

Request for Proposal



Request for Proposal (RFP) on behalf of **The Medical Research Council**

Subject: **Hard Services**

Sourcing reference number: **FM16103**

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. 2013

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 / about this procurement</u>
5	<u>Evaluation model</u>
6	<u>Selection and award questionnaires</u>
7	<u>General Information</u>
Appendix 'A'	Glossary of Terms

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

Medical Research Council (MRC)

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.

Section 3 – Contact details		
3.1	Customer Name and address	The Medical Research Council Laboratory of Molecular Biology Francis Crick Avenue Cambridge Biomedical Campus Cambridge CB2 0QH
3.2	Buyer	Nicola Turner
3.3	Buyer contact details	Nicola.Turner@UKSBS.co.uk 01793 867301
3.4	Estimated value of the Opportunity	£450,000.00 Excluding VAT
3.5	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: £100,000.00 per annum Base Value £50,000.00 per annum provisional allowance for remedial works, call out costs.
3.6	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 posting of Contract advert to OJEU.	Friday 9 th September 2016
3.7	Date RFP available to Bidders	Monday 12 th September 2016
3.8	Site Visits <i>We strongly recommend that you attend a Site Visit in order to gain complete clarity of our requirements and the environment that you will be working in.</i>	<ul style="list-style-type: none"> Thursday 22nd September – 08:00 – 12:00 Thursday 6th October – 08:00 – 12:00 <p><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></p>
3.9	Latest date / time RFP clarifications should be sent be received through Emptoris	Monday 10 th October 2016 11:00 AM
3.10	Latest date / time RFP clarification answers should be sent to all	Wednesday 12 th October 2016 14:00 PM

	potential Bidders through Emptoris	
3.11	Closing date and time for Bidder to request RFP documents	Thursday 13 th October 2016 14:00 PM
3.12	Closing date and time for Bidder to submit their response ('the deadline').	Monday 17 th October 2016 11:00AM
3.13	Notification of proposed Contract award to unsuccessful bidders	Estimated Wednesday 2 nd November 2016
3.14	Anticipated Contract Award Date	Estimated Monday 14 th November 2016
3.15	Commencement of Contract	1 st January 2017
3.16	Bid Validity Period	90 Days

Section 4 – Specification and about this procurement

Background – The MRC Laboratory for Molecular Biology (LMB)

The MRC Laboratory of Molecular Biology (LMB) is a world-class research laboratory, dedicated to understanding important biological processes at the molecular level with the goal of using this knowledge to tackle major problems in human health and disease.

The LMB is one of the birthplaces of modern molecular biology. Many techniques were pioneered at the laboratory, including DNA sequencing, methods for determining the three-dimensional structure of proteins and the development of monoclonal antibodies.

Over the years, the work of LMB scientists has attracted ten Nobel prizes, many Royal Society awards and numerous other scientific honours.

The LMB building is a state of the art laboratory facility, which was completed in 2012, it has a floor area of 32,700m² (GIA) and accommodates over 660 staff. It has specialist research facilities with a highly complex engineering system to enable the ground-breaking science and allow flexibility to support future scientific developments.

To support the scientific requirement, the LMB building has a vast amount of plant room areas, located within the energy centre, plant towers and interstitial floors. Complexity of the design of the engineering systems was demonstrated during the commissioning of the building, which took over 18 months to completely balance the system adequately for use by the scientists. The systems are still undergoing post-occupancy evaluations to ensure that resilience and efficiency requirements are all appropriately in place.

The facility houses laboratories that require in-depth specialist knowledge of their critical requirements to ensure appropriate standards are maintained. Areas are subject to specific legislative regulations, such as the HSE requirements for Containment Level 2 and 3 Laboratories, the Home Office requirements for licensed areas [under the Animals (Scientific Procedures) Act] for animal holding and experimentation, and Environment Agency requirements for facilities employing the use of radioisotopes. In the case of the Animal facilities, if their environmental requirements cannot be maintained, the facilities would be closed by the Home Office.

These and other facilities, such as the laboratories containing the Krios electron microscopes, mass spectrometers and nuclear magnetic resonance equipment have very specific and stringent operational requirements including tightly controlled environmental conditions (temperature, humidity, pressure control, air change rates, lighting levels etc) whilst needing to be kept free from sources of vibration, noise and electro-magnetic interference.

Such specialist laboratory areas are highly sensitive to any deviation from the established norm for their environment and changes can not only have devastating consequences for the research carried out, but for the safety of staff working in the vicinity of these rooms.

The LMB manages a separate animal facility (**ARES**) 6'715m² which is located on the Babraham Institute facility just outside of Cambridge. The ARES building is a successful fully automated animal facility that provides genetically modified mice and other rodent species for research at the LMB.

The whole building is operated under strict Home Office guidelines and has maintained an excellent working relationship with the Home Office based on an exceptional record of maintaining control of the building environment.

The MRC have determined that the ARES building's control systems represents a business critical facility due to the risk to life safety and scientific operations should the systems not be well maintained and reactive repairs not be immediately addressed. It should be noted that the criticality of environmental controls at ARES is also governed by Home Office & HSE requirements and Government Legislation for both COSHH and the Animal (Scientific Protection) Act – ASPA.

LMB has highly trained technicians as part of the Estate's & Facilities team who have an intrinsic and detailed understanding of the environmental / scientific requirements of the Institute and the complex engineering systems of the ARES and LMB facilities.

Finally, it should be noted that the LMB also has a small off-site NMR (Nuclear Magnetic Resonance) facility, housed in the **MRS** building which is included for as part of the LMB's servicing requirement.

Scope of Service for the General Hard Services Bundle – LMB & ARES

The General Hard Services Bundle maintenance service shall ensure that all maintainable assets, including software, non-fixed plant and equipment within the various premises (identified from the asset list [see section 3] and supplemented where necessary by an initial site survey), are maintained to the required 'fit for function' performance level, meeting the manufacturer's and installer's recommendations (whilst taking account of any supplementary servicing needs that arise from the as-built environment) and to ensure strict compliance with all statutory/legal and mandatory obligations. Business continuity is imperative as numerous key scientific areas require 24/7 response within 4 hours to FM problems as failures of scientific experiments can put weeks / months of research in jeopardy.

