

Invitation to Quote

**Invitation to Quote (ITQ) on behalf of UK Research and Innovation
(UKRI) – Centre for Ecology and Hydrology (CEH)
Subject: CEH Lancaster Deionised Water System
Sourcing Reference Number: FM18127**



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

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Appendix A – CEH Health and Safety Policy

Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

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

Section 2 – About the Contracting Authority

UK Research and Innovation

Operating across the whole of the UK and with a combined budget of more than £6 billion, UK Research and Innovation represents the largest reform of the research and innovation funding landscape in the last 50 years.

As an independent non-departmental public body UK Research and Innovation brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC) plus Innovate UK and a new organisation, Research England.

UK Research and Innovation ensures the UK maintains its world-leading position in research and innovation. This is done by creating the best environment for research and innovation to flourish.

For more information, please visit: www.ukri.org

Natural Environment Research Council (NERC)

NERC is the driving force of investment in environmental science. Their leading research, skills and infrastructure help solve major issues and bring benefits to the UK, such as affordable clean energy, air pollution, and resilience of our infrastructure.

<https://nerc.ukri.org/>

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	UK Research and Innovation (UKRI) Centre for Ecology and Hydrology (CEH) Lancaster Environment Centre Library Avenue Bailrigg Lancaster LA1 4AP
3.2	Buyer name	Jacob Morris
3.3	Buyer contact details	FMPurchase@uksbs.co.uk
3.4	Estimated value of the Opportunity	£60,000 excluding VAT.
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 not being considered.

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	Monday 15 th October 2018 Contracts Finder
3.7	Site Tours – A tour to the site will be expected in order to fully understand the scope of the work to be completed.	Wednesday 24th October, 2018. Monday 5th November, 2018 Please send a message via the eSourcing portal to attend the site tour, giving at least 24 hours' notice along with the names and vehicle registrations of those wishing to visit.
3.8	Latest date/time ITQ clarification questions shall be received through Emptoris messaging system	Wednesday 31st October, 2018 at 11:00am Monday 12th November, 2018 at 11:00am
3.9	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	Thursday 1st November, 2018. Tuesday 13th November, 2018
3.10	Latest date/time ITQ Bid shall be submitted through Emptoris	Monday 5th November, 2018 at 14:00pm Friday 16th November, 2018 at 14:00pm

3.11	Anticipated notification date of successful and unsuccessful Bids	Friday 9th November, 2018 Monday 26 th November, 2018
3.12	Anticipated Award date	Thursday 15th November, 2018 Wednesday 28 th November, 2018
3.13	Anticipated Contract Start date	Thursday 22nd November, 2018 Monday 3 rd December, 2018
3.14	Anticipated Contract End date	Thursday 31st January, 2019 Thursday 28 th February, 2019.
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Introduction

The Centre for Ecology and Hydrology (CEH) is a world-class research organisation focussing on land and freshwater ecosystems and their interaction with the atmosphere. In our science we cover:

- Natural hazards
- Water resources
- Pollution & environmental risk
- Soil
- Sustainable land management
- Natural capital
- Monitoring and observation systems
- Environmental informatics
- Ecological process and resilience
- Biosphere-atmosphere interactions.

CEH works with businesses, policy-makers and environmental practitioners across the globe to develop innovative products and services from cutting edge science. We nurture robust multidisciplinary, national and international research collaborations as well as engaging society with our research.

CEH's mission is to undertake world-class research of terrestrial and freshwater ecosystems that underpins evidence-based decisions and innovation by policy-makers and business, and engages with people, supporting sustainable development and improving society's environmental legacy.

CEH operates four sites in the United Kingdom, including a location at the University of Lancaster.

CEH is currently undergoing a transition to become independent of its parent organisation UK Research & Innovation (Natural Environmental Research Council).

Aims

CEH Lancaster currently have an outdated system in place in the west wing of the site, which is experiencing more and more frequent faults/leaks.

In addition to these faults, the de-ionised water system is identified on our asset register/condition survey as being due for upgrade/replacement.

As well as seeking a new system for the west wing we plan to install an additional system in the east wing. This has been identified as a requirement for the site moving forward from the site survey completed by the Senior Engineer at Lancaster. This will provide the Lancaster site with a back-up system for the science community should one fail. Currently due to there only being one system at Lancaster scientists are having to collect water from 3 floors away in multiple 5 litre bottles on a daily/weekly basis for essential cleaning of lab glass and plastics. By installing the second system, we provide the site with an additional

system should the main system fail but also reduce transportation and health and safety issues such as slips, trips, falls, spills etc.

