



Invitation to Quote

Invitation to Quote (ITQ) on behalf of The Medical Research Council

Subject UK SBS FM16145 Water Softener Maintenance

Sourcing reference number FM16145 ITQ

|

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

Registered in England and Wales as a limited company. Company Number 6330639.
Registered Office North Star House, North Star Avenue, Swindon, Wiltshire SN2 1FF
VAT registration GB618 3673 25
Copyright (c) UK Shared Business Services Ltd. 2014

UKSBS

Shared Business Services

Table of Contents

Section	Content
1	<u>About UK Shared Business Services Ltd.</u>
2	<u>About our Customer</u>
3	<u>Working with UK Shared Business Services Ltd.</u>
4	<u>Specification</u>
5	<u>Evaluation model</u>
6	<u>Evaluation questionnaire</u>
7	<u>General Information</u>
Appendix A	Site Layout
Appendix B	Site Rules Induction

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

Introduction

The Medical Research Council (MRC) is a public sector organisation, which is dedicated to the improvement of human health. For this purpose, the MRC has a large number of Units, Institutes and Research Centres, each specialising in particular aspects of medical research.

Due to the specialist nature of the activities within the facilities owned or under responsibility of the MRC that are highly complex and depend greatly on the skill and expertise of maintenance staff and Estates specialists.

MRC Harwell is at the international forefront of the use of mouse genetics to study the relationship between gene and disease. The models we create and study are used to understand the disease processes that occur when a gene goes wrong. The disease models can also be employed for the pre-clinical assessment of new drugs and other therapeutic approaches, before therapies are tried on humans.

The estate at Harwell comprises two Units – the Mammalian Genetics Unit (MGU) and the Mary Lyon Centre (MLC).

MRC Mammalian Genetics Unit

The Mammalian Genetics Unit (MGU) was first established in 1995 as part of an expansion of the genetics division at MRC Harwell. It is now where the vast majority of our research is conducted.

The MGU's research is based around lifetime studies, from development to ageing. Using mouse models developed within the MLC, the MGU conducts research into developmental disorders and age-related conditions such as diabetes, deafness and neurodegeneration. Through close collaborations with clinical geneticists and medical practitioners, the findings from many of these research programmes are now moving towards the clinic. For example, genes first identified by researchers at the MGU now form part of the Genetics of Otitis Media Study, which seeks to identify genes responsible for the most common cause of hearing loss in children.

MRC Harwell is part of various large-scale projects to study mammalian functional genomics; how alterations to the genome affect the function of the gene and the overall phenotype. The MGU works closely with the MLC to generate and study knockout mice for the International Mouse Phenotyping Consortium (IMPC), which aims to discover the function of every gene in the genome by systematic phenotyping. The MGU plays a central role in the coordination and integration of all of the data collected, and dissemination to the wider scientific community via the IMPC portal.

In addition, the MGU Disease Model Discovery team employs the Harwell Ageing Screen to investigate mutations involved in ageing and age-related diseases and develop new disease models for use in further research. The Biocomputing team makes this data openly available via MouseBook.

In the future, researchers at the MGU will continue to extend knowledge of mouse functional genomics, as well as provide a platform on which future research and therapies can be built. Utilising the resources available to them at MRC Harwell, they will continue to make great advances in our understanding of the genetics underlying development and disease.

The facility occupied by the MGU consists of a range of generic and specialist laboratories (such as tissue culture labs, etc.), cold rooms, storage facilities, IT facilities, data centrum, support facilities (glass wash, autoclave, etc.), offices and common areas. Security and business continuity are an absolute and essential requirement of the facility management needs.

Any loss of data or unplanned interruption of the research can set research programmes back by many months, in some cases years.

Mary Lyon Centre (MLC)

First established in 2004, the Centre has been named in recognition of the achievements of Mary Lyon, a researcher at MRC Harwell who first discovered the process of X-chromosome inactivation, also known as lyonisation.

One of the clearest examples of X-inactivation Mary used was the genetics of tortoiseshell cats. Like humans, female cats generally have two X-chromosomes (XX), whereas males only have one (XY). Two variants of a gene on the X-chromosome decide whether or not a cat will have a ginger coat. Males either have an entirely ginger or non-ginger coloured coat, as they only have one X-chromosome and one version of the gene, but for tortoiseshell females it is more complicated. One X-chromosome in each cell is randomly inactivated early in development, so the active gene is different in different groups of cells. These then give rise to their characteristic patches of ginger and non-ginger coat.