1) Equipment / systems covered – LMB & ARES

General Mechanical Hard Services

2) Scope of Supply - To Service & Maintain, 10 lifts, 1 X hydraulic platform lift (ARES) 5 Ground Source Heat Pump systems, Boilers, Burners, Steam generators, Water Pumps, pressurisation units, vacuum super insulated liquid Nitrogen pipework system, Main AHU filters, Hepa Filters plus steam and associated systems in accordance with:

- a) Manufacturer's recommendations as set out in the O&M schedules as a minimum or as required to meet the needs of the as-built environment
- b) Relevant BS EN Standards
- c) Current Fire Regulations and all other applicable Legal Statutory Requirements

3) LMB - MRC equipment listing

System Type	Item Type	Location	Quantity	Frequency
3.08 - Steam Plant Systems				

Steam	Boiler - gas-fired steam generator CFB 4VTmodel 60HP	Energy Centre Boiler Room	3	Twice a year
Steam	Water tank	Energy Centre Boiler Room	1	Twice a year
Steam	Blowdown tank	Energy Centre Boiler Room	1	Twice a year
Condensate	Chemical injection system	Energy Centre Boiler Room	1	Twice a year
Steam	Reverse osmosis unit	Energy Centre Boiler Room	1	Twice a year
Condensate	Condensate receiver / pump	Energy Centre Boiler Room	2	Twice a year
Steam	Boiler Flues	Energy Centre Boiler Room	3	Twice a year
3.09 - LTHW Plant & Systems				
LTHW	Boiler - modular gas-fired condensing	Energy Centre Boiler Room	2	Twice a year
LTHW	Pump - primary heating end- suction, variable speed	Energy Centre Boiler Room	2	Twice a year
LTHW	Pump - secondary heating end- suction	Energy Centre Boiler Room	3	Twice a year
LTHW	Pump - AHU frost coil	Level 1 AHU 1-1	1	Twice a year
LTHW	Pump - AHU heater battery	Level 1 AHU 1-1	1	Twice a year
LTHW	Pump - AHU frost coil	Level 1 AHU 1-2	1	Twice a year
LTHW	Pump - AHU heater battery	Level 1 AHU 1-2	1	Twice a year
LTHW	Pump - AHU frost coil	Level 1 AHU 1-3	1	Twice a year
LTHW	Pump - AHU heater battery	Level 1 AHU 1-3	1	Twice a year
LTHW	Pump - AHU frost coil	Level 1 AHU 1-4	1	Twice a year
LTHW	Pump - AHU heater battery	Level 1 AHU 1-4	1	Twice a year
LTHW	Pump - AHU frost coil	Level 1 AHU 1-5	1	Twice a year
LTHW	Pump - AHU heater battery	Level 1 AHU 1-5	1	Twice a year
LTHW	Pump - AHU heater battery	Level 1 AHU 1-6	1	Twice a year
LTHW	Pump - AHU frost coil	Level 2 AHU 2-1	1	Twice a year
LTHW	Pump - AHU heater battery	Level 2 AHU 2-1	1	Twice a year
LTHW	Pump - AHU frost coil	Level 2 AHU 2-2	1	Twice a year
LTHW	Pump - AHU heater battery	Level 2 AHU 2-2	1	Twice a year
LTHW	Pump - AHU frost coil	Level 2 AHU 2-3	1	Twice a year
LTHW	Pump - AHU heater battery	Level 2 AHU 2-3	1	Twice a year
LTHW	Pump - AHU frost coil	Level 2 AHU 2-4	1	Twice a year
LTHW	Pump - AHU heater battery	Level 2 AHU 2-4	1	Twice a year
LTHW	Pump - AHU frost coil	Level 3 AHU 3-1	1	Twice a year
LTHW	Pump - AHU heater battery	Level 3 AHU 3-1	1	Twice a year
LTHW	Pump - AHU frost coil	Level 3 AHU 3-2	1	Twice a year
LTHW	Pump - AHU heater battery	Level 3 AHU 3-2	1	Twice a year
LTHW	Pump - AHU frost coil	Level 3 AHU 3-3	1	Twice a year
LTHW	Pump - AHU heater battery	Level 3 AHU 3-3	1	Twice a year
LTHW	Pump - AHU frost coil	Level 3 AHU 3-4	1	Twice a year
LTHW	Pump - AHU heater battery	Level 3 AHU 3-4	1	Twice a year
LTHW	Pump - AHU frost coil	Level 4 AHU 4-1	1	Twice a year
LTHW	Pump - AHU heater battery	Level 4 AHU 4-1	1	Twice a year
LTHW	Pump - AHU frost coil	Level 4 AHU 4-2	1	Twice a year
LTHW	Pump - steam generator vent fans heater battery	Energy Centre Boiler Room	3	Twice a year
LTHW	Pump - chilled beam heating	Energy Centre Boiler Room	2	Twice a year
LTHW	Pressurisation unit	Energy Centre Boiler Room	1	Twice a year

LTHW	Pressurisation unit	Energy Centre Boiler Room	1	Twice a year
3.10 - CHW Plant & Systems				
Chilled Water	Pump	Energy Centre	3	Twice a year
Chilled Water	Pump	Energy Centre	3	Twice a year
Chilled Water	Pump	Energy Centre	2	Twice a year
Chilled Water	Pump	Energy Centre	2	Twice a year
Chilled Water	Pump	Energy Centre	2	Twice a year
Chilled Water	Pump	Energy Centre	2	Twice a year
Chilled Water	Pump	Energy Centre	2	Twice a year
Chilled Water	Pressurisation Unit	Energy Centre	1	Twice a year
Chilled Water	Pressurisation Unit	Energy Centre	1	Twice a year
Chilled Water	Pressurisation Unit	Energy Centre	1	Twice a year
3.13 - Public Health & Laboratory Drainage				
Above-Gnd Drainage	Sump Pump	Energy Centre, Domestic Water Tank Room	1	Twice a year
Above-Gnd Drainage	Sump Pump	East Service Tunnel	1	Twice a year
Above-Gnd Drainage	Sump Pump	Energy Centre	1	Twice a year
3.14 - Domestic & Laboratory Water Supply				
Dom / Lab Water	Water Heater - Gas-fired Lochinvar IWN1500CE Packaged HWS	Energy Centre	4	Twice a year
Dom / Lab Water	Water Heater flue	Energy Centre	4	Twice a year
KONE Passenger lifts			7	As per KONE service programme
KONE Dock Levellers			2	Ditto

System Type	Item Type	Location	Quantity
3.11 - Ground Source Heat Pump			
GSHP	Heat Pump	Energy Centre heat pump room	5
GSHP	Controller	Energy Centre heat pump room	1
GSHP	GSHP BMS	Energy Centre heat pump room	1
GSHP	Pump	Energy Centre heat pump room	3
GSHP	Pump	Energy Centre heat pump room	2
GSHP	Pump	Energy Centre heat pump room	2
GSHP	Pressurisation Unit	Energy Centre heat pump room	1
		4 visits per year	

3 x Domestic gas boilers in 3 MRC houses close to LMB

To carry out routine maintenance of vacuum super insulated liquid nitrogen pipework, comprising of re-evacuation and vacuum check of 86 sections and joints. This is normally bi-annually.

