



INVITATION TO TENDER

for **EHS and Environment Compliance Platform**

Reference: LGM38822

OCID: ocds-h6vhtk-0581b6

Issued on 05/09/25

TABLE OF CONTENTS

1	BACKGROUND	2
2	PROCUREMENT OPPORTUNITY	2
3	INDICATIVE PROCUREMENT TIMETABLE.....	3
4	PROCUREMENT PROCESS	4
5	CONTRACT	6
6	COMMUNICATIONS.....	7
7	SUBMISSION INSTRUCTIONS.....	8
	APPENDIX 1: EVALUATION and award methodology	12
	APPENDIX 2: TERMS AND CONDITIONS OF PARTICIPATION	22
	APPENDIX 3: SUBMISSION REQUIREMENTS.....	27
	APPENDIX 4: SUBMISSION CERTIFICATE	29
	APPENDIX 5 – SPECIFICATION	31
	APPENDIX 6 – PRICING SCHEDULE.....	32
	APPENDIX 7 – PROCUREMENT SPECIFIC QUESTIONNAIRE	34
	APPENDIX 8 – TECHNICAL QUESTIONNAIRE	35
	APPENDIX 9 – OFFER	47

1 BACKGROUND

- 1.1 Cartrefi Conwy Cyfyngedig is the largest social landlord in the county of Conwy and we are actively developing new homes across North Wales. Our award-winning Social Enterprise subsidiary, Creating Enterprise, not only helps tenants back into work, but also creates commercial income streams to help us to develop new homes and sustain tenancies. Its modular build factory is now building zero carbon homes for Cartrefi Conwy and other organisations as we move forward with helping tackle the housing and climate crisis.

Our customers are at the heart of everything we do. We are proud to have achieved the Customer Service Excellence accreditation for the past three years and this reflects our on-going commitment to our tenants and customers.

We have 276 employees across the Group structure and have worked hard at creating a corporate culture and environment where people want to come and work. We are a Times 100 Best Not-For-Profit Organisation to work for and we pride ourselves on the learning and development opportunities we offer. This helps our motivated and well-skilled colleagues provide a quality service for our tenants and customers.

Our commitment to Health & Safety is evidenced by our 14th consecutive year of achieving RoSPA Gold (President's Award).

2 PROCUREMENT OPPORTUNITY

- 2.1 This opportunity is for Cartrefi Conwy Cyfyngedig who are looking to move away from their current EHS Compliance Platform and port to a new system when the contract for their current solution expires on 29th March 2026. Full details of the core functionality required of the new system can be found in Appendix 5 (Specification).
- 2.2 On 05/09/25 a tender notice was published by Cartrefi Conwy Cyfyngedig ("the Authority") on the Sell2Wales and the Central Digital Platform inviting expressions of interest from organisations wishing to be selected to tender for the above opportunity.
- 2.3 This ITT has been issued to those having expressed an interest in the opportunity (the "Participants").

2.4 **Defined terms** – The following defined terms are used in this ITT:

- 2.4.1 "Act" means the Procurement Act 2023;
- 2.4.2 "Authority" has the meaning given in clause 2.2;
- 2.4.3 "Central Digital Platform" has the meaning given in regulation 5 of the Regulations;
- 2.4.4 "Excluded Supplier" and "Excludable Supplier" have the meaning given in section 57 of the Act;
- 2.4.5 "Participant" has the meaning given in clause 2.3;
- 2.4.6 "Commencement Date" has the meaning given in clause 5.2;
- 2.4.7 "Initial Term" has the meaning given in clause 5.2;
- 2.4.8 "Portal" means OPTIMiSe, Procurement Service's proprietary tender management platform (see section 7 "Submission Instructions");
- 2.4.9 "Regulations" means the Procurement Regulations 2024;
- 2.4.10 "Renewal Period" has the meaning given in clause 5.3.

3 INDICATIVE PROCUREMENT TIMETABLE

3.1 The intended timetable for this procurement is as follows:-

Issue of ITT	05/09/25
Deadline for receipt of clarification questions	06/10/25
Deadline for submission of tenders	13/10/25
Demonstrations	14/10/25 – 17/10/25
Completion of evaluation	03/11/25
Despatch of assessment summaries	11/11/25

Intended publication of contract award notice	12/11/25
Expected end of mandatory standstill period	23/11/25
Contract Award Date	Following expiry of standstill period
Intended commencement of contract and beginning of implementation period	24/11/25
Implementation period ends and new system comes into full service	29/03/26

- 3.2 Participants should note that the Authority reserves the right to amend any of the dates and timescales referred to in this ITT at any stage in the tender process.

4 PROCUREMENT PROCESS

- 4.1 **Procedure and Evaluation** - The procurement procedure being applied to the Contract is an 'open procedure' under section 20(2)(a) of the Act. The procedure being applied is set out in detail in Appendix 1 (Evaluation and Award Methodology).
- 4.2 **Terms and conditions of participation** - Participants agree that participation in this tender is subject to the Terms and Conditions of Participation set out in Appendix 2 of this ITT.
- 4.3 **Documents** - All information relevant to this opportunity can be found on the Portal, accessible via the Tender Notice on Sell2Wales and the Central Digital Platform. The documents that make up this tender are:
- Invitation to Tender (This document, to be completed and returned in response)
 - Annex A – Technical Specifications document
 - Annex B – Pricing Schedule (To be completed and returned in response)
 - Annex C – Presentation Agenda

- Annex D – PSQ (To be completed and returned in response)

In addition, all bidders will be required to undertake presentations of their solutions, as detailed in Annex C – Presentation Agenda

- 4.4 **Evaluation** – Tenders will be evaluated in accordance with Appendix 1 (Evaluation and Award Methodology).
- 4.5 **Further information** – The Authority may make a change to this ITT or the contract documents at any time by notice to all Participants remaining in the process. The Authority may also issue further information at any time by notice to all Participants remaining in the process.
- 4.6 **Changes** – The Authority expressly reserves the right: (i) not to award any contract as a result of this procurement process; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition and the contracts. In no circumstances will the Authority be liable for any costs incurred by the Participants as a result of any such change or decision not to award.
- 4.7 **Ending the procurement** – The Authority reserves the right at any time for any reason to abandon the procurement. As such, and notwithstanding any provision of this ITT, the Authority does not (by undertaking this procurement) agree to accept any tender, including the Most Advantageous Tender. In no circumstances will the Authority be liable for any costs incurred by the Participants if the procurement is abandoned.
- 4.8 **Due diligence** – Participants will be entirely responsible for carrying out and funding their own due diligence at a level appropriate to them.
- 4.9 **No conflicts of interest** – A Participant must ensure that it and each subcontractor, agent, or adviser with which it engages in connection with the procurement process does not have a conflict of interest with the Authority or otherwise which may affect the procurement process. Where a Participant identifies a conflict of interest, or the risk of a conflict of interest, it must disclose that conflict or risk to the Authority without delay and assist the Authority in the management of that conflict or risk, to the extent that is possible. The Authority reserves the right to exclude a Participant from the

process if a conflict of interest exists which cannot be effectively remedied by other less intrusive measures.

5 CONTRACT

- 5.1 Subject to clauses 4 – 4.9 the Authority will enter into a contract with the successful Participant.
- 5.2 The Contract shall commence on the date to be advised by the Authority in the Contract Award Document issued to the Contractor in due course (the "**Commencement Date**") and (subject to clause 5.3 below) is intended to continue for an initial period of **3 years** from the Commencement Date (the "**Initial Term**").
- 5.3 The Contract may be extended beyond the Initial Term on a maximum of 1 (one) occasion, for a period of up to 2 (two) years (a "**Renewal Period**") at the Authority's sole discretion, by the Authority giving the Contractor not less than 1 (one) months' notice prior to the expiry of the Initial Term or the Renewal Period (as applicable).
- 5.4 The estimated annual value of the Contract is £45,000/annum (excl. VAT) based on the cost of the current solution.
- 5.5 Participants may not qualify the terms of the contract in their tender response.
- 5.6 If Participants have any queries regarding the terms of the contract, they may submit comments via the Portal. The deadline for receipt of such comments is 06/10/25.
- 5.7 The Authority will review comments received by Participants by 09/10/25. If the Authority considers it appropriate to do so, it may reissue the form of contract to incorporate some, or all the comments submitted by the Participants.
- 5.8 Please see clause 8.1 of Appendix 2. Tenders submitted are offers capable of acceptance.

