

Guided Buying Request for Quote

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Request for Quotation

Maintain and develop Integrated Water Management Programme content and resources tender

25/06/2025

Request for Quotation

Maintain and develop Integrated Water Management Programme content and resources tender

You are invited to submit a quotation for the requirement described in the specification, Section 2.

Please confirm by email, receipt of these documents and whether you intend to submit a quote or not.

Your response should be returned to the following email address by:

Email: Ox.cam@environment-agency.gov.uk

Date:16/07/2025

Time: 17:00

Ensure you include the name of the quotation and 'Final Submission' in the subject field to make it clear that it is your response.

Contact Details and Timetable

Juliet Savage will be your contact for any questions linked to the content of the quote or the process. Please submit any clarification questions via email and note that, unless commercially sensitive, both the question and the response will be circulated to all tenderers.

Action	Date
Date of issue of RFQ	25/06/2025 at 17:00
Deadline for clarifications questions	09/07/2025 at 17:00
Deadline for receipt of Quotation	16/07/2025 at 17:00
Intended date of Contract Award	30/07/2025
Intended Contract Start Date	11/08/2025
Intended Delivery Date / Contract Duration	11/08/2025 to 11/08/2026

Section 1: General Information

Glossary

Unless the context otherwise requires, the following words and expressions used within this Request for Quotation shall have the following meanings (to be interpreted in the singular or plural as the context requires):

“Authority”	means Environment Agency who is the Contracting Authority.
“Contract”	means the contract to be entered into by the Authority and the successful supplier.
“Response”	means the information submitted by a supplier in response to the RFQ.
“RFQ”	means this Request for Quotation and all related documents published by the Authority and made available to suppliers.

Conditions applying to the RFQ

You should examine your Response and related documents ensuring it is complete and in accordance with the stated instructions prior to submission.

Your Response must contain sufficient information to enable the Authority to evaluate it fairly and effectively. You should ensure that you have prepared your Response fully and accurately and that prices quoted are arithmetically correct for the units stated.

By submitting a Response, you, the supplier, are deemed to accept the terms and conditions provided in the RFQ. Confirmation of this is required in Annex 2.

Failure to comply with the instructions set out in the RFQ may result in the supplier’s exclusion from this quotation process.

Acceptance of Quotations

By issuing this RFQ the Authority does not bind itself to accept any quotation and reserves the right not to award a contract to any supplier who submits a quotation.

Costs

The Authority will not reimburse you for any costs and expenses which you incur preparing and submitting your quotation, even if the Authority amends or terminates the procurement process.

Self-Declaration and Mandatory Requirements

The RFQ includes a self-declaration response (Annex 1) which covers basic information about the supplier, as well as any grounds for exclusion. If you do not comply with them, your quotation will not be evaluated.

Any mandatory requirements will be set out in Section 2, Specification of Requirements and, if you do not comply with them, your quotation will not be evaluated.

Clarifications

Any request for clarification regarding the RFQ and supporting documentation must be submitted via email no later than the deadline for clarifications set out in the Timetable. The Authority shall be under no obligation to respond to queries raised after the clarification deadline.

The Authority will respond to all reasonable clarifications as soon as possible but cannot guarantee a minimum response time. The Authority will publish all clarifications and its responses to all suppliers via email unless deemed commercially sensitive.

If a supplier believes that a request for clarification is commercially sensitive, it should clearly state this when submitting the clarification request. However, if the Authority considers either that:

- the clarification and response are not commercially sensitive; and
- all suppliers may benefit from its disclosure,

then the Authority will notify the supplier (via email), and the supplier will have an opportunity to withdraw the request for clarification by sending a further message requesting the withdrawal of the clarification request. If not withdrawn by the supplier within 2 working days of the Authority's notification, the Authority may publish the clarification request and its response to all suppliers and the Authority shall not be liable to the supplier for any consequences of such publication.

The Authority reserves the right to seek clarification of any aspect of a quotation and/or provide additional information during the evaluation phase to carry out a fair evaluation. Where the Authority seeks clarification on any aspect of the quotation, the supplier must respond within the timeframe requested by the Authority.

Amendments

The Authority may amend the RFQ at any time prior to the deadline for receipt. If it amends the RFQ the Authority will notify you via email.

Suppliers may modify their quotation prior to the deadline for Responses. No Responses may be modified after the deadline for Responses.

Suppliers may withdraw their quotations at any time by submitting a notice via the email to the named contact.

Conditions of Contract

Order form to be completed upon award of the contract by the chosen supplier.

[Order form](#)

The Authority's

- Standard Good and Services Terms & Conditions (used for purchases under £50k)

can be located on the

[Environment Agency Website](#)

and will be applicable to any contract awarded as a result of this quotation process. The Authority will not accept any changes to these terms and conditions proposed by a supplier.

Suppliers should note that the quotation provided by the successful bidder will form part of the Contract.

Prices

Prices must be submitted in £ sterling, exclusive of VAT.

Disclosure

All Central Government Departments, their Executive Agencies and Non Departmental Public Bodies are subject to control and reporting within Government. In particular, they report to the Cabinet Office and HM Treasury for all expenditure. Further the Cabinet Office has a cross-Government role delivering overall Government policy on public procurement, including ensuring value for money and related aspects of good procurement practice. For these purposes, the Authority may disclose within Government any details contained in your quotation. The information will not be disclosed outside Government during the procurement.

In addition, the Authority is subject to the Freedom of Information Act 2000 and the Environmental Information Regulations 2004, which provide a public right of access to information held by public bodies. In accordance with these two statutes, the Authority may be required to disclose information contained in your quotation to any person who submits a request for information pursuant to those statutes.