Failure of a single system has a site wide impact in terms of scientific outputs.

Objectives

- Successful installation of 2 Water Purification Systems for the Science Community within the 18/19 Finance year
- All works to be completed in accordance CDM 2015
- Successful contractor to provide comprehensive file clearly displaying all insurances, BSI 9001, 14001 and 18001 accreditations, WRAS accreditations and staff qualifications for the team working on the project
- Comprehensive training to be provided for the end users and key Facilities staff
Clear breakdown of warranty cover

Background to the Requirement

I have attached rationale from the science community as to the need for the new system for Lancaster:-

- **Nutrients Group** - It's essential that the Nutrients labs have a deionised water supply. Without it we would be unable to carry out any of our analytical work due to the levels of analytes that we measure in normal tap water. This is critical not only to the preparation of reagents and standards but also where we need larger volumes to facilitate the running of analytical instruments and the cleaning of our glassware via a washer that uses only deionised water.
- **Lake Ecosystems** - De-ionised water is essential for the routine chemical analyses and experimental work carried out by the Lake Ecosystems Group. Having access to a plentiful, reliable and in-lab source is critical to the efficient and timely completion of tasks including cleaning lab equipment, preparing and analysing samples. Ready access to ultra-pure water (milliQ) is also essential for the preparation of stock solutions and carrying out sensitive chemical analyses which require extra care to avoid contamination. A local supply of both of these water sources is a pre-requisite for the requirements of our laboratory working practices.

Scope

Items included

- Procurement of a new de-ionised water system for the west wing of CEH Lancaster to attach to the existing pipework in place across the three floors of the building.
- Procurement of a new de-ionised water system for the east wing of the CEH Lancaster site. This includes pipework and instruments stated in the requirements (Section 6).

Items not included

Pipework for the west wing of the CEH Lancaster site.

Requirement

To design, manufacture, inspect and test in works as appropriate, supply, deliver to site, install, adjust, set to work, commission and handover:

CEH Lancaster requires a “WATER PURIFICATION SYSTEM” including:

One Double Check Valve, for feed water backflow protection.

Base Exchange Cabinet Softener, comprising softener vessel, integral salt tank, and vessel charged with cation resin in the sodium form, time clock initiated automatic controls for regeneration, includes manual override. Capacity to cope with a total hardness of 60 ppm as CaCO₃.

Exchangeable Carbon Cylinder, reinforced GRP construction containing high-grade activated carbon media.

One x Spare Carbon Cylinder, charged with activated carbon media.

RO-EDI water treatment system designed to produce up to 200 lph of deionised water based on a feed water at 10°C and includes the following built-in features:

- Integral pre-filter.
- Cat 5 feed water break tank.
- Stainless steel multi-stage RO boost pump.
- GRP pressure vessels containing high output spiral-wound, thin-film composite membranes.
- Concentrate-flush on start up to prevent the build-up of contaminants on membrane surface.
- Permeate recycle on start up.
- Hollow fibre membrane degasser with air compressor
- EDI cell compete with DC voltage controller
- Fascia panel incorporating password protected touch screen graphic user interface
- Displaying, permeate RO conductivity and EDI resistivity, flow rate, temperature and alarm conditions.
- EDI electrolyte and concentrate rate of flow indicators.

1,000 Litre Purified Water Storage and Recirculation Tank, heavy duty, made from a suitable material with connections for service and drain, additional connections for supplies from reverse osmosis unit, overflow, and recirculated water return, tank fitted with level controls for operation of RO unit and for pump protection.

Please ensure the Tank will fit the space provided with adequate room for servicing of all equipment

Sanitary UV Overflow, fitted to tank overflow to inhibit back contamination.

Distribution Booster Pump (Inverter Driven), stainless steel centrifugal pump controlled from local panel with inhibit for low water in treated water tank, includes pressure switch, pressure gauge, non-return valve and isolating valves 415V 3ph 50 Hz motor.

Inline Ultraviolet Disinfector, maximum capacity 50lpm, includes lamp fail indicators, 316 stainless steel construction, polished finish, WRC approved materials, high intensity lamp with 8,000 hours of life, high purity quartz thimble and splash-proof control box.

Two 20 Inch x 0.2 Micron Microbial and Particulate Removal Filters, each complete with disposable filter element, wall mounting bracket and removable housing (bowl), isolating valves and two pressure gauges for determining pressure drop and need to replace filter elements.