6 COMMUNICATIONS

- 6.1 **Point of contact** – The Authority will conduct all communication relating to this procurement through the Portal. That is the designated point of contact. If there is a technical failure or the Authority for some other reason elects, all Participants will be given an alternative designated point of contact.
- 6.2 **Single point communication** – Participants must communicate only through the Portal (except as set out in clause 6.3). No representative of a Participant should contact any other person at the Authority on any matter connected to this procurement except with the prior approval of the Authority's designated point of contact.
- 6.3 **Requests for clarification** – Participants shall make clarification and information requests through the Portal. Both questions and their answers will be available to all Participants unless otherwise agreed with the Authority (through its designated point of contact) and if agreement cannot be reached the Authority may decline to answer the question if that would be, in the Authority's opinion, inconsistent with its obligations under public procurement law. Participants should note that it is their responsibility to monitor the portal regularly for any postings which may be relevant to their tender submission.
- 6.4 **Participant's confidentiality obligations** – Each Participant must keep this ITT and all information contained in it, and appended to it, confidential and must ensure that each of its employees, agents, advisers and sub-contractors is placed under a similar obligation. Please see Appendix 2 (Terms and Conditions of Participation) for more details.
- 6.5 **Sharing information** – The Authority may share any information provided by a Participant with its advisers and members of the evaluation team.

7 SUBMISSION INSTRUCTIONS

- 7.1 A Tender Response must remain valid and capable of acceptance by the Customer for a period of 90 days following the Tender Submission Deadline. This includes pricing. A Tender Response with a shorter validity period may be rejected.
- 7.2 All documents must be accessed and returned to Procurement Services via online portal OPTIMiSe. Read-only versions of all documentation relating to this opportunity are available at <https://www.procurementservices.co.uk/our-solutions/lifecycle/current-tenders>.
- 7.3 In order to respond to the opportunity, you will need to create an account on OPTIMiSe where you will be able to access editable versions of the documentation. To facilitate this, email lifecycleeoi@lifecycle.co.uk with the LGM reference for this opportunity and your company details.
- 7.4 You will then receive a verification email from OPTIMiSe asking you to verify your email address and create a password. These will be your log in details for the OPTIMiSe system.
- 7.5 Once you have logged into the system you will be taken to your home screen where you can access the documents for the current Tender.



Welcome Laura
You are logged into OPTIMiSe



[Home](#)
[Log Out](#)
[LO](#)
[?](#)

Tenders - Action Required

Ref.	Description	Organisation	Tender Close	Stage	
LGM29431	Tender	TT1	26 Oct 19 14:00	ITT	

[Click to view all tenders >>](#)

Service Record Manager

Visits already logged [View](#)

Equipment Service History [View](#)

Contracted PPMs [View](#)

All Queries [View](#)

Report a Maintenance Visit

OPTIMiSe Performance

[Click for User Guide](#) 

Queries

Open Queries: 0 [View All](#)

Open queries requiring action: 0 [View All](#)

Service Visits

Scheduled PPM visit(s) marked as missed: 21 [View All](#)

Scheduled PPM visit(s) now due: 0 [View All](#)

You must ensure all visits are completed before the dates shown. A missed (or unreported) visit may incur a refund against contract costs.

- 7.6 Within the “Tenders – Action Required” box, click on the green box with the white arrow next to the relevant Tender, this will take you through to the page with all the relevant documents. An example of a Tender page is shown below:

Invitation to Tender

LGM29431: Tender

ITT Start Date: 01 Oct 19

Contract Start Date: 09 Nov 19

ITT Close: 26 Oct 19 14:00

Tender Last Updated:

ITT Documents

 xxx (Uploaded: 30 Sep 19 12:18)

Your ITT Submission

Click browse to find your document or click the red cross to remove a document. Repeat for multiple documents.

Select document to upload:

Browse...

Upload

Uploaded Documents: No documents attached.

Cancel

Submit Response

Clarification

- 7.7 This screen will show the dates relevant to this Tender as well as all documents that you need to complete your submission.
- 7.8 This is the portal you need to use to ask any clarification questions and upload your completed documents along with any supporting documents.
- 7.9 Click on each document and save them to your device for completion. All documents are version controlled. You must ensure you are using the latest version and upload any response against the latest version.
- 7.10 You must ensure that you read and complete all documents thoroughly. When you have completed all documents, they must be uploaded to the portal together with any required attachments. To do this click the "Browse" button, find the document and click "Upload".
- 7.11 When you have uploaded all documents and attachments, you must click "Submit Response" or "Amend Response".
- 7.12 All necessary documents must be completed and uploaded, together with attachments, to the portal before the submission deadline.
- 7.13 NB: Please note you can submit your response and then amend this at a later date up until the close date of the submission. Please ensure you click "Submit Response" or "Amend Response" before logging off, if you do not, anything you have uploaded will be lost. You will be evaluated against the version you have submitted.
- 7.14 If you do not receive a reply thanking you for your submission, please contact Procurement Services immediately.
- 7.15 Do not send any supporting documents unless requested to do so. Only documents requested will be reviewed by the Customer.
- 7.16 Your documents cannot be accessed until the deadline for return has passed. Ensure you have answered all questions contained in the Technical Questionnaire section (Appendix 8), completed and signed all relevant sections of this document and upload it alongside any requested documents.

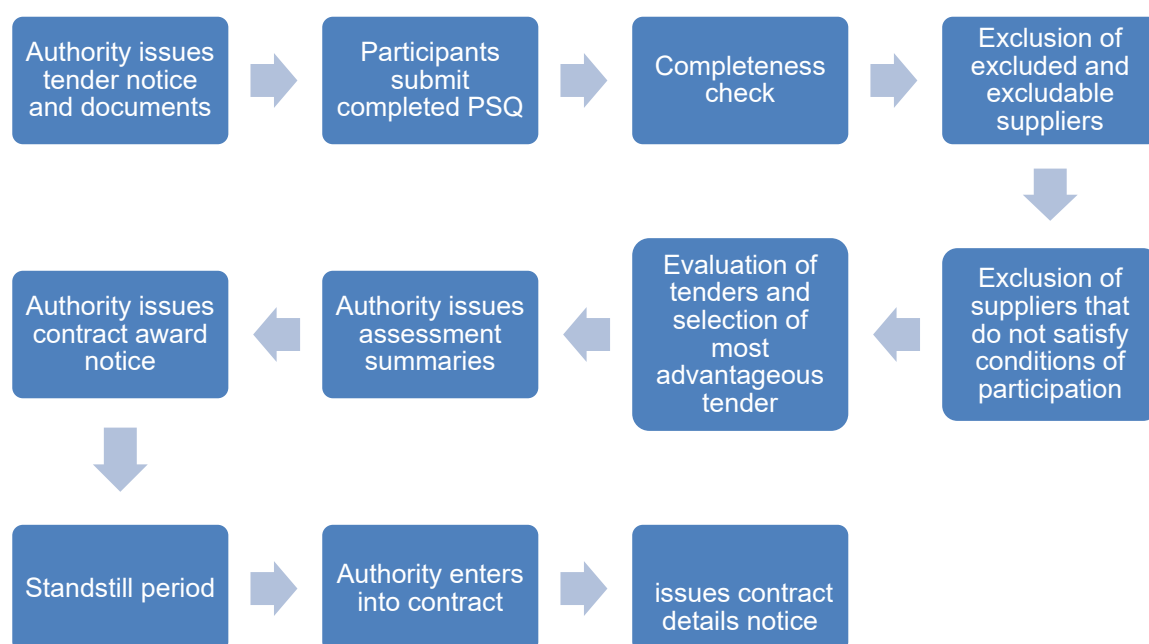
- 7.17 **Language** – All submissions must be in English.
- 7.18 **Word limit** – Participants must ensure that they comply with any stated word limit indicated in the template. Additional information in excess of any such word limit will be disregarded.
- 7.19 **Supporting documents** – Participants should only submit additional information or documents if directed to do so with a clear reference on each additional information item to the question to which it relates. Unreferenced additional information and embedded documents may be discounted. Marketing and/or promotional literature or any other additional information not requested should not be included and will be discounted.
- 7.20 **Date and time** – Tender submissions should be submitted using the Portal by 14:00 13/10/25.
- 7.21 **Use of Artificial Intelligence** – AI tools can be used to improve the efficiency of your bid writing process, however they may also introduce an increased risk of misleading statements via 'hallucination'. Your submission should clearly identify any instances where AI or machine learning tools, including large language models have been used to generate written content, or support your bid submission.