Further to the Government's transparency agenda, all UK Government organisations must advertise on Find a Tender Service (FTS) in accordance with the following publication thresholds:

- Central Contracting Authority's: £12,000
- Sub Central Contracting Authority's and NHS Trusts: £30,000

For the purpose of this RFQ the Authority is classified as a sub central contracting authority, the Environment Agency, with a publication threshold of £30,000 inclusive of VAT.

If this opportunity is advertised via FTS, we are obliged to publish details of the awarded contract.

A copy of the contract must also be published with confidential information redacted.

By submitting a Response, you consent to these terms as part of the procurement.

Disclaimers

Whilst the information in this RFQ and any supporting information referred to herein or provided to you by the Authority have been prepared in good faith the Authority does not warrant that this information is comprehensive or that it has been independently verified.

The Authority does not:

- make any representation or warranty (express or implied) as to the accuracy, reasonableness or completeness of the RFQ;
- accept any liability for the information contained in the RFQ or for the fairness, accuracy or completeness of that information; or
- accept any liability for any loss or damage (other than in respect of fraudulent misrepresentation or any other liability which cannot lawfully be excluded) arising as a result of reliance on such information or any subsequent communication.

Any supplier considering entering into contractual relationships with the Authority following receipt of the RFQ should make its own investigations and independent assessment of the Authority and its requirements for the goods and/or services and should seek its own professional financial and legal advice.

Information Security requirements

The Government Security Classification Policy (GSCP) sets out the administrative system used by HM Government (HMG) to protect information and data assets appropriately against prevalent threats through the use of 'classification tiers'. HMG uses three classification tiers; OFFICIAL, SECRET and TOP SECRET. Each tier provides a set of recommended baseline behaviours and a set of protective controls, which are proportionate to the threat profile for that tier AND the potential impact of a compromise, accidental loss or incorrect disclosure of information held within that tier.

Tenderers and suppliers must ensure that appropriate protective security controls are in place to comply with the GSCP and manage the information shared and received as part of this tender exercise.

A full suite of guidance documents is available on GOV.UK, with specific guidance for tenderers and suppliers set out in [Guidance 1.6 - Contractors and Contracting Authorities.docx \(publishing.service.gov.uk\)](#).

Use of Artificial Intelligence

The Authority expects suppliers to declare where they have used AI software in the creation of Tender responses or intend to use AI software in the performance of the contract. How any AI software was, or will be, used should be to be declared within the technical submission part of the tender. We may require you to answer specific question/s on this topic, particularly where the Authority expects that usage is highly likely or clearly relates to the contract requirements.

Suppliers must follow any guidelines or regulations related to AI use and declarations as indicated in the [PPN 2/24 Improving Transparency of AI use in Procurement](#).

Any information, instructions, or data provided by the Authority to suppliers as part of this tender, the requirements, or contract should not be directly inserted into Generative AI software (such as Gemini, ChatGPT, or CoPilot) without prior permission, unless this information is clearly published in the public domain.

Use of any Authority confidential tender information for training AI software is prohibited. It is advised that Defra's data or instructions, or anything marked as confidential should not be directly inserted into AIs. For example, putting Authority's instruction email into Gemini, ChatGPT, or CoPilot is not recommended.

If you intend to use AI to provide goods or services to the Authority, then you are required to complete a declaration which is simply answering the question stated within the 'Information to be returned'. The answer to this question will not be used in scoring your quote.

Protection of Personal Data

In order to comply with the General Data Protection Regulations 2018 the supplier must agree to the following:

You must only process any personal data in strict accordance with instructions from the Authority.

- You must ensure that all the personal data that we disclose to you or you collect on our behalf under this agreement are kept confidential.
- You must take reasonable steps to ensure the reliability of employees who have access to personal data.

- Only employees who may be required to assist in meeting the obligations under this agreement may have access to the personal data.
- Any disclosure of personal data must be made in confidence and extend only so far as that which is specifically necessary for the purposes of this agreement.
- You must ensure that there are appropriate security measures in place to safeguard against any unauthorised access or unlawful processing or accidental loss, destruction or damage or disclosure of the personal data.
- On termination of this agreement, for whatever reason, the personal data must be returned to us promptly and safely, together with all copies in your possession or control.

General Data Protection Regulations 2018

For the purposes of the Regulations the Authority is the data processor.

The personal information that we have asked you provide on individuals (data subjects) that will be working for you on this contract will be used in compiling the tender list and in assessing your offer. If you are unsuccessful the information will be held and destroyed within two years of the award of contracts. If you are awarded a contract it will be retained for the duration of the contract and destroyed within seven years of the contract's expiry.

We may monitor the performance of the individuals during the execution of the contract, and the results of our monitoring, together with the information that you have provided, will be used in determining what work is allocated under the contract, and in any renewal of the contract or in the award of future contracts of a similar nature. The information will not be disclosed to anyone outside the Authority without the consent of the data subject, unless the Authority is required by law to make such disclosures.

Equality, Diversity & Inclusion (EDI)

The Client is striving to create a diverse and inclusive working environment where every individual has equality of opportunity to progress and to apply their unique insights to making the UK a great place for living. The Service Provider is expected to respect this commitment in all dealings with Environment Agency staff and service users.

Suppliers are expected to;

- support Defra group to achieve its Public Sector Equality Duty as defined by the Equality Act 2010, and to support delivery of [Defra group's Equality & Diversity Strategy](#).
- meet the standards set out in the [Government's Supplier Code of Conduct](#)
- work with Defra group to ensure equality, diversity and inclusion impacts are addressed (positive and negative) in the goods, services and works we procure, barriers are removed and opportunities realised.

Sustainable Procurement

Addressing global sustainability impacts and realising additional community benefits within commercial activity is core to Defra group's approach, working with its supply chain is key to achieving sustainable outcomes. In addition to supporting Defra group to meet its outcomes we look to understand and reduce negative sustainability impacts associated with our commercial activity and realise benefits.

The Client encourages its suppliers to share these values, work to address negative impacts and realise opportunities, measure performance and success.

