



Invitation to Quote

**Invitation to Quote (ITQ) on behalf of the National Environment
Research Council (NERC) – National Oceanography Centre
Southampton (NOCs)**

Subject: Provision of Manned Guarding Services

Sourcing reference number: FM16100

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

Registered in England and Wales as a limited company. Company Number 6330639.
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UKSBS

Shared Business Services

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Section 1 – About UK Shared Business Services

Putting the business into shared services

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

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

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

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

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

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

Our Customers

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

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

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

Section 2 – About Our Customer

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 UK Shared Business Services Ltd.

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

Section 3 – Contact details		
3.1	Customer Name and address	Natural Environment Research Council National Oceanography Centre Waterfront Campus European Way Southampton SO14 3ZH
3.2	Buyer name	Claire Wilding
3.3	Buyer contact details	FMPProcurement@uksbs.co.uk
3.4	Estimated value of the Opportunity	Ad hoc requirement to cover annual leave, sickness and the like. Estimated value of £100,000 over the total of 2 years excluding VAT Year 1 - £50,000 Year 2 - £50,000 Due to the ad hoc nature of the requirement this is not a guaranteed annual value expenditure.
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	17/03/17 Location: Contracts Finder
	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	In order to book a site visit please submit the names of those that wish to attend through the message function on the E-sourcing portal. The following dates are available:

	working in.	<ul style="list-style-type: none"> • 28th March 2017 • 29th March 2017
3.7	Latest date/time ITQ clarification questions should be received through Emptoris messaging system	11:00 on 30/03/17
3.8	Latest date/time ITQ clarification answers should be sent to all potential Bidders by the Buyer through Emptoris	14:00 on 06/04/17
3.9	Latest date/time ITQ Bid shall be submitted through Emptoris	14:00 on 12/04/17
3.10	Date/time Bidders should be available if face to face clarifications are required	N/A
3.11	Anticipated rejection of unsuccessful Bids date	14:00 on 26/04/17
3.12	Anticipated Award date	26/04/17
3.13	Anticipated Contract Start date	01/05/17
3.14	Anticipated Contract End date	30/04/19
3.15	Bid Validity Period	90 Days

Section 4 – Specification

Project Particulars

1. Name and brief description of Site

Project Title: Provision of Manned Guarding Services
National Oceanographic Centre
Waterfront Campus
European Way
Southampton
SO14 3ZH

Brief description of the site:

The National Oceanography Centre site is a wholly owned centre of the Natural Environment Research Council and the University of Southampton. The Centre was opened in 1995 and constructed with a design life of 125 years. The campus is an international centre of excellence, primarily in ocean and earth science, and marine technology. A significant level of scientific research is undertaken throughout the campus. Approximately 2500 persons are based at the site, employed by the Natural Environment Research Council, the University of Southampton and a number of associated tenants.

The centre was purpose-built between 1992 and 1995 and occupies a quayside site within the Associated British Ports operational port area in Southampton. The site was previously used as a dock facility and generally the ground is reclaimed. The mainly six-storey building houses offices, research laboratories, engineering workshops and associated facilities. The heavily serviced building uses vertical service risers internally with horizontal mechanical and electrical distribution areas (intermediate 'MEDA' plant room floors) to service occupied areas. A number of separate single storey buildings are also constructed on the site mainly housing stores, workshops and support facilities. The main building is constructed of composite 'Eternit' slate covered pitched roofs, brick infill panel walls, timber framed double glazed windows, solid concrete and suspended timber floors, primed plaster and blockwork walls and inner lining panel or mineral fibre suspended ceiling soffits. The main building consists of mainly six storey office and laboratory accommodation, with plant room areas protruding through the main roof line for a further three floors. The intermediary levels Mechanical Electrical Distribution Systems ('MEDA') are on the second, third and fifth floors and contain plant and services. These areas have low ceiling heights in part, have no internal finishes and have restricted access.

The services arrangements are complex with each individual wing of the building capable of being independently served from risers located with each tower or 'Node'.

The stores, experimental areas, rigging shop and workshop buildings consist of mainly single or two storey buildings with prefinished profiled steel roof areas and brickwork or profiled steel sheet elevations. Solid concrete floors and painted blockwork internal walls with painted plasterboard soffits or mineral fibre suspended ceilings.

