monthly leaning of filters/strainers
- Monthly blowdown of calorifier drains
- Monthly temperature checks of Zip and point of use water boilers
- Quarterly flushing the base of calorifiers
- 6 monthly clean and descale of all outlets
- Annual visual inspections of tanks and calorifiers

Site Visit during tender period

It is strongly advised that bidders attend the site visit in order to provide the most accurate bid response. A 'bidders' day' has been arranged for 10:00 on Thursday 21st September 2017. Bidders will be required to send a representative to attend this meeting. If this impossible to attend on this date an alternative date must be arranged via the Emptoris e-sourcing portal.

Contract Duration

The Contract duration is for a period of 2 years: **16th October 2017 – 30th September 2019**. There will be an option to extend by 1 year initially (30 September 2020) and then by a further 1 year (30 September 2021). A decision will be made on these extensions leaving ample notice to inform the supplier and implement the letter of variation.

Extension to the contract will be by agreement of the Employer and subject to satisfactory performance.

Annexes

1. Legionella Risk Assessment – July 2016- H2O Chemicals
2. Legionella Risk Assessment – March 2017 – WCS group
3. Written Scheme of Control – June 2017 - WCS Group
4. Site Map and location plan
5. Schedule of Buildings, plant quantities and PPM frequency – Excel Spreadsheet

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. 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	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
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	AW5.3	Price non negotiable
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Legionella Control Association certificate or equivalent
Quality	PROJ1.4	Site Visit
Quality	PROJ1.8	Acceptance to Legionella Risk Assessments & Written Scheme of Control.
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.			
Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	30.00%
Quality	PROJ1.1	Online Portal	15.00%

Quality	PROJ1.2	Subcontracting Services	10.00%
Quality	PROJ1.3	Out of Hours Services	10.00%
Quality	PROJ1.5	Management of the Contract	15.00%
Quality	PROJ1.6	Safety Systems & Risk Assessment	10.00%
Quality	PROJ1.7	Chlorine Dioxide monitoring	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 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. Unless formally requested to do so by UK SBS e.g. Emptoris system failure
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do 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 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.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority 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 the Contracting Authority 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 must 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 as part of the evaluation process.
- 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 the Contracting Authority. / UKSBS.
- 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 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.
- 7.35 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 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.

- 7.39 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, 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.

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

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

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

USEFUL INFORMATION LINKS

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