



Invitation to Quote

**Invitation to Quote (ITQ) on behalf of the Natural Environment
Research Council**

Subject UK SBS Hydro-Met Monitoring Networks for African Cities

Sourcing reference number PR16163

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

Registered in England and Wales as a limited company. Company Number 6330639.
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UKSBS

Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

UK SBS currently manages £700m expenditure for its Customers.

Our Procurement ambition

Our vision is to be recognised as a centre of excellence and deliver a broad range of procurement services across the public sector; to maintain and grow a procurement service unrivalled in public sector.

Procurement is a market-shaping function. Industry derived benchmarks indicate that UK SBS is already performing at or above “best in class” in at least three key measures (percentage savings, compliant spend, spend under management) and compare well against most other measures.

Over the next five years, it is the function's ambition to lead a cultural change in procurement in the public sector. The natural extension of category management is to bring about a fundamental change in the attitude to supplier relationship management.

Our philosophy sees the supplier as an asset to the business and the route to maximising value from supply. This is not a new concept in procurement generally, but it is not a philosophy which is widely employed in the public sector.

We are ideally positioned to “lead the charge” in the government’s initiative to reform procurement in the public sector.

UK SBS Procurement’s unique selling points are:

- Focus on the full procurement cycle
- Leaders in category management in common and specialised areas
- Expertise in the delivery of major commercial projects
- That we are leaders in procurement to support research
- Use of cutting edge technologies which are superior to those used generally used across the public sector.
- Use of market leading analytical tools to provide comprehensive Business Intelligence
- Active customer and supplier management

‘UK SBS’ contribution to the Government Procurement Agenda has been impressive. Through innovation and leadership UK SBS has built an attractive portfolio of procurement services from P2P to Strategy Category Management.’

John Collington

Former Government Chief Procurement Officer

Section 2 – About Our Customer

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 UK Shared Business Services Ltd.

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Customer Name and address	Natural Environment Research Council Polaris House North Star House Swindon
3.2	Buyer name	Elizabeth Gage
3.3	Buyer contact details	MajorProjects@uksbs.co.uk
3.4	Estimated value of the Opportunity	£100K-£130K
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	22/08/2016
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	30/08/2016 11:00
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	02/09/2016 14:00
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	06/09/2016 14:00
3.12	Anticipated Award date	16/09/2016
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Technical specification for Hydro-Met monitoring networks for African cities.

Funded under NERC CC16-120

Currently meteorological and hydrological monitoring falls under separate agencies in Africa, monitoring and data dissemination varies considerably between locations, and rarely are data considered in a system-based approach. Similarly, resources for new high resolution equipment are limited. Within this capital spend project we aim to establish monitoring that provides high resolution information to support meteorological services (e.g. through rain gauge installation) and catchment scale hydrology monitoring (e.g. through flow meter installation) in a single network for four urban locations in Africa.

The main focus of Hydro-Met is to establish a number of monitoring networks and associated data that will support the work of 2 FCFA projects (AMMA-2050 and HyCristal) and on building capacity for local hydrological and meteorological agencies in the form of equipment, data and training. The networks will also provide data to other FCFA projects and the wider user community during the initial operational period of 2017 to 2019. After this period the equipment will be handed over to operational partners in the four countries to develop their operational monitoring capacity.

Terminology

- Funding body – National Environment Research Council (NERC)
- Client – Centre for Ecology and Hydrology (CEH)
- Project partner – the local AMMA2050 or HyCristal project partner.
- Operational partner – relevant body that will take ownership and routine operation of the equipment after installation
- Contractor – the company carrying out the procurement, delivery and installation of equipment.

What is a network?

There are four locations in which a combination of both hydrological and meteorological monitoring equipment will be deployed. The combined deployment of both hydrological and meteorological monitoring equipment taken together provides a single Hydro-Met network. Data from all four locations will be held in a central data repository and all telemetry data transferred through one single online system.

The four locations/cities that comprise the networks are:

1. Ouagadougou – Burkina Faso
2. Dakar – Senegal
3. Kampala – Uganda
4. Kisumu - Kenya

Each Hydro-Met network will be required to provide high temporal-resolution data on climate and river flows to support activities under the FCFA programme and the capital spend outlined will encompass equipment, installation, data acquisition and training. Each network will have two main elements:

1. Hydro – the hydrology element of each city system will involve either: i) where a definable water course is present within the city and is a main driver of flooding - installation of a 'contact-free' radar-based device for the measurement of river flow

from a bridge-type structure already in place plus an additional water level monitoring site, or ii) where no river is present and city hydrology/flooding is dominated by water retention areas (ponds/lakes/wetlands) and groundwater - continuous measurement of depth at a number (minimum 3) of surface water and groundwater locations across the city.