Suppliers are expected to have an understanding of the Sustainable Development Goals, the interconnections between them and the relevance to the Goods, Services and works procured on the Client's behalf.

Conflicts of Interest

The concept of a conflict of interest includes but is not limited to any situation where an Involved Person or Relevant Body has directly or indirectly, a financial, economic or other personal interest which might be perceived to compromise their impartiality and independence in the context of the procurement procedure and/or affect the integrity of the contract award.

We expect suppliers to mitigate appropriately against any real or perceived conflict of interest through their work with government. A supplier with a position of influence gained through a contract should not use that position to unfairly disadvantage any other supplier or reduce the potential for future competition.

Where the supplier is aware of any circumstances giving rise to a conflict of interest or has any indication that a conflict of interest exists or may arise you should inform the Authority of this as soon as possible (whether before or after they have submitted a quotation). Tenderers should remain alert to the possibility of conflicts of interest arising at all stages of the procurement and should update the Authority if any new circumstances or information arises, or there are any changes to information already provided to the Authority. Failure to do so, and/or to properly manage any conflicts of interest may result in a quotation being rejected.

Provided that it has been carried out in an open, fair and transparent manner, routine pre-market engagement carried out by the Authority should not represent a conflict of interest for the supplier.

Section 2: The Invitation

Specification of Requirements

Maintain and develop Integrated Water Management website content and resources- Specification

Background to the Environment Agency

Who is the Environment Agency?

We are an executive non-departmental public body responsible to the Secretary of State for Environment, Food and Rural Affairs. Our principal aims are to protect and improve the environment, increase resilience to flooding and coastal erosion, as well as to promote sustainable development.

Further information on our responsibilities, Corporate Plan and how we are structured can be found on our website:

<https://www.gov.uk/government/organisations/environment-agency/about>

What do we spend our money on?

We are a major procurer of goods and services within the UK, spending circa £600M per annum, our major spend areas are:

Flood and Coastal Risk Management (design, construction, and maintenance)

ICT and Telecommunications

Vehicles and Plant

Environmental Consultancy and Monitoring

Temporary Staff and Contractors

Facilities Management, Energy and Utilities

Flood Management and Water Related Services

What do we need from our contractors?

Contractors are vital in supporting the delivery of our corporate plan. We aim to support the economy and society whilst delivering more environmental outcomes for every pound we spend. In many areas we are leading the way on environmental and technical developments. It is our role to ensure that contractors clearly understand our corporate aims and objectives and know that we are committed to delivering the best value, best practice and the most sustainable outcomes, considering the whole life cycle of our procurement

decisions. We also promote diversity and equality and treat all of our contractors fairly.

Our procurement strategy may be of interest to you as a potential contractor. It sets out our priorities and key commitments in a range of areas, such as, delivering our corporate plan, Government policy, contractor management and sustainable procurement:

<https://www.gov.uk/government/organisations/environment-agency/about/procurement#procurement-strategy>

Government changes and collaboration

Since 1 April 2013, the Environment Agency is no longer responsible for delivering the environmental priorities of Wales. This is now the remit of Natural Resources Wales (NRW). Further information can be found here:

<https://naturalresources.wales/splash?orig=/>

By bidding for this requirement, you may also be approached by other members of the DEFRA network, NRW or other government departments that are specifically named in the tender document.

Further information

To see our commitments to Diversity and Equality, please visit our website:

<https://www.gov.uk/government/organisations/environment-agency/about/equality-and-diversity>

Also, are you up to date on environmental legislation? See links below for further information:

Waste and Environmental Impact - <https://www.gov.uk/browse/business/waste-environment>

Environmental Regulations - <https://www.gov.uk/environment>

Contract Ref:

Contract Title: Maintain and develop Integrated Water Management Programme content and resources.

Background to the specific work area relevant to this purchase

The Integrated Water Management (IWM) programme and wider programme of work is hosted by the Environment Agency's Oxford to Cambridge team on behalf of the wider Defra Group, working closely with stakeholders across the sector and geography. The programme works with the Oxford to Cambridge governance framework, geography, and stakeholders. However, it is designed

and managed in a way that will provide learning and approaches that are applicable more widely.

A key focus is our Integrated Water Management programme which explores how to draw together current and ongoing water, flood, natural capital, and land use planning work, to create a fully interconnected water and flood risk approach to planning and decision making. The aim is to enable a more proactive, holistic approach to decision making and solution planning for water management infrastructure – focusing on the needs of the natural environment and ultimately avoiding reactive water management solutions that focus primarily on damage limitation.

The Integrated Water Management programme is in its third phase having completed:

Phase 1 – Focused on evidence, exploration of issues, dependencies, and engagement. It brought together work across water, flood, natural capital, and land use planning to create an integrated water and flood risk evidence base.

Phase 2- Supported the identification of options at scale which deliver multiple benefits for the environment and people, allowing a more proactive and holistic approach to decision making and solution planning across all water management infrastructure. Some of the outputs of phase 2 can be found on our website as a series of projects and studies.

<https://www.oxcamlncp.org/>

The purpose of these projects is to create an evidence base of the impacts of integrated water management and the opportunities this could provide when considering water recourses, quality and flood risk. For each project we look to create evidence bases and develop and trial new ways of working. Our projects sit under one of three themes: Placemaking, Statutory water planning, and Exploration.

In the next phase, the team will be continuing to work on projects designed to enable a more proactive, holistic approach to decision making and solution planning for water management infrastructure. The chosen contractor will need to continue to host and develop the team's website, including all of its current contents. This includes to continue to host and update a map of the Oxford to Cambridge geography and the ecosystem services that the area provides. This is a useful feature as it gives planners and decision makers a strategic indication of where potential ecosystem services might be found within the geography. The chosen contractor will also be expected to design and create a cohesive suite of non-technical summaries of any new projects/ studies. The contractor will be expected to produce a cohesive and recognisable suite of documents using technical information provided by the team and present it in a visually appealing and accessible format. These documents should be produced in line with the existing documentation found on our website. The information within the non-

technical summaries should adhere to the guidelines set out by Environment Agency on accessibility.

