**Response Document**

1. INTRODUCTION
   1. Please read this document alongside the Invitation to Tender further competition documentation, and its supporting documents.
   2. As part of the technical evaluation of this procurement process, Bidders are required to respond to the provided question set and submit it with their Tender submission in the prescribed format.
   3. The award criteria weighting for each question is provided in the question heading. Furthermore, the maximum word response is stipulated next to each question.
   4. Please add appendixes to this document where required and state within the response box for the correlating question.
   5. The scoring methodology is outlined in the ITT Document.
   6. Below, you will find a summary of the requirements for each technical question.

**Appendix 1**

1. PRIMARY FEATURES – PASS/FAIL

**SCORED SECTION**

You are asked to respond within the text box provided within each question. A strict word count will apply; bullet points are acceptable. No attachments will be accepted except where requested.

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|  | Primary Features |  |

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|  | Section 1: Primary Features – Pass/Fail  Bidders must provide a response to each of the following mandatory requirements. Failure to meet any of these requirements will result in the bid being disqualified. | Scoring Methodology |
| Q1.1 | Does your proposed tender submission fully account for the site being a live hospital environment, including the necessity for out-of-hours working, specifically for crane lifts requiring Saturday or Sunday execution? | RESPONSE:  Yes:  No: |
| Q1.2 | Has your organization ever been debarred, suspended, or otherwise formally excluded from bidding for or participating in public sector projects in the UK or any other jurisdiction? | RESPONSE:  Yes:  No: |
| Q1.3 | Are all proposed components certified to relevant international and national standards (e.g., IEC, MCS, CE)? Your tender submission must include verifiable evidence of these certifications for each component. | RESPONSE:  Yes:  No: |

2. Pricing Terms

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|  | Pricing – 10% |  |

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| Q2.1 | Section 2 – Pricing Terms, and guarantees and variations | Scoring Methodology |
|  | * **What are the proposed payment terms and schedule?**   **800 words** | 28%  (0-5 as per ITT) |
| RESPONSE 2.1 |  | |

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| Q2.2 | Section 2 – Pricing Terms, and guarantees and variations | Scoring Methodology |
|  | * **What are the proposed payment terms and schedule?**   **800 words** | 18%  (0-5 as per ITT) |
| RESPONSE 2.2 |  | |

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| Q2.3 | Section 2 – Pricing Terms, and guarantees and variations | Scoring Methodology |
|  | * **Provide a clear breakdown of warranty coverage for all components and the overall installation, including duration and what is covered.** * **800 words** | 18%  (0-5 as per ITT) |
| RESPONSE 2.3 |  | |

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| Q2.4 | Section 2 – Pricing Terms, and guarantees and variations | Scoring Methodology |
|  | * **Please list any recommended optional extras or system enhancements with their associated costs that could complement the provided design.** * **800 words** | 18%  (0-5 as per ITT) |
| RESPONSE 2.4 |  | |

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| Q2.5 | Section 2 – Pricing Terms, and guarantees and variations | Scoring Methodology |
|  | * **How will variations or changes to the provided design/scope of work be priced and managed during the project?** * **800 words** | 18%  (0-5 as per ITT) |
| RESPONSE 2.5 |  | |

3. Technical Capability & Experience

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|  | Quality of Technical Capability, System performance and Project management 40% |  |

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| Q 3.1 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Please confirm your ability to source and install all specified components (e.g., solar panels, inverters, mounting systems, and any other significant components) as per the provided technical specifications. If you propose alternatives, you must clearly state them and justify why they meet or exceed the specified requirements, providing detailed technical specifications for each alternative.**  **1000 words** | 11%  (0-5 as per ITT) |
| RESPONSE 3.1 |  | |

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| Q 3.2 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Outline your proposed installation methodology, including site preparation, safety procedures, and quality control measures, specifically adhering to the provided design.**  **1000 words** | 7%  (0-5 as per ITT) |
| RESPONSE 3.2 |  | |

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| Q 3.3 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **How do you ensure adherence to industry best practices and relevant British Standards (e.g., BS 7671 for electrical installations)?**  **1000 words** | 10%  (0-5 as per ITT) |
| RESPONSE 3.3 |  | |