2. Met – the weather/climate and in particular rainfall will be monitored at a number of locations distributed spatially across the catchment area of the hydro-monitoring. It is proposed that this consists of: i) two complete ‘scientific grade’ weather stations measuring the parameters: temperature, humidity, pressure, solar radiation, wind, and precipitation, and ii) additional (minimum 1) spatially distributed continuous precipitation monitoring stations (relevant to the spatial scale and geography of the catchment).

All weather stations will need to be set-up to log and relay data via a suitable logging and telemetry system designed to suit the gauging equipment, the climate and the possible mode of communications in each location. The raingauges will use a logger system that allows data to be easily downloaded periodically.

Operational lifetime

The planned period of installation will be between January-March 2017. An exact date will be identified during further discussion between the contactor, client and operational partner – along with consideration of other factors including climate.

Each network will have an operational lifetime of 3 years during 2017-2019. All equipment, associated consumables and data/telemetry services will need to cover this operational period.

Site information

The site information below is only an outline given preliminary site investigations and local information to indicate the size of channels and type of local hydrology/climate. In all locations there are no high quality data or current monitoring of flows. The general monitoring layout of each network is shown in Figure 1 - with flows and water level monitored at downstream locations of a relatively small river catchment that flows into and through the urban area and that weather stations/raingauges will be located upstream - within or local to the catchment area.

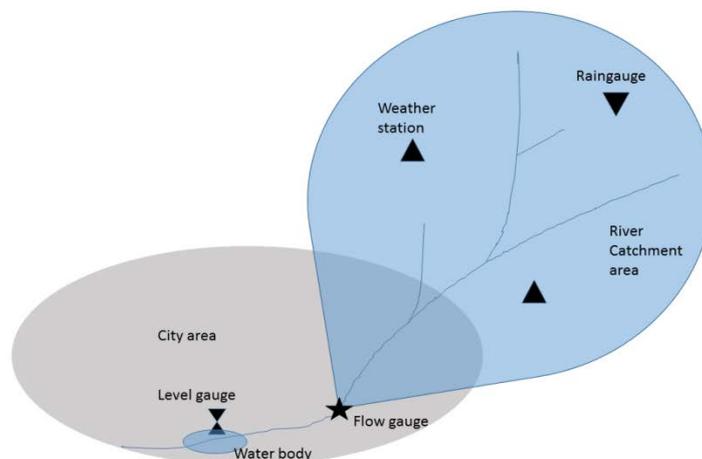


Figure 1: Example of Hydro-Met network structure

Ouagadougou – Burkina Faso

Ouagadougou has a semi-arid climate with a defined wet and dry season (May-Oct / Nov-Apr) with year round average monthly high temperatures (31-46°C) and often intense downpours during the wet season leading to localized flooding from surface water and in-line water bodies across the city. Site investigations have identified possible sites on natural channels that flow into the main city Dam and are crossed by bridge structures, with a channel width around 12m. Depth in the lower reaches surrounding the main city dam will also require depth monitoring.

Dakar – Senegal

Dakar has a hot semi-arid climate with a short wet (Jul-Oct) season and long dry season with year round average monthly high temperatures (25-40°C) with high humidity and tropical high-intensity rainfall. The city has no major watercourses but is traversed via storm drainage, while flooding is generally from raised surface water levels in ponds and from groundwater. Monitoring is likely to require monitoring of levels in surface water bodies and groundwater to build up a complete picture of local hydrology and flooding. No specific locations have been identified but a number have been shortlisted.

Kampala – Uganda

Kampala has a tropical climate with year round wet weather but with two defined wetter seasons (Aug-Dec / Mar-May) and a tropical climate with year round temperatures around 25°C. The city is located on the northern shores of lake Victoria and is traversed by a main drainage channel called the Nakivubo. The preliminary sites have been monitored in the past and would monitor flows from bridges crossing the Nakivubo at widths between 12-15m. Water levels in lower areas where flows accumulate will also require depth monitoring.

