

# Request for Proposal



Request for Proposal (RFP) on behalf of **UK Research and Innovation**

Subject **Manned Guarding and Cleaning Services at the British Antarctic Survey - Cambridge**

Sourcing reference number **FM18067**

## Table of Contents

Section	Content
1	<a href="#">About UK Shared Business Services Ltd.</a>
2	<a href="#">About the Contracting Authority</a>
3	<a href="#">Working with the Contracting Authority.</a>
4	<a href="#">Specification and about this procurement</a>
5	<a href="#">Evaluation model</a>
6	<a href="#">Selection and award questionnaires</a>
7	<a href="#">General Information</a>
Appendix A	Glossary of Terms
Appendix B	Site Maps – Lot 1 and 2 <ul style="list-style-type: none"><li>▪ Aurora first floor</li><li>▪ Aurora Ground floor</li><li>▪ First Floor GEN 002</li><li>▪ Grnd Floor GEN 001</li></ul>
Appendix C	Sample Security Procedures – Lot 1
Appendix D	TUPE Data – Lot 1 and 2
Appendix F	Room Schedule – Lot 2
Appendix G	Carpet cleaning for the Aurora Centre <ul style="list-style-type: none"><li>▪ Carpet Stain Removal Guide</li><li>▪ General Carpet Cleaning &amp; Maintenance Information</li><li>▪ Hygiene Cleaning of Carpet and Carpet Tiles</li></ul>

# 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 Contracting Authorities improve efficiency, generate savings and modernise.

It is our vision to become the leading service provider for Contracting Authorities 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 Contracting Authorities. 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 the Department for Business, Energy & Industrial Strategy (BEIS), 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 Contracting Authorities.

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

## Section 2 – About the Contracting Authority

### UK Research and Innovation

Operating across the whole of the UK and with a combined budget of more than £6 billion, UK Research and Innovation represents the largest reform of the research and innovation funding landscape in the last 50 years.

As an independent non-departmental public body UK Research and Innovation brings together the seven Research Councils (AHRC, BBSRC, EPSRC, ESRC, MRC, NERC, STFC) plus Innovate UK and a new organisation, Research England.

UK Research and Innovation ensures the UK maintains its world-leading position in research and innovation. This is done by creating the best environment for research and innovation to flourish.

For more information, please visit: [www.ukri.org](http://www.ukri.org)

## Section 3 – Working with the Contracting Authority.

Section 3 – Contact details		
3.1	Contracting Authority Name and address	UK Research and Innovation, Polaris House, Swindon SN2 1ET
3.2	Buyer	Rebecca Fish
3.3	Buyer contact details	<a href="mailto:fmprocurement@uksbs.co.uk">fmprocurement@uksbs.co.uk</a>
3.4	Estimated value of the Opportunity	<p><b><u>Lot 1 – Manned Guarding</u></b></p> <p>£270,000 excluding VAT for the 3-year duration of manned guarding</p> <p>The annual estimated value of this contract has been calculated at £90,000 PA</p> <p>This requirement is being let as a 3-year fixed term contract</p> <p><b><u>Lot 2 – Cleaning</u></b></p> <p>£257,000 excluding VAT for the 3-year duration of manned guarding</p> <p>The annual estimated value of this contract has been calculated at £85,000 PA</p> <p>This requirement is being let as a 3-year fixed term contract</p>
3.5	Process for the submission of clarifications and Bids	<p><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>.</b></p> <p><b>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></p>

Section 3 - Timescales		
3.6	Date of posting of Contract advert to OJEU	Wednesday 1 <sup>st</sup> August 2018
3.7	Date RFP available to Bidders	Friday 3 <sup>rd</sup> August 2018
3.8	<p>Site Tour</p> <p>We strongly recommend that due to the criticality of this requirement a tour of the site is undertaken to understand the full scope of work to be completed.</p>	<p><b>Thursday 9<sup>th</sup> August – Lot 1 Manned Guarding – AM</b> This tour will begin at 10:00</p> <p><b>Thursday 9<sup>th</sup> August – Lot 2 Cleaning – PM</b> This tour will begin at 14:00</p>

		<p><b>Friday 10<sup>th</sup> August – Lot 1 Manned Guarding – AM</b> This tour will begin at 10:00</p> <p><b>Friday 10<sup>th</sup> August – Lot 2 Cleaning – PM</b> This tour will begin at 14:00</p> <p><u>Please note that any bidders that intend on submitting a bid for both lots should still attend both site tours as each will cover different aspects of the site.</u></p> <p>Please send a message via the e-sourcing portal stating which Lot site tour you would like to attend giving 24 hours' notice. Please ensure that you provide the names and vehicle registrations of those wishing to visit.</p>
3.9	Latest date / time RFP clarification questions shall be received through Emptoris messaging system	Thursday 6 <sup>th</sup> September 2018 11:00
3.10	Latest date / time RFP clarification answers should be sent to all Bidders by the Buyer through Emptoris	Monday 10 <sup>th</sup> September 2018
3.11	Closing date and time for Bidder to request RFP documents	Monday 17 <sup>th</sup> September 2018 10:00
3.12	Closing date and time for Bidder to submit their response ( <b>'the deadline'</b> ).	Monday 17 <sup>th</sup> September 2018 11:00
3.13	Presentations	W/C Monday 15 <sup>th</sup> October 2018 Dates and times to be issued to all bidders mathematically capable of winning w/c Monday 8 <sup>th</sup> October 2018
3.14	Notification of proposed Contract award to unsuccessful bidders	Wednesday 24 <sup>th</sup> October 2018
3.15	Anticipated Contract Award Date	Monday 5 <sup>th</sup> November 2018
3.16	Commencement of Contract	Monday 4 <sup>th</sup> February 2019
3.17	Bid Validity Period	90 Days

## **Section 4 – Specification**

UK Shared Business Services (UK SBS), on behalf of the British Antarctic Survey Cambridge (BAS), wishes to establish a Contract for the provision of Manned guarding and Cleaning 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.

The award of this Contract will be based on two Lots:

**Lot 1 – Manned Guarding**

**Lot 2 – Cleaning**

The lotting of this procurement will facilitate the greater aggregation of public sector demand and enable public sector to leverage greater efficiencies.

It is intended that one provider will be appointed for each of the Lots detailed above, however Potential Providers are invited to tender for one or more Lots on an individual basis. Where a single supplier is appointed on their own merit for both lots, bidders will be expected to detail within the “for information only” question, how they will manage both of these services to the benefit of the contracting authority should they be success in winning both lots.