Requirements

List of requirements

Maintain and develop the website and its products used by the team to showcase their work so far and other upcoming projects. This will include paying any fees associated.

The chosen contractor will be required to continue to host the website including the interactive map. The contractor will be required to pay the OS license fee for the interactive map found on the website. The chosen contractor will perform these licensing requirements for 1 year.

Preparing and hosting of non-technical summaries and supporting project documents (approximately 10 products per year). To use our existing technical summaries for our projects as a guide to creating any new products/ non-technical summary documents for the team to create a family of products for our stakeholders to use.

The majority of this commission will be design and functionality focused, with the client team providing the content. We would however expect the contractor to provide guidance on the appropriate style of content that could work best with the proposed design elements. The contractor shall take a lead in providing clear requests of what is needed from the client to enable the contractor to deliver a strong and compelling product.

This commission's aim is to continue to develop a strong, recognisable identity for Integrated Water Management Hub from the programmes existing content and to create new technical summaries as required by the team.

The OxCam team are a dispersed team and so work collaboratively using online tools such as Microsoft Teams. This allows the team to work flexibly. With this in mind the chosen contractor would not be expected to attend any site visits or in person meetings, however the Environment Agency holds the right to change this if necessary to benefit the project. Whilst flexible working is encouraged the chosen contractor will need to be available to contact during the following core hours (9am to 4pm).

The OxCam team will work closely with the chosen contractor and will expect regular meetings to check in on the project programme and progress. The team will set clear deadlines when requesting work, giving as much time as possible in advance for the chosen contractor. This, however, may need to change quickly on occasion should a change in circumstances develop. This might include occasional short deadlines with a quick turnaround expected for any outputs required.

Target audience

Our target audience is internal Environment Agency/Defra group staff, external regulators, policy makers, land use and water planners. Any content or resources being maintained or developed will need to be easily accessible and should effectively encourage the uptake of an integrated approach to water management.

The scope (deliverables, outputs and objectives)

1. Maintain and develop the website used by the team to showcase their work so far and other upcoming projects.

The website address is in a format where the ownership can be transferred. The chosen contractor will need to maintain this ability for the Environment Agency to change ownership to move the website address to a new contractor in the future when this work goes to open tender once more.

<https://www.oxcamlncp.org/>

2. To host the online mapping tools already established on the online website and to create new layers as more information becomes available.

<https://www.oxcamlncp.org/projects/oxcam-lncp/map>

3. Creating non-technical summaries (approximately 5 per year) for technical work using information provided by the team. Using this information, create visuals and interactive elements to display this information in an accessible format.

Tenderers and contractors must ensure that appropriate protective security controls are in place to comply with the GSCP and manage the information shared and received as part of this tender exercise.

Created works already published on the website such as reports, images, map layers, films, audio recordings, software, code, and datasets or databases are legally protected from certain types of re-use. Please make sure you follow the latest guidance and adhere to any onward licensing requirements. Please be aware that we may provide information to you that is marked as official sensitive before it is uploaded to the website.

As the contractor, when you are acquiring an existing work or commissioning the creation of a new work which may incorporate a third party's work, you need to specify compatibility with your use, sharing and onward licensing requirements.

A full suite of guidance documents is available on GOV.UK, with specific guidance for tenderers and contractor set out in Guidance 1.6 - Contractors and Contracting Authorities.docx (publishing.service.gov.uk).

[Guidance 1.6 - Contractors and Contracting Authorities.docx](#)

Benefits

1. Capability and confidence of users in taking an integrated water management approach is raised.
2. Clarity and efficiency of access to integrated water management tools, approaches, guidance, and learning is increased.
3. To make it easier to share more information on integrated water management and improve its profile for development and application.

Objectives

Hosting and maintenance of the web-based hub. Maintain the existing access to relevant project summaries, findings and resources through the Integrated Water Management Hub.

Preparing and hosting of non-technical summaries and supporting project documents. Bring together the various strands of our project work into one package that is easy to use for our stakeholders.

Accessibility, style and user interface. Ensure all stakeholders can view our project findings to gain a basic understanding of how integrated water management fits into the environmental planning and delivery cycle through the established Integrated Water Management Hub. This will be achieved through an effective use of design, graphics, and diagrams.

Clear presentation of concepts and key messages for varied user groups. Continuing to develop and deliver an engaging, user centric, consistent, simple, and visually pleasing suite of products, to optimise understanding and buy-in.

Products/Elements

Element 1: Content creation

Development of engaging non-technical summaries of our future projects. These will be based on project reports. Information from technical reports will be provided by our team as work is completed. These should be summarised by you into a high-level overview and non-technical summaries.

The overview document should be approximately 4 pages long with links to the non-technical summaries for those who would like to find out more. The length of non-technical summaries will vary depending on the results of the project but could be between 5 and 20 pages long.

Within each of these there may be case studies which could also need individual summaries.

We would expect you to use supporting graphics and elements to help to communicate the key points and processes. This should be in keeping with the existing style of documents will soon be on the website.

