



Crown  
Commercial  
Service

## **TERMS OF PARTICIPATION**

### **FM ASSURANCE SERVICES (HELPDESK AND CAFM) FRAMEWORK AGREEMENT**

#### **REFERENCE NUMBER**

**RM 3720**

#### **ATTACHMENT 6**



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## **1. INTRODUCTION**

- 1.1 These Terms of Participation should be read in conjunction with the Invitation to Tender. Except for where the context does not allow, the words and expressions set out in these Terms of Participation shall have the meanings given to them in Attachment 1 – Invitation to Tender.
- 1.2 These Terms of Participation regulate the conduct of the Potential Provider and the Authority throughout the Procurement. These Terms of Participation also grant the Authority specific rights and limit its liability.
- 1.3 Except for the words and expressions set out in paragraphs 9.1.1 and 15, the capitalised words and expressions used in these Terms of Participation shall have meanings given to them in the Invitation to Tender:
- 1.4 In these Terms of Participation any reference to 'person' includes, but is not limited to, any person, firm, body or association, corporate or incorporate.

## **2. CONDUCT**

The Potential Provider agrees to abide by these Terms of Participation and any instructions given in the Invitation to Tender and agrees to ensure that any of its directors, office holders, staff, contractors, Sub-Contractors, economic operators within the Group of Economic Operators and advisers involved or connected with the Procurement abide by the same.

- 2.1 Contact during the Procurement exercise and canvassing
  - 2.1.1 The Potential Provider must not directly or indirectly canvass any Minister, officer, public sector employee, member or agent regarding this Procurement or attempt to obtain any information from the same regarding the Procurement (except where permitted by the Invitation to Tender). Any attempt by the Potential Provider to do so may result in the Potential Provider's disqualification from this Procurement.
- 2.2 Involvement in multiple tenders
  - 2.2.1 If a Potential Provider is connected with the submission of multiple Tenders for the same requirement or Lot (as applicable), including (without limit) where it submits a Tender in its own name and as a Sub-Contractor and/or within a Group of Economic Operators in a separate Tender or a Tender in its own name which is similar to a separate Tender from another Potential Provider within its Group, then the Authority retains the right to make further enquiries regarding each Tender to satisfy itself that such involvement does not cause potential or actual conflicts of interest, supplier capacity problems, restrictions or distortions in competition between Potential Providers in the Procurement and/or among Suppliers who are competing for the award of a Call-Off Contract. The Authority may require the Potential Provider to amend or withdraw all or part of the Tender in which it is involved if, in the Authority's reasonable opinion and at its sole discretion, any of the above issues have arisen or may arise.
- 2.3 Collusive Behaviour
  - 2.3.1 A Potential Provider must not (and shall ensure that its directors, employees, Sub-Contractors, economic operators within the Group of Economic Operators, advisors or companies within its group do not):
    - 2.3.1.1 fix or adjust any element of the Tender by agreement or arrangement with any other person, except where, but subject always to paragraph 2.2, such prohibited acts are undertaken with persons who are also participants in the Potential Providers' Tender, such as Sub-Contractors, economic operators within the Group of Economic Operators, advisors or companies within its Group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security;

- 2.3.1.2 communicate with any person other than the Authority (or the relevant Contracting Authority) the value, price or rates set out in the Tender or information which would enable the precise or approximate value, price or rates to be calculated by any other person except where such communication is undertaken with persons who are also participants in the Potential Providers' Tender, such as Sub-Contractors, economic operators within the Group of Economic Operators, advisers or companies within its Group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security;
  - 2.3.1.3 enter into any agreement or arrangement with any other person, so that person refrains from submitting a Tender;
  - 2.3.1.4 share, permit or disclose to another person, access to any information relating to its Tender (or another Tender to which it is party); or
  - 2.3.1.5 offer or agree to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any other person for doing or having done or causing or having caused to be done in relation to its Tender, any other Tender or proposed Tender, any act or omission.
- 2.3.2 If a Potential Provider breaches paragraph 2.3.1, the Authority may (without prejudice to any other criminal or civil remedies available to it) exclude the Potential Provider from further participation in the Procurement.
- 2.3.3 The Authority may require a Potential Provider to put in place any procedures or undertake any such action(s) that the Authority in its sole discretion considers necessary to prevent or curtail any collusive behaviour.