ARES Building

Boilers and Burners

Equipment –

2no Hartley and Sugden Steam boilers
2no Hartley and Sugden Hot Water Boilers
4no Dual Fuel Dunphy Burners

Routine Maintenance –

Activity	Frequency	Charge
Dunphy Burner Service	Quarterly	Included
Boiler Service	Annual	Included
Access to 24hr callout	Quarterly	Included

Additional Activity -

Activity	Charge
Repair of equipment	Chargeable
Replacement of equipment	Chargeable
NDT testing	Chargeable
Strip Down Insurance inspection	Chargeable
Callouts	Chargeable

Emergency Service Level Response (24 hours a day – 7 days a week)

Action

Failure of All boilers, telephone response
Time to respond to site

Target time to fix

Immediate
4 Hours

Note all MRC sites in the UK are covered by Zurich insurance for the inspection and testing of pressure vessels and lifting equipment, this is funded by MRC Head Office. However any remedial works, from resultant Insurance inspections needs to be paid for by LMB and would involve instructing Zurich to attend site.

A provisional sum of £4k excluding VAT per annum should be provided to be drawn upon to cover any call outs, remedial works on an as required basis by Zurich

Water Pumps

Grundfos

MRC Ares Building

Equipment –

Secondary LPHW Heat Recovery (HW/P15)

2 X Grundfos TP100 / 110 4 C/W 3 Kw Motors 91.2 M3 hr @8.7 M

Heat Recovery Secondary Standby (HR/P5)

2 X Grundfos TP100 / 310 2 C/W 15 Kw Motors 91.2 M3 hr @ 8.7 M

Pressurisation Heat Recovery System (PU5)

Type DUOCAB 2000

2 X CH 2-30 Pumps

3 X Refix Type DE Expansion Vessels (1500 ltrs Each)

Booster Set (DWS Booster Set)

1 X Jockey Pump CRI 1/7 .37 Kw Motor 1.8 M3/hr ' 33.6 M Fixed Speed

4 X Main Pumps CRNE 45/3 11.0 Kw Motor 45.0 M3/hr 59.4 M V/Speed control

CW System Pressurisation System

Type DUOCAB 2000

2 X CH2 / 30 Pumps

1 X Refix Type DE Expansion Vessel (500 ltrs)

Secondary LPHW (HW/ P13 & HW/P14)

2 X Grundfos Magna 32 – 120 F

HWS Return Calorifier 1

1 X Grundfos UPS 32 – 30 FB

HWS Return Calorifier 2

1 x Grundfos UPS 32 – 30 FB

HWS Return Calorifier 3

1 X Grundfos UPS 32 – 30 FB

HWS Secondary Return (HWS / P1)

1 X Grundfos UPS 65 – 180 FB

3 X Wilo XT 500V Expansion Vessels

Secondary Chilled Water (CHW / P4 & P5)

2 X Grundfos TP100 / 430 / 4 Pumps 55Kw 550 M3/Hr @28 M

After Cooler Pressurisation (PU4)

Flamco Unit

2 X Plastic Pumps Fitted (Unknown Make)

1 x Expansion Vessel Type Flexcon 50/1.5

Chilled Water Chiller No 4

1 X grundfos TP32 /230 /2 .75 Kw 7.7 m3/hr @14.9 m

Run - A – Round System

Pressurisation Unit (PU1)

Flamco Unit

2 X Plastic Pumps Fitted (Unknown Make)

1 x Expansion Vessel Type Flexcon 50/1.5

Run round AHU 3

4 Pumps as (AHU 1-4)

4 x Grundfos TP100 / 240 /2 7.5 Kw Motors 94.5 m3/hr @ 20.3m

ENERGY CENTRE (Boiler House)

Radiator Circ Pumps
2 X Grundfos Magna 32/120 F

Primary Chilled water (CW/P1 CW/P2 CW/P3)
3 X Grundfos TP150/250/4 22.0 Kw Motors 295.6 m3 /hr @20.4m

Heat Recovery (HR/P1 HR/P2 HR/P3)
3x Grundfos TP100/310/2 15 Kw Motors 153m3/hr @25.1m

Secondary LPHW
Duty & Standby Pumps (HE/P4 HW/P5)
2 X Grundfos TP100 / 410 / 4 171m3/hr @ 32.7m

Primary LPHW Boilers 1 ---2---3 (HW/P1 HW/P2 HW/P3)
3 X Grundfos TP80/330/2 11.0 Kw 101.8 m3/hr @27.4m

LPHW Pressurisation Unit
Grundfos Duocab 2000
2 X CH2/30 Pumps
3 X REFLEX type DE Expansion Vessels 2000 ltrs each.

Boiler Shunt Pumps
2 X Grundfos CR 5 3.0 KW
No Other Info Available as Name Plates Face Boiler.

Oil Transfer Pumps (OIL/ P1 & P2
2 X Salvatore Robuschi Pumps
Ralm 301137 1.1Kw Motors
35 sec Oil

Routine Maintenance –

Activity	Frequency	Charge
Major Service Check Mechanical and Electrical condition of all water Pumps, and pressurization units, and control panels associated with pumps	Annual	Included
Interim Service Check Mechanical and Electrical condition of all water Pumps, and pressurization units, and control panels associated with pumps	Annual	Included
Access to 24 hour callout service	As required	Included

Additional Activity

Activity	Charge
Repair of equipment	Chargeable
Replacement of equipment	Chargeable
Callouts	Chargeable

Emergency Service Level Response – Next working day

Action

Target time to fix

Telephone, email response
Time to respond to site

within 2 hrs working day
1 working day

Passenger Lift

Equipment -

Kone Hydraulic Passenger Lift – with Autodialler to Kone call centre trapped person alarm

Routine maintenance –

Activity	Frequency	Charge
Check Lift operation, safety, and insurance compliance	monthly	included
Check autodialler –trapped person alarm	monthly	included
Access to 24hr on-call facility	As required	included

Additional Activity

Activity	Charge
Repair of equipment	Chargeable
Replacement of equipment	Chargeable
Callouts	Chargeable

Emergency Service Level Response – Next working day

Action

Trapped person

Via lift car auto dialler
Time to respond to site

Target time to fix

immediate
2hrs

Hydraulic Platform Lift

Zarges Comabi, Turbo FR9 Hydraulic maintenance Platform Lift

Routine Maintenance –

Activity	Frequency	Charge
Check Lift operation, safety, and insurance compliance	6 monthly	included
Check battery condition and charging equipment	6 monthly	included
Access to working day on-call facility	As required	included

Additional Activity

Activity	Charge
Repair of equipment	Chargeable
Replacement of equipment	Chargeable
Callouts	Chargeable

- First line defence - The provision of necessary on-site training during service visits to prepare and familiarize permanent on-site operators to rectify immediate breakdowns, giving a first line of defence.