APPENDIX 1: EVALUATION AND AWARD METHODOLOGY

1 Procurement procedure

- 1.1 The procurement procedure being applied to the Contract is an "open procedure" under section 20(2)(a) of the Act. The most advantageous submission will be identified by a five-step process as set out in more detail in this Appendix.

2 Process



- 2.1 The most advantageous submission will be identified by a five-step process.

2.1.1 **Procurement specific questionnaire:** Participants must submit a completed Procurement Specific questionnaire (PSQ) with their request to participate. The PSQ is enclosed at Appendix 7 of this ITT. Where a Participant is a consortium, all members of the consortium must complete a PSQ. The part of the PSQ concerning conditions of participation only requires to be completed by the lead member of the consortium.

2.1.2 **Stage one (Completeness check):** The first step will be a completeness check. A complete submission is one which has been received by the deadline for submission of tenders, is substantially complete and complies

substantially with the requirements of this ITT. Clarification and further information may be sought from Participants in order to determine if a submission is complete. The Authority may exclude at this stage any submission that is not complete and may reject any tender submission which is submitted late.

- 2.1.3 **Stage two (Exclusion of excluded and excludable suppliers):** The Authority will exclude any supplier that is an Excluded Supplier or an Excludable Supplier based on its response to the PSQ. The Authority will identify Excludable Suppliers based on the discretionary exclusion grounds identified in paragraph 4 of this Appendix 1. Participants must also upload core supplier information to the Central Digital Platform and confirm to the Authority that they have done so.
- 2.1.4 **Stage three (Application of conditions of participation):** The Authority will check that each submission satisfies the conditions of participation set out in this ITT on the basis of the PSQ returned by the Participant. Clarification and further information may be sought from Participants. The Authority may exclude at this stage any submission that does not satisfy the conditions of participation set out in paragraph 5 of this Appendix 1. Participants must also upload core supplier information to the Central Digital Platform and confirm to the Authority that they have done so.
- 2.1.5 **Stage four (Evaluation and selection of most advantageous tender):** The third step will be to evaluate those submissions other than those rejected as not compliant, or not meeting the conditions of participation, in order to determine the most advantageous tender, using the criteria detailed in section below.
- 2.1.6 As part of Stage four all Participants will be required to Demonstrate their solution to the Authority and their project team. The presentations shall be scored as laid out in the Award Criteria (section 6 below). The scores awarded to Participants may be adjusted in consideration of responses to clarification questions raised by the Authority.

3 Standstill to entry into contract(s)

- 3.1 The Authority will issue assessment summaries to the successful and unsuccessful Participants in accordance with regulation 31 of the Regulations. The Authority will also publish a contract award notice in accordance with regulation 27 of the Regulations.
- 3.2 Once the relevant standstill period has ended (being 8 working days from the date of the contract award notice), the Authority intends to enter into a contract with the successful Participant. The Authority shall conclude the contract by issuing a contract award document. In addition, the Authority may send the Participant a legal agreement for signature for its records and in such circumstances the Participant shall countersign and return the legal agreement to the Authority promptly (and no later than 7 days from the date of receipt of such legal agreement).
- 3.3 The Authority may ask the successful Participant to provide verification of statements made in its PSQ to confirm that it satisfies the conditions of participation and to confirm it is not an Excluded or Excludable Supplier.

4 Excludable Suppliers

- 4.1 The Authority will exclude any Participant to whom any of the following exclusion grounds apply:

Discretionary exclusion ground	Statutory reference	Applies
Labour market misconduct (order made in UK against Participant or connected person)	Schedule 7 paragraph 1	Y
Labour market misconduct (outside UK)	Schedule 7 paragraph 2	Y
Labour market misconduct (evidence of offence under specified legislation)	Schedule 7 paragraph 3	Y
Environmental misconduct	Schedule 7 paragraph 4	Y
Insolvency, bankruptcy, etc	Schedule 7 paragraph 5	Y
Participant or connected person has suspended or ceased carrying on all or a substantial part of its business.	Schedule 7 paragraph 6	Y

Potential competition infringements – Chapter I	Schedule 7 paragraph 7	Y
Potential competition infringements – Chapter II	Schedule 7 paragraph 8	Y
Regulator decision in respect of competition infringement – Chapter II	Schedule 7 paragraph 9	Y
Potential competition infringements – cartel offence	Schedule 7 paragraph 10	Y
Professional misconduct	Schedule 7 paragraph 11	Y
Breach of contract and poor performance	Schedule 7 paragraph 12	Y
Acting improperly in procurement	Schedule 7 paragraph 13	Y
National security	Schedule 7 paragraph 14	Y

5 Conditions of participation

- 5.1 The Authority has set out the conditions of participation in the PSQ (Appendix 7). All sections must be completed in full. Failure to do so may lead to you being excluded from the procurement process.
- 5.2 This procurement process is being conducted in accordance with an Open Procedure. However, you need to meet a selection of minimum requirements (Selection Criteria) before the Authority will score and evaluate your Bid. If you do not meet one or more of the minimum requirements for each Selection Criteria, you will be excluded from this procurement process. If you pass all Selection Criteria, your Bid will be scored and evaluated.
- 5.3 If the criteria are Pass/Fail your response must provide the Authority with full confidence that you can meet the requirements of the related questions. If you cannot provide this then the Authority will fail you on these criteria and you will be excluded from the process.

PSQ question number	PSQ question	Scoring methodology	Minimum pass score to participate
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13.b	Does your organisation's turnover in the last financial year exceed the threshold set out below?	Pass/Fail	Minimum organisational turnover of £50,000/annum
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- 5.4 Participants must achieve at least the minimum pass score for all questions. Any Participant that does not achieve the minimum pass score for any question will be excluded at Stage 1 Phase 3 and its submission will not be further considered for the award of the Contract.
- 5.5 Further instructions on what Participants should consider in relation to their response on financial standing is set out in the PSQ (Appendix 7).
- 5.6 The PSQ acts as a self-declaration for Participants. The Preferred Bidder will be required to provide all requested certificates and documentation before being awarded the Contract. However, the Authority can ask any Participant to submit their evidence at any point in the procurement process, if this is necessary, to ensure that the process is carried out properly and in a timely manner to meet with the procurement's programme requirements.

6 Award Criteria

6.1 The headings in this paragraph identify the criteria and sub-criteria against which Participants will be scored. Figures in brackets after each criterion or sub-criterion are the percentages of the total score available which are allocated for that criterion or sub-criterion. More information on each criterion is provided below.

