



Invitation to Quote

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

Subject UK SBS: Server Room UPS Replacement and Relocation

Sourcing reference number: FM16135

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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All attachments can be found within the RFx attachments tab within Emptoris.

Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

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

Section 2 – About Our Customer

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	The Natural Environment Research Council Centre for Ecology & Hydrology Maclean Building Benson Lane Crowmarsh Gifford Wallingford OX10 8BB
3.2	Buyer name	Nicola Turner
3.3	Buyer contact details	Nicola.Turner@UKSBSCO.co.uk 01793 867301
3.4	Estimated value of the Opportunity	£28,000.00 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 <u>not</u> being considered.

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	Monday 8 th August 2016 Contracts Finder
3.7	Site Visits <i>We strongly recommend that you attend a Site Visit in order to gain complete clarity of our requirements and the environment that you will be working in.</i>	Thursday 11 th August – Friday 19 th August 2016 <i>To book a site visit please submit a suggested date, time and names of those that wish to attend through the message function on the Esourcing Portal.</i>
3.8	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	Monday 22 nd August 2016 11:00 am
3.9	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer	Tuesday 23 rd August 2016 14:00 pm

	through Emptoris	
3.10	Latest date/time ITQ Bid shall be submitted through Emptoris	Wednesday 31 st August 2016 11:00 am
3.11	Anticipated rejection of unsuccessful Bids date	Friday 2 nd September 2016
3.12	Anticipated Award date	Week Commencing Monday 5 th September 2016
3.13	Anticipated Contract Start date	Week Commencing Monday 5 th September 2016
3.14	Anticipated Contract End date	Friday 7 th October 2016
3.15	Bid Validity Period	60 Days

Section 4 – Specification

Introduction:

The Centre for Ecology & Hydrology is the UK's Centre of Excellence for integrated research in terrestrial and freshwater ecosystems and their interaction with the atmosphere. As part of the **Natural Environment Research Council**, we provide National Capability based on innovative, independent and interdisciplinary science and long-term environmental monitoring, forming an integral part of NERC's vision and strategy.

Our research is aimed at improving understanding of the environment and the processes that support life on Earth. We are particularly interested in the impacts of human activity on the world around us and in developing ready-to-use approaches for achieving environmental sustainability. The project is at CEH's headquarters near Wallingford, address below:

Centre for Ecology & Hydrology
Maclean Building
Benson Lane
Crowmarsh Gifford
Wallingford
OXON
OX10 8BB

Background to the works:

The existing Chloride 80 Net 80Kva UPS has been found not to be working correctly and is currently turned off after the replacement batteries had been installed. The UPS in normal operation supports the 1st floor main server room distribution board.

At present the 1st floor main server room distribution board is being supported via un-protected utility mains supply, CEH requires the re-instatement of UPS protection asap.

The current location of the existing UPS does not provide ideal conditions for the equipment, there are high moisture levels and little to no temperature control.

Brief description of the site:

CEH's headquarters near Wallingford, in the Thames Valley to the west of London. The site is located in the village of Crowmarsh Gifford which is a semi-rural area adjacent to the Howberry Park; the site is freehold & the original phases were constructed in 1974. The site covers 4.37ha and has a gross building area of 13,860m² consisting of two storey interlinking buildings and external glasshouses and support facilities. The site has been significantly extended in three stages: 1978, 1996 & 2010 together with an on-going programme of internal and external refurbishment.

Requirements:

We will require a full detail specification to be submitted, which must include but is not limited to the following –

- Successful tenders will include the following assessments -
 - An assessment of the existing cooling system within the server room to ensure it is capable of handling any extra heat loads produced by any of the equipment to be relocated or installed as part of the project. This must take into account the current capacity and load on the system.