In recognition of her work, Mary Lyon was made a Fellow of the Royal Society and in 1984 received their Royal Medal, and has been awarded the Pearl Meister Greengard Prize, the March of Dimes Prize and the Wolf Prize in Medicine. Her discovery has led to great advances in our understanding of X-linked inherited diseases such as haemophilia, Duchenne muscular dystrophy, fragile X syndrome and certain cancers.

The MLC is an animal house, which focuses on the breeding of specific genetic strains in mice. The facility has holding rooms, large support areas for cage wash, autoclave, laundry, bedding and food storage, as well as procedure rooms and server rooms.

As all animal holding facilities, the MLC is subject to stringent requirements for the environment provided for both animals and staff, who are checked by the Home Office and subject to license arrangements. Any failure of systems in the facilities can lead to distress and/or loss of the animals, interruption of breeding, all of which have significant detrimental impact on the science dependent on this facility.

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 Medical Research Council Harwell Institute Nineteenth Street Didcot Oxfordshire OX11 0RD
3.2	Buyer name	Deborah Banner
3.3	Buyer contact details	deborah.banner@uksbs.co.uk 01793 867520
3.4	Estimated value of the Opportunity	£37,500.00
3.4a	Contract Duration	This Contract is being let as 2 years + 1 year potential extension The annual estimated value of this contract has been calculated on the basis of: £2,500.00 per annum Base Value £10,000.00 per annum provisional allowance for remedial works, call outs and consumable costs.
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	Tuesday 29th November Contracts Finder
3.6a	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</i>	<ul style="list-style-type: none"> • Wednesday 13th December 2016 • Thursday 14th December 2016 Or <ul style="list-style-type: none"> • Wednesday 4th January 2017 • Thursday 5th January 2017

	<i>working in.</i>	<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>
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	Monday 09 th January 2017 11.00 am
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	Wednesday 11 th January 2017 11.00 am
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	Tuesday 17 th January 2017 11.00 am
3.10	Anticipated rejection of unsuccessful Bids date	Tuesday 31 st January 2017
3.11	Anticipated Award date	Tuesday 07 th February 2017
3.12	Anticipated Contract Start date	01 st April 2017
3.13	Anticipated Contract End date	31 st March 2019 (plus option to extend to 31st March 2020)
3.14	Bid Validity Period	60 Days

Section 4 – Specification

Water Softener Specification

The Contractor shall provide a professionally managed, high quality Water Softeners maintenance service that as a minimum complies with:

- Manufacturers recommendations as set out in their O&M schedules or as required to meet the needs of the as-built environment.
- Relevant BS EN Standards
- SFG20

Legal Obligations

Without prejudice to the generality of the foregoing the Contractor must observe, perform and comply with all the relevant provisions of the following together with any amendments thereto:

- Management of Health and Safety at Work Regulations 1999
- Workplace (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment (PPE) Regulations 1992
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- Manual Handling Operations Regulations 1992
- Health & Safety (First Aid) Regulations 1981
- The Health & Safety Information for Employees (Amendment) Regulations 2009:
- The Employer's Liability (Compulsory Insurance) Regulations 1998:
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- The Control of Noise at Work Regulations 2005
- Electricity at Work Regulations 1989
- Requirements for Electrical Installations: IET Wiring Regulations BS 7671 : 2008 incorporating Amendment No.1 : 2001 (BS767 : 2008 + A1 : 2011)
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Chemicals (Hazard Information and Packaging for Supply) Regulations 2009
- Construction (Design & Management) Regulations 2015
- The Gas Safety (Installation & Use) Regulations 1998
- Health & Safety at Work etc. Act 1974
- The Control of Asbestos Regulations 2012
- Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)
- Building Regulations 2010
- 2014 EU Fluorinated Greenhouse Gas (Fgas0 Regulations
- The Environmental Protection Act 1990
- The Regulatory Reform (Fire Safety) Order 2005
- The Fire Safety (Employees' Capability) (England) Regs 2010
- The Control of Legionella Bacteria in Water Systems ACOP & Guidance L8.