6.2 Commercial – (35%)

6.2.1 Participants must complete the pricing schedule enclosed at Appendix 6.
[Note: clause 10 of Appendix 2 sets out the Authority's approach to abnormally low tenders.]

6.2.2 The Commercial element of the tender will be divided into two sub-criteria:

- **Contract Value – (30%)**
- **End of Contract Costs – (5%)**

6.2.3 Each sub-criteria will be evaluated independently evaluated and scored as follows.

6.2.3.1 The Participant submitting a compliant tender with the lowest price for that sub-criteria will receive an unweighted score of 100.

6.2.3.2 The unweighted scores of each other tender will be calculated based on the formula $a/b * 100$ where a is the price of the lowest compliant tender and b is the price submitted by the Participant under evaluation. Results will be rounded to 2 decimal places.

6.2.3.3 Each Participant's marks will then be weighted to 30% for the Contract Value sub-criteria, and 5% for the End of Contract Costs sub-criteria.

6.3 **Social Value – (5%)**

- 6.3.1 The Authority aims to secure broader public benefits from the contracts it enters into, through an approach that seeks to reward socially responsible enterprises and those willing to deliver wider benefits through their contracts with the Authority.
- 6.3.2 The Authority requires that all Participants commit to an annual Social Value Rebate to the Authority to contribute towards the Authority's social enterprise initiatives. The value of this rebate shall be 1% of the annual contract value of the Participant's solution and will be invoiced annually by the Authority to the winning bidder.
- 6.3.3 Confirmation of a Participant's commitment to the Social Value Rebate should be recorded in Q15 of Appendix 8 (Technical Questionnaire).
- 6.3.4 Participants that commit to the Social Value Rebate will receive the full 5% weighting.

6.4 **Technical – (50%)**

- 6.4.1 Participants must submit a single response to each of the questions listed in the Technical Questionnaire document enclosed at Appendix 8. For each question, only the information you provide specifically within that specific single question will be considered in evaluating your answer to that particular question. Any documentation uploaded elsewhere, or information not detailed within that single question response document, will not be considered in the evaluation of that question.

6.4.2 A summary of the various elements that make up the Technical Evaluation is below. Full details of the Technical Questions are set out in Appendix 8.

Technical questionnaire question number	STQ question and description of what will be evaluated	STQ question weighting
1	Approach to Implementation	4%
2	Welsh Language	2%
3	User Experience	3%
4	Mobile / Remote or Agile Working	4%
5	Risk Assessments	4%
6	Workflow Automation	4%
7	Workflow and Case Management	4%
8	COSHH Assessments	4%
9	DSE Assessments	4%
10	Manual Handling Assessments	4%
11	Assets module	2%
12	Contractor Module	2%
13	Environmental module	5%
14	Data Quality, Governance & Audit	4%
	Total	50%

6.4.3 The Technical Section will be scored by an evaluation panel made up of relevant officers using a pre-defined scoring methodology as defined below.

The scoring system should be read in conjunction with the submission requirements set out in Appendix 3. The weightings allocated to each criterion will be applied to the relevant score to produce a weighted score. The evaluation panel will then come together in moderation to agree an aggregated weighted score.

- 6.4.4 **Scoring Methodology** - Where written responses to quality questions are marked out of 4. The following Qualitative Scoring Guidance table provides an outline as to how the 0-4 scoring will be implemented, but bidders are advised that this may not be contextually accurate for every question.

Qualitative Scoring Guidance		
Classification	Mark	Explanation
No Response / No Relevant Response	0	Question is not answered / No response / No relevant information provided
Weak	1	Poor or weak information submitted in response to the question. There is almost no relevance, capability or expertise evidenced
Average	2	An average response with some understanding of the requirements/subject matter but it includes limited relevance or a lacks suitable demonstration of expertise and capability.
Above Average	3	A good response showing understanding of the requirement being tendered. The response is linked to the subject matter, supported by relevant expertise and includes demonstrations of how it will be applied to the proposed relationship.
Excellent	4	Excellent response that demonstrates a full understanding of the requirement being tendered and the needs of the organisation. The answer is clear, relevant and demonstrates how the capabilities discussed will be successfully applied to the proposed relationship. Potential benefits are clearly quantified and committed to.

6.5 **Presentations – (10%)**

- 6.5.1 Participants will also be required to provide a demonstration of their solution. This demonstration will be weighted to 10% of the award criteria.

More detail of the format for the demonstrations can be found in Annex C – Presentation Agenda.

6.5.2 All Bidders will be invited to make a presentation of their EHS system via Microsoft Teams to the evaluation panel. The presentations will take place between 14nd October and 17th October. Specific dates and times will be allocated to each bidder individually.

6.5.3 Responses to each element of the Presentation will be assessed independently and in a similar manner to the Qualitative Scoring Guidance detailed in clause 6.4.4 above.

6.6 Final Score and Award

6.6.1 The final score will be calculated based on the Most Advantageous Tender by combining all the scored elements in accordance with the weightings set out in the scoring matrix below. It is intended that the Contract shall be awarded to the highest scoring Participant.

Scoring matrix

Criteria	Weighting	Sub-criteria	Criteria weighting
Qualification (PSQ)	Pass/Fail	Pass/Fail	Pass/Fail
Commercial	35%	Contract Value	30%
		End of Contract Costs	5%
Social Value	5%	n/a	n/a
Technical	50%	n/a	n/a
Presentations	10%	n/a	n/a
TOTAL	100%		

6.6.2 The Authority is not bound to accept the lowest cost or any Tender.

APPENDIX 2: TERMS AND CONDITIONS OF PARTICIPATION

1 Confidentiality and Freedom of Information

- 1.1 Information provided by the Authority in this ITT must be treated by Participants as private and confidential.
- 1.2 All information submitted by Participants to the Authority may need to be disclosed and/or published by the Authority in compliance with its obligations pursuant to the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004. The Authority may also disclose all information submitted by Participants to its auditors and advisers.
- 1.3 Participants should clearly identify any information included in their submissions which they consider to be confidential, or which contains personal data for the purposes of the Data Protection Act 2018 and the UK GDPR (which has the meaning given in section 3(10) (as supplemented by section 205(4)) of the Data Protection Act 2018), and explain in broad terms (in an accompanying letter) what harm might result from disclosure and/or publication of such information. The Authority will have regard to this information, but receipt or evaluation by the Authority of any material marked 'confidential' or equivalent should not be taken to mean that the Authority accepts a duty of confidence in relation to that information. Participants should be aware that, even if a candidate has indicated that information is confidential, the Authority may disclose this information to its auditors where it sees fit and may have to disclose it to comply with the Freedom of Information Act 2000 and/or the Environmental Information Regulations 2004.
- 1.4 The Authority may publish the names and contact details of organisations (and individuals named as contacts) who submit submissions.
- 1.5 At the conclusion of the tender process, information about the winning Participant and its tender (including price information) may be published by the Authority.

2 Costs

- 2.1 Participants are responsible for meeting all costs they incur in participating in this procurement process. The Authority shall not be liable for any costs incurred by Participants and shall not make any contributions to Participants' costs.

3 Canvassing

- 3.1 Without prejudice to any other civil remedies available to the Authority and without prejudice to any criminal liability which such conduct by a Participant may attract, the Authority may disqualify any Participant which, in connection with this procurement:
- 3.1.1 offers any inducement, fee or reward to any member or officer of the Authority or any person acting as an adviser for the Authority in connection with the Project; or
 - 3.1.2 does anything which would constitute a breach of the Bribery Act 2010; or
 - 3.1.3 canvasses any of the persons referred to in clause 3.1.1 in connection with the Project; or
 - 3.1.4 contacts any officer of the Authority prior to the contract being awarded about any aspect of the Project in a manner not permitted by this ITT (including without limitation a contact for the purposes of discussing the possible transfer to the employment of the Participant of such officer for the purpose of the Project).