### **3. RIGHT TO VERIFY INFORMATION**

- 3.1 The Authority may contact (or may require the Potential Provider to contact on its behalf) any of the customers, Sub-Contractors or economic operators within the Group of Economic Operators to whom information relates in a Tender, to ask that they testify that such information is accurate and true.
- 3.2 The Authority reserves the right to seek third party independent advice or assistance to validate information submitted by a Potential Provider and/or to assist in the Tender evaluation process.
- 3.3 The Authority reserves the right to conduct site visits of any premises indicated by the Potential Provider to be used in connection with the Potential Provider's provision of the Available Services and/or audits at any time during the Procurement.
- 3.4 The Authority may require the Potential Provider to clarify aspects of its Tender in writing and/or provide additional information. Failure to respond adequately may result in the rejection of the Potential Provider's Tender and its elimination from further participation in all or part of the Procurement.

### **4. RIGHT TO CANCEL OR VARY THE PROCUREMENT**

- 4.1 The Authority reserves the right, subject to the rules set out in the Regulations:
  - 4.1.1 to, without notice, change the basis of or the procedures for Procurement at any time;
  - 4.1.2 to amend, clarify, add to or withdraw all or any part of the Invitation to Tender at any time during the Procurement;
  - 4.1.3 to vary any timetable or deadlines set out in the Invitation to Tender;
  - 4.1.4 not to award a contract nor conclude a Framework Agreement for some or all of the Goods and/or Services for which Tenders are invited; and
  - 4.1.5 to cancel all or part of the Procurement at any stage at any time.

4.2 Potential Providers accept and acknowledge that the Authority is not (in accordance with the Regulations) bound to accept any Tender or obliged to conclude a Framework Agreement or Call-Off contract with any Potential Provider at all.

4.3 If the Authority deems that none of the Tenders are satisfactory, it reserves the right to terminate all or part of the Procurement.

## **5. RIGHT TO EXCLUDE**

5.1 The Authority may exclude a Tender from this Procurement if a Potential Provider fails to provide to the Authority:

5.1.1 the information requested;

5.1.2 a full and satisfactory Tender to any question;

5.1.3 documentation referred to in a Tender and/or;

5.1.4 a Tender, or respond to the Authority's query(ies), within any specified timescales;

5.2 The Authority may exclude a Potential Provider from any participation in this Procurement at any stage, if:

5.2.1 the Potential Provider fails to comply fully with the requirements of this Procurement as set out in the Invitation to Tender;

5.2.2 it becomes aware that the Potential Provider has breached these Terms of Participation; or

5.2.3 it becomes aware of a wilful omission or misrepresentation in a Potential Provider's Tender.

5.3 If the Authority has the right to exclude a Potential Provider under these Terms of Participation or any Invitation to Tender it may (in its sole discretion):

5.3.1 exclude only the affected Tender and allow the Potential Provider to participate within a Group of Economic Operators or Sub-Contractor in another Tender; or

5.3.2 completely exclude the Potential Provider from any involvement in this Procurement in its own name or as a Sub-Contractor or within a Group of Economic Operators in another Tender.

5.4 The Authority may exclude a Potential Provider from participation in this Procurement where there is a change in identity, control, financial standing or other factor impacting on the selection and/or award process, which would affect or would have affected the Authority's evaluation of the Potential Provider's Tender in accordance with Regulations 56, 57 and 58 (of the Regulations).

## **6. STATUS OF THE INVITATION TO TENDER**

6.1 No information contained in the Invitation to Tender or in any communication made between the Authority and the Potential Provider in connection with the Procurement shall be relied upon as constituting a contract, agreement or representation that any contract shall be entered into or a framework agreement concluded in accordance with the Tender or at all.

6.2 The Authority shall not be committed to any course of action as a result of:

6.2.1 issuing any Invitation to Tender relating to the Procurement;

6.2.2 communicating with Potential Providers or their representatives, agents or advisers in respect of this Procurement; or

6.2.3 any communications between Potential Providers, the Authority and/or any relevant Contracting Authority (whether directly or by their agents or representatives) and any other party in respect of this Procurement.