### **Background to this Procurement**

In order to promote a strong and collaborative relationship with the successful supplier, the contracting authority are keen to ensure that they are a key account to any new supplier. To ensure BAS are able to continue with the ground breaking polar research they are conducting, the successful supplier must ensure that they understand how their role on the site will be in the public eye and any negative press will have a detrimental impact on the core activities in Cambridge as well as other sites. A key focus of this new contract must take into consideration how the contracting authority will feature as core customer and how the successful supplier can add value and benefit to this site.

British Antarctic Survey (BAS) is a component of the Natural Environment Research Council (NERC) and UK Research and Innovation (UKRI), based in Cambridge, United Kingdom. It has, for over 60 years, undertaken the majority of Britain's scientific research on and around the Antarctic continent. It now shares that continent with scientists from over thirty countries.

BAS employs over 400 staff and supports three stations in the Antarctic, at Rothera, Halley and Signy, and two stations on South Georgia, at King Edward Point and Bird Island. The Antarctic operations and science programmes are executed and managed from Cambridge and rely on a wide-ranging team of professional staff.

BAS has a long and distinguished history of carrying out research and surveys in the Antarctic and surrounding regions, undertaking most of the British research on the frozen continent. The close linking of our science programmes with essential logistics support makes BAS very effective in carrying out the complicated and sophisticated scientific field programmes that are necessary today.

As a major research organisation which is part of UKRI we:

- Provide a national capability for Antarctic science and logistics

- Carry out scientific research, long-term observations and surveys that cannot be done by anyone else in the UK
- Provide a focus for international co-operation and programme co-ordination
- Concentrate on issues fundamental to UKRI's science strategy and conservation of the Antarctic environment.

The Cambridge site is a 15,195-square metre complex designed to support all the scientific and logistic activities in the Polar Regions. The facilities include offices, laboratories and workshops, cold and frozen storage, cold water aquaria as well as library, archive and computing facilities. There is also a large store, vehicle overhaul facilities, and mechanical and electronic workshops for prototype and equipment development. Staff have access to the site 24 hours a day 365 day a year.

## **Lot 1 – Manned Guarding**

### **SECURITY POLICY**

As a Government organisation BAS must comply with the Security Policy Framework produced by the Government Security Secretariat. Further information on this framework can be found on the gov.uk website.

It is the BAS's policy to ensure that appropriate levels of physical security are provided to protect its assets against intentional threats, commensurate with the value of those assets, or resources and the costs of protection, whilst continuing to meet the aim of undertaking world-class environmental research.

The intention is to protect:

- Staff and others who may be involved in, or directly affected by, our activities from risk and danger related to their security whilst on BAS property
- Physical assets from theft, intentional damage or other security risks
- Research/personnel/confidential information and material from theft, unauthorised access, interference and corruption

### **STATEMENT OF REQUIREMENTS**

#### **Scope of the Specification**

The Contractor is to provide manned guarding to the Cambridge site only, primarily outside normal working hours.

The Contractor shall be responsible for providing a vigilant, visible, and active presence that shall deter criminal activity and provide reassurance to legitimate users of the site.

BAS requires a Guard to patrol and monitor CCTV and to cover reception duties at periods during the day.

As well as securing the site, the Guard will be expected to:

- monitor the plant and equipment alarms systems and notify the relevant parties
- be the first point of contact for emergencies outside normal working hours and control the incident until a BAS member of staff arrives
- be able to pass telephone messages to relevant parties
- carry out other minor duties as requested e.g. flag raising
- Control access to the site whilst covering reception to include logging in visitors using

systems provided as specified below

- Operate any platform used to accurately record mobile patrols

Excluded from this tender is the provision and maintenance of CCTV equipment.

### **Specific Roles**

This section describes the various roles and responsibilities required by BAS.

### **Reception Cover**

BAS requires the Guard to operate the reception area during the hours stated in below. The service required shall include, but not be limited to:

- Admitting visitors and staff to site and issuing security passes as required using systems provided
- Preventing unauthorised access to the site
- Answering telephones and passing messages accurately to the relevant parties
- Dealing with emergencies
- Minor duties, including keeping logs, managing keys etc.
- Acting as liaison for staff reporting problems and passing them on to the relevant contacts

The Guards must not leave reception at any point during the hours stated below and they must not leave site until a BAS member of staff has taken over at reception in the morning. It is the responsibility of the contractor to ensure this is followed.

### **Guarding**

The Guard is to provide routine surveillance of the building, external areas and car parks during the hours stated in below. This includes but is not limited to:

- Operation and monitoring of CCTV equipment
- Keeping records of untoward incidents involving breaches of security and potential criminal acts
- Liaising with emergency services in the event of an incident
- Restricting access to the building and grounds to authorised users and visitors
- Reporting defects / hazards
- Safe custody of keys
- Routine site patrols using equipment provided by the contractor
- Locking and unlocking areas as detailed in the assignment instructions
- Ensuring all windows and external doors are closed
- Assisting with evacuation in emergency situations
- Carrying out minor duties such as raising of flags, accepting delivery of post, newspapers etc.

The Guard will be based in the main reception whilst not on patrol.

### **Patrols**

The Guard will be expected to carry out regular patrols of the site, covering all areas of the site, fire exists, plants rooms etc.

Patrols should take place every 1½ to 2 hrs. The first patrol will be at 19:30 and will include a full tour of all offices ensuring windows are closed and rooms / doors/ gates that should be locked are locked.

The last patrol shall be timed to allow the Guard to start in reception at 06:30 and will include unlocking all areas detailed in the assignment instructions.

The Contractor is expected to provide and maintain a Patrol Management System or something similar, across the site to record the Guard's patrols. These records will be made available for BAS for audit purposes. There are currently 24 checkpoints across the site covering fire exists, plant rooms, external areas. The Contractor is responsible, in consultation with the Head of Estates or their nominated representative for establishing the optimum number and location of checkpoints to best allow them to fulfil the terms of the contract.

## **Hours**

### **Guarding**

Monday to Thursday	17:15	to	08:00
Friday to Sunday from	17:15 Friday	to	08:00 Monday (inclusive)

### **Reception Cover (within the guarding period)**

Monday – Friday	06:30	to	08:00
	17:15	to	19:30

Additionally, there are a total of 10.5 public and privilege holidays taken during the year and 24-hour cover is required during these periods. These 10.5 days will require cover and therefore should be included within the pricing submission.