4 Conflicts of interest

- 4.1 A Participant must ensure that it and each subcontractor, agent or adviser with which it engages in connection with the procurement process does not have a conflict of interest with the Authority or otherwise which may affect the procurement process. Where a Participant identifies a conflict of interest, or the risk of a conflict of interest, it must disclose that conflict or risk to the Authority without delay and assist the Authority in the management of that conflict or risk, to the extent that is possible. The Authority reserves the right to exclude a Participant from the process if a conflict of interest exists which cannot be effectively remedied by other less intrusive measures.

5 Non-collusion

- 5.1 Without prejudice to any other civil remedies available to the Authority and without prejudice to any criminal liability that such conduct by a Participant may attract, the Authority may disqualify any Participant which, in connection with this procurement:
- 5.1.1 fixes or adjusts the amount of its submission by or in accordance with any agreement or arrangement with any other Participant; or
 - 5.1.2 enters into any agreement or arrangement with any other person that it shall refrain from making a submission or as to the amount of any submission to be submitted; or
 - 5.1.3 causes or induces any person to enter into such agreement or arrangement as is mentioned in either clauses 5.1.1 or 5.1.2 or to inform any Participant of the amount or approximate amount of any rival submission; or
 - 5.1.4 communicates to any person other than the Authority the amount or approximate amount of its proposed submission (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the submission or where both are acting as members of a consortium which has made a submission).
- 5.2 Each Participant is required to return a certificate confirming non-collusion with its submission – please see Appendix 4.

6 Reserved rights

- 6.1 The Authority reserves the right to change the basis of the procedures for or to discontinue this procurement process, and not to award a contract pursuant to it. The process does not in any way bind the Authority to award a contract. Under no circumstances shall the Authority incur any liability in respect thereof.
- 6.2 The Authority reserves the right to review the economic and financial standing or technical or professional ability of a Participant if there are changes in the Participant's circumstances at any time during the procurement procedure, particularly if there is a change to the constituent members of a consortium Participant, or any change of

identity, control, financial standing or other factor which may have affected the assessment of the Participant at the pre-qualification stage. Following such a review, the Authority reserves the right to disqualify a Participant if the changed circumstances mean that, had they arisen before the pre-qualification process, the Participant would not have been shortlisted to be invited to tender and/or progressed to Stage 3 (Evaluation and Award Stage).

7 Consortia applications and group companies

- 7.1 Where the successful candidate is a consortium, the members of it may be required to enter into the contract (and any other ancillary contracts) with the Authority on a joint and several basis.

8 Entry into contract

- 8.1 Tenders received will be offers capable of acceptance by the Authority. In addition the Authority may draw up a contract for signature by it and the successful Participant. All tenders submitted to the Authority must remain open for acceptance for a period of 90 (ninety) days from the Tender closing date.

9 Incomplete Tenders

- 9.1 Participants must ensure that all documentation has been properly completed and that all information requested in this ITT has been clearly and accurately stated in the tender submission, as failure to do so may result in the tender submission not being considered. Likewise, if a Participant fails to provide any documentation subsequently requested as part of a Request for Documentation, this could result in the Participant being excluded from the tender process thereafter.
- 9.2 If it is apparent that a Participant has submitted a fundamentally non-compliant tender submission in respect of any of the ITT requirements, the Authority may choose to reject that Tender and continue to assess the other Tenders, as appropriate. However, clarification may be sought from such a Participant to determine whether their tender submission could be made complete and compliant. In the event that the Authority requires clarification in respect of such a tender submission, this must be provided to the Authority within two (2) Working Days of request.

10 Abnormally Low Tenders

- 10.1 Where the Authority considers any Tender to be abnormally low, the Authority will request an explanation, in writing, from the Participant of the prices or costs proposed in a Tender; and assess the information provided in response by the Participant. If the explanations and information provided do not account, to the Authority's satisfaction, for the level of prices or costs proposed in the Tender, the Authority may reject the Tender.

APPENDIX 3: SUBMISSION REQUIREMENTS

Part A

1. The Authority requires Participants to make their submissions in the form of the document issued with this ITT. Part B of this Appendix 3 contains the form of the tender submission.
2. Participants must complete the documents specified at Part B of this Appendix 3 in the form provided. Participants should not seek to change the order of the information in the form. The text under each heading describing the required content of the section should be deleted and the Participant's text inserted in its place.
3. The documents which require signatures should be signed, scanned as an image and submitted. A secure Docusign/electronic signature process will also be acceptable. The originals should be retained by the Participant and must be delivered to the Authority on request.

Part B**TENDER SUBMISSION TEMPLATE****1. Procurement specific questionnaire (PSQ)**

Please provide a completed procurement specific questionnaire (enclosed at Appendix 7).

2. Price

Please complete the financial pro-forma (enclosed at Appendix 6). All costs should be stated in pounds sterling (£) excluding VAT.

3. Quality

Please provide a completed technical questionnaire (enclosed at Appendix 8).

4. Form of submission certificate

The submission should include the signed submission certificate on the Participant's headed paper in the format enclosed at Appendix 4.

5. Offer

The submission should include the signed offer including relevant terms on the Participant's headed paper in the format enclosed at Appendix 9.

APPENDIX 4: SUBMISSION CERTIFICATE

This certificate must be printed on the headed paper of the Participant in the form of a letter addressed to the Authority. The certificate must be returned with each submission.

1. **Date**

This certificate is dated [Participant to insert date]. It relates to our submission for the Invitation to Submit a Tender for the **EHS and Environment Compliance Platform (Ref: LGM38822)**

2. **Procurement specific questionnaire (PSQ) confirmation**

We confirm that our response to the procurement specific questionnaire is true and accurate in all material aspects as at the date of this certificate.

3. **Canvassing**

We certify that in making this submission we have not (and will not have before the award of any contract for the work):

- a. offered any inducement, fee or reward to any member or officer of the Authority or any person acting as an adviser for the Authority in connection with the Project; or
- b. done anything which would constitute a breach of the Bribery Act 2010; or
- c. canvassed any of the persons referred to in clause 3a of this Submission Certificate in connection with the Project; or
- d. contacted any officer of the Authority prior to the contract being awarded about any aspect of the Project in a manner not permitted by this procurement (including without limitation a contact for the purposes of discussing the possible transfer to our employment of such officer for the purpose of the Project).

4. **Non-collusion**

We certify that this submission is made in good faith and that we have not (and will not have before the award of any contract for the work):

- a. fixed or adjusted the amount of our submission by or in accordance with any agreement or arrangement with any other Participant; or
- b. entered into any agreement or arrangement with any other person that the other person shall refrain from making a submission or as to the amount of any submission to be submitted; or
- c. caused or induced any person to enter into such agreement as is mentioned in either clauses 4a or 4b of this Submission Certificate or to inform us of the amount or approximate amount of any rival submission; or
- d. communicated to any person other than the Authority the amount or approximate amount of our proposed submission (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the submission or where both are acting as members of a consortium which has made a submission).

5. **Use of Artificial Intelligence**

We certify that we have clearly identified any text forming part of our submission which has been generated by artificial intelligence or machine learning tools, including large language models, and that any such text has been checked and verified for accuracy.

In this certificate, the word "person" includes any persons and anybody or association, corporate or unincorporated; any "agreement" or "arrangement" includes any transaction, formal or informal and whether legally binding or not; and "work" means the work in relation to which this submission is made.

Signature.....

in the capacity of

Name (Block Capitals)

Authorised to sign the submission for and on behalf

of.....

APPENDIX 5 – SPECIFICATION

See supplementary document “Annex A – LGM38822 Technical Specifications document”

APPENDIX 6 – PRICING SCHEDULE

Part A – Pricing Terms and Conditions

Indexation of Costs: Any cost increases must be based on the Consumer Prices Index (CPI), not the Retail Prices Index (RPI), and should be aligned to the September CPI figure annually, where feasible.