Bacterial Sample Port, pharmaceutical quality, hygienic, stainless steel sample valve complete with irrigation syringe and needle for sanitising.

Temperature Compensated Resistivity/Conductivity Meter, providing constant LCD display, status indicators for alarm and power on and selectable alarm set point. Complete with probe to monitor outlet.

Control Panel, assembled wall or plant mounted control panel combines functions of system electrical isolator, power distribution board and automatic controls for recirculation pump and contains:

- One set of terminals.
- Status display and alarm lights.
- Volt free contacts to provide interface with BMS system.
- Lockable door mounted isolator.
- 24 volt AC control transformer.
- Line contactor and overload.

Interconnecting ABS Class E Pipework, valves and fittings to complete the system between the above items of equipment and connections to the current site services.

The system must be tested, inspected & shown to the CEH Lancaster Staff including training on how the system works.

Laboratory water purification system number 2 to provide 300 litres per day of deionised water for up to 7 points of use

Water demand: Total usage per hour 300 litres.

Water Quality: ISO3696 Grade 2

Operating Hours: 10hrs

Feed Water: Towns mains potable water supplied by United Utilities

Services (provisional):

For the satisfactory operation of the system, the following services are to be provided by others, complete with connections and suitable means of isolation as required within 2 metres of the proposed equipment

➤ **Feed water** potable water supply as stated above, at 0.5m³ /hr, 3-6 bar under flowing conditions.

- **Drain** at ffl with gully or tundish to accept waste water.
- **Electricity** one off 400V 3 phase + n 50Hz fused isolator

Plant Room Environment:

For the satisfactory operation of the system, the plant room environment needs to be controlled with frost protection and forced ventilation/air conditioning to maintain air temperature between 5°C and 30°C. Sufficient space should be allowed for access and egress for maintenance.

OFFER: To design, manufacture, inspect and test in works as appropriate, supply, deliver to site, install, adjust, set to work, commission and handover:

ONE WATER PURIFICATION SYSTEM including:

- * **One Double Check Valve**, for feedwater backflow protection.
- * **One Exchangeable Activated Carbon Cylinder**, complete with inlet/outlet fittings, to provide protection for reverse osmosis membranes by reduction of residual free chlorine and pre-conditioning of feed water.
- * **One Spare Cylinder**, charged with activated carbon media.
- * **One Prestige Descale Reverse Osmosis Unit**, permeate flow rate 42 to 70 lph when supplied with pre-treated feed water in temperature range 10 to 25 degrees C, operating temperature limits 1 to 35 degrees C. Unit includes:

Integral pre-filter assembly using 5µm disposable filter element.

Integral feed water tank.

Boost pump to provide optimum operating pressure.

Auto-flush on start up to prevent the build up of contaminants on membrane surface.

Permeate rinse on start up.

Polyamide spiral wound tfc membranes.

Fascia panel incorporating graphic user interface indicating permeate and feed water quality, temperature and salt rejection

Permeate flow and pump pressure.

Access to user menus.

- * **One 250 Litre Purified Water Storage and Recirculation Tank**, self supporting, heavy duty, black polypropylene construction with conical base complete with connections for service and drain, additional connections for make up supplies from reverse osmosis unit, overflow, and recirculated water return, tank fitted with level controls for operation of RO unit and for pump protection. Can potentially go under bench if required space is not available.

- * **One Sanitary UV Overflow**, fitted to tank overflow to inhibit back contamination.

- * **One Distribution Booster Pump**, stainless steel centrifugal pump controlled from main panel with inhibit for low water in treated water tank, includes pressure relief valve, pressure gauge, non-return valve and isolating valves 415V 3ph 50 Hz motor.

- * **One Exchangeable Deioniser Cylinder**, reinforced GRP construction containing an intimate mix of anion and cation ion exchange resins.

* **One Spare Cylinder**, charged with anion and cation ion exchange resins.

* **One Temperature Compensated Resistivity Meter**, providing constant LCD display, status indicators for alarm and power on and selectable alarm set point of 1,2,5 and 10 MΩ.cm, operating range 0-18 MΩ.cm. For operation on 220-240V, 1 ph, 50 Hz power supply.

* **One Inline Ultraviolet Disinfector**, maximum capacity 50lpm, includes lamp fail indicators, 316 stainless steel construction, polished finish, WRC approved materials, high intensity lamp with 8,000 hours of life, high purity quartz thimble and splash-proof control box.