- The Notifications of Cooling Towers and Evaporative Condensers Regulations 1992
- The Health & Safety (Safety Signs and Signals) Regulations 1996
- Health & Safety (Employee Consultation) Regulations 1996
- Pressure Systems Safety Regulations 2000
- Disability Discrimination Act 1995
- The Confined Spaces Regulations 1997
- 2014 F-Gas Regulations

The contractor must ensure that the Harwell site's Water Softener complies with all legislation governing these systems. This comprises but is not limited to:

Through the use of industry best practice and the introduction of innovation, the service will achieve and demonstrate value for money on a continuous basis.

The Contractor shall deliver, but not limited to:

Mary Lyon Centre

Buildings and Equipment Description

Mary Lyon Centre

Bi-Annual Maintenance of:

- 1 x Fleck 3900NX Duplex

Maintenance Information

Water Softeners need to be maintained as per the manufacturer's (Fleck) recommendations. However generally the contractor should provide the service as listed broadly below to the same timescales.

Maintenance Requirements:

2 visits per annum

Provide a detailed planned maintenance schedule/ check list to comply with the requirements of this specification.

- Visually inspect equipment prior to work
- Complete Risk Assessment on site as required
- Test quality of raw water
- Record any measured parameters
- Check operation of valve/s for correct sequencing & cycle functions
- Check & record flow meter operation/accuracy (if applicable)
- Strip & inspect the mechanical components of the valves & system (as applicable)
- Remove old service parts & fit new as listed below – if no parts included inspection only.
- Lubricate parts (as applicable)

- Re-assemble equipment & leak test system
- Carry out resin Clean or Disinfection if applicable
- Fully rinse system, reset & record
- Place system back into service
- Re-test water quality parameters & record
- Leave work areas as found, complete Service report & obtain site signature before leaving.

Parts supplied & fitted during the visit

Essential parts required to carry out the actual service can be included in the above.

All additional parts supplied/fitted during the service visits are chargeable in addition to the above.

Documentation Requirements

A service report will be completed after each visit; it will need to include any identified defects or remedial work required.

An electronic service report can be e-mailed to the Head of Engineering & Estates, with the Chief Engineer & Facilities Support Manager copied in.

Site specific risk assessments and method statements (RAMS) will be required before the commencement of any work.

Call out Requirements

- Breakdown cover to provide
 - Telephone/electronic support for the equipment to be provided during working hours to assist the in-house engineers with any issues
 - Priority treatment as failure of this equipment is business critical.
 - Next day on site response for any EMERGENCY breakdowns
 - 7day on site response for any general call outs
 - Attending site breakdowns will be an additional cost, which will include labour & parts fitted. Labour rates to be provided within the tender submission.
 - Performance tests

Costs for call outs need to be submitted

Other Remedial works

A transparent quote for any suggested remedial works will be required from the service contractor within 5 working days.

Building 383

Buildings and Equipment Description

Building 383

Bi-Annual Maintenance of:

- 1 x Fleck 2910/1710 Duplex

Maintenance Information

Water Softeners need to be maintained as per the manufacturer's (Fleck) recommendations. However generally the contractor should provide the service as listed broadly below to the same timescales.

Maintenance Requirements:

2 visits per annum

Provide a detailed planned maintenance schedule/ check list to comply with the requirements of this specification.

- Visually inspect equipment prior to work
- Complete Risk Assessment on site as required
- Test quality of raw water
- Record any measured parameters
- Check operation of valve/s for correct sequencing & cycle functions
- Check & record flow meter operation/accuracy (if applicable)
- Strip & inspect the mechanical components of the valves & system (as applicable)
- Remove old service parts & fit new as listed below – if no parts included inspection only.
- Lubricate parts (as applicable)
- Re-assemble equipment & leak test system
- Carry out resin Clean or Disinfection if applicable
- Fully rinse system, reset & record
- Place system back into service
- Re-test water quality parameters & record
- Leave work areas as found, complete Service report & obtain site signature before leaving.

Parts supplied & fitted during the visit

Essential parts required to carry out the actual service can be included in the above.

All additional parts supplied/fitted during the service visits are chargeable in addition to the above.

Documentation Requirements

A service report will be completed and sent in PDF format within 2 days of each visit; it will need to include any identified defects or remedial work required.

An electronic service report can be e-mailed to the Head of Engineering & Estates, with the

Chief Engineer & Facilities Support Manager copied in.

Site specific risk assessments and method statements (RAMS) will be required before the commencement of any work.