Invoicing Requirements:

- Invoices must be issued **in arrears**, aligned to the delivery of services (e.g. quarterly), and must correspond to the **financial year** in which the services were provided. This is to avoid prepayment scenarios and to support accurate financial accounting.
- All invoices must reference a valid **Purchase Order (PO)** or agreed **contract order**. Invoices submitted without a valid PO will not be processed for payment.
- Each invoice must clearly detail:
 - The **services delivered**
 - The **period** to which the services relate. This is essential for audit and compliance purposes.
- **Payment Terms:** Standard payment terms are **30 days** from the date of receipt of a valid and undisputed invoice.
- **SLA's for the contract to be discussed upon award.**

Part B – Pricing document

See supplementary document “Annex B – LGM38822 Pricing Schedule”

Participants must populate the attached spreadsheet with as full a breakdown of the proposed contract costs as possible. Note; there are two sub-criteria being assessed as part of the Commercial scoring (*Contract Value* and *End of Contract Costs*). Bidders are required to provide pricing for both sub-criteria.

Pricing should be provided in pounds sterling (£) and be exclusive of VAT. Prices submitted will be regarded as fixed for the duration of the term of the contract.

All costs in the blue SCORED section of the document will be totalled to come to a full contract value for the entire term of 5 years (3+2) and this will be the total evaluated for the *Contract Value* sub-criteria.

All costs in the pink SCORED section of the document will be totalled to come to the total evaluated for the *End of Contract Costs* sub-criteria. Figures submitted for this sub-criterion should be based upon a Participant's current charges to a disengaging customer, coming to the natural end of a contract term, assuming that customer was the size and scope laid out in Annex A (Technical Specification) of this tender. If the Participant expects these charges would increase at the end of a 3 or 5 year term, please submit the higher figures and add notes accordingly. To support the submitted figures, the Authority may ask the Participant for corroborative evidence of similar charges applied to recent customers.

Further details of this evaluation process is detailed in Appendix 1 of this document.

APPENDIX 7 – PROCUREMENT SPECIFIC QUESTIONNAIRE

See supplementary document “Annex D – LGM38822 PSQ”

All bidders are required to complete all fields on the “PSQ” tab of the document. Guidance for completing this document can be found on the tab “Guidance for suppliers” in the same document.

APPENDIX 8 – TECHNICAL QUESTIONNAIRE

Where a question is in relation to system functionality Tenderers responses must identify if the requirement is met by their core solution, or via alternative means. If the requirement is to be met by alternative means a full description should be provided and the associated costs clearly identified and included in the Price Appendix.

Tenderers should keep their responses concise and must be within any Maximum Word Count limits as shown in the questions. The Authority shall not consider words in excess of this limit.

Each question indicates if additional attachments (other than if the main response type is an attachment) are permitted against each question. Any other attachments submitted not in accordance with these instructions shall not be considered.

[Q1] Approach to Implementation – 4% of overall weighting

Requirement:

Please explain how you plan to implement the new system while making sure that the existing system for the Authority is not disrupted. Provide details on how you will make sure that this process is efficient, timely and effective. All costs associated with the implementation of the proposed solution must be provided for in the Price Appendix.

- a) *Programme and Project Management*: Detail your approach to project management and any standards/frameworks you adopt. Please provide your plan for the programme, including, but not limited to, resources, risk management procedures, typical timescales by organisation type, roles and responsibilities etc. Cover all aspects of the process, such as project initiation, communication, production, configuration, testing, training expectation on the Authority e.g. resource availability and handover. You may attach a separate document – Implementation Plan that sets out typical timescales, resources, risks etc.
- b) *Data Migration & Testing Regime*: Provide an overview of the proposed data migration process, including the tools and technologies used, how data integrity, quality, and completeness are ensured, and the responsibilities of each party involved. Please specify the options available for the range of data to be migrated and detail the different tools and technologies that will be utilised for each option.
- c) Data for implementation will be provided by the Authority (which will include .csv files, photographs and supporting documents), and the newly appointed supplier will have no direct access to the incumbent provider. Please provide a detailed outline of all information you will require in order to fully facilitate the transition from the incumbent to the new solution. Please include examples of instances where you have successfully implemented similar solutions using data from only the Authority.

Word Count – Your response should not contain more than 1000 words. If an implementation plan is also provided this will not contribute to the word count, although we would expect this plan to be more of a visual representation of the process rather than additional description.

Response:

[Q2] Welsh Language - 2% of overall weighting
Requirement:

Please explain to what extent can the public-facing features of the portal be delivered fully bilingually (Welsh and English)? Is it possible for users to select their preferred language (Welsh or English) for all interactions and content within the portal? Please detail whether the Welsh language content is system-translated, manually translated, or a combination of both, and how accuracy and consistency are ensured. All costs associated with the implementation of a translation solution must be provided for in the Pricing Schedule.

Responses will be more highly scored if they detail the following:

- a) *System-Wide Support*: Beyond the tenant portal, please indicate which other components of the system (e.g. admin interfaces, reporting tools, notifications, helpdesk support, etc.) offer Welsh language support. Highlight any limitations or dependencies (e.g. browser settings, user roles, licensing requirements) that may impact language availability or implementation.
- b) *Translation Management*: Does the system include integrated tools or workflows for managing bilingual content (e.g. translation memory, glossary support, content versioning)? What are your approaches or service options for maintaining up-to-date Welsh translations during system updates or customisations?
- c) *Alternative solution*: If no facility for translation is available, please detail ways in which your solution can accommodate dual language requirements. E.g. additional character capacity to allow for text in both English and Welsh / non-language dependent UI features.

Please provide supporting evidence or examples, including screenshots or links to bilingual deployments if available.

Word Count – Your response should not contain more than 500 words

Response:

[Q3] User Experience - 3% of overall weighting**Requirement:**

How does the system retain and manage user login details? Are users required to re-enter their login ID for repeated interactions or submissions, or is this information persistently stored and pre-populated for their convenience?

How does the system retain and manage tenant / members of the general public's contact details (e.g. name, email address, phone number, organisation)?

Responses will be more highly scored if they detail the following:

- a) *Single Sign-On (SSO) Integration:* Does the system support integration with external identity providers (e.g. Azure AD, ADFS, SAML 2.0, OpenID Connect) for Single Sign-On (SSO)? Please detail how user accounts are linked to SSO credentials, and whether user-specific attributes (e.g. contact details, permissions) are synchronised with the identity provider. Can different user roles or access levels be provisioned automatically based on SSO group membership or attributes?
- b) *Security and Usability Considerations:* How does the system ensure secure handling of user contact information in compliance with data protection regulations (e.g. UK GDPR)? Describe any measures in place to enhance user experience through seamless login and auto-population of known user data across sessions.

Please include information about any configuration or customisation options available, as well as examples of previous implementations using SSO with persistent user profiles.

Word Count – Your response should not contain more than 500 words

Response:**[Q4] Mobile / Remote or Agile Working - 4% of overall weighting****Requirement:**

Please describe the capabilities of your proposed solution in supporting mobile and remote working, with reference to the following functional requirements:

- a) *Access to Media Files from Mobile Devices:* Does the system allow users to upload, access and retrieve media files (e.g. photos, videos, documents) from mobile devices, including historical records? Once retrieved, can users interact with media fully (e.g. ability to annotate, zoom in on images, play videos, view and download documents) on a mobile interface? Please describe how media is organised, indexed, and made accessible in the mobile environment.
- b) *Geo-location, Date and Time Stamps:* Does the system capture and store geo-location, date, and time stamps for data entries or media uploads made from a mobile device? Are these fields stored automatically, and are they configurable or auditable within the system?
- c) *Electronic Signatures:* Does the mobile version of the system support the use of electronic signatures? Please specify the method(s) of signature capture (e.g. typed name, biometric, drawn signature) and

whether these meet UK and international standards for legal validity and auditability. Are signed records traceable to a specific user and device?