2. General

Risk assessments and method statements must be provided and signed off by the client before initiation of works.

Welfare to be provided by client is set out in the NOC Code of Practice.

All PPE to be supplied by the contractor and must be used at all times during the contract. High visibility jackets are required to be worn at all times by all operatives working on quayside.

All contractors/consultants are to have filled the NOC H&S and Environment Questionnaire. This is to be returned with the quotation for the works, unless previously provided to NOC in the past year. Consultants are required to hold valid public liability insurance for a minimum value of £10 million – this is a precondition for all service providers undertaking contracts at NOC.

3. Brief Description of the Service

The provision of ad-hoc manned guarding services. The contract will be approximately £50k per annum and will be for a two year period.

Location: National Oceanography Centre, Southampton (NOC)

Item 1 Ad-Hoc Manned Guarding at the NOC.

Item 2 Ad-Hoc Manned Guarding for the Royal Research Ship Discovery when berthed at the Port of Southampton.

Item 3 Ad-Hoc Manned Guarding for the Royal Research Ship James Cook when berthed at the Port of Southampton.

Item 4 Ad-Hoc Manned Guarding for special events held at the National Oceanography Centre (Annual Open Day and Bi Annual Ocean Business).

4. Overview of Requirements

Scope of Services:

- 4.1. The Service Provider should note the scope of the Services detailed below for the National Oceanography Centre.
- 4.2. In general, the Service Provider's employees will be expected to perform a range of security duties with the aim of protecting the National Oceanography Centre's assets and visitors by providing 24 hour guarding services. Duties of the Service Provider's employees will include, but not limited to, the following:
 1. Guarding the entrances to the buildings.
 2. Protecting the NOC site, personnel and visitors from crime (including theft, vandalism, violence and damage), and incursion by trespassers.
 3. Patrolling the buildings to prevent and detect fire, flood, theft and damage.
 4. Maintain custody of and issue of keys and recording same.
 5. Control of lighting as designated by on site management.
 6. Testing all security systems as required.

7. Issuing and checking staff / visitor identity cards.
8. Operating the NOC's 24 hour Security Control Room.
9. Monitoring the NOC's CCTV system.
10. Monitoring and responding to installed security alarm systems.
11. Maintaining a log of occurrences and producing incident reports using an electronic Daily Occurrence Book.
12. Maintaining and recording lost and found property.
13. Directing and assisting visitors.
14. Locking and unlocking premises as necessary.
15. Controlling vehicles and parking.
16. Complying with and operating the NOC's Health & Safety Policy and Emergency Procedures and responding as necessary in emergencies.
17. Implementing a range of security measures commensurate with the prevailing state of alert.
18. Incident response.
19. Provide gangway security for the Royal Research Ships when they are berthed at the NOC.

- 4.3. Any other reasonable instruction as shall be given from time to time by the National Oceanography Centre's authorised representatives.

5. Specification

- 5.1. The Service Provider will be required to screen, provide, train, equip, clothe and manage sufficient suitable security personnel to undertake the services. The Service Provider shall undertake to:

1. Effect adequate insurances to the satisfaction of the NOC.
2. Comply with all laws and statutory requirements currently in force or which may come into effect during the period of the contract.
3. Comply with all security industry standards that currently apply, except where the specified requirements of the NOC are greater.
4. Provide a regular, trained and high calibre workforce.
5. When requested, provide SIA Door Supervisor licensed personnel. To be provided at the same cost as manned guarding.

- 5.2. Occasionally the Service Provider will be asked to provide manpower at short notice due to sickness etc. In cases like this it is expected that the Service provider will endeavour to fill the vacancy.

5.3. Screening and Clearance

1. All the Service Provider's personnel shall be screened in accordance with BS 7858:2012 from a period of 10 years back from date of employment or to school leaving age, whichever is the lesser.
2. Notwithstanding the requirements of BS 7858:2012 and the Rehabilitation for Offenders Act, none of the Service Provider's personnel, whether assigned to the NOC site or not, shall be employed on the NOC site, if they have any current, spent or pending conviction for any criminal offence involving

- dishonesty, violence or of a sexual nature.
3. Any of the Service Provider's personnel who are charged with any offence they must be suspended from the contract immediately and the NOC notified at the earliest opportunity. Re-employment on any of the NOC's sites shall be solely at the NOC's discretion.