MRC Ares Building

Equipment –

- Main Building AHU Supply and Extract Filters
- Main Building ventilation Hepa Filters

Supply and Extract Filters:

160of - G4 – 30/30 Pleated Panel

160of – F9 – 12 Pocket Bag Filter

Hepa Filters:

Efficiency H13

33 of - 610 x 610 x 305

29 of - 305 x 610 x 305

18 of - 305 x 305 x 305

Routine Maintenance –

Activity	Frequency	Charge
Survey and Monitor filter condition in main supply AHU units	6 monthly	Included
Survey and Monitor Hepa filter condition	6 monthly	Included
Comprehensive service documentation, compliance, recommended remedials	As required	included
Access to Call-out service	As required	included

Additional Activity -

Activity	Charge
Repair of equipment	Chargeable
Replacement of equipment	Chargeable
Callouts	Chargeable

Emergency Service Level Response – Next working day

Action

Telephone, email response
Time to respond to site

Target time to fix

within 2 hrs working day
2 working days

- 4) The Service Contractor will supply a detailed planned maintenance schedule /check list to comply with 2 & 3 above.

The schedule will detail all service requirements to be undertaken, serial & model numbers, location, frequency etc. The output will be a comprehensive service report that will be sent in PDF format to MRC within 2 workings days of site visit

- 5) Emergency Call outs – Service & Maintenance Cover & 24/7, 365 day response

service

6) KPI's

- a) Service visits conducted will match the frequency specified as detailed in 4 above
- b) Forward programme of attendance and maintenance activities to be undertaken for agreement in advance of first site visit.
- c) Comprehensive Service visit reports including location information, serial & model numbers etc to be sent in PDF format to MRC within 2 working days of site visit
- d) Service visits to be confirmed with MRC 7 days in advance before engineers attend
- e) RAM's to be sent 24 hours before site visit (unless previously supplied RAM's are applicable)
- f) It is the service contractors responsibility to ensure that engineers that are sent to the MRC sites (after the initial site familiarisation has been undertaken) are familiar with the sites, so there needs to be a handover if staff are leaving etc
- g) SLA response times as stated in 5 above
- h) The site (area where has been undertaken) to be left clean and tidy
- i) Emergency attendance to be discussed if necessary. Timescales (4 hours, 24 hours) also response time to rectifying problems not solved or that quickly reoccur.
- j) Engineer to report to Estates & Facilities Services Coordinator (for LMB) before starting and leaving site. Working hours 08.00 to 16.00
- k) 12 month warranty/guarantee of work carried out and parts
- l) Transparent quote for remedial / reactive works in relation to any identified faults /failures to be provided within 5 working days.

7) Consumables, call outs & remedial works

To be covered by a provisional sum as detailed in the contract

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

The total estimated value of this contract is £450,000 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:
£100,000.00 per annum Base Value
£50,000.00 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 £100,000 per annum base value only. The additional £50,000 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.

Contract Duration

The Contract duration shall be for a period of 2 years with an optional extension of 1 year.

Section 5 – Evaluation model

5.1 Introduction

- 5.1.1 The evaluation process will be conducted to ensure that Bids are evaluated fairly to ascertain the bidders who can demonstrate the required skills qualities, technical ability and capacity, commercial stability and experience to ensure successful performance of the Contract.
- 5.1.2 The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required

5.2 Evaluation of Bids

- 5.2.1 Evaluation of Bids shall be based on a Selection questionnaire defined in the e-sourcing tool.

5.3. SELECTION questionnaire

- 5.3.1 The Selection questionnaire shall be marked against the following Selection pass / fail and scoring criteria.
- 5.3.2 The selection questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria.

Selection Pass/fail criteria		
Questionnaire	Q No.	Question subject
Selection Part B	SEL2.2	Conviction for conspiracy
Selection Part B	SEL2.3	Conviction for corruption
Selection Part B	SEL2.4	Conviction for bribery
Selection Part B	SEL2.5	Conviction for fraud
Selection Part B	SEL2.6	Conviction for Terrorism/ Serious Crime
Selection Part B	SEL2.7	Conviction for Money Laundering
Selection Part B	SEL 2.8	Conviction for proceeds of crime
Selection Part B	SEL 2.9	Conviction for other offences
Selection Part B	SEL 2.10	Tax and social security breaches
Selection Part B	SEL 2.12	Cyber Essentials
Selection Part C	SEL3.2	Compliance with applicable obligations in the fields of environmental, social and labour law.
Selection Part C	SEL3.3	Bankruptcy, Insolvency or Winding up
Selection Part C	SEL3.4	Grave Professional misconduct
Selection Part C	SEL3.5	Agreements with other economic operators that create a Distortion of Competition
Selection Part C	SEL3.6	Conflict of interest within meaning of regulation 24
Selection Part C	SEL3.7	Distortion of competition within the meaning of regulation 41
Selection Part C	SEL3.8	Deficiencies in performance of prior public contract
Selection Part C	SEL3.9	Serious Misrepresentation
Selection Part C	SEL3.10	Tax Returns
Selection Part C	SEL3.11	Compliance to Modern Slavery Act 2015

Selection Part D	SEL4.1	Economic and Financial standing assessment
Selection Part D	SEL4.2	Minimum financial threshold
Selection Part D	SEL4.3	Guarantee
Selection Part D	SEL4.4	Insurance
Selection Part E	SEL5.1	References
Selection Part E	SEL5.2	Health and Safety Policy
Selection Part E	SEL5.3	Remedial Orders relating to Health and Safety Executive (or equivalent)
Selection Part E	SEL5.4	Conviction of breaching environmental Legislation
Selection Part E	SEL5.5	Sub-contractors infringement of environmental Legislation
Selection Part E	SEL5.6	Unlawful Discrimination
Selection Part E	SEL5.7	Sub-contractor checks for unlawful discrimination
Selection Part E	FOI1.1	Freedom of information
		In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, UK SBS reserves the right to disqualify the Bidder and not consider evaluation of the any of the selection stage scoring methodology, nor the Award stage scoring methodology or Mandatory pass / fail criteria.