- d) *Integration with System Workflows*: To what extent is mobile-collected data (including media, signatures, and geolocation-tagged entries) integrated into existing system workflows (e.g. incident reporting, inspections, audits, corrective actions)? Is the mobile interface designed to trigger or update workflow stages, tasks, or notifications in real time?
- e) *Constraints and Limitations*: Please clearly state any constraints, limitations, or dependencies associated with mobile functionality, including:
 - i. Supported operating systems and devices
 - ii. Offline capabilities and sync behaviour
 - iii. Storage limitations
 - iv. Any features available only on desktop versions

Where applicable, please include references, including screenshots, to previous implementations or case studies demonstrating successful mobile deployment.

Word Count – Your response should not contain more than 1000 words

Response:

[Q5] Risk Assessments - 4% of overall weighting

Requirement:

Please provide a detailed description of your system's capabilities in supporting the creation, editing, and management of risk assessments within the platform. Specifically, address the following areas:

- a) *Customisation of Modules and Terminology*: Does the system allow the renaming or relabelling of modules, forms, and fields to reflect our organisation's specific terminology and risk assessment processes?
- b) *Confidentiality and Restricted Access*: Can the system apply confidentiality settings to individual or group-based (cohort) risk assessments, such that access is restricted to specific users or roles (e.g. line manager, assessor, individual)? Describe how access controls are applied, managed, and audited for personal or sensitive risk assessments.
- c) *Use and Transfer of Historical Content*: Does the system support the uploading and association of historical attachments (e.g. previous risk assessments, supporting documents, media files) to new or existing assessments? Can users transfer or reuse text or data from previous or other assessments (e.g. copy/paste fields, clone sections, or pre-fill templates) to reduce administrative burden?
- d) *Trigger-Based Notifications*: Can the system automatically notify specific users or roles based on answers to defined questions within the assessment form (e.g. high-risk responses, certain selections)? Please describe how notification rules are configured and what methods of notification are supported (e.g. email, in-system alerts).
- e) *Supported Question and Input Types*: What types of form fields and response formats does your system support within editable risk assessments? Please confirm support for the following input types:
 - i. Free text fields
 - ii. Date/time pickers
 - iii. Numeric fields (with validation options)
 - iv. Single-select (radio buttons)
 - v. Multi-select (checkboxes)
 - vi. Drop-down lists

- vii. Branching logic (conditional questions based on previous responses)
 - viii. Guidance fields, including embedded text, hyperlinks, images, and videos to assist users completing assessments
- f) *Overall Functionality and Workflow Integration:* To what extent can risk assessments be integrated into broader EHS workflows (e.g. approval chains, review reminders, risk owner assignment)? Please indicate any constraints or limitations in configuration, access, or form design that may affect editable risk assessment functionality.

Word Count – Your response should not contain more than 1000 words

Response:

[Q6] Workflow Automation - 4% of overall weighting

Requirement:

Please provide a comprehensive overview of any automation capabilities within your proposed system. Your response should cover the following areas:

- a) *Workflow Automation:* To what extent can workflows (e.g. incident management, inspections, risk assessments, audit follow-ups) be automated within the platform? Can tasks, approvals, notifications, escalations, and reminders be automatically triggered based on defined conditions (e.g. completion of a form, risk rating thresholds, overdue actions)? Describe the level of configurability available to administrators in creating or modifying automated workflows.
- b) *Scheduled and Recurring Tasks:* Can the system automate scheduled tasks (e.g. recurring inspections, compliance checks, training renewals)? Is there functionality to track overdue items and escalate unresolved actions based on defined timelines?
- c) *Automated Communications:* Describe how the system supports automated communication (e.g. emails, SMS, push notifications) to users, roles, or external parties based on system events or deadlines. Can templates for these communications be customised?

Word Count – Your response should not contain more than 500 words

Response:

[Q7] Workflow and Case Management - 4% of overall weighting

Requirement:

Please provide a detailed explanation of how a case is created and managed in your proposed system. This is a core functionality of the platform, and your response should describe the end-to-end process, using examples such as Risk Assessments, COSHH Assessments, or Accidents/Incidents & Near Miss events.

Your response should address the following:

- a) *Case Registration / Creation Process*: Describe the step-by-step process for a user to initiate and register a new case. How are different case types (e.g. Risk Assessment, COSHH, Incident Report) selected or presented to the user? Can the system support the use of templates or pre-defined forms for each case type?
- b) *Form and Field Configuration*: Are form fields customisable by case type, and can different fields be shown or hidden depending on the case type or user role? How are guidance materials (e.g. tooltips, links, embedded videos) presented to assist users during case creation?
- c) *Date and SLA Flexibility*: Can in-process dates, target times, and SLA requirements be defined differently for different case types? How are these dates/timelines set—are they automatic, user-defined, or triggered based on workflow logic? Can the system support escalation or reminder notifications based on these time-based rules?
- d) *System-Wide Visibility and Access*: Once a case is created, how and where is it visible across the system (e.g. dashboards, reporting, workflow queues)? Can visibility be restricted based on confidentiality or role-based access controls? How are users notified or assigned responsibilities when a case is created?
- e) *Usability and Accessibility*: Describe the user experience for raising a case via desktop and mobile. Are there shortcut options, search features, or integration points (e.g. from email or other systems) to streamline the creation of a new case?

You are encouraged to include annotated screenshots, diagrams, or links to demo environments to illustrate the case creation and management process.

Word Count – Your response should not contain more than 1000 words

Response:

[Q8] COSHH Assessments - 4% of overall weighting

Requirement:

Please describe the capabilities of your proposed system in automating data extraction from MSDS forms. Does your system support the ability to read and extract data from MSDS documents? Can relevant fields in the COSHH assessment form be automatically populated based on the substance information within the MSDS? Which data elements can be auto-extracted and populated (e.g. hazardous symbols, signal words, hazard statements, exposure controls, PPE requirements)? Once data is extracted and the COSHH assessment initiated, how is it integrated into wider EHS workflows (e.g. approval chains, reassessment schedules, action tracking)?

Please provide examples, screenshots, or demo scenarios that illustrate how the system supports COSHH automation through MSDS document handling.

Word Count – Your response should not contain more than 500 words

Response:

[Q9] DSE Assessments - 4% of overall weighting

Requirement:

Please describe how your proposed system supports the secure creation, management, and access control of DSE (Display Screen Equipment) assessments, with particular emphasis on permissions-based access to sensitive personal and medical information in line with UK GDPR requirements. How does the system ensure that personal and medical information included in DSE assessments is securely stored and only accessible to authorised personnel? Please detail how your system's access control and data handling practices support compliance with UK GDPR, particularly in relation to:

- Lawful basis for processing sensitive data
- Data minimisation
- Access restriction and auditability
- Data subject rights (e.g. access, correction, deletion)

Word Count – Your response should not contain more than 500 words

Response:

[Q10] Manual Handling Assessments - 4% of overall weighting

Requirement:

Please describe how your proposed system supports the creation, completion, and management of Manual Handling Assessments, with specific reference to the use of the HSE's MAC (Manual Handling Assessment Charts), RAPP (Risk Assessment of Pushing and Pulling), and ART (Assessment of Repetitive Tasks) tools.

Your response should address the following:

- a) *Integration with HSE Assessment Tools*: Does the system allow the direct embedding or integration of HSE forms/tools (MAC, RAPP, ART) into the manual handling assessment process? If not directly embedded, can the assessment form include a hyperlink to the relevant interactive PDF tool on the HSE website, allowing the assessor to complete the form externally?
- b) *Storage of Completed Forms*: Once completed, can the user upload or attach the completed HSE interactive PDF back into the system and associate it with the relevant Manual Handling Assessment

record? Is there functionality to ensure the uploaded form is retained as part of the assessment record, including the ability to view, download, or audit it later?