BAS may require additional cover during the 3 working days between Christmas and New Year. This additional cover will be during the working day 08:00 to 17:30. The Contractor is required to commit to being able to provide this cover if required, and BAS will confirm whether this is required by the end of November each year. These 3 days should be allowed for within the pricing submission.

### **Qualifications**

Each Guard must be registered with the Security Industry Authority (SIA) for the type of activity they are carrying out.

The Contractor shall supply a certified copy of all licences for all Guards working on the Cambridge site to BAS for record purposes. The Guards will be expected to display their licences cards always.

No Guard will be permitted to work on the site until BAS is satisfied the Guard is suitably qualified and a copy of the licence has been received.

Each Guard will be required to undergo a BAS induction to the site, this will occur during normal working hours. This will include training on any BAS equipment which will include Visitornet system, CCTV system and telephony equipment. Additionally, there will be instructions on BAS procedures and BAS rules as well as orientation to the building. All Guards must undergo this training prior to starting work on site

### **Standards required from Guards**

The standards required from the Guards are, but not limited to: -

- Valid S.I.A Accreditation to cover a minimum of Guarding/CCTV monitoring
- Good written and verbal communication skills
- Basic IT skills
- Basic telephone skills
- Have a customer focussed attitude
- Any reports/records viewed are to be considered confidential
- Control room emergency procedures and protocols to be followed at all times
- The use of BAS's computer and telecommunications equipment is not permitted for personal use
- Sleeping whilst on duty is not permitted
- The drinking of alcohol whilst on duty is not permitted
- Personal devices are not permitted
- The use of headphones is not permitted
- Smoking is only permitted in designated areas, and not whilst out on patrol or in any buildings
- Guards are to wear company uniform and personal protection equipment (PPE) at all times and carry identification cards/passes
- Guards during shift are not permitted to leave site unless replaced with a fully trained Guards.
- All night Guards should be first aid trained, and have a recognised qualification.
- The contractor is expected to provide a lone working system

### **Service Standards**

- The Contractor shall be registered with either the British Security Industry Association (BSIA) or International Professional Security Association (IPSA). Or equivalent if appropriate
- Contractors shall be audited by either the National Security Inspectorate (NSI) or Security Systems and Alarms Inspection Board (SSAIB) or equivalent or as appropriate
- The Guarding service shall conform to British Standard 7499 – 2007 and BS 7858 – 2004 and BS EN ISO 9001 accredited company
- The Contractor shall respond promptly to all reasonable requests for assistance and reported crimes
- The Contractor shall deal helpfully and courteously with staff and visitors to BAS properties in a way that is sensitive to their physical, mental and emotional state
- The Contractor shall deal tactfully and diplomatically with potential conflict situations
- The Contractor shall report and take direct instruction from the Estates department.
- Information about security incidents and persons involved in them shall be kept confidential at all times
- Guards shall appear clean and smartly dressed and in approved corporate uniform at all times
- The Contractor shall employ managers who are conversant with current security technologies and changes in the law
- The Contractor shall notify police authorities and BAS Estates department promptly in the event of a crime and shall manage the scene of a reported crime appropriately pending their arrival. Equally any suspicious persons or behaviour must also be reported promptly to BAS Estates department
- All records of incidents and their type shall meet the agreed format requirements
- All records of health & safety incidents shall meet RIDDOR requirements where appropriate
- The Contractor may be required from time to time to deploy necessary warning signs, raise flags or carry out other minor duties

- All hazards discovered during surveillance or site inspections shall be reported promptly to the BAS Estates department
- Accesses to fire routes in BAS premises must be maintained at all times in line with Fire Safety legislation.
- There must be a continuity to ensure that the site is always manned throughout the times stated and any delay of a Guard to site is covered by relief Guard with no loss of time or service provision to BAS.
- The Guard will be expected to carry out simple preventative measures to minimise the risk during an occurrence i.e. using a litter bin to collect water from a roof leak and emptying the bin on a regular occurrence. There is a requirement to escalate any site occurrence to BAS staff out of hours
- Under no circumstances is the Guard to interfere with any engineering plant, unless specifically trained or instructed to do so by the Estates department
- In emergencies the Contractor is to follow the procedures set out in the security procedures handbook (The contractor will be provided with a copy upon appointment)
- The Contractor must ensure the confidential treatment of information received in the course of carrying out security duties.
- The Contractor must not remove written material or keys from the site.

### **Management Information**

#### **Meetings**

Routine contract review meetings will be scheduled with the Estates department and must be attended by an approved representative of the Contract Management Team.

The monthly report shall include, but not be limited to: -

- A copy of the following months Guard shift rota
- Health & Safety accident log
- Security training records
- Documentation of when the nightly patrols have been undertaken
- Reports of untoward occurrences
- Complaints received and actions taken
- Risk assessments and action plans

#### **Management**

The Contractor must ensure that effective communications exist for the management and handling of complaints.

The Contractor is to provide a clear point of contact and immediate response to problems at all times.

The Contractor is to issue a copy of the proposed Guard's rota to BAS on a monthly basis, and notify BAS of any changes during that month.

#### **Record Keeping**

A daily site log book shall be kept, which shall become the property of BAS at the end of the contract. Copies of the daily log shall be left on site and should be available for inspection at all times.

#### **Statutory Requirements**

The Contractor shall comply with all common law, current UK and European legislation, statutory instruments, bylaws, regulations governing, but not limited to: -

- Employment at work
- Right to work checks
- Health and Safety at Work
- C.P.S. Guidance
- Data Protection
- Fire safety
- COSHH
- Environmental protection
- RIDDOR
- Equality Act 2010
- Equality and diversity
- Waste management
- Criminal and civil law relating to assault and battery, searches, detention and restraint, particularly of persons with mental illness

The service shall also be provided in a way that complies with all British Standards (BS), European Norms (EN) and International Standards Organisation (ISO) standards governing the above.

### **Site Facilities**

BAS will provide, free of charge, power to the Contractors management equipment if necessary.

The Guards will have access to WC and drinking water facilities. BAS will provide access to chilled storage for food and reheating facilities. The guards must not use any other BAS property for personal use.

Personal devices are not permitted whilst on duty unless otherwise agreed.