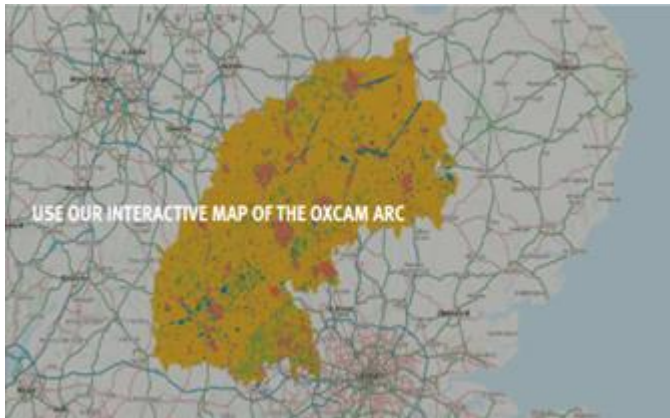
We will have approximately 5 overview documents with supporting non-technical summaries needing to be created. All will use the same colour palette and general approach, in order to create a 'package' feel. In terms of icons and graphics, there will be a requirement for individual "setting" of text and images for each PDF.

Element 2: Website Maintenance

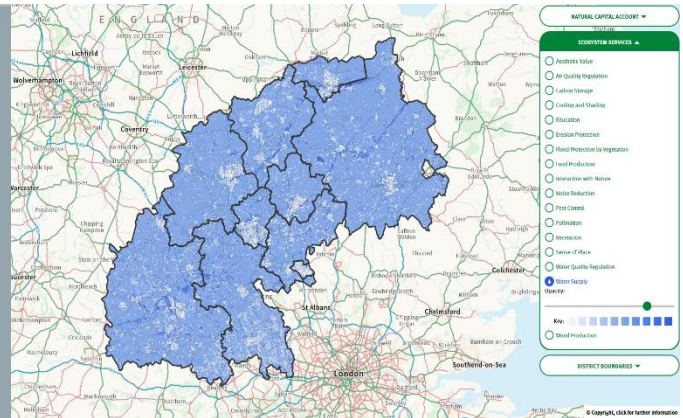
You will continue to host the teams existing website, including all of its contents. This will require you to be responsible for acquiring and paying the fees for the appropriate license to do this. Bi-monthly meetings (frequency may vary due to project schedules) will be used to discuss any updates to the website from the client and for you the contractor to update the client on progress or any challenges.

Element 3: Host the online mapping tool already established on our website and create new layers as more information becomes available.

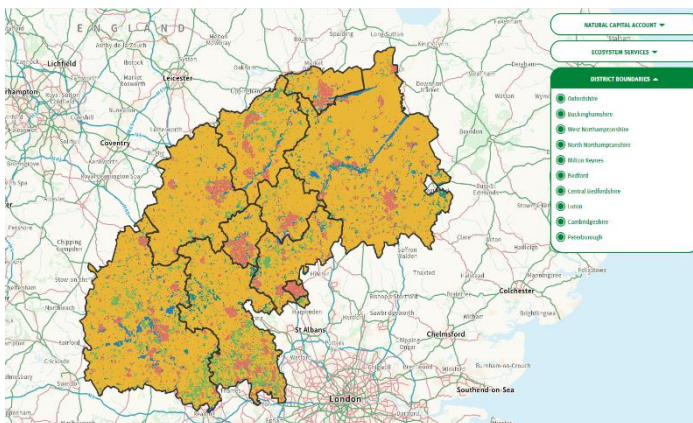
There is an online mapping tool on the website that will need to be hosted as well as new layers being added as required by the team. The mapping tool is temporarily offline until the new tender has been agreed. However, once the contractor has been selected, this will need to be made live again.



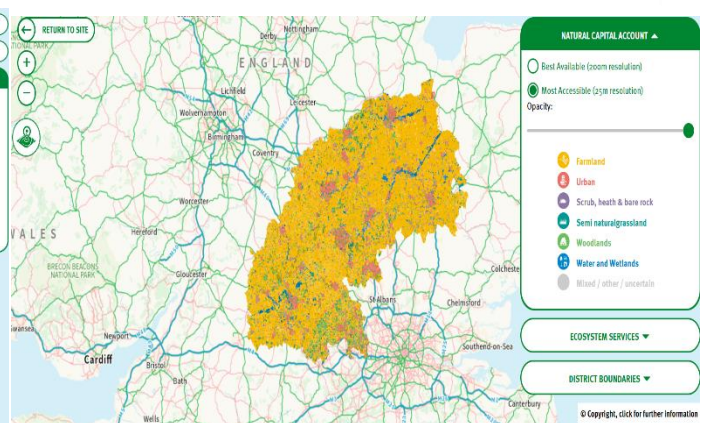
Home page- Welcome to the interactive map of the OxCam growth corridor.



Ecosystem services layer- Use this layer to investigate the types of ecosystem services identified within the geography.



District boundaries layer- Use this layer to see a visual representation of the district boundaries found within the geography.



Natural capital account layer- Interact with the map to look at the type of land use found within the area.

Usability

The end products must be accessible and interactive to the user's needs.

All products may include signposts to tools hosted on websites external to the Environment Agency.

All products should be developed to enable Environment Agency to make updates to content and structure in the future and should include methods/guidance to enable this.

Sustainability

The Environment Agency protects and improves the environment and is committed to reducing the sustainability impacts of its activities directly and through its supply chains. We expect the Contractor to share this commitment

and adopt a sound, proactive sustainable approach in keeping with the 25-year environmental plan and our commitments that is compliant with all applicable legislation. This includes understanding and reducing direct and indirect sustainability impacts and realising opportunities, including but not restricted to; resilience to climate change, reducing greenhouse gas emissions, water use and quality, biosecurity, resource efficiency and waste, reducing the risk of pollution, biodiversity, modern slavery and equality, diversity & inclusion, negative community impacts.

As a delivery partner, the successful contractor is expected to pursue sustainability in their operations, thereby ensuring the Contracting Authority is not contracting with a contractor whose operational outputs run contrary to the Contracting Authority's objectives. The successful contractor will need to approach the project with a focus on the entire life cycle of the project. The successful contractor will provide such evidence of addressing its sustainability impacts and compliance with the contract requirements when the Authority reasonably requests.

eMission2030 - our sustainability plan

We need to act urgently to tackle our own negative impact on the environment through the carbon produced by our use of raw materials, energy and transport and the impact on those working in the manufacturing processes of what we buy. Our new sustainability plan - eMission2030 – outlines our ambition for the future and use hard evidence to radically change our way of thinking to build sustainability into every decision we make.