- c) *User Experience and Workflow Integration*: Can completion of the external form be a mandatory step in progressing or submitting the Manual Handling Assessment workflow?
- d) *Flexibility and Customisation*: Is it possible to custom-build equivalent versions of MAC, RAPP, or ART within your system if required—either as native forms or through configurable templates?

Please provide examples, screenshots, or supporting documentation demonstrating how Manual Handling Assessments and HSE tools are handled within your system in a live or test environment.

Word Count – Your response should not contain more than 500 words

Response:

[Q11] Assets module - 2% of overall weighting**Requirement:**

Please describe the capabilities of your system's Assets Management module, particularly in supporting the tracking, updating, and compliance management of equipment and tools across a variety of categories (e.g. ladders, lifts, fire extinguishers, RPE/PPE, electrical tools).

Your response should include the following:

- a) *Importing and Exporting Asset Records*: Does your system support the creation of equipment and tool records generated externally (e.g. from a user portal or supplier system) and uploaded in .csv format? Can retained data on your system be exported in .csv format?
- b) *File and Document Attachments*: Does the system allow for the upload and association of various file types (e.g. PDFs, images, certificates, Excel sheets) to asset records? Can uploaded documents be version-controlled or time-stamped (e.g. maintenance certificates, inspection forms, user manuals)?
- c) *Cyclical Maintenance and Certification Schedules*: Can the system generate and manage cyclical Appendices or schedules for maintenance, inspection, and certification of equipment? Is this functionality available across various categories including:
 - i. Ladders (e.g. Ladder Compliance Sheets)
 - ii. Lifts (e.g. Lift inspection logs and PAT testing)
 - iii. RPE/PPE (e.g. respirator fit testing, expiry tracking)
 - iv. Fire extinguishers (including calendar functionality to issue alerts/notifications at least one month before expiry or inspection due date)

Please support your response with examples, screenshots, or links to demo environments showing how asset records, document uploads, maintenance schedules, and notifications are managed in your system.

Word Count – Your response should not contain more than 500 words

Response:**[Q12] Contractor Module - 2% of overall weighting****Requirement:**

Please describe the capabilities of your system's Contractor Management module, particularly in relation to the management, review, and assessment of contractor information and documentation. Your response should address the following requirements:

- a) *Questionnaire Access via Portal*: Does your system support making a contractor questionnaire (provided as a writable .pdf) accessible via a public or secure portal link, allowing external contractors to complete and submit the form without needing a system login? How is the completed questionnaire returned and stored in the system?
- b) *Contractor Review and RAG Dashboard*: Describe the functionality of the Contractor Review page/dashboard within your system. Can contractors be assigned a RAG (Red-Amber-Green) status based on risk, compliance, or performance criteria? Can the RAG status and other review data be filtered, sorted, and reported on by category, trade, location, or risk type?

- c) *Automation Assistance*: Can your system read uploaded certificates and extract key information from submitted forms? Would it be able to use this information to automatically RAG rate status of; insurance certificates, training expiry dates, accreditation certificates etc.?

Please provide screenshots, sample dashboards, or links to contractor modules from previous deployments to support your response.

Word Count – Your response should not contain more than 500 words

Response:

[Q13] Environmental module - 5% of overall weighting

Requirement:

Please describe the capabilities of your proposed Environment Module within your system. Your response should demonstrate how the module supports effective environmental compliance, performance monitoring, and sustainability reporting in line with industry standards and evolving regulatory requirements.

Please address the following assessment criteria:

- a) *Environmental Data Capture and Management*: Describe how the system captures, stores, and manages environmental data across different categories such as; Energy use, Water consumption, Waste generation and disposal, Emissions (e.g. CO₂, GHG, air pollutants), Chemical, hazardous substance usage and Environmental Permitting.
- b) *Carbon Footprint and Emissions Tracking*: Does the system support calculation and tracking of carbon emissions across Scope 1, 2, and 3 categories? Are emissions factors preloaded and customisable (e.g. UK Government GHG Conversion Factors)? Can emission data be aggregated and visualised by department, site, or activity?
- c) *Waste and Resource Management*: How does the module track different waste streams, including hazardous, recyclable, and general waste? Can waste carriers and disposal sites be linked to records for compliance tracking / Duty of Care checks? Is there functionality for tracking waste transfer notes, consignment notes, or other statutory documentation?
- d) *Regulatory Compliance and Audit Readiness*: Does the system support compliance with UK environmental regulations (e.g. SECR, ESOS, waste duty of care)? Can the system schedule, document, and track environmental inspections or audits? Is there functionality for assigning and tracking corrective actions or improvement tasks?
- e) *Dashboards and Reporting*: Describe the reporting and dashboard functionality for environmental data: Can data be visualised (e.g. charts, heatmaps)? Are configurable dashboards available for different user roles (e.g. Sustainability Manager, Site Manager)? Can the system generate statutory and ESG/CSR reports automatically or on demand?
- f) *Workflow Integration and Automation*: How does the Environment Module integrate with other modules (e.g. Risk, Incident, Asset Management)? Can the system trigger actions or workflows based

on environmental thresholds or non-compliance (e.g. exceedance of permitted emissions)? Is automation supported for reminders, data submissions, or document renewals?

- g) *Attachments and Evidence Management*: Can users upload and associate supporting evidence (e.g. permits, certificates, test results) to environmental records? Are all standard file types supported, and can uploaded files be version-controlled?
- h) *Configuration, Limitations, and Support*: Is the Environment Module fully configurable by internal administrators (e.g. custom fields, thresholds, terminology)? Please state any limitations, required add-ons, or third-party dependencies. Indicate whether environment-related features are included as standard or require additional licensing.

Please support your response with examples, screenshots, or references to previous deployments of your Environment Module, particularly where implemented in line with UK environmental compliance requirements.

Word Count – Your response should not contain more than 1000 words

Response:

[Q14] Data Quality, Governance & Audit – 4% of overall weighting

Requirement:

Please provide details of the solution's end-to-end Security Architecture that will be applied to your proposed solution, including encryption used for data storage and the data held on the mobile devices used by field staff and third-party access.

Please reference adherence to, or (future) accreditation of, recognised standards for Information Security Management (e.g. CyberSecurity Essentials, etc)

Please provide details of the Security Model that will be applied for user access to the Production Database.

Who retains ownership of the data on the system? When the contract comes to an end, please detail your processes, including transfer of data out of the system into a new system and any elements that may incur associated costs (more precise details of these costs can be specified in Annex B – Pricing Schedule).

Higher marks will be awarded to respondents who can demonstrate robust processes for handling personal data whilst ensuring the Authority maintains access and rights to the information, both during and post-contract.

Word Count – Your response should not contain more than 500 words

Response:

Social Value Commitment**[Q15] Social Value - 5% of overall weighting****Requirement:**

Please confirm that you commit to a Social Value rebate of 1% of contract value (detailed in Appendix 1). Confirmation of commitment will secure the full scoring for this element.

In addition, please detail any other measures you undertake as added benefits that would support Cartrefi Conwy's Social Value initiatives. Any additional measures declared would be for information only.

Word Count – Your response should not contain more than 500 words

Response:

APPENDIX 9 – OFFER

This offer is dated [insert date]. It relates to our submission for the Invitation to Submit a Tender for the **EHS and Environment Compliance Platform (Ref: LGM38822)**.

Our submission to you is an offer which is capable of legal acceptance by you to create a contract between us. This offer shall remain valid and in effect for a period of [insert period of validity, no less than 90 days] following the date of submission.

Signature.....

in the capacity of

Name (Block Capitals)

Authorised to sign the submission for and on behalf

of.....