5.4. Service Provider's Personnel

1. The Service Provider's personnel refers to all employees of the Tenderer assigned to this contract, whether static or mobile, including headquarters and management personnel. It will also include such replacement/relief, training and additional personnel as may be required from time to time by the NOC (or allocated by the Service Provider) for the successful operation of the contract.

5.5. TUPE

There is no requirement for TUPE.

5.6. Staff Criteria

Staff are required to meet the following criteria:

1. Be eligible for work in the UK.
2. Be screened to the satisfaction of the NOC for a period of not less than 10 years back from date of employment by the Service Provider or to school leaving age, whichever is the lesser.
3. Be free of all criminal convictions and have no current prosecutions or court cases outstanding.
4. All security officers are required to hold a Security Industry Authority (SIA) License for Manned Guarding.
5. Be of good character and stable background.
6. Have a pleasant, courteous and responsible manner.
7. Be able to receive, give and understand instructions in English, both oral and written.
8. Be sufficiently fit and in good health for the role.
9. Be able to act on their own initiative and be responsive to training and instruction.
10. Be sufficiently IT literate to enable them to generate incidents and occurrences using an electronic Daily Occurrence Book and send/retrieve e-mail information using a PC.
11. Be technically competent to operate security equipment, e.g. CCTV and alarm systems.
12. Conduct themselves at all times in a manner that will not bring discredit on either the Service Provider or the NOC.
13. Security Officers shall stand in for the receptionists/information officers if requested.

- 5.7. The NOC reserves the right to request the removal of any member of the Service Providers staff who in its reasonable opinion does not meet the above criteria.

6. Training

- 6.1. All of the Service Provider's personnel assigned to the contract shall be trained as follows:
1. Upon employment, receive training to BS7499:2003 at the Service Provider's premises.
 2. Upon assignment to the contract, receive not less than 2 days site familiarisation training supernumerary to the staffing complement at the Service Provider's expense. This will include Emergency and Health & Safety procedures, security duties, Assignment Instructions and the operation of any security equipment assigned to the site.
 3. NOC specific site training will be carried out by NOC personnel.

Note: Training shifts shall be at the Service Provider's expense.

7. Assignment Instructions

- 7.1. The day-to-day security operations at the NOC shall be governed by policies and procedures provided by the NOC. In addition to the NOC's policies and procedures, Assignment Instructions must be drafted by the Service Provider. These instructions shall be completed by the Service Provider not more than four weeks from award of the contract and shall be seen and agreed by the NOC. Preparation of the Assignment Instructions shall be at the Service Provider's expense.
- 7.2. With the support of the NOC's Health and Safety Advisor, Risk Assessments must be carried out before the commencement of the contract and included within the Assignment Instructions. Method Statements are to be written where required and are also to be included within the Assignment Instructions.
- 7.3. Amendments to the Assignment Instructions may be made from time to time by the NOC's authorised representative and the Contract Manager. Such amendments shall be recorded on an amendment list and incorporated in the document. Maintenance and updating of Assignment Instructions shall be the responsibility of the Contract Manager. Amendments shall be agreed by both parties in writing (by signing the amendments record at the front of the master copy of the Assignment Instructions).
- 7.4. Once completed, the Assignment Instructions shall be the property of the NOC. Not less than two sets of Assignment Instructions shall be prepared for NOC. One set will be kept by the NOC and shall be the Master Copy and one at the Service Provider's operating headquarters.
- 7.5. Such copies as are required may be made at the expense of the Service Provider for the performance of their duties. Assignment Instructions must not be disclosed in any way to any third party without the express consent of the NOC.
- 7.6. Additional copies of assignment Instructions made by the Service Provider shall be reported to the NOC's authorised representative.