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| Q 3.4 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Describe your commissioning process and how you verify system performance post-installation, in line with the provided design's expected output.**  **1000 words** | 6%  (0-5 as per ITT) |
| RESPONSE 3.4 |  | |

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| Q 3.5 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **What is your approach to cable management and overall aesthetic integration of the system based on the provided design?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 3.5 |  | |

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| Q 3.6 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **How many years of experience does your company have in solar PV installation?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 3.6 |  | |

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| Q 3.7 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Provide details of at least three similar projects completed within the last three years where you installed a system based on a pre-existing design, including project scope, value, and client references.**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 3.7 |  | |

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| Q 3.8 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Which industry accreditations does your company hold (e.g., MCS, NICEIC, RECC)? Please provide proof of current accreditation.**  **1000 words** | 9%  (0-5 as per ITT) |
| RESPONSE 3.8 |  | |

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| Q 3.9 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Do you have a certified Quality Management System (e.g., ISO 9001)? If so, please provide details.**  **1000 words** | 5%  (0-5 as per ITT) |
| RESPONSE 3.9 |  | |

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| Q 3.10 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **Provide details of your Health and Safety policy and procedures for on-site work.**  **1000 words** | 12%  (0-5 as per ITT) |
| RESPONSE 3.10 |  | |

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| Q 3.11 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **What is your company's accident rate for the last three years?**  **1000 words** | 10%  (0-5 as per ITT) |
| RESPONSE 3.11 |  | |

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| Q 3.12 | Section 3 – Technical Capability & Experience | Scoring Methodology |
|  | **How do you ensure the safety of your employees, subcontractors, and the public during installation?**  **1000 words** | 10%  (0-5 as per ITT) |
| RESPONSE 3.12 |  | |

4. System Performance, Warranty & Maintenance

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| Q 4.1 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What are the terms and duration of the performance warranty for the entire system, based on the provided design?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.1 |  | |

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| Q 4.2 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What is the expected degradation rate of the solar panels over their lifespan, and is this guaranteed?  1000 words | 5%  (0-5 as per ITT) |
| RESPONSE 4.2 |  | |

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| Q 4.3 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What is the warranty period for inverters, mounting systems, and other components?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.3 |  | |

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| Q 4.4 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What are the procedures for warranty claims and repairs?  1000 words | 5%  (0-5 as per ITT) |
| RESPONSE 4.4 |  | |

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| Q 4.5 | Section 4: System Performance, Warranty & Maintenance |  |
|  | Do you offer external preventative maintenance contracts for systems installed to the provided design? If so, please provide detailed options (e.g., annual, bi-annual, quarterly visits).  1000 words | 5%  (0-5 as per ITT) |
| RESPONSE 4.5 |  | |

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| Q 4.6 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What specific services are included in your preventative maintenance plans (e.g., visual inspections, performance checks, cleaning, electrical testing, inverter health checks)?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.6 |  | |

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| Q 4.7 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What is the response time for emergency call-outs under your maintenance contracts?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.7 |  | |

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| Q 4.8 | Section 4: System Performance, Warranty & Maintenance |  |
|  | Do your maintenance plans include remote monitoring of the system? If so, what data is collected and how is it presented to the client?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.8 |  | |

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| Q 4.9 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What is your typical response time for corrective maintenance issues not covered by preventative plans?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.9 |  | |

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| Q 4.10 | Section 4: System Performance, Warranty & Maintenance |  |
|  | How do you diagnose and troubleshoot system faults remotely and on-site?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.10 |  | |

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| Q 4.11 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What training can you provide to our internal team for basic system monitoring, fault identification, and routine checks related to the installed system?  1000 words | 5%  (0-5 as per ITT) |
| RESPONSE 4.11 |  | |

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| Q 4.12 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What documentation will be provided to facilitate internal maintenance (e.g., user manuals, operation and maintenance manuals, troubleshooting guides, system schematics from the provided design)?  1000 words | 6%  (0-5 as per ITT) |
| RESPONSE 4.12 |  | |

