

Invitation to Quote

**Invitation to Quote (ITQ) on behalf of National Environmental
Research Council Centre for Ecology and Hydrology (NERC, CEH)**

Subject: NERC CEH Wallingford Security Contract

Sourcing reference number: FM18019



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

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

Natural Environment Research Council (NERC)

NERC is the UK's main agency for funding and managing research, training and knowledge exchange in the environmental sciences.

NERC's work covers the full range of atmospheric, Earth, biological, terrestrial and aquatic science, from the deep oceans to the upper atmosphere and from the poles to the equator.

The organisation coordinates some of the world's most exciting research projects, tackling major issues such as climate change, environmental influences on human health, the genetic make-up of life on Earth, and much more.

Working internationally, NERC have bases at some of the most hostile places on the planet; running a fleet of research ships and aircraft and investing in satellite technology to monitor gradual environmental change on a global scale. NERC provide forewarning of, and solutions to, the key environmental challenges facing society.

Examples of funded research

- Showing the importance of mature tropical forests to the global climate.
- Developing a safer and cleaner way to mine gold by reducing the use of mercury.
- Studying the hole in the ozone layer - discovered by our British Antarctic Survey - and monitoring climate change.
- Playing a major role in the International Census of Marine Life that monitors our oceans.

NERC also runs six organisations of world renown:

- British Antarctic Survey, in Cambridge.
- British Geological Survey, in Nottingham.
- National Oceanography Centre, in Southampton.
- Centre for Ecology & Hydrology, in Oxfordshire.
- National Centre for Atmospheric Science, in Leeds.
- National Centre for Earth Observation, Swindon.

www.nerc.ac.uk

Section 3 - Working with the Contracting Authority.

In this section you will find details of your Procurement contact point and the timescales relating to this opportunity.

Section 3 – Contact details		
3.1	Contracting Authority Name and address	Natural Environment Research Council Centre for Ecology & Hydrology Maclean Building, Benson Lane Crowmarsh Gifford Wallingford Oxfordshire OX10 8BB
3.2	Buyer name	Paul Greenhood
3.3	Buyer contact details	paul.greenhood@uksbs.co.uk
3.4	Maximum value of the Opportunity	£65,000.00 Excluding VAT. There will no opportunity to exceed these values through the lifetime of the requirement.
3.5	Process for the submission of clarifications and Bids	All correspondence shall be submitted within the Emptoris e-sourcing tool. Guidance Notes to support the use of Emptoris is available here. Please note submission of a Bid to any email address including the Buyer <u>will</u> result in the Bid <u>not</u> being considered.

Section 3 - Timescales		
3.6	Date of Issue of Contract Advert and location of original Advert	Tuesday 20 th February 2018 Contracts Finder
3.7	Site Visits <i>We strongly recommend that you attend a site visit in order to gain complete clarity of our requirements and the environment that you will be working in.</i>	Tuesday 27 th February 2018 at 10:00am Friday 2 nd March 2018 at 10:00am Wednesday 7 th of March at 10:00am <i>Please send a message to UK SBS through the Sourcing portal to confirm your attendance to this site visit.</i>
3.8	Latest date/time ITQ clarification questions shall be received	Friday 9 th March 2018 at 11:00am

	through Emptoris messaging system	
3.9	Latest date/time ITQ clarification answers should be sent to all Bidders by the Buyer through Emptoris	Monday 12 th March 2018 at 15:00pm
3.10	Latest date/time ITQ Bid shall be submitted through Emptoris	Wednesday 14 th of March at 11:00am
3.11	Anticipated Award date	Wednesday 21 st March 2018
3.12	Anticipated Contract Start date	Week Commencing Monday 2 nd April 2018
3.13	Anticipated Contract End date	Sunday 31 st March 2019
3.14	Bid Validity Period	90 Days

Section 4 – Specification

About CEH – Wallingford

The Centre for Ecology and Hydrology (CEH) is a world-class research organisation focussing on land and freshwater ecosystems and their interaction with the atmosphere.

In our science we cover:

- Natural hazards
- Water resources
- Pollution & environmental risk
- Soil
- Sustainable land management
- Natural capital
- Monitoring and observation systems
- Environmental informatics
- Ecological process and resilience
- Biosphere-atmosphere interactions.

NERC CEH works with businesses, policy-makers and environmental practitioners across the globe to develop innovative products and services from cutting edge science. We nurture robust multidisciplinary, national and international research collaborations as well as engaging society with our research.