Kisumu – Kenya

Kisumu is located in the equatorial west of Kenya and has year round rainfall and year-round temperatures generally around 25°C with a defined main wet season (Mar-May), but also with some increased rainfall in Nov/Dec. A small local river called the Wigwa and the larger Nyamasaria river pass through the city and form the likely monitoring locations, with widths of approximately 5m and 12m respectively. Further site investigations are required to identify a specific site but monitoring has taken place in the past and we would aim to use these locations. Water level in lower areas where flows accumulate will also require depth monitoring.

Equipment

Hydro: measurement of flow

There is little or no continuous monitoring of urban river flows in Africa and data is normally from larger stations at a daily resolution. The aim of this Hydro monitoring is to provide sub-daily continuous monitoring of river flow during storm events in the study cities.

Given site constraints identified, including high-sediment loading, large debris, channel erosion and security, a 'contact-free' radar-based device for the measurement of surface velocity and water depth is proposed. This will ideally be mounted onto an existing bridge-

type structure over the watercourse, be connected to a telemetry logging system enclosed in a suitable housing, and powered by a solar panel. The whole system will need to be securely fastened to the structure. From these measurements and information on the channel profile, flow will be calculated.

Hydro: measurement of depth

Understanding the response of urban catchments to intense rainfall will also require the measurement of water levels. A number of depth monitoring stations will be set-up to monitor water levels that may include ponded (flood) water and groundwater. It is foreseen this would comprise a pressure-based sensor to measure groundwater levels in a well and/or radar-based sensors to measure levels in bodies of water. Additionally it would be beneficial if these systems could measure conductivity and temperature to provide information on saline intrusion.

Where no flow stations are to be deployed systems will require telemetry-based logging and suitable power. Where flow monitoring is being undertaken the additional level monitoring site will only require local logging and periodic data download facility – ideally using a Bluetooth based non-contact system.

Met: measurement of climate and precipitation

High-resolution continuous climate and precipitation measurement in African cities is rare and most measurements are from daily gauges. The aim of the Met monitoring is to fill this data gap in the case study cities and provide data on sub-daily storm events driving urban flooding.

In order to provide suitable data for understanding flood generating processes it is required that a number of spatially distributed raingauges are deployed that monitor rainfall at a sub-daily 5 minute resolution. These will be distributed around the hydro catchment at suitable locations to observe the distribution of rainfall during a storm event. They will need to be suitable for capturing tropical rainfall and suitably robust for the environment. Additionally two of these sites will be fitted with a telemetry-based logging compact weather monitoring station that covers the specific weather parameters of temperature, humidity, pressure, solar radiation, and wind. We would specify that these stations comprise compact scientific grade weather stations - suitable for providing research grade data while being compact and composed of multiple sensors in one system.

All combined weather stations will require power supplied by solar panel plus battery and a telemetry based logging system all housed within a suitable and compact housing capable of dealing with local climate extremes and data communications. Precipitation only sites will only require a compact logging-based system without telemetry that works with a tipping-bucket raingauge.

Both weather and precipitation sites will also require the materials for mounting the system to either the ground or to a building – depending on site location constraints that will be specified at a later date by the client following discussion with the operational partner.

Consumables and replaceable sensors necessary for the proposed operational lifetime of the equipment should also be provided and costed in (e.g spare filters for raingauges and gauzes for humidity sensors).

Site preparation

Hydro: In the case of flow monitoring a suitable structure will be identified, surveyed, and installation preparation undertaken by the client and operational partner such that the site will be ready for installation of the flow monitoring equipment. As specific sites have not been identified at present it is considered that the degree and type of preparation will require some discussion with the contractor and operational partner. Where this requires access and authorization this will be obtained by the client in cooperation with the operational partner prior to installation with the relevant authority as will suitable mounting points be secured. Where this requires site security this will also be obtained by the client in cooperation with the operational partner prior to installation with the relevant authority.

Locations for depth monitoring sites will also be identified by the client in cooperation with the operational partner prior to installation and all necessary site preparation undertaken ready for the equipment to be installed. If this requires access tubes then these will have to be installed by the contractor in coordination with the operational partner prior to installation of equipment. Where equipment is a passive radar-type sensor then site access and suitable mounting locations will be secured by the client and the operational partner.

Met: For climate and precipitation monitoring suitable sites will be identified by the client in cooperation with the operational partner and the location secured prior to installation. This will include access and preparation of terrain in a suitable manner for installation to take place, such as preparing the ground surface. If the gauge/station is to be sited attached to or upon an existing structure site access and suitable mounting will be secured by the operational partner.

In all cases above - these details will be made available to the contractor prior to installation for agreement prior to the installation date.