We have adopted the United Nations Sustainable Development Goals (also known as The Global Goals) as a framework for eMission2030 – to tackle a broader range of social and economic development issues. But to achieve our commitments we'll need to do things with urgency, together and even more work in partnership with others. This will need to be delivered across the whole organisation to be successful.

We want you to feel empowered to take your own actions and try out innovative ideas to make both big and small changes and challenge unsustainable decisions and actions. We'll be asking all parts of our organisation to create their own delivery plans which shows what they will do to achieve our commitments.

Sustainability Considerations

We are committed to continually improving our sustainability performance. The Environment Agency has set itself tough objectives as a clear commitment and contribution to sustainable development throughout England. The Environment Agency recognises that this can only be achieved through commitment from all sectors of society, and it is intent on raising awareness amongst industry and commerce.

Contractors must adopt a sound proactive environmental approach, designed to minimise harm to the environment.

Environmental criteria should be considered as part of your tender submission with credit given for innovation. Factors to be considered could include areas such as:

Paper use: All documents and reports prepared by consultants and contractors are produced wherever possible on recycled paper containing at least 100% post-consumer waste and printed double sided.

Travel: use of public transport, reduce face to face meetings by using email and videoconferencing. Meetings to be held in locations to minimise travel and close to public transport links.

Packaging: should be kept to a minimum. Re-use and disposal issues must be considered.

Efficient Energy and Water Use. Due to the high amount of water and energy usage required to use Artificial Intelligence, we ask contractors not to use this technology within their work.

Disposal of Waste: Whilst on site the contractor is responsible for the disposal of their own waste and can only use client facilities with express permission from the onsite facilities officer.

Whilst on site, contractors should comply with the local environmental policy statement which will be made available to you in advance or on arrival.

Diversity and Equal Opportunities

We are committed to promoting equality and diversity in all we do and valuing the diversity of our workforce, customers, and communities. As a public body, we publish regular information about what our equality objectives are and how we're meeting them.

[Equality and diversity - Environment Agency - GOV.UK](#)

Health and Safety

Contractors will be responsible for making sure all required health and safety aspects including risk assessments are undertaken and required management measures are in place to protect worker exposure. This includes management of all partners, consortium members and subcontractors.

Outputs and contract management

First month of contract- Start-up meeting between the clients Communication and Engagement Lead and contractor.

Bi-monthly status check ins to discuss upcoming work and progress. On occasion bespoke meetings may be required when larger pieces of work are being produced.

Monthly budget view of work done and budget remaining/spent.

Key milestones (dates to be added upon award of contract).

This contract shall be project managed on behalf of the Environment Agency by Juliet Savage, Oxford to Cambridge Communications and Engagement Specialist (jules.savage@environment-agency.gov.uk). With Daniel Curtis, Integrated Water Management Programme Manager as the Project Executive (Daniel.Curtis@environment-agency.gov.uk).

Bi-monthly project team meetings (virtual or face to face as appropriate) with additional check ins as required will be used to ensure the project is keeping to time and scope. The regularity of these can be adjusted to reflect different periods of the project and needs. For example, the frequency is likely to increase during periods when projects are completed, and summary documents are created. A programme plan will be provided upon appointment. Any updates will be shared with the contractor through regular conversations and emails between the project manager throughout the project.

We will expect the contractor to invoice for work periodically (monthly or bi-monthly as appropriate). These invoices will be assessed and paid within a month, with the intention of this turn around being much shorter (1-2 weeks).

All invoices must quote the purchase order number to be processed. A file copy invoice must be provided to the contract manager, on request. The timescale for payment of invoices will be up to 30 days after we have received a valid invoice.

The chosen contractor will need to provide information on the relevant knowledge, experience and training that they can offer. This will include previous experience managing and hosting websites, and design engaging graphics.

Payment

The Authority will raise purchase orders to cover the cost of the services and will issue to the awarded supplier following contract award.

The Authority's preference is for all invoices to be sent electronically, quoting a valid Purchase Order number. We will expect the supplier to invoice for work periodically (monthly or bi-monthly as appropriate). These invoices will be assessed and paid within a month, with the intention of this turn around being much shorter (1-2 weeks).

It is anticipated that this contract will be awarded for a period of 12 months to end no later than 11/08/2026. Prices will remain fixed the duration of the contract

award period. We may at our sole discretion extend this contract to include related or further work. Any extension shall be agreed in writing in advance of any work commencing and may be subject to further competition.

Evaluation Methodology

We will award this contract in line with the most advantageous tender (MAT).
See award criteria:

Technical - 60%

Commercial - 40%

Evaluation criteria

Evaluation weightings are 60% technical and 40% commercial, the winning tenderer will be the highest scoring combined score.

Award Criteria	Weighting (%)	Evaluation Topic & Weighting	Sub-Criteria	Weighted Question
Technical	60%	Service/ Product proposal	1. Maintain and develop integrated water management programme content and resources. (25% of technical score available)	2 Questions Q1.1 Explain how you would take technical information and summarise it into Plain English. Q1.2 Show how you add value through the way you present the material using visuals and graphics. Examples of previous work would be beneficial.
			2. Host and maintain the web-based hub. (25% of technical score available)	2 Questions Q2.1 Explain how you would maintain existing access to the relevant project findings and resources found on the Integrated Water Management Hub. Q2.2 How would you host and create a new layer on the Interactive map that has already been produced. Q2.3 Please tell us what type of licenses and hosting software you would use to maintain and develop the web-based hub.
			3. Key personnel (20% of technical score available)	1 Question Q3.1 Please tell us about your team and how their skills and experience will support our work. Please include an indication of the expected allocation of work within this section.