8. Uniform

- 8.1. The Service Provider shall aim for a high standard of dress and professional appearance for their personnel. To achieve this, the Service Provider shall supply their personnel with a uniform approved by the NOC. This shall consist of the following:

10.2.1. Security Officers: White shirt, tie, black safety shoes or boots (laced), HV Vest.

8.2. The Service Provider shall additionally:

1. Supply severe weather high visibility clothing for use on external patrols.
2. The Service Provider shall undertake to replace any damaged, dirty or worn uniforms immediately at their expense, and arrange for cleaning. The Service Provider shall not make any charge or retention for uniform issues.
3. The Service Provider's personnel shall at all times be presentable and well turned out with high standards of cleanliness. The NOC's security management will be the arbiters of what constitutes unacceptable appearance, e.g. excessive jewellery, display of excessive or offensive tattoos, etc.
4. The Service Provider shall ensure that no non-standard uniform is worn at any time and that inappropriate items of clothing, e.g. visible tee-shirts and brightly coloured socks are not worn.

9. Conduct and Discipline

- 9.1. The Service Provider shall remove from the NOC site any of the Service Provider's employees at the request of the NOC, and shall warrant that the employees shall not at any time be re-employed on the NOC. The Service Provider shall use their best endeavours to replace such employees with suitable screened, trained, and appropriate personnel within two hours, at no expense to the NOC.
- 9.2. The Service Provider's personnel assigned to the NOC, will at all times, when in or about (including travelling to or from) the NOC, conduct themselves in a disciplined, courteous and responsible manner, displaying high standards of professionalism, good conduct and competence.
- 9.3. Security Officers are not permitted the use of televisions and radios, etc. when on any of the sites.
- 9.4. The Service Provider's personnel, assigned to the NOC, will at all times adhere to the highest standards and behaviour. Any Security Officer who is unable to meet these standards will be required to leave the site.
- 9.5. Eating, drinking smoking and chewing by any of the Service Provider's personnel is not permitted on duty, at post or going to and from places of duty and only in designated areas when on an official break.
- 9.6. The consumption of alcohol or use of controlled drugs is prohibited on the site. Any of the Service Provider's personnel considered to be unable to perform their duties satisfactorily due to the influence of drugs or alcohol shall be required to leave immediately.
- 9.7. The Service Provider shall not employ at the NOC any employee who is taking or receiving any medication or treatment which could, in the opinion of the NOC, impair or reduce the employee's ability to perform his or her duties within the contract satisfactorily or safely.

10. Performance Management

- 10.1. The NOC requires that all contractors are performance managed. The NOC's Security Management Team and the successful Service Provider will design performance management Key Performance Indicators during the six week contract run-up period (see Appendix A).

11. Insurance

- 11.1. The Tenderer shall have the appropriate levels of insurance in place to cover any and all liabilities pursuant to this contract, the minimum level is £10,000.000

12. The National Oceanography Centre's Obligations

- 12.1. The NOC will supply the Service Provider with the following facilities for the duration of the contract for the sole purpose of performing their duties only:

1. Security Office and rest room facilities as appropriate.
2. Telephone lines for both internal and external communication.
3. Changing and washroom areas.
4. Access to areas where the contract is to operate.
5. All power and utilities for operation of the contract.
6. Identification and access control cards for site personnel.
7. Security radios.
8. Such other reasonable items of equipment as the NOC deems appropriate for the smooth operation of the contract.

- 12.2. The NOC will endeavour to supply the service provider with a list of manpower requirements for the following month by 15th of the preceding month.

13. Further notes

- a. All those quoting for the above works must attend site to view the works. To arrange a site visit please send an email via the esourcing portal.
- b. No quotation will be considered unless a site visit has been carried out.
- c. The fee for providing all services described above and performed in connection with the project will be expressed in the form of an hourly sum inclusive of expenses to the completion of the project.
- d. All tenderers need to be SIA approved contractors.
- e. All tenderers are to be aware that the contract £50k per anum figure is an estimated figure and has been calculated based on FY15/16 and FY16/17 contract guarding figures.

14. Location

The location of the Project:

National Oceanography Centre,
European Way
Southampton
SO14 3ZH

15. Proposed Programme

The successful tenderer must be ready to start the contract on the 01st May 2017
Programme to be agreed with the client.

16.Appointment of Sub-Contractors

Sub-contractors will not be used during this contract.