5.3.3 Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.

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

5.3.5 Questions marked 'for information only' do not contribute to the scoring model.

5.3.5 During the evaluation stage, the intention is that only Bidders who pass all the Mandatory and Discretionary requirements of the RFP will be considered for award stage evaluation.

5.4. AWARD questionnaire

5.4.1 The award questionnaire shall be marked against the following Mandatory or discretionary pass / fail criteria. Each Mandatory pass / fail question includes a clear definition of the requirements of a successful response to the question.

Award Pass/fail criteria		
Questionnaire	Q No.	Question subject
Commercial	AW1.1	Form of Bid
Commercial	AW1.2	Bid validity period
Commercial	AW1.3	Certificate of bona fide Bid
Commercial	AW4.1	Compliance to the Contract Terms
Commercial	AW4.2	Changes to the Contract Terms
Commercial	PROJ1.1	Contractors Offer
Commercial	PROJ1.3	Declaration
Price	AW5.1	Firm and fixed price

Price	AW5.3	Open book policy
Commercial	AW5.6	E Invoice implementation
Quality	AW6.1	Compliance to the Specification
-	-	Request for Quotation response – received on time within the e-sourcing tool
In the event of a Bidder failing to meet the requirements of a Mandatory pass / fail criteria, UK SBS reserves the right to disqualify the Bidder and not consider evaluation of the any of the selection stage scoring methodology, nor the Award stage scoring methodology or Mandatory pass / fail criteria.		

5.4.2 The Award questionnaire shall be marked against the following Award scoring criteria.

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

5.4.4 Questions marked 'for information only' do not contribute to the scoring model.

Award 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 RFP. 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%	30.00%
Quality	PROJ3.2	Method Statement	70.00%	35.00%
Quality	PROJ3.3	Experience, Ability and Risk Mitigation		17.50%
Quality	PROJ3.4	Competency and Approvals		14.00%
Quality	PROJ3.5	Health and Safety		3.50%

Award 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 x 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 there may be multiple evaluators. If so, their individual scores will be averaged (mean) to determine your final score as follows:

Example

Evaluator 1 scored your bid as 60
Evaluator 2 scored your bid as 40
Evaluator 3 scored your bid as 80
Evaluator 4 scored your bid as 60
Your final score will $(60+40+80+60) \div 4 = 60$

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: Score/Total Points multiplied by 50 (80/100 x 50 = 40)

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

5.5. Evaluation process

5.5.1 The evaluation process will feature some, if not all, the following phases

Stage	Summary of activity
Receipt and Opening	<ul style="list-style-type: none"> RFP logged upon opening in alignment with UK SBS's procurement procedures. Any RFP Bid received after the closing date will be rejected unless circumstances attributed to UK SBS or the e-sourcing tool beyond the bidder control are responsible for late submission.
Compliance check	<ul style="list-style-type: none"> Check all Mandatory requirements are acceptable to UK SBS. Unacceptable Bids maybe subject to clarification by UK SBS or rejection of the Bid.
Scoring of the Bid	<ul style="list-style-type: none"> Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the Selection criteria.
Clarifications	<ul style="list-style-type: none"> The Evaluation team may require written clarification to Bids
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> Following Clarification responses, the Evaluation team reserve the right to independently re-score the Bid and Clarifications and provide a commentary of their re-scoring justification against the Selection criteria.
Shortlisting of Bidders	<ul style="list-style-type: none"> UK SBS will shortlist the Bidders based on the Responses received and the Evaluation Model detailed in Section 5 of the RFP.
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> To confirm contents of the letters to provide details of scoring and relative feedback on the unsuccessful Bidders Bid in comparison with the successful Bidders Bid.

Section 6 – Selection and award questionnaires

Section 6 – Selection questionnaire

6.1 Introduction

The Selection questionnaires are located in the within the e-sourcing tool.

Guidance on completion of the questions is available at

<http://www.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 6 – Award questionnaire

6.2 The Award questionnaires are located within the e-sourcing tool.

6.3 Guidance on completion of the questions 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

7.1. Introduction

- 7.1.1 UK SBS wishes to establish a Contract for the provision of Hard Services. UK SBS is managing this procurement process in accordance with the Public Contracts Regulations 2015 (as may be amended from time to time) (the “Regulations”). This is a services Contract being procured under the OJEU Open Procedure
- 7.1.2 UK SBS is procuring the Contract for its exclusive use on behalf of the Medical Research Council
- 7.1.3 UK SBS logo, trademarks and other identifying marks are proprietary and may not be incorporated in the Companies response without UK SBS’s written permission.
- 7.1.4 The Bidder shall indemnify and keep indemnified UK SBS against all actions, claims, demands, proceedings, damages, costs, losses, charges and expenses whatsoever in respect of any breach by the Bidder of this document.
- 7.1.5 If there is any doubt with regard to the ambiguity of any question or content contained in this questionnaire then PLEASE ASK a clarification question, but please ensure that your question is via the formal clarification process in writing to the UK SBS representative nominated. No approach of any kind in connection with this opportunity should be made to any other person within, or associated with UK SBS. All information secured outside of this named contact shall have no legal standing or worth and should not be relied upon.
- 7.1.6 It remains the responsibility of the Bidder to keep UK SBS informed of any matter that may affect continued qualification
- 7.1.7 Prior to commencing formal evaluation, Submitted Responses will be checked to ensure they are fully compliant with the Pass / Fail criteria within the Evaluation model. Non-compliant Submitted Responses may be rejected by UK SBS. Submitted Responses which are deemed by UK SBS to be fully compliant will proceed to evaluation. These will be evaluated using the criteria and scores detailed in the matrix set out in [Section 5](#).
- 7.1.8 Following evaluation of the submitted Responses and approval of the outcome UK SBS intends to select a short list of Bidders to proceed to Award stage of this Procurement.
- 7.1.9 Whilst it is UK SBS’s [and any relevant Other Public Bodies] intention to purchase the majority of its services under this Contract Arrangement from the Supplier(s) appointed this does not confer any exclusivity on the appointed Suppliers. UK SBS and any relevant Other Public Bodies reserve the right to purchase any services and services (including those similar to the services covered by this procurement) from any Supplier outside of this Contract..
- 7.1.10 UK SBS reserves the right not to conclude a Contract as a result of the current procurement process. Bidders should review the contents of Section 7 paragraph 7.8.1 when considering submitting their Response.