6.3 The Invitation to Tender and any attachments or references have been prepared in good faith but do not purport to be a comprehensive statement of all matters relevant to the Procurement

nor has it been independently verified. Neither the Authority nor its advisers, directors, officers, members, employees or other staff or agents:

- 6.3.1 accept any liability or responsibility for the adequacy, accuracy or completeness of the Invitation to Tender,
- 6.3.2 make any representation or warranty, express or implied, with respect to the information the Invitation to Tender contains nor shall any of them be liable for any loss of damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.
- 6.4 The Potential Provider shall form its own conclusions and make its own independent assessment of the Framework Agreement and Call-Off Contract requirements and should seek its own financial and legal advice about the methods and resources needed to meet the Authority's requirements.
- 6.5 The Authority does not accept responsibility for the Potential Providers' assessment of the requirements of this Procurement.
- 6.6 The Potential Provider is responsible at its own expense, for obtaining all information required to prepare its Tender.
- 6.7 The exclusions in this paragraph 6 do not apply to the extent of any deceit or fraudulent misrepresentation made by or on behalf of the Authority.

## **7. CONCLUDING THE FRAMEWORK AGREEMENT**

- 7.1 The Potential Provider undertakes that, in the event of the Tender being accepted by the Authority and the Authority confirming in writing such acceptance to the Potential Provider, the Potential Provider shall execute the Framework Agreement as amended to accommodate aspects of the Tender within 10 calendar days, (or any other period of time as determined by the Authority at its sole discretion) of being called upon to do so by the Authority.

## **8. COSTS**

- 8.1 The Authority will not reimburse any costs incurred by a Potential Provider (including the costs or expenses of any Sub-Contractors, economic operators within the Group of Economic Operators or advisors) in connection with preparation and/or submission of the Potential Provider's Tender, including (without limit) where:
  - 8.1.1 this Procurement is cancelled, shortened or delayed for any reason (including without limitation where such action is necessary due to non-compliance or potential non-compliance with the law governing procurement and/or the Regulations;
  - 8.1.2 all or any part of the Invitation to Tender is at any time amended, clarified, added to or withdrawn for any reason;
  - 8.1.3 a contract for some or all of the goods and/or services for which Tenders are invited is not concluded; or
  - 8.1.4 the Potential Provider and/or its Tender is disqualified from participation in the Procurement for any reason.

## **9. CONFIDENTIALITY**

- 9.1 Subject to the exceptions referred to in paragraph 9.2, the contents of the Invitation to Tender are being made available by the Authority on the conditions that the Potential Provider:
  - 9.1.1 treats the Invitation to Tender (together called the "**Information**") as confidential at all times, unless it is already in the public domain;
  - 9.1.2 does not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen, except where, and to the extent that, the Information has been publicised in accordance with paragraph 10 (Freedom of Information) or paragraph 11 (Transparency);

- 9.1.3 only uses the Information for the purposes of preparing a Tender (or deciding whether to respond); and
  - 9.1.4 does not undertake any promotional or similar activity related to the Procurement within any section of the media during the Procurement.
- 9.2 A Potential Provider may disclose, distribute or pass any of the Information to its advisers, Sub-Contractors, economic operators within the Group of Economic Operators or to any other person provided that:
- 9.2.1 this is done for the sole purpose of enabling the Potential Provider to submit a Tender and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms imposed by these Terms of Participation; or
  - 9.2.2 it obtains the Authority's prior written consent in relation to such disclosure, distribution or passing of Information; or
  - 9.2.3 the disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the Procurement; or
  - 9.2.4 the Potential Provider is legally required to make such a disclosure; or
  - 9.2.5 the Information has been published in accordance with paragraphs 10 and 11 (Freedom of Information and Transparency respectively).
- 9.3 The Authority may disclose information submitted by Potential Providers during the Procurement to its officers, employees, agents or advisers or other government departments who are stakeholders in the Procurement.
- 9.4 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.
- 9.5 For these purposes, the Authority may disclose within Government any of the Potential Providers documentation / information (including any that the Contractor considers to be confidential and / or commercially sensitive such as specific bid information) submitted by the potential provider to the Authority during this procurement. Potential Providers taking part in this competition consent to these terms as part of the competition process.