- An assessment of floor loadings to ensure any of the equipment relocated or installed as part of the project does not exceed the limits. Provide any extra plinths or load spreading equipment required to complete the installation.
 - An assessment of Electrical loads to ensure balancing between phases and to ensure that equipment is adequate to cover the requirements.
- Works Required –
 - Replace the existing UPS with a new equivalent 80kVA UPS to be located in the 1st floor server room.
 - Preferred manufacturer - Schneider Electric, or an compliant equivalent
 - Must include all wiring modification required and any change over equipment/panels.
 - The UPS must have an output alert system, monitored for fault conditions.
 - The UPS should include a network management card compatible with PowerChute or compliant equivalent management/monitoring software.
 - Relocate batteries into the 1st floor server room. The batteries will need to be enclosed, if the existing racking is to be used external cladding will have to be provided.
 - Must include all required wiring and isolations for the correct installation and connecting of the batteries to the UPS.
 - Note – If existing batteries are not compatible with the specified replacement UPS supply and installation of new batteries should be included in the tender. (Ideally we require 90mins at full load). It will be the contractors' responsibility to ensure they are compatible.
 - Associated building works –
 - Appropriate sealing of holes made in floors, ceilings and walls.
 - Appropriate containment or fixing for all associated wiring.
 - Making good of any decoration or modifications to floors, ceilings or walls.
 - Waste disposal (certificates and waste transfer notes must be provided and checked) –
 - Appropriate disposal of old UPS and associated equipment
 - Appropriate disposal of any other waste created during the project
 - Full Commissioning and testing of the system
- 2 year Service contract, to cover all equipment associated with the above installation – (service level should be equivalent to Schneider Electric Advantage Ultra Service plan), covering the following -
 - Annual Preventive Maintenance Visit -
 - All labour and travel related to the visit are included.
 - Visits are performed during normal working hours Mon-Fri between 8am and 5pm.
 - PM Visit provides certified service staff on site at a predetermined date in order to
 - Perform Visual Inspection
 - Perform Environmental Inspection
 - Perform Mechanical/Electrical Inspection
 - Verify firmware revision and update as needed
 - Deliver Site Report with service recommendations
 - On-Site Service
 - A certified field service engineer arrives on site in the event of a failure. Guaranteed response time is Next Business Day. Activities performed include
 - Check system status
 - Check system alarm
 - Troubleshoot reported issue and diagnose problem
 - Repair system as required
 - Complete functional tests after repair
 - Deliver detailed report of action taken
 - Implement firmware update as needed
 - Remote Monitoring Service

- A secure, firewall friendly service that provides real time monitoring of the health and status of your system. Activities include -
 - Collect and document pertinent system information
 - 24 x 7 system monitoring
 - Notify and dispatch field engineer as needed
 - Monthly report identifying potential problems and recommendations
- Tech Support
 - Provides escalation support to address system issues in a timely and efficient manner
- Priority Access to the Supply Chain
 - Quick access to manufacturer's spare parts
- Parts (Exception: Batteries & capacitors), labour and Travel included.

A site visit is highly advised to ensure accurate costing. There is easy access for vehicles, lifts are available but sizing and loadings will have to be assessed and routes planned. All lifting and shifting should be included in the costs.

The work should be planned to give minimal down time to systems, ideally final connection should be planned for out of hours work in order to reduce disruption for the site.

A normal day will constitute Mon-Fri 9-5pm

Where compliant equivalent equipment is quoted for in place of that which has been specified evidence must be given to prove the equivalency.

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
Commercial	PROJ1.1	Contractors Offer Response
Commercial	PROJ1.3	Bid Validation
Price	AW5.5	E Invoicing
Quality	AW6.1	Compliance to the Specification
-	-	Invitation to Quote – received on time within e-sourcing tool

Scoring criteria

Evaluation Justification Statement

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

Questionnaire	Q No.	Question subject	Maximum Marks	
Price	AW5.2	Price	30%	100%
Quality	PROJ2.2	Method Statement	70%	30%
Quality	PROJ2.3	Handover Approach		30%
Quality	PROJ2.5	Assessments		40%

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

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

Section 6 – Evaluation questionnaire

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

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

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

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

Some additional guidance notes

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

the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.

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

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

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

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

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

USEFUL INFORMATION LINKS

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