- 7.1.11 The services covered by this procurement exercise have NOT been sub-divided into Lots.
- 7.1.12 UK SBS shall utilise the Crown Commercial Service (CCS – previously Government Procurement Service) Emptoris e-sourcing tool url <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp> to conduct this procurement. There will be no electronic auction following the conclusion of the evaluation of the Request for Proposal (RFP) responses. Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. 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, Telephone 0345 010 3503.
- 7.1.13 Please utilise the messaging system within the e-sourcing tool located at <https://gpsesourcing.cabinetoffice.gov.uk/sso/jsp/login.jsp> within the timescales detailed in Section 3. if you have any doubt as to what is required or will have difficulty in providing the information requested. Bidders should note that any requests for clarifications may not be considered by UK SBS if they are not articulated by the Bidder within the discussion forum within the e-sourcing tool.
- 7.1.14 Bidders should read this document, RFx attachments, messages and the evaluation questionnaires carefully before completing the Response submission. Failure to comply with any of these instructions for completion and submission of the Submitted Response may result in the rejection of the Response. Bidders are advised therefore to acquaint themselves fully with the extent and nature of the goods/services/goods and services and contractual obligations. These instructions constitute the Conditions of Response. Participation in the RFP process automatically signals that the Bidder accepts these Conditions.
- 7.1.15 All material issued in connection with this RFP shall remain the property of UK SBS and/or as applicable relevant OPB and shall be used only for the purpose of this procurement. All Due Diligence Information shall be either returned to UK SBS or securely destroyed by the Bidder (at UK SBS's option) at the conclusion of the procurement
- 7.1.16 The Bidder shall ensure that each and every sub-contractor, consortium member and adviser abides by the terms of these instructions and the Conditions of Response.
- 7.1.17 The Bidder shall not make contact with any other employee, agent or consultant of UK SBS or any relevant OPB or Customer who are in any way connected with this procurement during the period of this procurement, unless instructed otherwise by UK SBS.
- 7.1.18 UK SBS shall not be committed to any course of action as a result of:
- 7.1.18.1 issuing this RFP or any invitation to participate in this procurement ;
 - 7.1.18.2 an invitation to submit any Response in respect of this procurement;
 - 7.1.18.3 communicating with a Bidder or a Bidder's representatives or agents in respect of this procurement; or
 - 7.1.18.4 any other communication between UK SBS and/or any relevant OPB (whether directly or by its agents or representatives) and any other party.

- 7.1.19 Bidders shall accept and acknowledge that by issuing this RFP UK SBS shall not be bound to accept any Response and reserves the right not to conclude a Contract for some or all of the services for which Responses are invited.
- 7.1.20 UK SBS reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement.
- 7.1.21 Bidders should not include in the Response any extraneous information which has not been specifically requested in the RFP including, for example, any sales literature, standard terms of trading etc. Any such information not requested but provided by the Bidder shall not be considered by UK SBS.
- 7.1.22 If the Bidder is a consortium, the following information must be provided: full details of the consortium; and the information sought in this RFP in respect of each of the consortium's constituent members as part of a single composite response. Potential Providers should provide details of the actual or proposed percentage shareholding of the constituent members within the consortium as indicated in the relevant section of the selection questionnaire SEL1.9 specifically refers. If a consortium is not proposing to form a corporate entity, full details of alternative proposed arrangements should be provided as indicated in the relevant section of the RFP. However, please note UK SBS reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 19(6) of the Regulations. UK SBS recognises that arrangements in relation to consortia may (within limits) be subject to future change. Potential Providers should therefore respond in the light of the arrangements as currently envisaged. Potential Providers are reminded that any future proposed change in relation to consortia must be notified to UK SBS so that it can make a further assessment by applying the selection criteria to the new information provided and consider rejection of the Response if UK SBS reasonably consider the change to have a material impact of the delivery of the viability of the Response.

7.2. Bidder conference

- 7.2.1 A Bidders' Conference will not be held in conjunction with this procurement.

7.3. Confidentiality

- 7.3.1 Subject to the exceptions referred to in paragraph 7.3.2, the contents of this RFP are being made available by UK SBS on condition that:
 - 7.3.1.1 Bidders shall at all times treat the contents of the RFP and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;
 - 7.3.1.2 Bidders shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;
 - 7.3.1.3 Bidders shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Response; and
 - 7.3.1.4 Bidders shall not undertake any publicity activity within any section of the media in relation to this procurement
- 7.3.2 Bidders may disclose, distribute or pass any of the Information to the Bidder's advisers, sub-contractors or to another person provided that either:

- 7.3.2.1 This is done for the sole purpose of enabling a Response to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Bidder; or
- 7.3.2.2 The disclosure is made for the sole purpose of obtaining legal advice from external lawyers in relation to the procurement or to any Contract arising from it; or
- 7.3.2.3 The Bidder is legally required to make such a disclosure
- 7.3.3 In paragraphs 7.3.1 and 7.3.2 above the term 'person' includes but is not limited to any person, firm, body or association, corporate or incorporate.
- 7.3.4 UK SBS may disclose detailed information relating to Responses to its employees, agents or advisers and UK SBS may make any of the Contract documents available for private inspection by its officers, employees, agents or advisers. UK SBS also reserves the right to disseminate information that is materially relevant to the procurement to all Bidders, even if the information has only been requested by one Bidder, subject to the duty to protect each Bidder's commercial confidentiality in relation to its Response (unless there is a requirement for disclosure as explained in paragraphs 7.4.1 to 7.4.3 below).
- 7.3.5 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. Subject to section 7.4 below, the information will not be disclosed outside Government. Bidders taking part in this RFP consent to these terms as part of the competition process.
- 7.3.6 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>
- 7.3.7 UK SBS reserves the right to amend any security related term or condition of the draft contract accompanying this RFP to reflect any changes introduced by the GSC. In particular where this RFP 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.

7.4 Freedom of information

- 7.4.1 In accordance with the obligations and duties placed upon public authorities by the Freedom of Information Act 2000 (the 'FoIA') and the Environmental Information Regulations 2004 (the 'EIR') (each as amended from time to time), UK SBS may be required to disclose information submitted by the Bidder to the to UK SBS.
- 7.4.2 In respect of any information submitted by a Bidder that it considers to be commercially sensitive the Bidder should complete the Freedom of Information declaration question defined in the Question FOI1.2.
- 7.4.3 Where a Bidder identifies information as commercially sensitive, UK SBS will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, UK SBS may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, UK SBS is required to form an independent judgment concerning whether the information is exempt from disclosure under the FoIA or the EIR and whether the public interest favours disclosure or not. Accordingly, UK SBS cannot guarantee that any information marked 'confidential' or "commercially sensitive" will not be disclosed.
- 7.4.4 Where a Bidder receives a request for information under the FoIA or the EIR during the procurement, this should be immediately passed on to UK SBS and the Bidder should not attempt to answer the request without first consulting with UK SBS.
- 7.4.5 Bidders are reminded that the Government's transparency agenda requires that sourcing documents, including RFP 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, and any contract entered into by UK SBS with its preferred supplier once the procurement is complete. By submitting a response to this RFP Bidders are agreeing that their participation and contents of their Response may be made public.