## **10. FREEDOM OF INFORMATION**

- 10.1 In accordance with the obligations and duties placed upon public authorities by the FoIA and the EIR and in accordance with any government Code of Practice on the discharge of public authorities' functions under the FOIA, all information submitted to the Authority may be disclosed in Tender to a request for information made pursuant to the FoIA and the EIR.
- 10.2 The Potential Providers should note that the information disclosed in Tender to a FoIA or EIR request may include, but is not limited to, the disclosure of its Tender (including any attachments or embedded documents) and/or any score or details of the evaluation of a Tender.
- 10.3 If the Potential Provider considers any part of its Tender or any other information it submits to be confidential or commercially sensitive, the Potential Provider should:
- 10.3.1 clearly identify such information as confidential or commercially sensitive;
  - 10.3.2 explain the potential implications of disclosure of such information taking into account and specifically addressing the public interest test as set out in the FoIA; and
  - 10.3.3 provide an estimate of the period of time during which it believes that such information will remain confidential or commercially sensitive.

- 10.4 If the Potential Provider identifies that part of its Tender or other information it submits is confidential or commercially sensitive, the Authority in its sole discretion will consider whether or not to withhold such information from publication. The Potential Providers should note that, even where information is identified as confidential or commercially sensitive, the Authority may be required to disclose such information in accordance with the FoIA or the EIR.
- 10.5 The Authority is required to form an independent judgement of whether the Potential Provider's information referred to in paragraph 10.4 is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. The Authority cannot guarantee that any information indicated as being confidential or commercially sensitive by the Potential Provider will be withheld from publication.
- 10.6 If the Potential Provider receives a request for information under the FoIA or the EIR during and in relation to the Procurement, it should be immediately referred to the Authority.

## **11. TRANSPARENCY**

- 11.1 In accordance with the Government's policy on transparency, the Authority reserves the right to make all or part of the Information (which for the avoidance of doubt includes the Framework Agreement and Call-Off Contract) publicly available (subject to any redactions made at the discretion of the Authority by considering and applying relevant exemptions under the FoIA).
- 11.2 A Tender will not be published unless such disclosure is required in accordance with paragraphs 10.1 or 11.3.
- 11.3 Potential Providers should note that the terms of the proposed Framework Agreement and Call-Off Contract will permit:
- 11.3.1 the Authority to publish the full text of such Framework Agreement concluded with the Potential Provider; and
  - 11.3.2 a Contracting Authority (awarding a Call-Off Contract under the Framework Agreement) to publish the full text of the Call-Off Contract concluded with the Potential Provider,
- after considering (at the Authority's or the Contracting Authority's sole discretion) any representations made by the Potential Provider regarding the application of any relevant FoIA or EIR exemptions.
- 11.4 The Potential Provider acknowledges and agrees that information contained within its Tender may be incorporated by the Authority into any contract awarded to or any framework agreement concluded with the Potential Provider and as a result, it may be published in accordance with this paragraph 11.

## **12. IPR**

- 12.1 All Invitation to Tender issued in connection with this Procurement shall remain the property of the Authority and shall be used by the Potential Provider only for the purposes of this Procurement.
- 12.2 The Potential Provider grant the Authority an irrevocable, perpetual, non-exclusive licence to copy, amend and reproduce any intellectual property contained within the Tender for the purposes of carrying out this Procurement; complying with the law and/or any government guidance; and/or carrying out the Authority's business activities. This licence shall also permit the Authority to sublicense the use of the Tender to its advisers or Sub-Contractors or other Contracting Bodies for the same purposes.

## **13. NO INDUCEMENT OR INCENTIVE**

The Potential Provider acknowledges and agrees that nothing contained within the Invitation to Tender shall constitute an inducement or incentive nor shall have in any other way persuaded a Potential Provider to submit a Tender or enter into the Framework Agreement or any other contractual agreement.

**14. LAW AND JURISDICTION**

- 14.1 Any dispute (including non-contractual disputes or claims) relating to this Procurement shall be governed by and construed in accordance with the laws of England and Wales.
- 14.2 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Procurement (including non-contractual disputes or claims).

**15. GLOSSARY**

FoIA	means the Freedom of Information Act 2000 as amended and any subordinate legislation made thereunder from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation;
EIR	means the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations;