



# Invitation to Quote

**Invitation to Quote (ITQ) on behalf of Medical Research Council**  
**Subject UK SBS Design services for Keneba Accommodation (The**  
**Gambia)**

**Sourcing reference number FM 16037**

**UK Shared Business Services Ltd (UK SBS)**  
**[www.uksbs.co.uk](http://www.uksbs.co.uk)**

Registered in England and Wales as a limited company. Company Number 6330639.  
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VAT registration GB618 3673 25  
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**UKSBS**  
  
**Shared Business Services**

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# **Section 1 – About UK Shared Business Services**

## **Putting the business into shared services**

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

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

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

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

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

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

## **Our Customers**

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

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

## Our Procurement ambition

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

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

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

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

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

UK SBS Procurement’s unique selling points are:

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

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

**John Collington**

**Former Government Chief Procurement Officer**

## Section 2 – About Our Customer

### Medical Research Council

The Medical Research Council is a publicly-funded organisation dedicated to improving human health.

The organisation supports research across the entire spectrum of medical sciences, in universities and hospitals, in its own units, centres and institutes in the UK, and in our units in Africa.

#### Supporting scientists

- Around 5,700 research staff are supported by the MRC, either employed directly in our institutes and units or funded through grants and fellowships.
- We spent £86m on training awards for postgraduate students and fellows in 2011/12, including those in the MRC's own institutes and units.
- At March 2012 there were around 1,900 MRC-funded PhD students and around 400 MRC fellows in higher education institutes and MRC research establishments.

#### Research examples

- The benefits of MRC research have a national and global impact; from infections in Africa, stem cell advances that can potentially combat brain and heart diseases and improvements in the design of tests for treatments. As well as more and better healthcare, medical research can lead to wider impacts; many millions more lives saved, a vastly improved quality of life and hence a more productive workforce and economic benefits to nations.
- MRC researchers have found markers for cancer cells that may help detect thousands of new cases of cancer a year. The markers are already part of an MRC-developed device that screens for cancer of the oesophagus, are being trialled for cervical cancer screening and could potentially be used in a test for bowel cancer.
- The NHS newborn hearing screening programme, introduced in 2002, improves the early detection of hearing impairment in babies, allowing earlier and more effective treatment for the 900 babies born each year in the UK with permanent hearing loss.
- An estimated 73,000 adults are living with HIV in the UK, according to 2006 figures, but around a third of those people haven't been diagnosed and don't know they're infected. Black and ethnic minority populations accounted for just over half of all 7,000 new cases in 2006. Among many other aspects of HIV research, such as the molecular basis of the condition, treatments and diagnosis, MRC scientists are also researching social and behavioural factors.

<http://www.mrc.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	Medical Research Council 2nd Floor, David Phillips Building Polaris House North Star Avenue Swindon SN2 1FL
3.2	Buyer name	Khush Vadher
3.3	Buyer contact details	<a href="mailto:FMPProcurement@uksbs.co.uk">FMPProcurement @uksbs.co.uk</a> 01793 867000
3.4	Estimated value of the Opportunity	£75,000.00 Total Value of opportunity
3.5	Process for the submission of clarifications and Bids	<b>All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available <a href="#">here</a>. 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.</b>

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	29/04/2016 Contracts Finder
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	09/05/2016 11:00
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	13/04/2016 17:00
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	16/05/2016 17:00
3.11	Anticipated rejection of unsuccessful Bids date	27/05/2016
3.12	Anticipated Award date	27/05/2016
3.13	Anticipated Contract Start date	27/05/2016
3.14	Anticipated Contract End date	27/05/2018
3.15	Bid Validity Period	60 Days

## Section 4 – Specification

### INTRODUCTION

Established in The Gambia in 1947, the MRC is the UK's single largest investment in medical research in a developing country. The Unit's research focuses on infectious diseases of immediate concern to The Gambia and the continent of Africa, with the aim of reducing the burden of illness and death in the country and the developing world as a whole.

The research portfolio of the Unit spans basic scientific research (immunology, microbiology, virology and molecular biology), clinical studies, large epidemiological studies and intervention trials. The field and laboratory-based work draws on excellent research and clinical facilities and attracts international funding. The Unit has an established staff complement of about 200 scientists, clinicians and senior administrative staff from many parts of the world, as well as hosting many visiting researchers, and over 500 support staff. There are field sites upcountry – Basse, Keneba and Walikunda (in The Gambia) – each in a different ecological setting, providing varied research opportunities.

Keneba Field Station is the home of the International Nutrition Group, which was integrated to the MRC The Gambia in 2014. It has a very long history of working with the local population and has become an integral part of the local life.

The International Nutrition Group has close association with a number of high profile organisations, such as the London School for Hygiene and Tropical Diseases and the Bill and Belinda Gates Foundation. These associations have formed scientific collaborations and working relationships, which benefit the scientific progress on the improvement of Human Health.

Additionally, there are increasing activities in relation of teaching and PhD projects, which take place in the newly refurbished and expanded laboratory and clinical facilities.

All of the aforementioned require appropriate housing for visiting fellows, researchers, PhD students as well as staff from Fajara, UK and elsewhere. This is what this project is to provide.

### LOCAL INFORMATION

#### *General*

The Republic of Gambia (or The Gambia) is a small West-african country, which is almost entirely surrounded by Senegal bar a short strip of Atlantic coast.

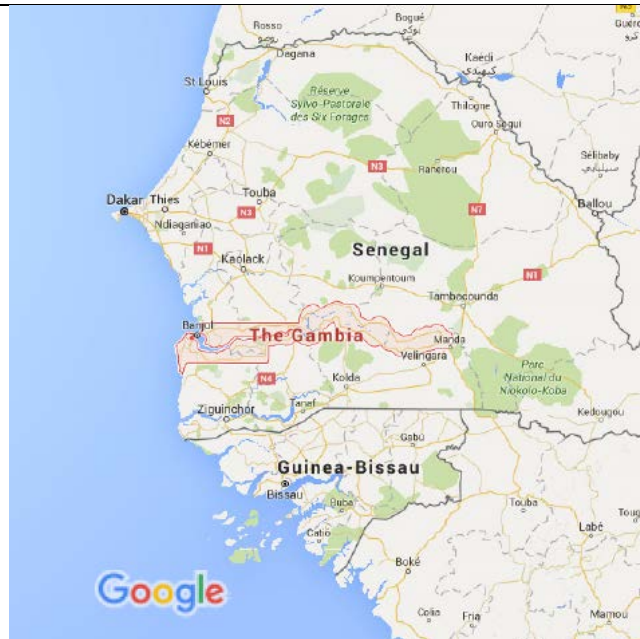


Figure 1 - Location of The Gambia

It is English speaking and the local currency is the Dalasis. The Gambia has a growing tourist industry and at the coast there are a good standard hotels available. Flights are available throughout the year via Brussels Airlines, Titan Airways (during dry season), Royal Air Maroc and Vueling (although most of these are not direct flights from the UK).

Entry at The Gambia is via a VISA, which is provided upon entry to the country. The MRC will provide the contractor with invitation letters, which will allow to bring in tools, etc. by travel (other than the shipping of the materials).

The MRC Field station in Keneba is located approximately 2-3 hours drive from Banjul in a relatively remote community. Access is good for travel and transport, but there is little or no hotel and/or restaurant in the area of Keneba.

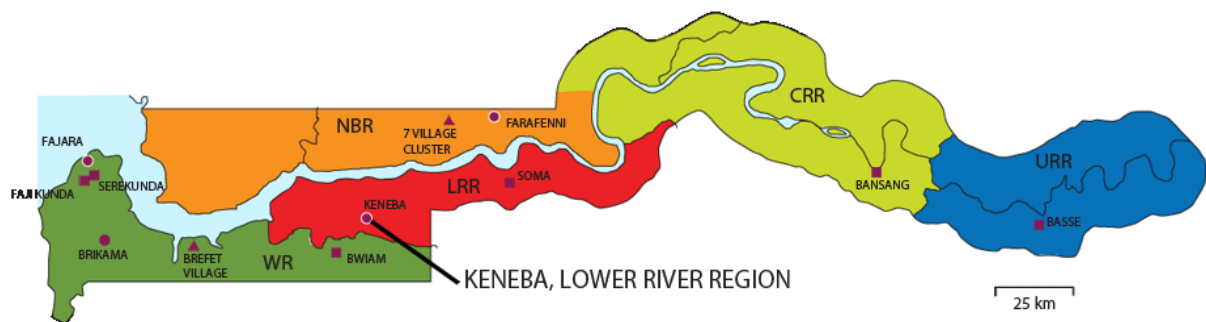


Figure 2 - Location of MRC Keneba Field Station

*Vaccinations, etc.*

The Gambia is a country in which Malaria is an issue. By planning the visit to the country, the NHS web site at [www.fitfortravel.nhs.uk/destinations/gambia.aspx](http://www.fitfortravel.nhs.uk/destinations/gambia.aspx) provides up to date information on health issues and immunisations.



## *Climate*

The Gambia has a sub-tropical climate with two distinct seasons (dry and wet season). The dry season generally starts in October and ends around mid-June each year. Fanned by the north-east trade winds the average daytime temperature along the coast is 24 Centigrade / 75.2 Fahrenheit. The average daytime temperature for the whole country is 32°C / 91°F.

In the evenings the temperature drops to around 16°C / 60°F. Along the western part of the country, known as the Kombos, temperatures are moderated by the Atlantic Ocean with less seasonal and daily variability in daytime temperatures. There are about 9 hours of sunshine everyday with virtually clear skies during the dry spell.

Between January to May the humidity level is at 50-60%. This period is characterised by several phases. The first half of this period is generally cool and dry and the early stages can sometimes be marked by cloudy days but no rain and there is considerable cooling off in the evening. The second half is marked by very cool, dry winds in the evenings and warm sunny days on the coast and at the capital.

The other distinct climatic season is the rainy season, known locally as "Nawet", which is caused by the summer heat causing the air in the Sahara to rise thus creating an area of low pressure which encourages monsoons as it meets with the north east trade winds coming from the Atlantic Ocean in an inter-tropical front. Fog can occur off the coast when the relatively warm Guinea stream meets the cooler Canary current. This rainy period starts around the middle of June and ends around the middle of October with August being the wettest month of the year. Relative humidity levels can rise to 95% and temperatures can reach a skin tingling 43 Celsius / 109.4 Fahrenheit.

The annual precipitation in most parts of the country is around 51 inches (1,296 Millimetres) and sunny periods occur on most days. The storms are very often short and spectacular as huge volumes of rain descend on the land transforming from brown parched patches to a rich green landscape of foliage. Normally the cloudbursts occur during the night time and when they occur during the day they are short-lived leaving clear blue skies.

## **THE PROJECT**

The MRC has awarded funds for the design and construction of the new site accommodation in Keneba. This will provide 12 en-suite bedrooms with shared kitchen and community/living area within the camp site. The scope of the works tendered for under this opportunity relates to the design development under RIBA 3 and 4 as well as support of the local team during the construction. Details of the scope of work can be found further on in this document.

## *Project Governance*

MRC The Gambia has a Project Monitoring Board (PMB) which oversees the various projects that are undertaken in the Unit. This board will be monitoring the progress and discuss any issues surrounding aspects of the design. However, there are specific roles, which have authority for the project:

### Senior Responsible Owner (SRO)

The SRO is accountable for the overall project. He will chair the Project Board Meeting and has the ultimate authority for decisions in relation to the project.

The SRO at this project is the Director of the MRC The Gambia, [\(to be advised to winning bidder\)](#). He is

also the Chair for the Project Monitoring Board.

#### Senior User (SU)

The SU is responsible for the establishment and definition of the requirements and the definition of the benefits of this project. The SU is acting as the user representative and provides the link between the designer and the users (both ways).

The SU is responsible for confirming that the designers have interpreted the user requirements correctly and for ensuring that no change throughout the project will impact on the delivery of the requirements.

The Senior User on this (to be advised to winning bidder). .

#### Project Manager (PM)

The MRC The Gambia unit has appointed a Project Manager, who will be responsible for producing update reports for the PMB and support the SRO and SU in their responsibilities for this project. The PM will be working closely with the designers to ensure that excellent communication is maintained between all involved parties of the project. The Project Manager for this Project is (to be advised to winning bidder). , who is also member of the Project Monitoring Board.

#### *Project Scope*

The project is concerned with the design and construction of the new visitor accommodation at Keneba Field station in The Gambia. In the current phase of the project we are seeking to develop a full design for tendering purposes.

### USER REQUIREMENTS

#### *General*

The MRC has commissioned some work to establish a concept design for this accommodation, which can be found in Appendix B. This has been developed on the basis of the established User Requirements, but in the following these are described in more general terms.

#### *Requirements*

It should be noted, that the initial design concept (see Appendix B) has been approved by the Users and should be the basic principle for any further development. This does not mean that there is no room for improvement, but it needs to be justified and provide good value for money.

The accommodation needs to provide accommodation for initially 12 visitors (based on a double bedroom size with en-suite facilities). The building is to provide shared cooking and living/socialising area.

#### *Design Aspirations*

The rooms are aimed at visitors, which will stay for short to medium term (ie between 1 night and 3-5 months). Rooms need to be airy, cool, enable the visitors to store their clothing and personal items and accommodate a seating (chair) and small working area (desk). All rooms have to be en-suite providing toilet, wash hand basin and shower facility. The rooms need to be lockable.

The shared facilities should invite to socialise and allow the visitors to cook, eat and relax outside the work environment. Keneba prides itself on having a very inviting, family feel to it and aims to include its visitors to this.

Additionally, the final design should follow the aspirations identified below.

- a) The design of the facility should fit seamlessly in the surrounding environment of the site, but also provide a focal point for the science /research area of the site (see Appendix A).
- b) With a focus on working in Africa on diseases, which present a huge burden to the African population and providing training to African scientists it is desirable to have architecture with African influences.
- c) The interior should be connected to the outside (windows), providing natural light, but allow shading (when required) and avoiding heat gain from the external environment.

The bidders are invited to include a certain amount of landscape design surrounding the facility in order to improve the facility both in terms of sustainability (providing shade?) and developing a pleasant living environment.

### *Sustainability*

The MRC The Gambia prides itself on providing high standard facilities, both in relation to research, administration and accommodation. It requires a high standard of design and workmanship in order to produce reliable diagnostic and research data. This also relates to stable temperature, humidity, pressure, lighting, security and so on.

In a climate, such as what the MRC unit in The Gambia experiences these conditions are even more difficult to achieve. However, we require the designers and subsequently the contractor to adhere to the following principles:

- a) The facility should be as energy efficient as possible. This will require a review of renewable energy sources as to put a minimum pressure on the overall power system at the site at Keneba as well as minimise the costs for running the facilities.
- b) The facility should be as environmentally friendly as possible. The facility must have safe disposal of water and sewage, and the design should avoid or make minimum use of any materials or technologies, which are considered to be damaging to the environment.
- c) The Gambia has little engineering skills available and procurement of technical equipment is costly. Complex and costly plant, which requires import from the UK or other western countries and cannot be locally serviced or repaired must be avoided. The MRC The Gambia has therefore developed the following key design principles for any facility, which is constructed in the MRC The Gambia. *Materials and equipment used must be procured, installed/constructed and maintained within the Gambia.* This requires simple, but effective design solutions, some of which the MRC The Gambia has already applied in some of their developments.
- d) The facilities need excellent insulation. It is MRC experience that well insulated facilities greatly reduce the heat gain from the external area and reduce the need for cooling significantly.

### *Procurement Route*

As the requirement for the choice of local material and construction methods indicates, it is the intention to procure the works from within The Gambia. The contract form used for this will be the

FIDIC short form of contract with a traditional procurement.

This means that the design and specifications must be at a RIBA stage 4 level and a relevant tender package will be required to be put together by the design team.

There will be no requirement for a Principal Designer role on this project.

## **SCOPE OF WORKS**

The scope of works required from the successful bidder is based on the RIBA Plan of Work Stages<sup>1</sup> with a traditional procurement route in mind. In the following the particular aspects of the RIBA stages will be touched upon, however the bidders have to assume the relevant requirements for each stage to apply.

### ***RIBA Stage 3***

Prepare the Developed Design, including coordinated and updated proposals for structural design, building services systems and outline specifications ready for preparation of more detailed cost estimate (+/-15%). All relevant required surveys should have been carried out at this point to inform the Developed Design.

Prepare a sustainability strategy, maintenance and operational strategy and provide a handover strategy. Review and revise the risk register and the Construction Strategy.

Any revision work to be undertaken as a result of the cost estimate for the Developed Design (Value Engineering, etc.) needs to be carried out prior to sign off.

**Output:** ***Developed Design, including coordinated architectural, structural & M&E design and specifications, signed off by SRO and SU - Electronic PDF & DWG format is required.***

***Updated Sustainability strategy - Electronic PDF format is required.***

***Updated Maintenance and Operational Strategy - Electronic PDF format is required.***

***Updated Risk register - Excel format is required.***

### ***RIBA Stage 4***

Prepare the Technical Design in accordance with the established principles and agreed details to enable a procurement of a traditionally tendered works contract.

This should include coordinated detailed architectural, structural, M&E design and specifications. An element of this package should be the Handover and project completion strategy, including (if required) a commissioning strategy and Health & Safety plan.

The sustainability strategy, Maintenance and Operational Strategy and construction strategy should be finalised for the sign off by the SRO and SU for submission with the tender documentation.

**Output** : ***Technical Design, including coordinated architectural, structural & M&E design and specifications, signed off by SRO and SU - Electronic PDF & DWG format is required.***

***Final Sustainability strategy, signed off by SRO and SU - Electronic PDF***

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<sup>1</sup> [www.ribaplanofwork.com](http://www.ribaplanofwork.com)

*format is required.*

***Final Maintenance and Operational Strategy, signed off by Head of Facilities, SRO and SU - Electronic PDF format is required.***

***Updated Risk register - Excel format is required.***

***Final Construction Strategy, signed off by Head of Facilities, SRO and SU - Electronic PDF format is required.***

### ***RIBA Stage 5***

The successful bidder will be required to continue technical support to the project team and local contractor as well as undertake the final snagging of the works.

This will include:

- responding to technical queries by the contractor or project manager by phone and/or email
- amendments of drawings as a result of change
- advise on commissioning plans and/or issues
- potentially final visit for handover inspection

### **PROGRAMME**

The provisional programme dates for the above project is shown below:

Task	Start	Complete
Designers to visit site and progress RIBA 3	01.06.2016	15.06.2016
Completion RIBA 3 & sign off		30.09.2016
RIBA 4 & sign off	01.10.2016	30.10.2016
Construction tender	01.11.2016	30.11.2016
Construction	01.12.2016	30.10.2017

### **Invoicing**

In addition to e-invoicing, copies of all invoices are to emailed to a designated email address within MRC. The successful supplier will be provided the email.

The Contract duration shall be for a period of 1 years commencement of the Contract.

## 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

### Pass / fail criteria

Questionnaire	Q No.	Question subject
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Price	AW5.6	Implementation of E-Invoicing
Quality	AW6.1	Compliance to the Specification

final score of 5.33 ( $5+5+6=16 \div 3 = 5.33$ )

### 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	20%
Quality	PROJ2.1	Appropriate design and specification	30%
Quality	PROJ2.2	Development of the maintenance strategy	20%
Quality	PROJ2.3	Design to suit tender exercise	20%
Quality	PROJ2.4	Managing Risks	10%

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

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](#)

## **Appendix A – Tender Specification**

The following Appendix A – Tender Specification can be found within the Esourcing portal, under the RFX attachments tab.

- Visitor Accommodation Ground Floor Layout
- Visitor Accommodation First Floor Layout
- Visitor Accommodation Elevations Layout
- Site Plan Layout
- Site Plan Layout 2