NERC CEH's mission is to undertake world-class research of terrestrial and freshwater ecosystems that underpins evidence-based decisions and innovation by policy-makers and business, and engages with people, supporting sustainable development and improving society's environmental legacy.

NERC CEH operate four sites in the United Kingdom, the largest of which is based at Wallingford and is also the primary location. CEH Wallingford houses approximately 300 personnel including scientists, graduates and support staff and encompasses 10,710m², of which 3,311m² is dedicated to the Chiltern Wing which houses a number of scientific laboratories.

The building also houses a reception area, canteen, and break out areas (concourse), conference and meeting rooms, open-plan and cellular offices, stair cases, toilets and lifts.

The building is open for staff from 07:00 until 20:00 with a manned reception from 07:00 until 16:30 on Monday to Friday. The building is also open for staff from 07:30 until 14:00 on Saturdays with no reception cover. Working hours are generally 08:00 to 18:00 Monday to Friday.

The building is used for carrying out research, meetings, conferences and office support work.

Outline of Requirement

NERC CEH Wallingford's current security contract ends on the 19th of March 2018, therefore the purpose of this tender is to create a new contract for the provision of:

The security of the site outside of normal working hours and acting as lead in emergency situations during these hours.

NERC CEH's Expectations

This requirement is for the provision of security services as detailed in this ITQ

We are looking to work with a flexible partner who understands the importance of representing CEH as a world-leading research institute to all its staff, customers, suppliers and partner organisations.

CEH expects the supplier to achieve best value and contract success by focussing on staff retention and to ensure that fulfilment of the key requirements will be workable.

CEH has structured this specification to allow bidders to suggest methods to ensure success of the contract.

Scope of Requirements

The following requirements are all considered to be essential:

Hours of operation:-

- Monday-Friday (excluding bank holidays) 16:30-21:00
- Saturdays 10:00-14:00
- Sundays 4 ad-hoc mobile patrols
- Bank holidays 4 ad-hoc mobile patrols

Activities:-

- Manning the reception desk during the Hours of Operation ensuring that all staff are signed in and accounted for as well as answering the telephone, transferring calls and reporting equipment failures to the relevant people.
- Monitoring of CCTV screens during security working hours including reviewing images as and when requested.
- Acting as front-of-house ambassador for NERC CEH outside of normal working hours.
- Handover any relevant activities or issues to daytime staff.
- Incident reports and occurrence log (web-based).
- Closing down the facility in the agreed manner, including reasonable adjustments to individual access fobs upon request.
- Issue and receipt of keys and equipment, including record and log activities.
- The guard is expected to act as lead for the following activities: medical (first aid), evacuation, fire, conflict resolution and terrorist threats as well as being COSHH and SIA trained. Please note that internal training will be supplied for new employees in accordance with NERC internal policies.
- Other activities to include random mobile patrols (two patrols on Monday-Friday nights, three on Saturday and four on Sundays) and key-holding.

Performance Monitoring

Detailed below are the KPI's that this contract will be measured against.

As a mandatory element for this requirement, bidders will be required to confirm that they will agree to carry out the services in alignment with the KPI's below.

Bidders are able to provide details of any additional KPI's that, if successful, they would like to discuss as an addition to the below.

KPI's

ID	KPI Description	Weighting	Score
A	Training – all guards will be given training to ensure they are fully conversant with site systems and layout	15	Mandatory ahead of commencing work on site.
B	The security company's Contract Manager will attend monthly meetings with the Contract Manager.	15	
C	Security contractor will be responsible for carrying out welfare visits for each guard every month, and reporting findings at the monthly contract meetings.	10	
D	All guards will be provided with company livery uniforms and must be presentable in appearance at all times, as they are the first point of contact and represent our company image.	10	
E	Security guards are responsible for security of staff, buildings and equipment.	20	
F	Courtesy – all guards must polite to all Visitors, Contractors and members of staff at all times.	15	
G	Punctuality – all guards must be on site so a complete handover from the previous guard can take place before their shift starts.	15	

KPI's will be scored using the following methodology:

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

The KPI will be reviewed monthly for the first 4 months of this contract and then quarterly, unless service failures are noted. In the event of service failure, KPI meetings will return to monthly until performance improves. Providers, whose total score of the relevant period falls below 70% of the achievable total sum will be requested to provide an improvement plan to ensure service levels are restored.

Equipment and Consumables:-

- Uniform to be provided by the Contractor with clearly worn identity badge.

Desired Outcome:-

Through the bidding process we are looking for potential vendors to show understanding of how professionalism, continuity of services and confidence to act as lead during situations that may arise out of hours and for which they will be responsible. Security staff should also have the ability

to show that mobile patrols will be carried out randomly and that they are in a position to be trusted key-holders

Bidders are expected to show that they have provisions in place to ensure that timekeeping agreed is adhered to and that they have can demonstrate clear, open and positive communication channels with their staff.

Scope for Future Developments

NERC CEH is currently undergoing the Gateway 4 process to become a company operating outside of the public sector.

NERC CEH are looking for a 12 month contract whilst transitioning.

Corporate and Social Responsibility (CSR)

NERC CEH takes its responsibility to the environmental and society seriously. Bidders should be prepared to demonstrate that they understand CEH's CSR policy and that they inspire to work towards it during this contract and beyond.

Further Details and Appendices

Attachments:

Appendix A - NERC CSR Policy

Terms and Conditions

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

Site Visits

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

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

During the site visit any questions raised will be noted by the host and then responses will be formally confirmed via clarification.

Section 5 – Evaluation model

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

Where a question is 'for information only' it will not be scored.

The evaluation team may comprise staff from UK SBS, and the Contracting Authority and any specific external stakeholders the Contracting Authority deems required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ($5+5+6 = 16 \div 3 = 5.33$))

Pass / fail criteria		
Questionnaire	Q No.	Question subject
Commercial	SEL1.2	Employment breaches/ Equality
Commercial	FOI1.1	Freedom of Information Exemptions
Commercial	AW1.1	Form of Bid
Commercial	AW1.3	Certificate of Bona Fide Bid
Commercial	AW3.1	Validation check
Commercial	AW4.1	Contract Terms
Commercial	AW4.2	Detail the Justification
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Price	PROJ2.1	Maximum Budget
Quality	AW6.1	Compliance to the Specification
Commercial	SEL3.11	Compliance to Section 54 of the Modern Slavery Act
Commercial	SEL3.12	Cyber essentials
Commercial	SEL3.13	General Data Protection Regulations (GDPR)
-	-	Invitation to Quote – received on time within e-sourcing tool
Quality	PROJ3.2	Understanding KPI's

Scoring criteria			
Evaluation Justification Statement			
In consideration of this particular requirement the Contracting Authority has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. The Contracting Authority considers these weightings to be in line with existing best practice for a requirement of this type.			
Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	30.00%
Quality	PROJ3.1	Monitor Performance	5.00%

Quality	PROJ3.3	Meet requirements within the scientific areas	65.00%
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Evaluation of criteria

Non-Price elements

Each question will be judged on a score from 0 to 100, which shall be subjected to a multiplier to reflect the percentage of the evaluation criteria allocated to that question.

Where an evaluation criterion is worth 20% then the 0-100 score achieved will be multiplied by 20%.

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation:

$$\text{Score} = \{\text{weighting percentage}\} \times \{\text{bidder's score}\} = 20\% \times 60 = 12$$

The same logic will be applied to groups of questions which equate to a single evaluation criterion.

The 0-100 score shall be based on (unless otherwise stated within the question):

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with major deficiencies and little relevant detail proposed.
40	Poor response only partially satisfying the selection question requirements with deficiencies apparent. Some useful evidence provided but response falls well short of expectations. Low probability of being a capable supplier.
60	Response is acceptable but remains basic and could have been expanded upon. Response is sufficient but does not inspire.
80	Good response which describes their capabilities in detail which provides high levels of assurance consistent with a quality provider. The response includes a full description of techniques and measurements currently employed.
100	Response is exceptional and clearly demonstrates they are capable of meeting the requirement. No significant weaknesses noted. The response is compelling in its description of techniques and measurements currently employed, providing full assurance consistent with a quality provider.

All questions will be scored based on the above mechanism. Please be aware that the final score returned may be different as there may be multiple evaluators and their individual scores will be averaged (mean) to determine your final score.

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

Your final score will $(60+60+40+40) \div 4 = 50$

Price elements will be judged on the following criteria.

The lowest price for a response which meets the pass criteria shall score 100.
All other bids shall be scored on a pro rata basis in relation to the lowest price. The score is then subject to a multiplier to reflect the percentage value of the price criterion.

For example - Bid 1 £100,000 scores 100.

Bid 2 £120,000 differential of £20,000 or 20% remove 20% from price scores 80

Bid 3 £150,000 differential £50,000 remove 50% from price scores 50.

Bid 4 £175,000 differential £75,000 remove 75% from price scores 25.

Bid 5 £200,000 differential £100,000 remove 100% from price scores 0.

Bid 6 £300,000 differential £200,000 remove 100% from price scores 0.

Where the scoring criterion is worth 50% then the 0-100 score achieved will be multiplied by 50.

In the example if a supplier scores 80 from the available 100 points this will equate to 40% by using the following calculation: $\text{Score}/\text{Total Points} \times 50$ (80/100 x 50 = 40)

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

Section 6 – Evaluation questionnaire

Bidders should note that the evaluation questionnaire is located within the **e-sourcing questionnaire**.

Guidance on completion of the questionnaire is available at <http://www.uksbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

What makes a good bid – some simple do's 😊

DO:

- 7.1 Do comply with Procurement document instructions. Failure to do so may lead to disqualification.
- 7.2 Do provide the Bid on time, and in the required format. Remember that the date/time given for a response is the last date that it can be accepted; we are legally bound to disqualify late submissions. Unless formally requested to do so by UK SBS e.g. Emptoris system failure
- 7.3 Do ensure you have read all the training materials to utilise e-sourcing tool prior to responding to this Bid. If you send your Bid by email or post it will be rejected.
- 7.4 Do use Microsoft Word, PowerPoint Excel 97-03 or compatible formats, or PDF unless agreed in writing by the Buyer. If you use another file format without our written permission we may reject your Bid.
- 7.5 Do ensure you utilise the Emptoris messaging system to raise any clarifications to our ITQ. You should note that we will release the answer to the question to all Bidders and where we suspect the question contains confidential information we may modify the content of the question to protect the anonymity of the Bidder or their proposed solution
- 7.6 Do answer the question, it is not enough simply to cross-reference to a 'policy', web page or another part of your Bid, the evaluation team have limited time to assess bids and if they can't find the answer, they can't score it.
- 7.7 Do consider who the Contracting Authority is and what they want – a generic answer does not necessarily meet every Contracting Authority's needs.
- 7.8 Do reference your documents correctly, specifically where supporting documentation is requested e.g. referencing the question/s they apply to.
- 7.9 Do provide clear, concise and ideally generic contact details; telephone numbers, e-mails and fax details.
- 7.10 Do complete all questions in the questionnaire or we may reject your Bid.
- 7.11 Do check and recheck your Bid before dispatch.

What makes a good bid – some simple do not's Ⓜ

DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Contracting Authority to discuss your Bid. If your Bid requires clarification the Buyer will contact you. All information secured outside of formal Buyer communications shall have no Legal standing or worth and should not be relied upon.
- 7.16 Do not contact any UK SBS staff or the Contracting Authority staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or the Contracting Authority staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool must be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered as part of the evaluation process.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of the Contracting Authority. / UKSBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.34 Bidders may only amend the contract terms during the clarification period only, only if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract terms without such grounds and the Contracting Authority fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.
- 7.38 Bidders should note that if they are successful with their proposal the Contracting Authority reserves the right to ask additional compliancy checks prior to the award of

any Contract. In the event of a Bidder failing to meet one of the compliancy checks the Contracting Authority may decline to proceed with the award of the Contract to the successful Bidder.

- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, 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. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

- 7.41 The Government is introducing its new Government Security Classifications (GSC) classification scheme on the 2nd April 2014 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. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

The Contracting Authority reserves the right to amend any security related term or condition of the draft contract accompanying this ITQ to reflect any changes introduced by the GSC. In particular where this ITQ is accompanied by any instructions on safeguarding classified information (e.g. a Security Aspects Letter) as a result of any changes stemming from the new GSC, whether in respect of the applicable protective marking scheme, specific protective markings given, the aspects to which any protective marking applies or otherwise. This may relate to the instructions on safeguarding classified information (e.g. a Security Aspects Letter) as they apply to the procurement as they apply to the procurement process and/or any contracts awarded to you as a result of the procurement process.

USEFUL INFORMATION LINKS

- [Emptoris Training Guide](#)
- [Emptoris e-sourcing tool](#)
- [Contracts Finder](#)
- [Equalities Act introduction](#)
- [Bribery Act introduction](#)
- [Freedom of information Act](#)