At present the site is being manned with 2 security guards and the incumbent supplier is carrying a vacancy for an additional role. This is currently being manned with relief guards. These relief guards will not form part of the TUPE transfer, however new contractors should take this vacancy into consideration.

### **Liaison with BAS**

The main point of contact for the Contractor will be the BAS Estates Department. However, the contractor will be required to pass messages to other departments outside working hours.

The Contractor must not take instructions from any department other than BAS Estates Department without prior agreement.

The contractor will provide PPE, additional communication equipment including but not limited to a mobile phone and an electronic method of monitoring security patrols

BAS will provide a local radio

### **Site Tour**

Given the nature of this requirement and the site upon which any successful supplier would

be working, we are highly recommending that any interested supplier takes up the opportunity to visit site during the tender timescales.

The dates available to attend a site visit can be found within 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.

Given the sensitive nature of the site, at the point that you request a site visit you will be provided with a Non-Disclosure agreement which will need to be returned signed ahead of attending the visit.

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.

## **Lot 2 – Cleaning**

### **STATEMENT OF REQUIREMENTS**

#### **Scope of the Service**

BAS requires a Contractor to provide comprehensive cleaning services throughout the Cambridge site, delivered in a safe and efficient manner to the required standards. The Contractor will take responsibility for maintaining all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure that the high standards and public image, expected by BAS, are maintained. The Contractor is required to provide a quality driven service and the standard specified is to be evident at the start of each business day.

As a leading scientific research organisation BAS regularly receives ministerial level visitors and, as a result, requires facilities to match.

The required service is to include:

- General cleaning of offices and public space
- Provision of a day cleaner for reactive cleaning
- Ad hoc cleaning of laboratories, workshops etc.
- Ad hoc deep hygiene cleans of kitchen
- Ad hoc deep cleaning of ablutions
- Emptying waste bins and litter picking
- Provision of feminine hygiene and toilet fresheners
- Provision of consumables
- Provision of barrier matting
- Setting up of meeting rooms
- Aurora carpets cleaned in accordance with manufacturers instruction as attached
- Cleaners are not required to be key holders.

BAS prefers the majority of the services to be carried out in the morning, prior to the working day. In practice this means before 0800 and after 1600. However, BAS requires a cleaner on site during these times to cover reactive incidents.

The Contractor is to provide all necessary equipment and consumables for cleaning unless otherwise stated.

## **Cleaning of Offices and Public Spaces**

Contractors are to inspect the areas categorised as 'daily' on the room schedule and assess the level of cleanliness.

Contractors should undertake only those tasks necessary to bring the area up to the stated cleaning standard. Where necessary, the following tasks may also be required: -

- Daily cleaning of public areas
- Daily cleaning of toilets and showers
- Daily emptying of internal and external bins excluding individual waste bins in offices. General waste bins are to be emptied daily, dry mixed recyclable bins are to be emptied weekly or when they are full whichever comes sooner. The Contractor is to allow for the supply of bin bags.
- Weekly dusting and vacuuming of offices
- Litter picking to yard and quadrangle (pond) area and emptying external bins
- Cleaning of internal glazed screens and doors

## **Reactive Cleaning**

A reactive cleaning service is required to maintain the full safe use of the site. Tasks include but are not limited to responding to spillages, replenishing consumables and monitoring the cleanliness of the ablution facilities.

The day cleaning service should be available until 16:30 Monday to Friday

## **Ad Hoc Deep Cleaning of Laboratories, workshops etc.**

Tasks will include:

- Laboratories, workshops, Computer rooms – cleaned by request and under permit to work supplied by the Lab Manager. Cleaning will be limited to the following operations:
- Dust and wipe window sills
- Dust and wipe empty shelves
- Wipe and replace items as directed
- Wipe clean worktops
- Descale and clean sinks and draining boards
- Mop/vacuum floors

## **Rockstore Rooms**

- Annually by request
- Sweep/vacuum all floors, including beneath the racking
- Damp mop all floors, including under the racking
- Vacuum all racking
- Dust and wipe all benches

## **Supply Chain Logistics**

- Annual clean
- Sweep/vacuum all floors including under-racking
- Dust and wipe empty shelves
- Dust and wipe window sills

- Wipe and mop staircases

## **Two Archives Stores**

- Cleaned quarterly under supervision of Archives staff
- Vacuum all floors, including the groove and chain mobile racking
- Damp mop all areas including under the mobile racking
- No chemicals to be used in the Archives store

The following cleaning of the Archives will be carried out annually, upon request and under supervision of Archives staff:

- Dust and vacuum all mobile racking
- Dry dust top layers of all boxes, files for each shelf
- Care must be taken to ensure that any items are replaced in their correct position
- Dust all other items in the room

## Library

- Library storage areas will be cleaned annually, ensuring that accessible shelves are free from dust

## Kitchen

- Annual deep clean of the main kitchen area is required in line with Cleaning Standard IV. This will need to be carried out when the Catering facilities are not required, e.g. weekends, bank holidays, privilege days 2.5 days (per annum) or the 3 working days between Christmas and New Year when BAS does not provide catering services

## **Ad Hoc Deep Cleaning**

To include the following:

- Annual deep cleaning of chairs in Canteen, meeting rooms, conference room and public areas. To be carried out on days when the space is not in use
- Annual pressure washing and cleaning of external paving areas and external staircases (2 nr) to remove organic residue
- Annual deep clean of venetian blinds
- Annual clean of light fittings
- Annual deep clean of carpets to circulation spaces, meeting rooms, conference room and canteen
- Six monthly deep clean of Ablutions
- Six monthly cleaning of external signage

## **Feminine Hygiene**

Provision, resupply and maintenance to include the following:

- 16 x Air Scent Burst
- 9 x Slim Line vending machines
- 1 x Maxi Nappy disposal unit
- 10 x Midi sanitary disposal units
- 11 x mini sanitary disposal units
- 31 soap dispensers

## **Consumables**

BAS may, at its discretion, choose to purchase the following items from the successful contractor. The items and volumes given below are for guidance purposes only:

To include but not limited to the following:

- Paper Towels (rolls)
- Toilet Rolls
- Liquid Soap
- Bin Liners
- Sanitary Vending consumables

## **Barrier Mats**

To entrance / exit doors:

- 1 x mat (240cm x 85 cm) SB1
- 1 x mat (240cm x 150 cm) SB1
- 1 x mat (240cm x 150 cm) SB2
- 2 x mat (180cm x 180 cm) Reception. Must bear BAS logo. Spare also held by contractor for exchange during cleaning.