* **Two 20 Inch x 0.2 Micron Microbial and Particulate Removal Filter**, complete with disposable filter element, wall mounting bracket and removable housing (bowl), isolating valves and two pressure gauges for determining pressure drop and need to replace filter elements.

* **One Bacterial Sample Port**, pharmaceutical quality, hygienic, stainless steel sample valve complete with irrigation syringe and needle for sanitising.

* **One Pump Control & distribution Panel**, factory assembled wall mounted control panel combines functions of system electrical isolator, power distribution board and automatic controls for recirculation pump and contains:

One set of terminals.

Status display and alarm lights.

Volt free contacts to provide interface with BMS system.

Lockable door mounted isolator.

24 volt AC control transformer.

Line contactor and overload.

Distribution System: 6 Points of use

* **One Dynamic Distribution System**, constructed from approximately 100 metres of ¾" ABS/ pipe work and installed in accordance with manufacturer's guidelines including:

2 Isolation valves.

Short radius bends wherever space permits.

Minimal length dead-legs.

Adequate support.

Four fully recirculating lab taps.

* **One Ultimate Polisher**, microprocessor controlled, maximum dispense rate 1.5 litres/minute, automatically recirculating when required to produce water at a guaranteed 18.2 megohm-cm, including:

Dual wave length 185/254nm ultraviolet bactericidal UV lamp.

Organic adsorption/ion exchange cartridges.

Ultrafilter.

POU 0.2 micron filter.

State of the art, LCD touch screen display.

Volumetric dispensing function.

Automated cleaning and sanitising procedures.

Audible alarms.

* **One Set of Interconnecting ABS Class E Pipework**, valves and fittings to complete the system between the above items of equipment and connections to site services (see Particular Terms and Conditions).

NB. Assumes all items positioned in close proximity to each other in dedicated plant area.

* **One Set of Electrical Wiring**, providing interconnections to standards between the above items of equipment.

* **One Standard O&M Manual** including drawings as despatched or as commissioned (as appropriate).

GDPR

Please note no documentation in relation to any personal data (for example, name, address, date of birth, NI number, telephone number, pay, images, and biometric data) will be created during this project.

The successful contractor and their respective staff will be required to complete an induction to be on the CEH Lancaster Site for the duration of the project. We will create a project file for the project including the contractor's details (Insurances, risk assessments, method statements, environmental policy, CDM documentation & staff competences) which is required to comply with the CDM 2015 regulations. The information will be retained in a secure area for the 12 months after the work has been completed to cover snagging issues/defects and the warranty period of the project completed.

It is fundamental that this project is completed by the end of ~~January 2019~~ February 2019.

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 ($5+5+6=16\div3=5.33$))

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	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	AW4.1	Contract Terms Part 1
Commercial	AW4.2	Contract Terms Part 2
Commercial	AW4.3	GDPR Privacy Statement
Commercial	AW4.4	Non-Negotiable Bid
Commercial	AW4.5	Compliance to the CEH Health and Safety Policy.
Commercial	AW4.6	CSCS Card
Price	AW5.2	Maximum Budget
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	AW6.2	Variable Bids
Quality	AW6.3	Accreditations
Quality	AW6.4	WRAS Accreditation
Quality	AW6.5	Project Completion Date

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%
Quality	PROJ1.1	Methodology	14%
Quality	PROJ1.2	Managing Working Conditions	14%
Quality	PROJ1.3	Project Plan	14%
Quality	PROJ1.4	Method Statement	14%
Quality	PROJ1.5	Project Team & Capability to Deliver	14%

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: $\text{Score}/\text{Total Points} \times 50$ ($80/100 \times 50 = 40$)

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.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Responses received after the date indicated in the ITQ shall not be considered by the Contracting Authority, unless the Bidder can justify that the reason for the delay, is solely attributable to the Contracting Authority
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the 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 ensure that the Response and any documents accompanying it are in the English Language, the Contracting Authority reserve the right to disqualify any full or part responses that are not in English.
- 7.12 Do check and recheck your Bid before dispatch.

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

DO NOT

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

Some additional guidance notes

- 7.25 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.26 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.27 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.28 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.29 We do not guarantee to award any Contract as a result of this procurement
- 7.30 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority. / UKSBS.
- 7.31 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.32 If you are a Consortium you must provide details of the Consortiums structure.
- 7.33 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.34 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.35 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.36 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.37 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.38 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.39 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.
- 7.40 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks

the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

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

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

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

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

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

USEFUL INFORMATION LINKS

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