17.Documents and other information

NOC H&S and Environment Questionnaire

NOC Contractor Code of Practice

18.Checklist

Items to be returned with the quotation:

- Two examples of previous clients.
- Certificates for any relevant professional standards maintained by the organisation.
- Completed NOCS H&S and Environment Questionnaire
- Copy of Public Liability Insurance Cover. Minimum cover must be for £10,000,000
- SIA Approved Contractor Scheme Certificate(s).

19.Terms and Conditions

Bidders are to note that any requested modifications to UK SBS 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

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

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

The evaluation team may comprise staff from UK SBS, the Customer and any specific external stakeholders UK SBS deem required. After evaluation the scores will be finalised by performing a calculation to identify (at question level) the mean average of all evaluators (Example – a question is scored by three evaluators and judged as scoring 5, 5 and 6. These scores will be added together and divided by the number of evaluators to produce the final score of 5.33 ($5+5+6=16\div3=5.33$))

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	Contract Terms
Price	AW5.5	E Invoicing
Price	AW5.6	Implementation of E-Invoicing
Price	PROJ1.0	Contract Terms
Quality	AW6.1	Compliance to Specification
Quality	PROJ2.1	Health, Safety and Environment Assessment Questionnaire
Quality	PROJ2.2	Code of Safe Practice
Quality	PROJ2.3	Reference Details
Quality	PROJ2.4	SIA Membership
Quality	PROJ2.5	Commencement of Services

Scoring criteria

Evaluation Justification Statement

In consideration of this particular requirement UK SBS has decided to evaluate Potential Providers by adopting the weightings/scoring mechanism detailed within this ITQ. UK SBS considers these weightings to be in line with existing best practice for a requirement of this type.

Questionnaire	Q No.	Question subject	Maximum Marks
Price	AW5.2	Price	40%
Quality	PROJ2.6	Working Conditions	10%
Quality	PROJ2.7	Continuity of Staff	15%
Quality	PROJ2.8	Contract Resource	10%
Quality	PROJ2.9	Customer Expectations	10%
Quality	PROJ2.10	Risk	15%

Evaluation of criteria

Non-Price elements

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

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

Example if a Bidder scores 60 from the available 100 points this will equate to 12% by using the following calculation: Score/Total Points available multiplied by 20 ($60/100 \times 20 = 12$)

Where an evaluation criterion is worth 10% then the 0-100 score achieved will be multiplied by 10.

Example if a Bidder scores 60 from the available 100 points this will equate to 6% by using the following calculation: Score/Total Points available multiplied by 10 ($60/100 \times 10 = 6$)

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

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

0	The Question is not answered or the response is completely unacceptable.
10	Extremely poor response – they have completely missed the point of the question.
20	Very poor response and not wholly acceptable. Requires major revision to the response to make it acceptable. Only partially answers the requirement, with

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

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

Example

Evaluator 1 scored your bid as 60

Evaluator 2 scored your bid as 60

Evaluator 3 scored your bid as 40

Evaluator 4 scored your bid as 40

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

Price elements will be judged on the following criteria.

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

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

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

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

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

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

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

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

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

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

Quality

Once the evaluation process and due diligence is complete, should the result of the process result in a tied place(s) then the supplier(s) who scored the highest total in the following quality (criteria) shall be considered the successful supplier and shall be awarded the opportunity

Quality question – PROJ2.6

Quality question – PROJ2.7

Quality question – PROJ2.8

Quality question – PROJ2.9

Quality question – PROJ2.10

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.ukpbs.co.uk/services/procure/Pages/supplier.aspx>

PLEASE NOTE THE QUESTIONS ARE NOT NUMBERED SEQUENTIALLY

Section 7 – General Information

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

DO:

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

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

DO NOT

- 7.12 Do not cut and paste from a previous document and forget to change the previous details such as the previous buyer's name.
- 7.13 Do not attach 'glossy' brochures that have not been requested, they will not be read unless we have asked for them. Only send what has been requested and only send supplementary information if we have offered the opportunity so to do.
- 7.14 Do not share the Procurement documents, they are confidential and should not be shared with anyone without the Buyers written permission.
- 7.15 Do not seek to influence the procurement process by requesting meetings or contacting UK SBS or the Customer to discuss your Bid. If your Bid requires clarification the Buyer will contact you.
- 7.16 Do not contact any UK SBS staff or Customer staff without the Buyers written permission or we may reject your Bid.
- 7.17 Do not collude to fix or adjust the price or withdraw your Bid with another Party as we will reject your Bid.
- 7.18 Do not offer UK SBS or Customer staff any inducement or we will reject your Bid.
- 7.19 Do not seek changes to the Bid after responses have been submitted and the deadline for Bids to be submitted has passed.
- 7.20 Do not cross reference answers to external websites or other parts of your Bid, the cross references and website links will not be considered.
- 7.21 Do not exceed word counts, the additional words will not be considered.
- 7.22 Do not make your Bid conditional on acceptance of your own Terms of Contract, as your Bid will be rejected.

Some additional guidance notes

- 7.23 All enquiries with respect to access to the e-sourcing tool and problems with functionality within the tool may be submitted to Crown Commercial Service (previously Government Procurement Service), Telephone 0345 010 3503.
- 7.24 Bidders will be specifically advised where attachments are permissible to support a question response within the e-sourcing tool. Where they are not permissible any attachments submitted will not be considered.
- 7.25 Question numbering is not sequential and all questions which require submission are included in the Section 6 Evaluation Questionnaire.
- 7.26 Any Contract offered may not guarantee any volume of work or any exclusivity of supply.
- 7.27 We do not guarantee to award any Contract as a result of this procurement
- 7.28 All documents issued or received in relation to this procurement shall be the property of UK SBS.
- 7.29 We can amend any part of the procurement documents at any time prior to the latest date / time Bids shall be submitted through Emptoris.
- 7.30 If you are a Consortium you must provide details of the Consortiums structure.
- 7.31 Bidders will be expected to comply with the Freedom of Information Act 2000 or your Bid will be rejected.
- 7.32 Bidders should note the Government's transparency agenda requires your Bid and any Contract entered into to be published on a designated, publicly searchable web site. By submitting a response to this ITQ Bidders are agreeing that their Bid and Contract may be made public
- 7.33 Your bid will be valid for 90 days or your Bid will be rejected.
- 7.34 Bidders may only amend the Contract terms if you can demonstrate there is a legal or statutory reason why you cannot accept them. If you request changes to the Contract and UK SBS fail to accept your legal or statutory reason is reasonably justified we may reject your Bid.
- 7.35 We will let you know the outcome of your Bid evaluation and where requested will provide a written debrief of the relative strengths and weaknesses of your Bid.
- 7.36 If you fail mandatory pass / fail criteria we will reject your Bid.
- 7.37 Bidders are required to use IE8, IE9, Chrome or Firefox in order to access the functionality of the Emptoris e-sourcing tool.

- 7.38 Bidders should note that if they are successful with their proposal UK SBS reserves the right to ask additional compliancy checks prior to the award of any Contract. In the event of a Bidder failing to meet one of the compliancy checks UK SBS may decline to proceed with the award of the Contract to the successful Bidder.
- 7.39 All timescales are set using a 24 hour clock and are based on British Summer Time or Greenwich Mean Time, depending on which applies at the point when Date and Time Bids shall be submitted through Emptoris.
- 7.40 All Central Government Departments and their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further, the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement - including ensuring value for money and related aspects of good procurement practice.

For these purposes, UK SBS may disclose within Government any of the Bidders documentation/information (including any that the Bidder considers to be confidential and/or commercially sensitive such as specific bid information) submitted by the Bidder to UK SBS during this Procurement. The information will not be disclosed outside Government. Bidders taking part in this ITQ consent to these terms as part of the competition process.

- 7.41 From 2nd April 2014 the Government is introducing its new Government Security Classifications (GSC) classification scheme to replace the current Government Protective Marking System (GPMS). A key aspect of this is the reduction in the number of security classifications used. All Bidders are encouraged to make themselves aware of the changes and identify any potential impacts in their Bid, as the protective marking and applicable protection of any material passed to, or generated by, you during the procurement process or pursuant to any Contract awarded to you as a result of this tender process will be subject to the new GSC from 2nd April 2014. The link below to the Gov.uk website provides information on the new GSC:

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

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

USEFUL INFORMATION LINKS

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