7.5. Response Validity

- 7.5.1 Your Response should remain open for consideration for a period of 90 days. A Response valid for a shorter period may be rejected.

7.6. Timescales

- 7.6.1 [Section 3](#) of the RFP sets out the proposed procurement timetable. UK SBS reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

7.7. UK SBS's Contact Details

- 7.7.1 Unless stated otherwise in these Instructions or in writing from UK SBS, all communications from Bidders (including their sub-contractors, consortium members, consultants and advisers) during the period of this procurement must be directed through the e-sourcing tool to the designated UK SBS contact.

7.7.2 All enquiries with respect to access to the e-sourcing tool may be submitted to Crown Commercial Service, Telephone 0345 010 3503.

7.7.3 Bidders should be mindful that the designated Contact should not under any circumstances be sent a copy of their Response outside of the e-sourcing tool. Failure to follow this requirement will result in disqualification of the Response.

7.8. Preparation of a Response

7.8.1 Bidders must obtain for themselves at their own responsibility and expense all information necessary for the preparation of Responses. Bidders are solely responsible for all costs, expenses and other liabilities arising in connection with the preparation and submission of their Response and all other stages of the selection and evaluation process. Under no circumstances will UK SBS, or any of their advisers, be liable for any such costs, expenses or liabilities borne by Bidders or their sub-contractors, suppliers or advisers in this process.

7.8.2 Bidders are required to complete and provide all information required by UK SBS in accordance with the Conditions of Response and the Request for Proposal. Failure to comply with the Conditions and the Request for Proposal may lead UK SBS to reject a Response.

7.8.3 UK SBS relies on Bidders' own analysis and review of information provided. Consequently, Bidders are solely responsible for obtaining the information which they consider is necessary in order to make decisions regarding the content of their Responses and to undertake any investigations they consider necessary in order to verify any information provided to them during the procurement.

7.8.4 Bidders must form their own opinions, making such investigations and taking such advice (including professional advice) as is appropriate, regarding their Responses, without reliance upon any opinion or other information provided by UK SBS or their advisers and representatives. Bidders should notify UK SBS promptly of any perceived ambiguity, inconsistency or omission in this RFP, any of its associated documents and/or any other information issued to them during the procurement.

7.8.5 Bidders must ensure that each response to a question is within any specified word count. Any responses with words in excess of the word count will only be considered up to the point where they meet the word count, any additional words beyond the volume defined in the word count will not be considered by the evaluation panel.

7.8.6 Bidders must ensure that each response to a question is not cross referenced to a response to another question. In the event of a Bidder adding a cross reference it will not be considered in evaluation.

7.9. Submission of Responses

7.9.1 The Response must be submitted as instructed in this document through the e-sourcing tool. Failure to follow the instruction within each Section of this document, to omit responses to any of the questions or to present your response in alignment with any guidance notes provided may render the Response non-compliant and it may be rejected.

7.9.2 UK SBS may at its own absolute discretion extend the closing date and the time for receipt of Responses specified [Section 3](#).

7.9.3 Any extension to the RFP response period will apply to all Bidders.

- 7.9.4 Any financial data provided must be submitted in or converted into pounds sterling. Where official documents include financial data in a foreign currency, a sterling equivalent must be provided. Failure to adhere to this requirement will result in the Response not being considered.
- 7.9.5 UK SBS does not accept responsibility for the premature opening or mishandling of Responses that are not submitted in accordance with the instructions of this document.
- 7.9.6 The Response and any documents accompanying it must be in the English language
- 7.9.7 Bidders must submit their response through the e-sourcing tool:
- 7.9.8 Responses will be submitted any time up to the date indicated in [Section 3](#). Responses received before this deadline will be retained in a secure environment, unopened until this deadline has passed.
- 7.9.9 Responses received after the date indicated in [Section 3](#) shall not be considered by UK SBS unless the Bidder can justify the reason for the delay.
 - 7.9.9.1 The Bidder must demonstrate irrefutable evidence in writing they have made best endeavours to ensure the Response was received on time and that the issue was beyond their control.
 - 7.9.9.2 Any request for a late Response to be considered must be emailed to bids@uksbs.co.uk in advance of 'the deadline' if a bidder believes their Response will be received late.
 - 7.9.9.3 UK SBS reserves the right to accept or reject any late Response without justification to the affected Bidder and make no guarantee it will consider any request for a late Response to be considered.

7.10. Canvassing

- 7.10.1 Any Bidder who directly or indirectly canvasses any employee, or agent of UK SBS or its members or any relevant OPB or any of its employees concerning the establishment of the Contract or who directly or indirectly obtains or attempts to obtain information from any such officer, member, employee or agent or concerning any other Bidder, Response or proposed Response will be disqualified.

7.11. Disclaimers

- 7.11.1 Whilst the information in this RFP, Due Diligence Information and supporting documents has been prepared in good faith, it does not purport to be comprehensive nor has it been independently verified.
- 7.11.2 Neither UK SBS, nor any relevant OPB's nor their advisors, nor their respective directors, officers, members, partners, employees, other staff or agents:
 - 7.11.2.1 makes any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFP; or
 - 7.11.2.2 accepts any responsibility for the information contained in the RFP or for their fairness, accuracy or completeness of that information nor shall any of them be liable for any loss or damage (other than in respect of fraudulent misrepresentation) arising as a result of reliance on such information or any subsequent communication.

7.11.3 Any persons considering making a decision to enter into contractual relationships with UK SBS and/or, as applicable, relevant OPB following receipt of the RFP should make their own investigations and their own independent assessment of UK SBS and/or, as applicable, relevant OPB and its requirements for the goods/services/goods and services and should seek their own professional financial and legal advice. For the avoidance of doubt the provision of clarification or further information in relation to the RFP or any other associated documents (including the Schedules) is only authorised to be provided following a query made in accordance with Paragraph 7.15 of this RFP.