Call out Requirements

- Breakdown cover to provide
 - Telephone/electronic support for the equipment to be provided during working hours to assist the in-house engineers with any issues
 - Priority treatment as failure of this equipment is business critical.
 - Next day on site response for any EMERGENCY breakdowns.
 - 7day on site response for any general call outs
 - Attending site breakdowns will be an additional cost, which will include labour & parts fitted. Labour rates to be provided within the tender submission.
 - Performance tests

Costs for call outs, consumables & repairs to be covered by a provisional sum as detailed in the contract.

Other Remedial works

A transparent quote for any suggested remedial/reactive works in relation to any identified faults/failures to be provided within 5 working days.

Other General

Engineer(s) to report to the Engineering & Estates Office before starting and leaving site.

Normal working hours are: 08:00 – 17:00 Mon-Thurs

08:00 – 16:00 Fri

The site (area where work has taken place) to be left clean & tidy.

12month warranty/guarantee of work carried out (including parts).

Restrictions and Entry Procedures for visitors to the Mary Lyon Centre (MLC) Animal Unit

48 hour Exclusion: Visitors who have been in another mouse facility or in contact with rodent material are not allowed to enter the MLC for 48 hours. This exclusion period minimizes the risk of introducing infectious diseases into our mouse colony.

Other animals can harbour laboratory mouse pathogens: At least 18 common mouse pathogens have alternative hosts such as wild mice, pet mice, rats, hamsters, guinea pigs, rabbits and gerbils. Ownership of rodent pets, inadvertent contact with mice and rats through ownership of cats, snakes (fed mice), horses and livestock or pursuits such as rabbit shooting, also risk contact with infected animals. If you have had direct or indirect contact with the animals mentioned, you may be refused entry or are required to undertake a full wet shower before entering the unit. Please speak to the member of staff showing you through

the barrier or phone in advance to discuss any problems.

The Entry Procedure into the MLC Main Unit: There are male and female changing areas. To enter the changing rooms you step over a 20cm high 50cm wide barrier and don disposable shoe covers. You must remove your outer clothing and place these in a lockable locker. We stock a range of sizes in clothing and shoes but if you feel we may not have your size then please let us know and we will attempt to supply them. You will be provided with 100% polyester trousers, tunic and socks. As you proceed to step over the floor barrier you will be provided with unit shoes. On entering the air shower corridor you must wash your hands with bactericidal hand soap and dress in the provided one-piece coverall and mobcap. Individuals with beards will be provided with beard guards.

All staff and visitors entering the unit must proceed through the air barrier. This is a chamber in which high velocity HEPA filtered air is blown at the individual to cleanse clothing of allergens and any other dust particles. Individuals with contact lenses should keep their eyes shut during the fifty-second cycle, and those with sensitive hearing may wish to cover their ears.

On exiting the air shower you will be escorted to the area you are visiting.

Exit Procedure: You will exit the unit via the air showers and remove all the personal protective clothing provided as instructed, in the changing area.

All personal protective clothing will be provided and a member of the MLC staff will be available for assistance at all times.

Specific site constraints

As indicated before, security and continuity of the operations are an absolute essential. The MRC therefore has to establish particular site rules (see Appendix F) and requires any contractor visiting or operating on site to comply with these rules.

As a bidder for this service contract, you need to be aware of the following requirements:

- staff working on the services provided under this contract will need to undergo an Affiliations Sanctions Check and be cleared;
- attendance on site for maintenance purposes is to be pre-arranged with the Estates Management team, who may need to accompany staff for the duration of their visit;
- visits should be arranged at least 3 months in advance, with confirmation of the visit 7 days prior to the works being carried out;
- work planned to be carried out will require the submission of a risk assessment and method statement relating to the specific task to be undertaken to the Estates Management team for comment;
- any staff engaging in unsafe or inappropriate behaviour will be requested to leave site and may not be allowed to return in the future;
- all information relating to the site, the operations within and to the services provided under this contract are highly confidential and the successful bidder will be asked to ensure that all staff sign their acknowledgement of this in accordance with the Official Secrets Act 1989.

Services provided by the Employer

The Employer will be providing electricity and water as free issue. The contractor's staff are

also allowed to use of welfare facilities, such as Toilets and - if dressed appropriately - the restaurant. The Employer will NOT provide equipment, tools, staff, etc. to enable the Contractor to carry out the works.