## **Window Cleaning**

To include the following:

- Quarterly external and internal clean to glass walls in reception,
- Directorate and Aurora Centre, including both sides of the internal screen behind reception
- Annual external and internal clean to all windows
- Annual clean to all external frames

## **Setting Up Meeting Rooms**

By request between 08:00-15:30 weekdays

## **Standards**

The standards required across the site are as defined below:

### **Basic – Standard I**

Basic standard of cleanliness and appearance required at all times. This standard will be applied to areas such as fire exits, secondary stairways, loading bays, car parking areas and external side entrances.

- All floor surfaces shall be free from debris and spillages; they must be clean and dry. Floors must be safe and not slippery. Care is to be exercised when staff are still on the premises. Wet floors shall be sign-posted and trailing cables and open sockets shall be made safe. Surfaces shall be maintained to preserve the existing state of condition and appearance.
- Back stairs including treads, risers, nosings, banisters, balustrades, handrails, ledges and protective wire guards where present must be free from dust and debris.
- No litter or rubbish shall be present and all waste bins and receptacles emptied and cleaned regularly.

### **Normal – Standard II**

Areas to which this service standard applies include, but are not limited to, all office accommodation, service areas, halls, post rooms, photocopying areas, and library. A good standard of cleanliness and appearance is required always, with evidence of a regular cleaning programme. The following standards are in addition to Standard I for Basic Areas:

- All hard floors, carpets and carpet tiles must be free from grit, dust, debris and spillages with no apparent stains. They must be clean and dry. All floor coverings are to be cleaned by the manufacturer's recommended methods at the recommended intervals.
- Remove spills from carpets and other floor coverings and treat to minimise damage and reduce the risk of staining. Use only approved specialist materials within any indicated timescales for the removal and treatment of spills.
- All walls, skirting's, dado-rails, coving, radiators, pipes, vents, grilles, doors, door frames, fittings and glass panels, window frames and sills must be free from debris, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. They must be free from finger marks, Verdi Gris stains, runs and cobwebs to full height.
- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents.
- All chairs and soft furnishings shall be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents.
- All fittings shall be free from dust, marks and smears. Light fittings must be free from dust. All signage, including emergency signage shall be clean, dry and free of stains, marks and dust
- All IT equipment including but not limited to PCs, printers, smart boards, scanners and plotters; telephones, faxes and photocopiers; microfilm readers and reader printers; and audio visual equipment including but not limited to televisions, video equipment and overhead projectors, shall be free of debris, stains, marks and dust, using an appropriate cleaning method for this equipment so as not to damage the equipment.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees.

### **Prestige – Standard III**

Areas to which this service standard applies include, but are not limited to reception areas, passenger lifts, and conference rooms, areas around the conference room, meeting rooms, canteen and public walkways. High usage areas require a high standard of cleanliness and appearance always. The standards below are in addition to Standards I and II for Basic Areas and Normal Areas:

- All waste and other rubbish receptacles removed frequently to central rubbish collection/disposal arrangements, so as to avoid any build-up of rubbish or waste
- All fittings are to be well cleaned and cared for. Where applicable, cleaning of surface materials and other items will be undertaken in accordance with the manufacturer's specification
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent

### **Hygiene Areas – Standard IV**

The requirements for these areas will be in addition to Standards I, II and III. Hygiene Areas

include areas such as toilets, bathrooms, shower rooms, kitchens, changing rooms, catering areas, vending areas, laboratories and first aid rooms.

**A. Toilet, Bathroom, Shower Room and Changing Areas: -**

- The Contractor shall ensure they identify by colour code all equipment and materials used in the cleaning of toilets, bathrooms and shower rooms. They must ensure that all these items are never used outside these areas
- All sanitary ware, including showers, shower heads, sinks, wash hand basins, baths, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains
- Walls, doors, cubicle partitions and surfaces shall be washed by a disinfectant solution regularly. Mirrors must be clean and free from smears
- Soap dispensers must be filled, operating correctly with clean nozzles, and the external surfaces must be clean, dry and free from smears. Solid bars of soap must be clean and replaced as necessary. All toilets, bathrooms and shower rooms shall be kept fully stocked with supplies and shall be made available at all times. Towel holders/dispensers must be clean, dry and free from dust, marks and smears with clean towels fitted. The external surface of hand dryers must be clean, dry and free from smears.
- Feminine Hygiene Facilities are required in the premises. The Contractor shall provide regular collections of the Feminine Hygiene receptacles and will ensure receptacles are not overflowing or become foul smelling. The feminine hygiene receptacles are to be kept free of marks, stains and dust. The Contractor is also required to ensure that the feminine hygiene vending machines are fully stocked and the external surfaces are clean, dry and free from smears and dust.

**B. Kitchens, Food Preparation Areas, Kitchenettes, Eating Areas and Tea points: -**

- In addition to cleaning standard II, floors, walls and work surfaces shall be disinfected. Fridges within the areas shall be kept clean inside and out, and defrosted when appropriate. Microwaves and ovens within the kitchenettes and tea points are required to be cleaned inside and out.

**C. Laboratories: -**

The only requirement for the laboratories will be to empty the bins which are left in the corridor when required. There will be no other entry to the laboratories unless by special arrangement.

**D. Vending Areas: -**

The vending areas shall be kept free from stains and spills. Floors and walls shall be disinfected at appropriate intervals. This cleaning standard is to be in evidence before the start of the business activity and ongoing.

**E. First Aid Rooms: -**

Cleaning of first aid rooms is required at the premises. In addition to cleaning standard II, floors, walls, work surfaces, furniture, fittings and equipment shall be disinfected. In addition to the planned clean of these rooms, the first aid rooms shall be cleaned thoroughly after use, ensuring that any bloodstains or stains caused by other bodily fluids are removed.

Bidders should refer to Appendix B – Room Schedule for full details on which areas of the building require each standard of cleaning and on what basis.

All cleaning equipment and materials should be supplied by the supplier in accordance with their approach to managing this contract. All equipment will need to be PAT tested and maintained by the successful supplier.

## **Management**

### **Meetings**

The Contractor's Manager is required to attend monthly meetings with the BAS Estates Department Manager to discuss performance and standards. The Contractor will provide a copy of any complaints including actions and any incidents or accidents for that period. Further information may be required for agreed Key Performance Indicators.

### **Instructions**

Although the Contractors staff are expected to liaise with all BAS staff during the course of their work, they are only to take instructions for the BAS Estates department.

### **Continuation of Service**

The Contractor shall be expected to provide a continuation of service during periods of annual leave, sickness, absences and short notice etc.

### **Training**

The Contractor will be expected to have in place a process for training their employees across all aspects of the service.

### **Communications**

The Contractor is expected to provide a separate method of communication with Staff on site for their own purposes. For the supervisor, BAS will provide a mobile phone so that they are able to make instant contact should they need to, however contractors will allow for provisions for any additional mobile phones if they are required.

### **Uniforms**

The Contractor is expected to provide corporate uniforms for all staff on site, and for staff to wear these.

### **Statutory Requirements**

The Contractor shall comply with all common law, current UK and European legislation, statutory instruments, bylaws, regulations governing, but not limited to: -

- Employment at Work
- Health and Safety at Work
- Data Protection
- Fire safety
- COSHH
- Environmental Protection

- RIDDOR
- Equality Act 2010
- Equality and Diversity
- Waste Management
- Pesticide Regulations
- Right to Work
- GDPR 2018

The Contractor is to provide all relevant risk assessments, methods of working and COSHH assessments prior to starting on site.

### **Security**

The Contractors staff will be issued with a security pass. This must be worn visibly at all times. The Contractors staff must collect their passes from reception and sign in at the beginning of their work, and leave their pass and sign out at the end of the day.

If the Contractors staff are to have visitors, suppliers, company management on site, they are to inform reception at least 24 hours in advance. The visitor is required to wear the pass visibly whilst on site and return to reception when leaving site. The Contractor supervisor will be responsible for the visitors at all times whilst on site and ensure they are fully aware of the site rules.

### **Induction**

All staff must be inducted onto site prior to starting work. BAS must approve the Contractors proposed induction process prior to the start of the contract

### **Fire Alarms**

If an evacuation of site is required, the site supervisor or nominated deputy will take responsibility for ensuring all of the Contractors staff are out of the building, and report this to the fire warden or security guard depending on time of day.

### **Smoking**

Smoking is only permitted in externally designated areas.

### **Personal Devices**

No personal devices can be used whilst personnel are engaged on BAS activities unless agreed otherwise.

### **Car Parking**

The Contractors staff may park in either staff car park, or use the staff bicycle parking. The Contractor's staff may not use the good yard for parking vehicles.

The Contractors staff must obey all signs and speed limits across the site

### **PAT Testing**

All equipment brought to site must have a current PAT test label, and be regularly inspected as required by the regulations. BAS reserves the right to have removed from site any

equipment that does not comply.

### **Personal Equipment**

The Contractors staff's personal equipment should not be plugged in on site.

### **BAS Equipment**

The Contractors staff must not use any BAS telephony or IT equipment.

### **Deliveries**

All deliveries must come to the rear service yard where they will be accepted by Supply Chain Logistics. All deliveries must be clearly labelled for the contractors attention.

### **Restricted Areas**

The Contractors staff must not enter restricted areas such as laboratories or workshops without specific permission to do so.

### **Hazards and Safety**

The Contractors staff are expected to comply with their own safe methods of works, including the correct storage of chemicals.

BAS expects appropriate barriers, guards and safety signs to be placed around work and that equipment and cleaning products are not left unattended.

BAS reserves the right to stop any work that does not comply and carry out periodic checks to ensure that COSHH is being complied with.

The Contractors staff should also inform the BAS Estates Department of any Hazards or fire risks they may see across the site.

### **Wildlife**

The Contractors staff must not disturb any wildlife habitats that have been created on site.

### **Site Tour**

Given the nature of this requirement and the site upon which any successful supplier would be working, we are highly recommending that any interested supplier takes up the opportunity to visit site during the tender timescales.

The dates available to attend a site visit can be found within 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.

Given the sensitive nature of the site, at the point that you request a site visit you will be provided with a Non-Disclosure agreement which will need to be returned signed ahead of attending the visit.

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.

The Contract duration shall be for a period of 3 years.

### **KPI's**

Due to high standards expected on the site the contracting Authority will be closely monitoring the successful contractor's performance using the KPI's Appended to this tender package. These will form the basis of the contract, however there may be the need for the contracting authority and supplier to agree further KPIs as the contract develops penalties as detailed in the attachment will be applicable where the agreed standard of service is not being meet. During contract mobilisation and after there may be the need to add in revised KPIs specifically in relation to both the Security and Cleaning contracts these will be mutually agreed between the contracting authority and the successful supplier. For the purpose of this tender and to ensure a fair and transparent evaluation process the KPIs that are appended to this opportunity will form part of the ongoing contract and will be evaluated against.

### **Manged Service Information**

Where suppliers are proposing to offer services under both lot 1 and lot 2, bidders are required to provide a response to PROJ1.10 and PROJ2.10. These questions will be for information purposes at this stage, however in the event that a bidder has the most economically advantageous tender response in each of the individual lots and are awarded both lots 1 and 2 on their own individual merit, the contracting authority requires the bidder to provide detail on how they will managed the combined services ensuring a value added service opposed to a direct service that would be applicable if only one lot was successful. In the event this situation occurs the contracting authority reserve the right to include the management information provided by such bidder into the contract going forward.

### **Terms and Conditions**

Bidders are to note that any requested modifications to the Contracting Authority Terms and Conditions on the grounds of statutory and legal matters only, shall be raised as a formal clarification during the permitted clarification period.

## 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 and the Contracting Authority, and any specific external stakeholders the Contracting Authority 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 A	SEL1.13	Contact details and declaration
Selection Part B	SEL2.2	Participation in a criminal organisation
Selection Part B	SEL2.3	Corruption
Selection Part B	SEL2.4	Fraud
Selection Part B	SEL2.5	Terrorist Offences or offences link to terrorist activities
Selection Part B	SEL2.6	Money laundering or Terrorist financing
Selection Part B	SEL2.7	Child Labour and other forms of trafficking in human beings
Selection Part B	SEL 2.8	Self cleaning
Selection Part B	SEL 2.9	Payment of tax or social security
Selection Part B	SEL 2.10	Cyber essentials
Selection Part	SEL 2.20	GDPR
Selection Part C	SEL3.2	Breach of environmental obligations
Selection Part C	SEL3.3	Breach of social obligations

Selection Part C	SEL3.4	Breach of labour law obligations
Selection Part C	SEL3.5	Bankruptcy
Selection Part C	SEL3.6	Guilty of grave professional misconduct
Selection Part C	SEL3.7	Distorting competition
Selection Part C	SEL3.8	Conflict of Interest
Selection Part C	SEL3.9	Prior involvement in procurement process
Selection Part C	SEL3.10	Prior performance of contract
Selection Part C	SEL3.11	Serious Misrepresentation
Selection Part C	SEL3.12	Withholding information
Selection Part C	SEL3.13	Unable to provide supporting documentation for ESPD
Selection Part C	SEL3.14	Influenced the decision making process
Selection Part D	SEL4.1	Audited accounts
Selection Part D	SEL4.2	Minimum financial threshold
Selection Part D	SEL4.3	Wider group / guarantee
Selection Part D	SEL4.4	Insurance
Selection Part E	SEL5.1	References
Selection Part E	SEL5.4	Compliance under Modern Slavery Act 2015
Selection Part E	SEL5.5	Health and Safety Policy
Selection Part E	SEL5.6	Enforcement/remedial orders in relation to the Health and Safety Executive
Selection Part E	SEL5.7	Breaching environmental legislation
Selection Part E	SEL5.8	Checking sub-contractors for infringement of environmental legislation
Selection Part E	SEL5.9	Unlawful discrimination
Selection Part E	SEL5.10	Checking sub-contractors 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, the Contracting Authority 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.

<b>Award Pass/fail criteria</b>		
<b>Questionnaire</b>	<b>Q No.</b>	<b>Question subject</b>
Commercial	All Lots - AW1.1	Form of Bid
Commercial	All Lots - AW1.2	Bid validity period
Commercial	All Lots - AW1.3	Certificate of bona fide Bid
Commercial	Lot 1 - AW4.1	Compliance to the Contract Terms
Commercial	Lot 1 - AW4.2	Changes to the Contract Terms
Price	Lot 1 - AW5.1	Firm and fixed price
Price	Lot 1 - AW5.3	Open book policy
Commercial	Lot 1 - AW5.5	E Invoice
Commercial	Lot 1 - AW5.6	E Invoice implementation
Quality	Lot 1 - AW6.1	Compliance to the Specification
Quality	Lot 1 - AW6.2	Variable Bids
Quality	Lot 1 – PROJ1.2	Non Negotiable bid
Quality	Lot 1 – PROJ1.5	Accreditations
Commercial	Lot 2 - AW4.1	Compliance to the Contract Terms
Commercial	Lot 2 - AW4.2	Changes to the Contract Terms
Price	Lot 2 - AW5.1	Firm and fixed price
Price	Lot 2 - AW5.3	Open book policy
Commercial	Lot 2 - AW5.5	E Invoice
Commercial	Lot 2 - AW5.6	E Invoice implementation
Quality	Lot 2 - AW6.1	Compliance to the Specification
Quality	Lot 2 - AW6.2	Variable Bids
Quality	Lot 2 – PROJ2.2	Non Negotiable bid
-	-	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, the Contracting Authority 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.

<b>Award Scoring criteria</b>			
<b>Evaluation Justification Statement</b>			
In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this RFP. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.			
<b>Questionnaire</b>	<b>Q No.</b>	<b>Question subject</b>	<b>Maximum Marks</b>
<b>Lot 1 – Manned Guarding</b>			
Pricing	L1 - AW5.2	Price	20.00%
Quality	PROJ1.3	Method Statement	30.00%
Quality	PROJ1.4	Managing Continuity	20.00%
Quality	PROJ1.6	Training	20.00%
Quality	PROJ1.9	Presentation	10.00%
Quality	PROJ1.10	Managed service innovation and added value	For information only
<b>Lot 1 – Cleaning</b>			
Pricing	L2 - AW5.2	Price	20.00%
Quality	PROJ2.3	Method Statement	30.00%
Quality	PROJ2.4	Managing Continuity	20.00%
Quality	PROJ2.6	Training	20.00%
Quality	PROJ2.9	Presentations	10.00%
Quality	PROJ2.10	Managed service innovation and added value	For information only

<b>Award Evaluation of criteria</b>
<p><b>Non-Price elements</b></p> <p>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.</p> <p>Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20%.</p> <p>Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:</p> $\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$ <p>The same logic will be applied to groups of questions which equate to a single evaluation criterion.</p>

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 ( $80/100 \times 50 = 40$ )

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"> <li>• RFP logged upon opening in alignment with UK SBS's procurement procedures.</li> <li>• Any RFP Bid received after the closing date will be rejected unless circumstances attributed to the Contracting Authority or the e-sourcing tool beyond the bidder control are responsible for late submission.</li> </ul>
Compliance check	<ul style="list-style-type: none"> <li>• Check all Mandatory requirements are acceptable to the Contracting Authority.</li> <li>• Unacceptable Bids maybe subject to clarification by the Contracting Authority or rejection of the Bid.</li> </ul>
Scoring of the Bid	<ul style="list-style-type: none"> <li>• Evaluation team will independently score the Bid and provide a commentary of their scoring justification against the Selection criteria.</li> </ul>
Clarifications	<ul style="list-style-type: none"> <li>• The Evaluation team may require written clarification to Bids</li> </ul>
Re - scoring of the Bid and Clarifications	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Presentations	<ul style="list-style-type: none"> <li>• To be conducted in accordance with the bidder guidance within the presentation questions.</li> </ul>
Validation of unsuccessful Bidders	<ul style="list-style-type: none"> <li>• 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.</li> </ul>

## **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 are 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 The Contracting Authority wishes to establish a Contract for the provision of Manned Guarding and Cleaning services at The British Antarctic Survey in Cambridge. The Contracting Authority 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 The Contracting Authority is procuring the Contract for its exclusive use or cross reference the list of customers provided in the [OJEU Notice](#) or [Contracts Finder](#) Notice supported if relevant by the statement on the UK SBS website currently located [here](#). (OPB)
- 7.1.3 UK SBS and the Contracting Authority logo, trademarks and other identifying marks are proprietary and may not be incorporated in the Companies response without the Contracting Authority’s written permission.
- 7.1.4 The Bidder shall indemnify and keep indemnified UK SBS and the Contracting Authority 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 or the Contracting Authority. 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 and the Contracting Authority 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 the Contracting Authority. Submitted Responses which are deemed by the Contracting Authority 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 Whilst it is the Contracting Authority’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. The Contracting Authority and any relevant Other Public Bodies reserve the right to purchase any services (including those similar to the services covered by this procurement) from any Supplier outside of this Contract...
- 7.1.9 The Contracting Authority 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.