7.12. Collusive behaviour

7.12.1 Any Bidder who:

7.12.1.1 fixes or adjusts the amount of its Response by or in accordance with any agreement or arrangement with any other party; or

7.12.1.2 communicates to any party other than UK SBS or, as applicable, relevant OPB the amount or approximate amount of its proposed Response or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Response or insurance or any necessary security); or

7.12.1.3 enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Response; or

7.12.1.4 enters into any agreement or arrangement with any other party as to the amount of any Response submitted; or

7.12.1.5 offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Response or proposed Response, any act or omission,

shall (without prejudice to any other civil remedies available to UK SBS and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

7.13. No inducement or incentive

7.13.1 The RFP is issued on the basis that nothing contained in it shall constitute an inducement or incentive nor shall have in any other way persuaded a Bidder to submit a Response or enter into the Contract or any other contractual agreement.

7.14. Acceptance of the Contract

7.14.1 The Bidder in submitting the Response undertakes that in the event of the Response being accepted by UK SBS and UK SBS confirming in writing such acceptance to the Bidder, the Bidder will within 5 days of being called upon to do so by UK SBS execute the Contract in the form set out in the Contract Terms or in such amended form as may subsequently be agreed.

7.14.2 UK SBS shall be under no obligation to accept the lowest priced or any Response.

7.15. Queries relating to the Response

- 7.15.1 All requests for clarification about the requirements or the process of this procurement shall be made in through the e-sourcing tool unless where the e-sourcing tool is unavailable due to Emptoris or Crown Commercial Service system maintenance or failure when a clarification by email to the contact defined in [Section 3](#).
- 7.15.2 UK SBS will endeavour to answer all questions as quickly as possible, but cannot guarantee a minimum response time.
- 7.15.3 In the event of a Bidder requiring assistance uploading a clarification to the e-sourcing portal they should use the contact details defined in [Section 3](#).
- 7.15.4 No further requests for clarifications will be accepted after 5 days prior to the date for submission of Responses.
- 7.15.5 In order to ensure equality of treatment of Bidders, UK SBS intends to publish the questions and clarifications raised by Bidders together with UK SBS's responses (but not the source of the questions) to all participants on a regular basis.
- 7.15.6 Bidders should indicate if a query is of a commercially sensitive nature – where disclosure of such query and the answer would or would be likely to prejudice its commercial interests. However, if UK SBS at its sole discretion does not either; consider the query to be of a commercially confidential nature or one which all Bidders would potentially benefit from seeing both the query and UK SBS's response, UK SBS will:
- 7.15.6.1 invite the Bidder submitting the query to either declassify the query and allow the query along with UK SBS's response to be circulated to all Bidders; or
 - 7.15.6.2 request the Bidder, if it still considers the query to be of a commercially confidential nature, to withdraw the query prior to the end of the closing date and time for Bidder clarifications.
- 7.15.7 UK SBS reserves the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that request would or would be likely to prejudice its commercial interests.

7.16. Amendments to Response Documents

- 7.16.1 At any time prior to the deadline for the receipt of Responses, UK SBS may modify the RFP by amendment. Any such amendment will be numbered and dated and issued by UK SBS to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Responses, UK SBS may, at its discretion, extend the time and/or date for receipt of Responses.

7.17. Modification and withdrawal

- 7.17.1 Bidders may modify their Response where allowable within the e-sourcing tool. No Response may be modified after the deadline for submission of Responses.
- 7.17.2 Bidders may withdraw their Response at any time prior the deadline for submission of Responses [or any other time prior to accepting the offer of a Contract]. The notice to withdraw the Response must be in writing and sent to UK SBS by recorded delivery

or equivalent service and delivered to UK SBS at UK Shared Business Services Ltd, Procurement Policy Manager, Polaris House, North Star Avenue, Swindon, Wiltshire, SN2 1ET

7.18. Right to disqualify or reject

7.18.1 UK SBS reserves the right to reject or disqualify a Bidder where

- 7.18.1.1 the Bidder fails to comply fully with the requirements of this Request for Proposal or presents the response in a format contrary to the requirements of this document; and/or
- 7.18.1.2 the Bidder is guilty of serious misrepresentation in relation to its Response; expression of interest; or the Response process; and/or
- 7.18.1.3 there is a change in identity, control, financial standing or other factor impacting on the selection and/or evaluation process affecting the Bidder.

7.19. Right to cancel, clarify or vary the process

7.19.1 UK SBS reserves the right to:

- 7.19.1.1 cancel the evaluation process at any stage; and/or
- 7.19.1.2 require the Bidder to clarify its Response in writing and/or provide additional information. (Failure to respond adequately may result in the Bidder not being selected),

7.20.. Notification of award

7.20.1 UK SBS will notify the successful Bidder of the Contract award in writing and will publish an Award Notice in the Official Journal of the European Union in accordance with the Regulations within 30 days of the award of the contract.

7.20.2 As required by the Regulations all unsuccessful Bidders will be provided with an email advising the outcome of the submission of their RFP response.

Appendix ‘A’ Glossary of Terms

TERM	MEANING
“UK SBS”	means UK Shared Business Services Ltd herein after referred to as UK SBS.
“Bid”, “Response”, “Submitted Bid”, or “RFP Response”	means the Bidders formal offer in response to this Request for Proposal
“Bidders”	means the organisations being invited to respond to this Request for Proposal
“Central Purchasing Body”	means a duly constituted public sector organisation which procures goods/services for and on behalf of contracting authorities
“Conditions of Bid”	means the terms and conditions set out in this RFP relating to the submission of a Bid
“Contract”	means the agreement to be entered by UK SBS and the Supplier following any award under the procurement
“Contracting Bodies”	means UK SBS and any other contracting authorities described in the OJEU Contract Notice
“Customer”	means the legal entity (or entities) for which any Contract agreed will be made accessible to.
“Due Diligence Information”	means the background and supporting documents and information provided by UK SBS for the purpose of better informing the Bidders responses to this Request for Proposal
"EIR"	mean the Environmental Information Regulations 2004 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such regulations
FoIA	means the Freedom of Information Act 2000 and any subordinate legislation made under such Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation
“Lot”	means a discrete sub-division of the requirements
“Mandatory”	Means a pass / fail criteria which must be met in order for a Bid to be considered, unless otherwise specified.
“OJEU Contract Notice”	means the advertisement issued in the Official Journal of the European Union
“Order”	means an order for served by any Contracting Body on the Supplier
“Other Public Bodies”	means all Contracting Bodies except UK SBS
“Request for Proposal” or “RFP”	means this Request for Proposal documentation and all related documents published by UK SBS and made available to Bidders and includes the Due Diligence Information. NOTE: This document is often referred to as an Invitation to Tender within other organisations
“Supplier”	means the organisation awarded the Contract
“Standard Goods /Services”	means any goods/services set out at within Section 4 Specification