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| Q 4.13 | Section 4: System Performance, Warranty & Maintenance |  |
|  | Are there any recommended spare parts that we should stock internally for quick resolution of minor issues?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.13 |  | |

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| Q 4.14 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What level of technical support can your company provide to our internal maintenance team (e.g., phone support, online resources)?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.14 |  | |

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| Q 4.15 | Section 4: System Performance, Warranty & Maintenance |  |
|  | Describe the proposed monitoring system for the solar panels. What data will be collected, and how frequently?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.15 |  | |

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| Q 4.16 | Section 4: System Performance, Warranty & Maintenance |  |
|  | How will performance data be presented to us (e.g., online portal, monthly reports)?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.16 |  | |

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| Q 4.17 | Section 4: System Performance, Warranty & Maintenance |  |
|  | How will you alert us to any performance anomalies or potential issues identified through monitoring?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.17 |  | |

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| Q 4.18 | Section 4: System Performance, Warranty & Maintenance |  |
|  | The current installed panels use a ‘Rayleigh Connect’ software package for monitoring and reporting. Are you able to integrate the new system to this software?  1000 words | 10%  (0-5 as per ITT) |
| RESPONSE 4.18 |  | |

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| Q 4.19 | Section 4: System Performance, Warranty & Maintenance |  |
|  | What is your approach to generating post-installation performance reports against the initial energy yield predictions from the provided design?  1000 words | 4%  (0-5 as per ITT) |
| RESPONSE 4.19 |  | |

5. Project Management & Timeline

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| Q 5.1 | Section 5: Project Management & Timeline |  |
|  | **What is your proposed overall project timeline, from contract award (or receipt of all necessary approvals/components) to final system commissioning and handover? If possible please provide this as a Gantt chart or similar visual representation.**  **1000 words** | 10%  (0-5 as per ITT) |
| RESPONSE 5.1 |  | |

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| Q 5.2 | Section 5: Project Management & Timeline |  |
|  | **What are the key milestones within this timeline, and what are their estimated durations (e.g., site survey/validation, procurement finalisation, installation commencement, commissioning, local grid connection)?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.2 |  | |

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| Q 5.3 | Section 5: Project Management & Timeline |  |
|  | **What is your estimated timeframe for conducting a final site validation/survey based on the provided design before commencing installation?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.3 |  | |

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| Q 5.4 | Section 5: Project Management & Timeline |  |
|  | **How long do you anticipate the procurement and delivery of all major components (solar panels, inverters, mounting systems, etc.) will take, assuming the design is fixed?**  **1000 words** | 7%  (0-5 as per ITT) |
| RESPONSE 5.4 |  | |

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| Q 5.5 | Section 5: Project Management & Timeline |  |
|  | **How will you manage potential delays in material delivery?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.5 |  | |

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| Q 5.6 | Section 5: Project Management & Timeline |  |
|  | **What is the estimated duration for the physical on-site installation of the solar panel system (e.g., scaffolding erection, mounting system installation, panel placement, electrical wiring, inverter installation)?**  **1000 words** | 7%  (0-5 as per ITT) |
| RESPONSE 5.6 |  | |

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| Q 5.7 | Section 5: Project Management & Timeline |  |
|  | **How many days/weeks do you estimate for the actual on-site installation work? (For commercial projects, specify if this includes multiple phases or continuous work).**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.7 |  | |

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| Q 5.8 | Section 5: Project Management & Timeline |  |
|  | **What is your typical crew size for projects of this scale, and what are their working hours?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.8 |  | |

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| Q 5.9 | Section 5: Project Management & Timeline |  |
|  | **How do you plan to minimise disruption to our operations/site in Guildford during the installation phase?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 5.9 |  | |

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| Q 5.10 | Section 5: Project Management & Timeline |  |
|  | **What is your estimated timeframe for system commissioning and testing after the physical installation is complete?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.10 |  | |

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| Q 5.11 | Section 5: Project Management & Timeline |  |
|  | **How long do you anticipate the final inspection and Permission to Operate (PTO) from the utility company UKPN in Guildford will take after commissioning, assuming our internal approvals/connections are in place?**  **1000 words** | 10%  (0-5 as per ITT) |
| RESPONSE 5.11 |  | |

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| Q 5.12 | Section 5: Project Management & Timeline |  |
|  | **What is the timeframe for providing all necessary documentation (e.g., O&M manuals, warranty certificates, existing schematics/as-built drawings) and conducting client training?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.12 |  | |

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| Q 5.13 | Section 5: Project Management & Timeline |  |
|  | **What factors could potentially impact or delay the proposed timeline, and how do you plan to mitigate these risks (e.g., adverse weather conditions, unforeseen site conditions, supply chain issues)?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.13 |  | |

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| Q 5.14 | Section 5: Project Management & Timeline |  |
|  | **Do you have a contingency plan for managing unexpected delays?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.14 |  | |

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| Q 5.15 | Section 5: Project Management & Timeline |  |
|  | **How will you communicate progress and potential delays to us throughout the project?**  **1000 words** | 9%  (0-5 as per ITT) |
| RESPONSE 5.15 |  | |

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| Q 5.16 | Section 5: Project Management & Timeline |  |
|  | **Describe your project management methodology and how you will ensure the project stays on schedule.**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.16 |  | |

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| Q 5.17 | Section 5: Project Management & Timeline |  |
|  | **Who will be our primary point of contact for project scheduling and updates?**  **1000 words** | 4%  (0-5 as per ITT) |
| RESPONSE 5.17 |  | |

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| Q 5.18 | Section 5: Project Management & Timeline |  |
|  | **What is your track record for delivering projects on time and within budget, specifically when working from a provided design? Please refer to your provided project references.1000 words** | 5%  (0-5 as per ITT) |
| RESPONSE 5.18 |  | |

6. SOCIAL VALUE

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|  | Social Value Requirements – 10% |  |

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| Q 6.1 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **Describe your company's environmental policy and how you minimise the environmental impact of your operations.**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.1 |  | |

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| Q 6.2 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **How do you manage waste generated during the installation process, including recycling and disposal of old materials?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.2 |  | |

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| Q 6.3 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **Do you have a carbon reduction strategy or commitment to net-zero emissions? If so, please detail.**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.3 |  | |

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| Q 6.4 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **How do you ensure the responsible sourcing of materials, considering their environmental and social impact throughout the supply chain?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.4 |  | |

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| Q 6.5 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **How will this project create local employment opportunities (e.g., apprenticeships, local hiring) in Guildford or the surrounding areas?**  **1000 words** | 12%  (0-5 as per ITT) |
| RESPONSE 6.5 |  | |

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| Q 6.6 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **Do you have a policy on engaging with local suppliers and subcontractors within the Guildford region? Please provide examples.**  **1000 words** | 12%  (0-5 as per ITT) |
| RESPONSE 6.6 |  | |

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| Q 6.7 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **Describe any initiatives your company undertakes to support local communities.**  **1000 words** | 12%  (0-5 as per ITT) |
| RESPONSE 6.7 |  | |

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| Q 6.8 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **How do you promote diversity and inclusion within your workforce?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.8 |  | |

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| Q 6.9 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **Do you have a modern slavery statement and what steps do you take to ensure there is no modern slavery in your supply chain?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.9 |  | |

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| Q 6.10 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **How do you ensure ethical labour practices throughout your supply chain, particularly for the manufacturing of solar components?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.10 |  | |

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| Q 6.11 | Section 6: Social Value Requirements | Scoring Methodology |
|  | **Do you have a clear policy on anti-bribery and corruption?**  **1000 words** | 8%  (0-5 as per ITT) |
| RESPONSE 6.11 |  | |

7. COMMERCIAL OFFERING

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|  | Commercial Offering – 40% |  |

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| Q 7.1 | Section 7 – Commercial Offering | Scoring Methodology |
|  | Please provide a comprehensive breakdown of all costs associated with the proposed solar PV system, using the herewith provided spreadsheet. | 40% |
| RESPONSE 7.1 |  | |