KPI

The KPIs applied to these service will be as follows:

ID	KPI Description	Weighting	Score
A	Service visits conducted will match the frequency stated in the 'General Maintenance Requirements' section of the Technical Specification	10	
B	Comprehensive Service visit Reports including location information, serial & model numbers, etc. to be sent in PDF format to MRC within 2 working days of the site visit	5	
C	Service visits to be arranged at least 3 months in advance, with reconfirmation of the visit 7 days prior to the work being carried out.	4	
D	Site specific RAM's to be sent at least 48 hours before site visit (previously supplied RAM's can be updated and reissued).	5	
E	Site visits to be carried out by engineers, familiar with the site (after initial site familiarisation has taken place), ensuring appropriate handover, if staff are leaving, etc.)	4	
F	Compliance to the SLA response times as stated in the 'Call out Requirements' section of the Technical Specification.	30	
G	Cleanliness and tidiness of the site after completion of the works	6	
H	Compliance with emergency attendance as per Technical Specification	20	
I	Compliance to the need to report to the Engineering & Estates Team before starting and leaving site.	10	
K	Compliance with the contractual obligation in relation to 12 months warranty/guarantee for parts fitted and works carried out as part of the service provision.	Pass /fail	
L	Provision of transparent quotes (task order) for remedial/reactive works in relation to any identified faults /failures to be provided within 5 working days.	6	

The scoring criteria will be:

10	Fully compliant with excellent service and workmanship, providing added value by applying proactive approach.
7	Compliant.
5	Minor infringements on delivery of the requirements (for example delay in submitting reports or submitting a quote) not affecting the outcome of the service.
2	Service provision with major flaws in the delivery, causing operational problems and/or requiring a repeat visit to rectify.

The KPI will be reviewed after the first 6 months of the contract and following that annually. Providers, who's total score of the relevant period falls below 70% of the achievable total sum will not be considered for an extension of the contract for a further year.

Any total score falling below 50% is considered to be non-compliant and will trigger the

requirement for the provider to submit a plan of how this issue will be resolved. If this is not provided or satisfactory resolved, clauses 4 (Testing and Defects) and 5 (Payment) of the Conditions of the Contract will be applied.

For full details of the scope of this requirement and all supporting information please review ALL attachments contained within the RFX Attachments tab on the Esourcing Portal.

A full list of all files and folders contained within the RFX Attachments tab can be found below:

Appendix A – Site Layout

Appendix B – Site Rules Induction

Site Visits

You will have the opportunity to arrange additional site visits should these be required. Please note that site visits will only be granted during the dates noted in Section 3 – Timescales.

If you wish to request a site visit, please ensure that this is done via the messaging function in the Esourcing portal. Once your proposed date and time has been confirmed with the client we will confirm this back to you.

During the site visit the host will be unable to answer ANY questions. Should you have further clarification questions from the visit these will need to be taken away and then formally submitted through the Esourcing portal.

Pricing Breakdown

The total estimated value of this contract is £30,000 excluding VAT for the total potential contract duration of 2 years + 1 year optional extension.

The annual estimated value of this contract has been calculated on the basis of:

£2,500.00 per annum Base Value

£10,000.00 per annum provisional allowance for remedial works, call outs and consumable costs.

For the avoidance of doubt the guaranteed value of this contract will be based on the £7,500 per annum base value only. The additional £10,000 per annum provisional is based on previous year's average and is therefore only an indicative sum. This value is not guaranteed and may rise or fall depending on need.

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	SEL1.2	Employment breaches/ Equality
Commercial	PROJ1.1	Health and Safety Policy
Commercial	PROJ1.2	Remedial Orders relating to Health and Safety Executive (or equivalent)
Commercial	PROJ1.3	Conviction of breaching environmental Legislation
Commercial	PROJ1.4	Sub-contractor checks
Commercial	PROJ1.5	Unlawful Discrimination
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	PROJ1.6	Contractors Offer
Commercial	PROJ1.8	Declaration
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of 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	30.00%	100.00%
Quality	PROJ3.2	Managing Continuity	70.00%	5.00%
Quality	PROJ3.3	Delivery of Services		15.00%
Quality	PROJ3.4	Experience, Ability and Risk Mitigation		25.00%
Quality	PROJ3.5	Competency and Approvals		45.00%
Quality	PROJ3.6	Health and Safety		5.00%
Quality	PROJ3.7	Working Environment		5.00%

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

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

Once the evaluation process and due diligence is complete, should the result of the process result in a tied place(s) then the supplier(s) who scored the highest total in the following

quality (PROJ3.7) shall be considered the successful supplier and shall be awarded the opportunity

Quality Question PROJ3.7

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.
- 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](#)