Delivery and installation

The contractor should undertake all procurement, delivery, arrangement of customs duties related to equipment such that equipment is available for installation in the location on the date agreed.

Installation will be organized by the contractor with the client and project partner acting as mediator between contractor and operational partner. Installation will be undertaken by the contractor and all pre-agreed facets of such will need to be costed in including equipment costs and T&S. The client will be present along with the operational partner to provide additional support. Sites will be prepared as agreed such that access and authorization are secured and any specific site preparation required is undertaken.

Training

During and immediately following installation the contractor will be required to demonstrate the equipment operation and routine maintenance to the client and operational partner.

After installation of the flow/level and met sites a brief training session will be required whereby the contractor can run through the routine operation and data handling of equipment and provide details on the maintenance regime required. It is foreseen this will require 0.5 – 1 day for each city. This will be held in operational or project partners offices with a reliable internet connection available to access the telemetry data.

Data and telemetry services

Each site and each piece of equipment logging and conveying data via a telemetry system will require connection to a single telemetry system such that all data can be accessed via one single online site. Data and telemetry costs for the operational lifetime of the equipment will need to be costed in. The contractor will need to procure, install and set-up the necessary data services (e.g. local sim or roaming sim) suitable for each specific location.

Maintenance

Operational maintenance will be the responsibility of the operational partner with guidance and support from the client and project partner. We would however expect that support with maintenance activities is made available by the contractor, in the form of online and telephone support, as and when required over the defined operational lifetime (2017-2019)

Warranty

The contractor should supply an associated warranty schedule that covers the three year operational lifetime of the equipment if longer than standard periods attached to the equipment. We would request this is costed in to equipment costs.

Funding and procurement format

The proposed operational budget for this work is a total of £110,000 to cover the four networks and associated costs as outlined. We request the procurement to be undertaken as one whole service to deliver all four networks. The contract cannot be broken down by site or equipment type as we require standardization in equipment and systems across the four locations and for each network to be operating through one telemetry system. We are seeking a single supplier and installation contractor to set up the whole four systems across the four cities.

Experience and technical capacity

We are seeking a company that has experience of working in sub-Saharan Africa in setting up hydrological and meteorological systems such as those detailed in this tender. We would also expect the contractor to have a high level of technical expertise in the equipment being installed and to have in-house technical expertise in installation of the equipment provided.

Section 5 – Evaluation model

The evaluation model below shall be used for this ITQ, which will be determined to two decimal places.

Where a question is 'for information only' it will not be scored.

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

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification
Quality	PROJ1.1	Velocity sensor for monitoring flows
Quality	PROJ1.2	GSM/GPRS telemetry system
Quality	PROJ1.3	Integrated GPRS communications
Quality	PROJ1.4	Compact weather station linked to a tipping bucket raingauge
Quality	PROJ1.5	Raingauge resolution
Quality	PROJ1.6	Installation system for deployment of water/depth monitoring system
Quality	PROJ1.7	Installation system for the deployment of the weather/depth monitoring system
Quality	PROJ1.9	Consumables and replacement sensors to ensure the functioning of equipment for the full operation lifetime
Quality	PROJ1.10	Technical support schedule for the operational lifetime of the equipment
Quality	PROJ1.14	Compliance to the WMO guidelines

-	-	Invitation to Quote – received on time within e-sourcing tool
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Scoring criteria

Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	40.00%
Quality	PROJ1.11	Installation system for monitoring system. – Bridge structure	12.00%
Quality	PROJ1.12	Installation system for monitoring system – Ground or open water	12.00%
Quality	PROJ1.13	Raingauge mounting – Ground or building structure	12.00%
Quality	PROJ1.15	Equipment, installation and delivery within the timeframe	12.00%
Quality	PROJ1.16	Delivery for the monitoring equipment to each location	12.00%

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: Score/Total Points available multiplied by 20 ($60/100 \times 20 = 12$)

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

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

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

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

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

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

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.
All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

For example - Bid 1 £100,000 scores 100.

Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80

Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.

Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.

Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.

Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: $\text{Score}/\text{Total Points}$ multiplied by 50 ($80/100 \times 50 = 40$)

The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.

Section 6 – Evaluation questionnaire

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire**.

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions.
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that typically we will release the answer to the question to all bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who your customer is and what they want – a generic answer does not necessarily meet every customer's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear and concise contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

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

DO NOT

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

Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of UK SBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 60 days or your Bid will be rejected.
- 7.34 Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

- 7.38 Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.
- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

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

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

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

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

USEFUL INFORMATION LINKS

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