Award Criteria	Weighting (%)	Evaluation Topic & Weighting	Sub-Criteria	Weighted Question
			4. Quality Assurance measures and project management (20% of technical score available)	2 Questions Q4.1 Please explain what assurance and control measures you will put in place to ensure good quality outputs. Q4.2 Please explain how the project and contract will be managed and how you will interact with the client team.
			5. Management of sustainability and social value (5% of technical score available)	1 Question Q5.1 Please consider how through this project you could provide opportunities for social value and how you will consider sustainability
			6. Health & Safety (5% of technical score available)	1 Question Q6.1. How will you manage your team's health, safety and wellbeing throughout the contract period.
Commercial	40%	Whole life cost of the proposed Contract	Commercial Model (100% of commercial score available)	

Technical (60%)

Technical evaluations will be based on responses to specific questions covering key criteria which are outlined below. Scores for questions will be based on the following:

Description	Score	Definition
Very good	100	Addresses all the Authority's requirements with all the relevant supporting information set out in the RFQ. There are no weaknesses and therefore the tender response gives the

Description	Score	Definition
		Authority complete confidence that all the requirements will be met to a high standard.
Good	70	Addresses all the Authority's requirements with all the relevant supporting information set out in the RFQ. The response contains minor weaknesses and therefore the tender response gives the Authority confidence that all the requirements will be met to a good standard.
Moderate	50	Addresses most of the requirements with most of the relevant supporting information set out in the RFQ. The response contains moderate weaknesses and therefore the tender response gives the Authority confidence that most of the requirements will be met to a suitable standard.
Weak	20	Substantially addresses the requirements but not all and provides supporting information that is of limited or no relevance or a methodology containing significant weaknesses and therefore raises concerns for the Authority that the requirements may not all be met.
Unacceptable	0	No response or provides a response that gives the Authority no confidence that the requirement will be met.

Technical evaluation is assessed using the evaluation topics and sub-criteria stated in the Evaluation Criteria section above.

Separate submissions for each technical question should be provided and will be evaluated in isolation. Tenderers should provide answers that meet the criteria of each technical question.

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Separate submissions for each technical question should be provided and will be evaluated in isolation. Tenderers should provide answers that meet the criteria of each technical question.

Methodology- Maintain and develop integrated water management programme content and resources.	Detailed Evaluation Criteria
1. Please can you demonstrate how you would maintain and develop our current content and resources.	Your response should - Demonstrate your understanding of our needs.

Methodology- Maintain and develop integrated water management programme content and resources.	Detailed Evaluation Criteria
Max 2 sides A4, and use Arial font, size 11.	<ul style="list-style-type: none"> - Demonstrate your understanding of designing documents to engage the reader and tell a story. - Clearly show how you would approach the task and the expectations/ needs of the client. - Provide examples of previous work where available.

Methodology- Host and maintain the web-based hub.	Detailed Evaluation Criteria
<p>2. Please can you demonstrate how you will be able to host and maintain the existing web-based hub.</p> <p>Max 1/2 page of A4, and use Arial font, size 11.</p>	<p>Your response should</p> <ul style="list-style-type: none"> - Demonstrate your understanding of our needs. - Explain how you would maintain existing access to the relevant project findings and resources found on the Integrated Water Management Hub. - Demonstrate how would you host and create a new layer on the Interactive map that has already been produced. - Provide examples of previous work where available.

Key personnel	Detailed Evaluation Criteria
<p>3. Please tell us about your team and how their skills and experience will support our work.</p> <p>Max 1 sides A4, and use Arial font, size 11.</p>	<p>Your response should</p> <ul style="list-style-type: none"> - Demonstrate the skills and experience of the proposed project team. - Provide an indication of the expected allocation of work within this section. - Please tell us about your team and how their skills and experience will support our work. - Provide an indication of the resource demand forecast for each key deliverable.

Quality Assurance measures and project management	Detailed Evaluation Criteria
<p>4.1 Please explain what assurance and control measures you will put in place to ensure good quality outputs.</p>	<p>Your response should</p> <ul style="list-style-type: none"> - Explain the assurance and control measures you will use to ensure high quality outputs.

Quality Assurance measures and project management	Detailed Evaluation Criteria
Max half side of A4, and use Arial font, size 11.	- How will you undertake quality control of the project deliverables.
4.2 Please explain how the project and contract will be managed and how you will interact with the client team. Max half side of A4, and use Arial font, size 11.	Your response should - Demonstrate the project management processes that you will use to ensure the efficient running of the project. - Explain how you would interact with the client team to ensure alignment of ideas and collaboration.

Management of sustainability and social value	Detailed Evaluation Criteria
5. Please demonstrate how through this project you could provide opportunities for social value and how you will consider sustainability. Max half side of A4, and use Arial font, size 11.	Your response should - Demonstrate your organisations social value initiative and how these will be applied throughout this project. - Consider how this project can help you achieve your organisations initiatives of social value. - Demonstrate your organisations sustainability initiatives and how these will be applied throughout the project.

Health & Safety	Detailed Evaluation Criteria
6. How will you manage your team's health, safety and wellbeing throughout the contract period. Max half side of A4, and use Arial font, size 11.	Your response should - Demonstrate your organisation health, safety and wellbeing process and how these will be applied throughout this project. - Consider how you will actively monitor any health, safety and wellbeing concerns throughout the project.

Commercial (40%)

The Contract is to be awarded as fixed price which will be paid according to the completion of the deliverables stated in the Specification of Requirements.

Suppliers are required to submit a total cost to provide the deliverables stated in the Specification of Requirements. In addition to this the Commercial Response

template must be completed to provide a breakdown of the whole life costs against each 'element' used in the delivery of this requirement.