7.1.10 the services covered by this procurement exercise have been sub-divided into Lots.

Lot	Description	Number of successful suppliers required for this lot
Lot 1	Manned Guarding	1
Lot 2	Cleaning	1

7.1.11 The Contracting Authority 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.

7.1.12 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 the Contracting Authority if they are not articulated by the Bidder within the discussion forum within the e-sourcing tool.

7.1.13 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 services and contractual obligations. These instructions constitute the Conditions of Response. Participation in the RFP process automatically signals that the Bidder accepts these Conditions.

7.1.14 all material issued in connection with this RFP shall remain the property of the Contracting Authority 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 the Contracting Authority or securely destroyed by the Bidder (at the Contracting Authority's option) at the conclusion of the procurement

7.1.15 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.

7.1.16 The Bidder shall not make contact with any other employee, agent or consultant of UK SBS or the Contracting Authority 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 the Contracting Authority.

7.1.17 The Contracting Authority 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;

- 7.1.17.2 An invitation to submit any Response in respect of this procurement;
  - 7.1.17.3 Communicating with a Bidder or a Bidder's representatives or agents in respect of this procurement; or
  - 7.1.17.4 Any other communication between UK SBS, the Contracting Authority and/or any relevant OPB (whether directly or by its agents or representatives) and any other party.
- 7.1.18 Bidders shall accept and acknowledge that by issuing this RFP the Contracting Authority 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.
- 7.1.19 The Contracting Authority reserves the right to amend, add to or withdraw all or any part of this RFP at any time during the procurement.
- 7.1.20 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 the Contracting Authority.
- 7.1.21 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 the Contracting Authority reserves the right to require a successful consortium to form a single legal entity in accordance with regulation 19(6) of the Regulations. The Contracting Authority 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 the Contracting Authority 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 the Contracting Authority reasonably consider the change to have a material impact of the delivery of the viability of the Response.

## **7.2. Site Visit**

- 7.2.1 A site visit will be held in conjunction with this requirement. For further information please refer to the information within Section 3 – Timescales.

## **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 the Contracting Authority 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 and the Contracting Authority may disclose detailed information relating to Responses to its employees, agents or advisers and they may make any of the Contract documents available for private inspection by its officers, employees, agents or advisers. UK SBS and the Contracting Authority also reserve 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, the Contracting Authority 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 the Contracting Authority 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 The Government introduced 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 The Contracting Authority 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.

## 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](#)

## 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 and the Contracting Authority may be required to disclose information submitted by the Bidder to the to the Contracting Authority.
- 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, the Contracting Authority will endeavour to maintain confidentiality. Bidders should note, however, that, even where information is identified as commercially sensitive, the Contracting Authority may be required to disclose such information in accordance with the FoIA or the Environmental Information Regulations. In particular, the Contracting Authority 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, the Contracting Authority 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 the Contracting Authority and the Bidder should not attempt to answer the request without first consulting with the Contracting Authority.
- 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 the Contracting Authority, and any contract entered into by the Contracting Authority 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. The Contracting Authority reserves the right to extend the dates and will advise potential Bidders of any change to the dates.

## **7.7. The Contracting Authority's Contact Details**

- 7.7.1 Unless stated otherwise in these Instructions or in writing from UK SBS or the Contracting Authority, 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 the Contracting Authority, 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 the Contracting Authority 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 the Contracting Authority to reject a Response.
- 7.8.3 The Contracting Authority 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 the Contracting

Authority or their advisers and representatives. Bidders should notify the Contracting Authority 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 The Contracting Authority 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 The Contracting Authority do 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 the Contracting Authority 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 the Buyer in [Section 3](#) in advance of 'the deadline' if a bidder believes their Response will be received late.
  - 7.9.9.3 The Contracting Authority 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, the Contracting Authority 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, the Contracting Authority, 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 the Contracting Authority and/or, as applicable, relevant OPB following receipt of the RFP should make their own investigations and their own independent assessment of the Contracting Authority and/or, as applicable, relevant OPB and its requirements for the 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, the Contracting Authority 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 the Contracting Authority 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 the Contracting Authority and the Contracting Authority confirming in writing such acceptance to the Bidder, the Bidder will within 14 days of being called upon to do so by the Contracting Authority 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 The Contracting Authority 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, in this instance all clarifications shall be by email to the contact defined in [Section 3](#).
- 7.15.2 The Contracting Authority 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 the dates provided in section 3 – Timescales.
- 7.15.5 In order to ensure equality of treatment of Bidders, the Contracting Authority intends to publish the questions and clarifications raised by Bidders together with the Contracting Authority'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 the Contracting Authority 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 the Contracting Authority's response, the Contracting Authority will:

7.15.6.1 invite the Bidder submitting the query to either declassify the query and allow the query along with the Contracting Authority'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 The Contracting Authority 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, the Contracting Authority may modify the RFP by amendment. Any such amendment will be numbered and dated and issued by the Contracting Authority to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Responses, the Contracting Authority 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 the Contracting Authority by recorded delivery or equivalent service and delivered to the Head of Policy UK SBS at UK Shared Business Services Ltd, Procurement, Polaris House, North Star Avenue, Swindon, and Wiltshire, SN2 1ET

## **7.18. Right to disqualify or reject**

7.18.1 The Contracting Authority 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 The Contracting Authority 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 The Contracting Authority 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 successful and 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 supplies/services/works 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 the Contracting Authority and the Supplier following any award under the procurement
"Contracting Bodies"	means the Contracting Authority and any other contracting authorities described in the OJEU Contract Notice
"Contracting Authority"	A public body regulated under the Public Contracts Regulations on whose behalf the procurement is being run
"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 the Contracting Authority 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 the Contracting Authority
"Request for Proposal" or "RFP"	means this Request for Proposal documentation and all related documents published by the Contracting Authority and made available to Bidders and includes the Due Diligence Information. <b>NOTE:</b> This document is often referred to as an Invitation to Tender within other organisations
"Supplier"	means the organisation awarded the Contract
"supplies /services/works "	means any supplies/services and supplies or works set out at within <a href="#">Section 4 Specification</a>