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Tender

## **Reception and Support Services**

Highlands and Islands Enterprise

F02: Contract notice

Notice identifier: 2023/S 000-002616

Procurement identifier (OCID): ocds-h6vhtk-039b6d

Published 27 January 2023, 1:14pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Highlands and Islands Enterprise

An Lòchran, 10 Inverness Campus

Inverness

IV2 5NA

#### **Email**

[hieprocurement@hient.co.uk](mailto:hieprocurement@hient.co.uk)

#### **Telephone**

+44 1463245245

#### **Country**

United Kingdom

#### **NUTS code**

UKM6 - Highlands and Islands

**National registration number**

313

**Internet address(es)**

Main address

<http://www.hie.co.uk>

Buyer's address

[http://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00313](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00313)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**I.4) Type of the contracting authority**

Regional or local Agency/Office

**I.5) Main activity**

Economic and financial affairs

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Reception and Support Services

Reference number

FTS 025

#### **II.1.2) Main CPV code**

- 79992000 - Reception services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

HIE requires a suitably qualified and experienced supplier to provide reception and support services at An Lòchran and the Life Science Innovation Centre (LSIC), as well as a tenant liaison service within the NEXUS facility at Solasta House.

#### **II.1.5) Estimated total value**

Value excluding VAT: £564,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 64214200 - Telephone switchboard services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services

#### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

#### **II.2.4) Description of the procurement**

Different services will be required at each site as specified in the tender documentation. However, in summary these include:

- 1 - Reception and front desk services, including visitor management and support tasks
- 2 - Security support services
- 3 - Reception support services
- 4 - Tenant liaison and support (NEXUS)
- 5 - Health and safety
- 6 - Sustainability
- 7 - Contract management

It is expected that these services will be required from 1st June 2023 for an initial period of 2 years, with HIE having the option to extend for a further two one year period or periods together not exceeding 2 years following the Initial Term.

The initial 2 year budget currently available to deliver this service is between GBP 211 500 and GBP 282 000 (excluding VAT).

Contracts will be managed and administrated by HIE for other parties including, for example UHI (who will not be entering in to direct contracts with suppliers).

See Tender documentation for full details.

#### **II.2.5) Award criteria**

Quality criterion - Name: Community Benefits & Wealthbuilding - Initiatives Offered / Weighting: Pass/Fail

Quality criterion - Name: Community Benefits & Wealthbuilding - Monitoring & Reporting / Weighting: 5%

Quality criterion - Name: Fair Work Practices / Weighting: Pass/Fail

Quality criterion - Name: Fair Work Practices / Weighting: 5%

Quality criterion - Name: Sustainability and Net Zero / Weighting: 5%

Quality criterion - Name: Delivery Methodology & Quality Management / Weighting: 25%

Quality criterion - Name: Management & Delivery Team / Weighting: 15%

Quality criterion - Name: Contract Implementation and Conclusion / Weighting: 5%

Price - Weighting: 40%

### **II.2.6) Estimated value**

Value excluding VAT: £564,000

### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

The Contract will be awarded for an initial period of 2 years with HIE having the option to extend for a further two one year period or periods together not exceeding 2 years following the Initial Term.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: Yes

Description of options

HIE reserves the right, on giving reasonable written notice from time to time, to require changes to the Services (whether by way of the removal of Services, the addition of new Services, or increasing or decreasing the Services or specifying the order in which the Services are to be performed or the locations where the Services are to be provided). HIE shall not require any such change other than where it is permitted by Regulation 72 of the

## Public Contracts (Scotland) Regulations 2015.

In accordance with Regulation 72(1)(a) of the Public Contracts (Scotland) Regulations 2015, HIE reserves the right to make changes to the volume, scope or location of the Services to be supplied under the Contract following a review of the Services by HIE, particularly with regard to demand and budgetary availability or where HIE's strategic focus changes as a result of changes in Scottish Government policy or as a result of a direction given to them by the Scottish Government. This may result in amendments to existing requirements under the Contracts.

Contract modifications may include (but are not limited to):

- Changes to building occupancy or activities which results in an increased or decreased reception resource requirement.
- Addition or removal of Reception Support Services
- Addition or removal of buildings within the Campus.
- Temporary office relocation due to situations such as, but not limited to, business continuity issues
- Changes to HIE's available budget to deliver these services.

