



Invitation to Quote

Questions

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

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UKSBS

Shared Business Services

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 SEQUENCIALLY

COMMERCIAL QUESTIONNAIRE

SEL1.1	Please state the full legal name and address and contact details of the organisation tendering (or organisation acting as lead contact where a consortium bid is being submitted).																									
Bidder guidance	The information should be based on the details of the organisation bidding (or organisation acting as lead contact where a consortium bid is being submitted). This is the legal entity with whom we will Contract if successful.																									
Scoring criteria	For information only																									
Bidder response	<table border="1"> <thead> <tr> <th colspan="2">Table</th> </tr> </thead> <tbody> <tr> <td>Bidders full legal name</td><td></td></tr> <tr> <td>Address line 1</td><td></td></tr> <tr> <td>Address line 2</td><td></td></tr> <tr> <td>Address line 3</td><td></td></tr> <tr> <td>Address line 4</td><td></td></tr> <tr> <td>Town / City</td><td></td></tr> <tr> <td>Country</td><td></td></tr> <tr> <td>Post code (or equivalent)</td><td></td></tr> <tr> <td>Bidder contact</td><td></td></tr> <tr> <td>Telephone No.</td><td></td></tr> <tr> <td>Email</td><td></td></tr> </tbody> </table>		Table		Bidders full legal name		Address line 1		Address line 2		Address line 3		Address line 4		Town / City		Country		Post code (or equivalent)		Bidder contact		Telephone No.		Email	
Table																										
Bidders full legal name																										
Address line 1																										
Address line 2																										
Address line 3																										
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SEL1.2	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;</p> <p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p>
Bidder guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass</p> <p>No – Fail</p> <p>*If you have answered “yes” please provide, as an attachment to this question, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to UK SBS’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>
Scoring Criteria	Mandatory Pass / Fail
Bidder response	Yes / No

PROJ1.1	Please self-certify that your organisation has a Health and Safety Policy that complies with current legislative requirements.
Bidder guidance	The Bidder shall answer Yes or No Yes – Pass No - Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Drop down menu - Yes / No

PROJ1.2	Has your organisation or any of its Directors or Executive Officers been in receipt of enforcement/remedial orders in relation to the Health and Safety Executive (or equivalent body) in the last 3 years?
Bidder Guidance	The Bidder shall answer Yes or No Yes – Fail* No – Pass If your answer to this question is “Yes”, please provide details in a separate Appendix of the enforcement / remedial order and details of any remedial action or changes you have made as a result. UK SBS will not select bidder(s) that have been prosecuted or served notice under Health and Safety Executive (or equivalent body) in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.
Scoring Criteria	Mandatory Pass/Fail
Bidder response	Drop down menu - Yes / No

PROJ1.3	Has your organisation been convicted of breaching environmental legislation, or had any notice served upon it, in the last three years by any environmental regulator or authority (including local authority)?
Bidder Guidance	The Bidder shall answer Yes or No Yes – Fail* No – Pass If your answer to this question is “Yes”, please provide details in a separate Appendix of the conviction or notice and details of any remedial action or changes you have made as a result of conviction or notices served. UK SBS will not select bidder(s) that have been prosecuted or served notice under environmental legislation in the last 3 years, unless the authority is satisfied that appropriate remedial action has been taken to prevent future occurrences/breaches.
Scoring Criteria	Mandatory Pass/fail
Bidder response	Drop down menu - Yes / No

PROJ1.4	If you use sub-contractors, do you have processes in place to check whether any of these organisations have been convicted or had a notice served upon them for infringement of environmental legislation?
Bidder Guidance	The Bidder shall answer Yes or No Yes – Pass No - Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Drop down menu - Yes / No

PROJ1.5	<p>In the last three years, has any finding of unlawful discrimination been made against your organisation by an Employment Tribunal, an Employment Appeal Tribunal or any other court (or in comparable proceedings in any jurisdiction other than the UK)? And/or;</p> <p>In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?</p>
Bidder guidance	<p>The Bidder shall answer Yes or No Yes – Fail* No – Pass</p> <p>*If you have answered “yes” please provide, as an attachment to this question, a summary of the nature of the investigation and an explanation of the outcome of the investigation to date.</p> <p>If the investigation upheld the complaint against your organisation, please use the attachment to explain what action (if any) you have taken to prevent unlawful discrimination from reoccurring.</p> <p>You may be excluded if you are unable to demonstrate to UK SBS’s satisfaction that appropriate remedial action has been taken to prevent similar unlawful discrimination reoccurring.</p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Drop down menu - Yes / No

FOI1.1	<p>FREEDOM OF INFORMATION ACT 2000 (FOI) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR)</p> <p>Information provided in the course of the procurement process may be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004 if requested under an FOI request or EIR request.</p> <p>Please note that some of the information provided may be protected under the FOI Act exemptions and EIR Exceptions. More information on applying the exemptions or exceptions can be found under the Information Commissioners Office (ICO) website http://ico.org.uk</p> <p>Please confirm you have been informed that information provided under this Bid may be disclosed under the FOI Act 2000 and Environmental Information Regulations 2004 and agree to it being published irrespective of submitting a successful or unsuccessful Bid.</p>
Bidder guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass</p> <p>No – Fail</p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

FOI1.2	<p>FREEDOM OF INFORMATION ACT 2000 (FOI) AND / OR ENVIRONMENTAL INFORMATION REGULATIONS 2004 (EIR) EXEMPTIONS</p> <p>Please complete this section <u>only</u> if you have agreed for your information to be disclosed under the FOI Act or EIR in Question FOI1.1.</p> <p>If you have not agreed to your information to be disclosed under the FOI Act or EIR in Question FOI1.1 please complete a field 'N/A' (Not applicable)</p> <p>If you have agreed for your information to be disclosed under the FOI Act or EIR in Question FOI1.1 please tell us what exemptions or exceptions may apply to your information and why? If you are not relying on any exemptions or exceptions please complete each field 'N/A' (Not applicable)</p>	
Bidder guidance	<p>The Bidder shall provide details of their proposed exemptions/exception in the table below.</p> <p>The Bidder (irrespective of submitting a successful or unsuccessful Bid) shall note that if UK SBS believes that the suggested Exemptions or Exceptions have not been applied properly as per the Act or Regulation, UK SBS will disclose the requested information unless another exemption or exception can be applied by UK SBS.</p> <p>Be aware that by completing FOI1.1 and answering 'Yes' you have agreed for UK SBS to disclose the provided information under the Freedom of Information Act 2000 or Environmental Information Regulation 2004, therefore you will not be approached for consent.</p>	
Scoring criteria	For information only	
Bidder response	Confidential Information	Justification for exemption/exception under FOI Act
	Commercially sensitive information	Justification for exemption/exception under FOI Act

AW1.1	<p>FORM OF BID</p> <p>I declare that to the best of my knowledge the answers submitted in this ITQ are correct. I understand that the information will be used in the process to assess my organisation's suitability to be invited to bid for UK SBS's requirement and I am signing on behalf of my organisation. I understand that the Contracting Authority may reject this ITQ if there is a failure to answer all relevant questions fully or if I provide false/misleading information.</p> <p>I understand that the Government's transparency agenda requires that sourcing documents, including ITQ templates such as this, are published on a designated, publicly searchable web site, and, that the same applies to other sourcing documents issued by UK SBS, including the ITQ, and any contract entered into by UK SBS or its customers with its preferred supplier once the procurement is complete.</p> <p>By submitting a response to this ITQ I agree that our participation may be made public.</p> <p>I understand that the answers given in this response will not be published on the web site (but may fall to be disclosed under Freedom of Information Act 2000 or Environmental Information Regulations 2004).</p> <p>By submitting a response to this ITQ I agree and accept the justification for the Contracting Authority's evaluation criteria.</p> <p>By submitting a response to this ITQ I agreed and accept that UK SBS reserves the right to change without notice the procedure for awarding the Contract, to reject any or all bids for the Contract, to stop the process and not award the Contract (in whole or in part) at any time without any liability on its part.</p> <p>By submitting a response to this ITQ I agree and accept that nothing in this process is intended to form any express or implied contractual relationship between the Parties unless and until a Contract is awarded. UK SBS is not liable for any costs resulting from cancellation of this process nor any costs incurred by Bidders taking part in this procurement process.</p> <p>I understand that where sourcing documents issued by UK SBS or contracts with its suppliers fall to be disclosed UK SBS will redact them as it thinks necessary, having regard (inter alia) to the exemptions/exceptions in the FOIA or EIR.</p>
Bidder	The Bidder shall answer Yes or No

guidance	Yes – Pass No – Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

AW1.3	<p>CERTIFICATE OF BONA FIDE BID</p> <p>The essence of procurement is that the customer shall receive bona fide competitive Bids, from all those Bidding. In recognition of this principle, we certify that this is a bona fide bid, intended to be competitive and that we have not fixed or adjusted the amount of bid by or under or in accordance with any agreement with any other person.</p> <p>We also certify that we have not done and we undertake that we will not do at any time before the hour and date specified for the return of this bid any of the following:</p> <ul style="list-style-type: none"> (a) Communicate to a person other than the person calling for these bids the amount or approximate amount of the proposed bid, except where the disclosure, in confidence, of the approximate amount of the bid was necessary to obtain insurance premium quotations for the preparation of the bid; (b) Enter into any agreement or arrangement with any other person that he shall refrain from bidding or as to the amount of any bid to be submitted; (c) Offer to pay or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or have caused to be done in relation to any other bid or proposed bid for the said supply / service any act or thing of the sort described above. <p>In this certificate, the word "person" includes any persons and any body or association, corporate or unincorporated, and any "agreement or arrangement" includes any such transaction, formal or informal, and whether legally binding or not.</p> <p>We acknowledge that UK SBS will be entitled to cancel the contract and to recover from us the amount of any loss resulting from such cancellation if we or our representatives (whether with our without our knowledge) shall have practiced collusion in Bidding for this contract or any other contract with UK SBS or shall employ any corrupt or illegal practices either in the obtaining or execution of this contract or any other contract with UK SBS.</p> <p>We agree that UK SBS may disclose the Bidders information/documentation (submitted to UK SBS during this Procurement) more widely within Government for the purpose of ensuring effective cross-Government procurement processes, including value for money and related purposes.</p>
Bidder guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass</p> <p>No – Fail</p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

AW3.1	<p>In the event of a Bidder successfully providing the most advantageous offer to UK SBS against a procurement requirement, the Bidder is expected to provide an answer to the attached questions as a validation check prior to the award of any Contract.</p> <p>If the Bidder fails to meet UK SBS' expectations we reserve the right to not award the Contract to the relevant Bidder and either award to the Bidder with the second most advantageous response or run a new procurement.</p> <p>The validation check document is located in RFx Attachments and attached to this question.</p> <div data-bbox="483 689 550 750" data-label="Image"> </div> <p>AW3.1 ITQ Validation check.pdf</p>
Bidder guidance	<p>The Bidder is not required to complete the validation check at this stage but will be required to respond to the questions in the event of providing the most advantageous offer to UK SBS against a procurement requirement.</p> <p>Yes – Pass</p> <p>No – Fail</p>
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes I have understood that I need to complete the validation check in the event of providing the most advantageous offer to UK SBS against a procurement requirement.

AW4.1	Please confirm your acceptance of the attached Contract Terms.
Bidder guidance	The Bidder shall answer Yes, No with justification or No Yes – Pass No with justification –Pass. See question AW4.2 for details of what amounts to a valid justification. No – Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Drop down menu - Yes, No with justification, No

PROJ1.6	Please confirm you have completed and attached a copy of the NEC3 Short Contract Contractors Offer.
Bidder Guidance	The Bidder shall answer Yes with attachment , or No Yes with attachment – Pass No – Fail
Scoring Criteria	For Information Only
Bidder Response	Yes / No

PROJ1.7	Please confirm you have attended a site visit for this requirement.
Bidder Guidance	Bidder shall confirm Yes or No
Scoring Criteria	For More Information Only
Bidder Response	Yes / No

PROJ1.8	Please confirm that you understand that by submitting your completed bid response, should you be awarded this contract, the
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	<p>pricing and servicing elements submitted will be non-negotiable. There will be no allowance for lack of information or understanding of requirement.</p> <p>Should you be awarded this Contract without having visited site and then find that there will be additional costs due to under estimation or misunderstanding of the complexities of service that you have not allowed for / fully investigated, these will have to be covered by your company at no re-charge to the customer.</p> <p>For this reason we strongly advise that you have visited site and submitted any clarification questions to gain complete clarity of these Services</p>
Bidder Guidance	<p>The Bidder shall answer Yes or No</p> <p>Yes – Pass</p> <p>No - Fail</p>
Scoring Criteria	Mandatory Pass / Fail
Bidder Response	Yes / No

PRICE QUESTIONNAIRE


AW5.2	<p>Bidders are required to complete the Excel Pricing Schedule attached in the Bidder Response section.</p> <p>All prices shall be exclusive of VAT.</p> <p>All costs appearing elsewhere in the Bid but not mentioned in this Pricing Schedule shall be presumed waived.</p>																								
Bidder guidance	<p>Bidders shall confirm they have completed the Pricing Schedule.</p> <p>The scoring methodology for this question shall be:</p> <p>The lowest price for a response which meets the pass criteria shall score 100.</p> <p>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.</p> <p>Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50</p> <p>In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: Score/Total Points multiplied by 50 (80/100 x 50 = 40)</p> <p>The lowest score possible is 0 even if the price submitted is more than 100% greater than the lowest price.</p> <p>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 lowest score possible is 0.</p> <p>For example, assuming the lowest bid is £100,000.</p> <table><tr><th>Bid Price</th><th>Differential to the lowest price which meets the mandatory pass criteria</th><th>Score</th></tr><tr><td>£100,000</td><td>0</td><td>100</td></tr><tr><td>£120,000</td><td>20%</td><td>80</td></tr><tr><td>£140,000</td><td>40%</td><td>60</td></tr><tr><td>£150,000</td><td>50%</td><td>50</td></tr><tr><td>£175,000</td><td>75%</td><td>25</td></tr><tr><td>£200,000</td><td>100%</td><td>0</td></tr><tr><td>£300,000</td><td>200%</td><td>0</td></tr></table>	Bid Price	Differential to the lowest price which meets the mandatory pass criteria	Score	£100,000	0	100	£120,000	20%	80	£140,000	40%	60	£150,000	50%	50	£175,000	75%	25	£200,000	100%	0	£300,000	200%	0
Bid Price	Differential to the lowest price which meets the mandatory pass criteria	Score																							
£100,000	0	100																							
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£140,000	40%	60																							
£150,000	50%	50																							
£175,000	75%	25																							
£200,000	100%	0																							
£300,000	200%	0																							
Scoring criteria	Maximum Marks 30%																								

Bidder response	Yes
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PROJ2.1	Bidders are asked to provide a schedule of rates for call outs. Please note; call out rates are to be fixed for the duration of this contract.
Bidder guidance	Bidders are required to provide a schedule of rates for call outs which will be fixed for the duration of this contract. An attachment is allowed for this question. The Bidder shall make a declaration that they have provided the requested information in the form and content as required.
Scoring criteria	For Information Only
Bidder response	Text

PROJ2.2	Bidders are asked to provide a full breakdown of the service costs that have been confirmed within question AW5.2.
Bidder guidance	Bidders are required to provide a full breakdown of the service costs that have been confirmed within question AW5.2. Bidders must ensure that their breakdown includes all service levels noted within the Invitation to Quote documentation, supporting attachments and any subsequent clarification of documentation. An attachment is allowed for this question. The Bidder shall make a declaration that they have provided the requested information in the form and content as required.
Scoring criteria	For Information Only
Bidder response	Text

AW5.5	UK SBS are committed to delivering payments to suppliers within the timescales stated within our Contract terms and intend to embrace e-invoicing. There are a number of options for suppliers to choose from outlined in the attached FAQ. Please confirm your acceptance of e-payment.
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	 AW5.5 ISupplier fact sheet.pdf ISupplier
Bidder guidance	The Bidder shall answer Yes or No Yes - we will utilise an e-invoicing option - Pass No - we will not utilise an e-invoicing option - Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

AW5.6	Please confirm if you are successfully awarded this contract your implementation team will work with UK SBS to ensure that e-invoicing is established within 28 days of Contract award by UK SBS.
Bidder guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

QUALITY QUESTIONNAIRE

AW6.1	Please confirm your compliance to the requirements of Section 4 Specification
Bidder guidance	The Bidder shall answer Yes or No Yes – Pass No – Fail
Scoring criteria	Mandatory Pass / Fail
Bidder response	Yes / No

PROJ3.1	Please provide an overview of the resources you expect to use to undertake the delivery of the service contracts.
Bidder Guidance	<p>Bidders are asked to provide an overview of the resources that they expect to use to undertake the delivery of this service contract.</p> <p>Within your response we would expect you to identify the following areas as a minimum:</p> <ul style="list-style-type: none"> Proposed organisational chart which highlights responsibilities, reporting lines and details of the key staff expected to undertake the works Identification of any third party sub-contractor resource. <p>An attachment is allowed for this question.</p> <p>The Bidder shall make a declaration that they have provided the requested information in the form and content as required.</p>
Scoring Criteria	For Information Only
Bidder Response	Text

PROJ3.2	Please provide details of how you plan to manage continuity through team members for the duration of this contract.
Bidder Guidance	<p>Bidders are asked to provide details of how they plan to manage continuity through team members for the duration of this contract.</p> <p>As a minimum we require your response to contain the following information:</p> <ul style="list-style-type: none"> Within your appointment decisions please identify the appropriate experience that your key members would bring to this project Cover for staff absence

	<ul style="list-style-type: none"> • Dissemination of information / amendments • Procedures and practises • Management and information dissemination with any third party sub-contractors <p>An attachment is allowed for this question.</p> <p>Maximum word count: 400 words. Bid responses over 400 words will only be scored based on the words within the prescribed limit.</p>
Scoring Criteria	<p>Scoring is based on the 0 to 100 scoring methodology.</p> <p>Maximum Marks 3.50%</p>
Bidder Response	Free Text

PROJ3.3	Please provide an overview of the processes that you will undertake in the delivery of servicing to ensure that the necessary quality levels are maintained in accordance with 'original equipment manufacturers' servicing requirements.
Bidder Guidance	<p>Bidders are asked to provide an overview of the processes that they will undertake in the delivery of servicing to ensure that the necessary quality levels are maintained in accordance with 'original equipment manufacturers' servicing requirements</p> <p>An attachment is allowed for this question.</p> <p>Maximum word count: 400 words. Bid responses over 400 words will only be scored based on the words within the prescribed limit.</p>
Scoring Criteria	<p>Scoring is based on the 0 to 100 scoring methodology.</p> <p>Maximum Marks 10.50%</p>
Bidder Response	Free Text

PROJ3.4	Please provide an overview of how you will ensure that the relevant level of experience, ability and risk mitigation is managed throughout the servicing of the included M&E systems within both the Laboratory environment and complex animal facilities.
Bidder Guidance	<p>Bidders are asked to provide an overview of how they will ensure that the relevant level of experience, ability and risk mitigation is managed throughout the servicing of the included M&E systems within both the laboratory environment and complex animal facilities.</p> <p>An attachment is allowed for this question.</p> <p>Maximum word count: 600 words. Bid responses over 600 words will only be scored based on the words within the prescribed limit.</p>

Scoring Criteria	Scoring is based on the 0 to 100 scoring methodology. Maximum Marks 17.50%
Bidder Response	Free Text

PROJ3.5	Please provide evidence of competency and approvals for servicing the specific plant and equipment as listed within the 'Request for Quotation' documentation and all supporting attachments.
Bidder Guidance	<p>Bidders are asked to provide evidence of competency and approvals for servicing the specific plant and equipment as listed within the 'Request for Quotation' documentation and all supporting attachments.</p> <p>Your response should cover the following areas:</p> <ul style="list-style-type: none"> • Understanding of our requirement • Ordering / Lead time / Installation spares • Procurement route for access to essential/critical manufacturer spares <p>An attachment is allowed for this question.</p> <p>Maximum word count: 800 words. Bid responses over 800 words will only be scored based on the words within the prescribed limit.</p>
Scoring Criteria	Scoring is based on the 0 to 100 scoring methodology. Maximum Marks 31.50%
Bidder Response	Free Text

PROJ3.6	Please detail how you will ensure that health and safety matters are identified, addressed and mitigated against.
Bidder Guidance	<p>Bidders are asked to detail how they will ensure that health and safety matters are identified, addressed and mitigated against for the duration of these services.</p> <p>Bidders are asked to include RAMS within their response.</p> <p>An attachment is allowed for this question.</p> <p>Maximum word count: 400 words. Bid responses over 400 words will only be scored based on the words within the prescribed limit.</p>
Scoring Criteria	Scoring is based on the 0 to 100 scoring methodology. Maximum Marks 3.50%
Bidder Response	Free Text

PROJ3.7	Please provide details of how you plan to manage the working conditions within the MRC Harwell environment.
Bidder Guidance	<p>Bidders are asked to provide details of how they plan to manage the working conditions within MRC Harwell.</p> <p>Your response should cover the following areas:</p> <ul style="list-style-type: none"> • Cleaning and Management of areas you would be working within and walking through • How you will manage not impeding on the working environment <p>An attachment is allowed for this question.</p> <p>Maximum word count: 400 words. Bid responses over 400 words will only be scored based on the words within the prescribed limit.</p>
Scoring Criteria	<p>Scoring is based on the 0 to 100 scoring methodology.</p> <p>Maximum Marks 3.50%</p>
Bidder Response	Free Text