Calculation Method

The method for calculating the individual weighted scores is as follows:

- Commercial

Score = (Lowest Quotation Price / Supplier's Quotation Price) x 40% (Maximum available marks)

- Technical

Score = (Bidder's Total Technical Score / Highest Technical Score) x 60% (Maximum available marks)

The total score (weighted) (TWS) is then calculated by adding the total weighted commercial score (WC) to the total weighted technical score (WT): WC + WT = TWS.

Once all evaluators have completed their individual evaluations and provided their final scores, an average score will be calculated which will be multiplied by the selected weighting to give a weighted score representing the views of all evaluators.

Information to be returned

Please note, the following information requested must be provided. Incomplete tender submissions may be discounted.

Please complete and return the following information:

- completed Commercial Response template
- separate response submission for each technical question (in accordance with the response instructions)
- complete AI question ["Do you use Artificial Intelligence (AI) or machine learning tools, including large language models within your quote submission or service delivery processes.?"] response which will not be scored, is to be returned within technical response
- completed Mandatory Requirements (Annex 1)
- completed Acceptance of Terms and Conditions (Annex 2)

Award

Once the evaluation of the Response(s) is complete suppliers will be notified of the outcome via email.

The successful supplier will be issued the contract, incorporating their Response, for signature. The authority will then counter sign.

Annex 1 Mandatory Requirements

Part 1 Potential Supplier Information

Please answer the following self-declaration questions in full and include this Annex in your quotation response.

Part 1.1 Potential Supplier Information:

Question no.	Question	Response
1.1(a)	Full name of the potential supplier submitting the information	
1.1(b)	Registered office address (if applicable)	
1.1(c)	Company registration number (if applicable)	
1.1(d)	Charity registration number (if applicable)	
1.1(e)	Head office DUNS number (if applicable)	
1.1(f)	Registered VAT number	
1.1(g)	Are you a Small, Medium or Micro Enterprise (SME)?	(Yes / No)

Note: See EU definition of SME https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en

Part 1.2 Contact details and declaration

By submitting a quotation to this RFQ I declare that to the best of my knowledge the answers submitted and information contained in this document are correct and accurate.

I declare that, upon request and without delay you will provide the certificates or documentary evidence referred to in this document.

I understand that the information will be used in the selection process to assess my organisation's suitability to be invited to participate further in this procurement.

I understand that the authority may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Question no.	Question	Response
1.2(a)	Contact name	

Question no.	Question	Response
1.2(b)	Name of organisation	
1.2(c)	Role in organisation	
1.2(d)	Phone number	
1.2(e)	E-mail address	
1.2(f)	Postal address	
1.2(g)	Signature (electronic is acceptable)	
1.2(h)	Date	

Part 2 Exclusion Grounds

Part 2.1 Grounds for mandatory exclusion, including being on the Government Debarment List.

Question no.	Question	Response
2.1(a)	Please indicate if, within the past five years you, your organisation or any other person who has powers of representation, decision or control in the organisation been convicted anywhere in the world of any of the offences within the summary below.	
	Participation in a criminal organisation.	(Yes / No) If yes please provide details at 2.1 (b)
	Corruption.	((Yes / No) If yes please provide details at 2.1 (b)
	Fraud.	(Yes / No) If yes please provide details at 2.1 (b)
	Terrorist offences or offences linked to terrorist activities	(Yes / No) If yes please provide details at 2.1 (b)
	Money laundering or terrorist financing	(Yes / No) If yes please provide details at 2.1 (b)
	Child labour and other forms of trafficking in human beings	(Yes / No) If yes please provide details at 2.1 (b)
2.1(b)	If you have answered yes to question 2.1(a), please provide further details. Date of conviction, specify which of the grounds listed the conviction was for, and the reasons for conviction. Identity of who has been convicted If the relevant documentation is available electronically please	

Question no.	Question	Response
	provide the web address, issuing authority, precise reference of the documents.	
2.1 (c)	If you have answered Yes to any of the points above have measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (i.e. Self-Cleaning)	(Yes / No)
2.1(d)	Has it been established, for your organisation by a judicial or administrative decision having final and binding effect in accordance with the legal provisions of any part of the United Kingdom or the legal provisions of the country in which the organisation is established (if outside the UK), that the organisation is in breach of obligations related to the payment of tax or social security contributions?	(Yes / No)
2.1(e)	If you have answered yes to question 2.3(a), please provide further details. Please also confirm you have paid or have entered into a binding arrangement with a view to paying, the outstanding sum including where applicable any accrued interest and/or fines.	

Part 2.2 Grounds for discretionary exclusion

Question no.	Question	Response
2.2(a)	The detailed grounds for discretionary exclusion of an organisation are set out on this webpage , which should be referred to before completing these questions. Please indicate if, within the past three years, anywhere in the world any of the following situations have applied to you, your organisation or any other person who has powers of representation, decision or control in the organisation	
2.2(b)	Breach of environmental obligations?	(Yes / No) If yes please provide details at 2.2 (f)
2.2(c)	Breach of social obligations?	(Yes / No) If yes please provide details at 2.2 (f)
2.2(d)	Breach of labour law obligations?	(Yes / No)

Question no.	Question	Response
		If yes please provide details at 2.2 (f)
2.2(e)	Shown significant or persistent deficiencies in the performance of a substantive requirement under a prior public contract, a prior contract with a contracting entity, or a prior concession contract, which led to early termination of that prior contract, damages or other comparable sanctions?	(Yes / No) If yes please provide details at 2.2 (f)
2.2 (f)	If you have answered Yes to any of the above, explain what measures been taken to demonstrate the reliability of the organisation despite the existence of a relevant ground for exclusion? (Self Cleaning)	

Annex 2 Acceptance of Terms and Conditions

I/We accept in full the terms and conditions appended to this Request for Quote document.

Company _____

Signature _____

Print Name _____

Position _____

Date _____