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

### **II.2.14) Additional information**

Economic operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015.

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## Section III. Legal, economic, financial and technical information

### III.1) Conditions for participation

#### III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

N/A

#### III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

4B.5 It is a requirement of this Contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded Framework, the types and levels of insurance indicated below:

- Professional Risk Indemnity Insurance = GBP 1M in aggregate
- Employer's (Compulsory) Liability Insurance = GBP 5M for each and every claim  
(See <http://www.hse.gov.uk/pubns/hse40.pdf>)
- Public Liability Insurance = GBP 5M for each and every claim
- Fidelity Guarantee – minimum GBP 250k in aggregate
- Loss of keys and consequential loss of keys - minimum GBP 250k in aggregate

#### 4B.6 HMRC IR35 (not scored)

HIE as a public body must comply with HMRC IR35 provisions. Therefore, where you are bidding as a personal service company (PSC) or will be using a personal service company to provide services under the Framework please identify these PSC (s) in your response to 4B.6. Further guidance and a link to the HMRC "test employment details for tax" tool can be located at

<https://www.gov.uk/guidance/check-employment-status-for-tax>

#### III.1.3) Technical and professional ability

Minimum level(s) of standards possibly required

4C4 If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply

chain. Pleaser refer to SPD for full requirements. If bidders do not pay at least 95% of valid invoices on time and are unable to provide a proportionate and timely improvement plan, their organisation will not be selected to participate further in this procurement.

4C10 Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

The Contract will include Key Performance Indicators (KPI's) and Service Levles which can be found within the Tender documentation.

#### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

28 February 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

28 February 2023

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: HIE reserves the right to re-tender for these services upon termination of the contract or at the end of the contract period, including any extension period.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

It is estimated that the total value of the services over the maximum duration of 4 years will be GBP564k (excluding VAT). This is the figure which has been used in II.1.5 & II.2.6.

Where bidders are participating with others (SPD 2A.17) and/or relying on the capacity of other entities in order to meet selection criteria (SPD 2C.1) and/or subcontracting (SPD 2D.1) they are required to provide information relating to these entities with the relevant supporting SPD documentation being submitted.

SPD 2A.3 (not scored) Where relevant, bidders are required to insert details of their Companies House (or equivalent) registration number

SPD 2C.1 Where relevant, bidders are required to provide information relating to consortia and/or sub-contractors with the relevant supporting SPD documentation being submitted.

SPD 3D.12 Bidders should refer to the "Conflict of Interest" Section within the Scope of Requirements when completing this question.

In order to participate, bidders should register, for free, on the Public Contracts Scotland (PCS) website([www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)), and record their interest in this contract and download and complete all relevant documentation.

Tenders must be submitted via the PCS postbox and must be received by the published

deadline. Late tenders will not be accepted and HIE will reject any submissions received after the deadline. Email or hard copy responses will not be accepted.

PCS also gives suppliers access to an on-line Question & Answer facility which allows queries to be submitted (anonymously), and answers published and shared with all potential bidders.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=718810](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=718810).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Bidders will be expected to support the delivery of community benefits which take into account HIEs role as a local economic development agency.

The types of Community Benefits that bidders may seek to offer and incorporate to the contract may include, but are not restricted to the areas detailed in the Tender documentation.

(SC Ref:718810)

Download the ESPD document here:

[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=718810](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=718810)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Inverness Sheriff Court and Justice of the Peace Court

The Inverness Justice Centre, Longman Road

Inverness

IV1 1AH

Email

[inverness@scotcourts.gov.uk](mailto:inverness@scotcourts.gov.uk)

Telephone

+44 1463230782

Country

United Kingdom

Internet address

<https://www.scotcourts.gov.uk/the-courts/court-locations/inverness-sheriff-court-and-justice-of-the-peace-court>

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

An economic operator that suffers, or is at risk of suffering, loss or damage attributable to a breach of duty under the Public Contracts (Scotland) Regulations 2015 or the Procurement Reform (Scotland) Act 2014 , may bring proceedings in the Sheriff Court or the Court of Session.