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Contract

HPFT, HCT - Soft Facilities Management

Hertfordshire Partnership University NHS Foundation Trust
Hertfordshire Community NHS Trust

F03: Contract award notice

Notice identifier: 2021/S 000-003235

Procurement identifier (OCID): ocds-h6vhtk-02940a

Published 17 February 2021, 10:56pm

Section I: Contracting authority

I.1) Name and addresses

Hertfordshire Partnership University NHS Foundation Trust

Head Office, The Colonnades, Beaconsfield Road

Hatfield

AL10 8YE

Contact

Alexander Trollope

Email

alex.trollope@nhs.net

Country

United Kingdom

NUTS code

UKH - EAST OF ENGLAND

Internet address(es)

Main address

<https://www.hpft.nhs.uk/>

Buyer's address

https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html

I.1) Name and addresses

Hertfordshire Community NHS Trust

Unit 1a, Howard Court, 14 Tewin Road

Welwyn Garden City

AL7 1BW

Contact

Alexander Trollope

Email

alex.trollope@nhs.net

Country

United Kingdom

NUTS code

UKH - EAST OF ENGLAND

Internet address(es)

Main address

<https://www.hct.nhs.uk/>

I.2) Information about joint procurement

The contract involves joint procurement

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

HPFT, HCT - Soft Facilities Management

Reference number

T/01-20/818

II.1.2) Main CPV code

- 79993100 - Facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

The Hertfordshire Partnership University NHS Foundation Trust (HPFT) and Hertfordshire Community NHS Trust (HCT) (the "Authorities") joined together in a collaborative procurement, to procure their soft FM services, to a mixed multi-site, multi stakeholder portfolio. The Authorities have a mix of inpatient, outpatient and administration areas making up their core service.

The preferred bidder has (subject to certain Trust specific variances) been awarded two identical soft FM service contracts, one with HPFT and the other with HCT. Both contracts have a contract commencement date of 1st April 2021.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £35,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH - EAST OF ENGLAND

II.2.4) Description of the procurement

The soft FM service provision is made up of the following sub-services:

1. Cleaning service;
2. Linen and laundry service;
3. Porterage (including security);
4. Pest control; and
5. Helpdesk / CAFM system.

The objectives of this procurement are as follows:

1. The provision of soft FM services which are supportive of, and enhance the diverse core services associated with the Authorities property portfolios;
2. Provision of a quality soft FM service which represents value for money without compromising on quality and service delivery;
3. A transparent service provision in terms of both task delivery and cost;
4. The provision of continuity of service, processes, systems and procedures across all properties;
5. A consistent service delivery across the Authorities diverse property portfolios;
6. A partnership approach with a soft FM service provider that delivers on service, and understands the explicit and implicit needs and values of the Authorities;

7. A collaborative approach to soft FM service delivery which interfaces with the Authorities other FM service providers;
8. A service provider and supply chain members that can effectively manage multi-site stakeholder expectations; and
9. The provision of a flexible service delivery model, that considers the potential change in property footprint scheduled throughout the duration of the contracts.

The Authorities sought a Service Provider that is able to deliver the above objectives within a healthcare environment, embracing and working in partnership with both Trusts and their clients, so future aspirations can be exceeded.

Furthermore, the Authorities sought a Service Provider that appreciates that expectations and priorities of the soft FM services are unique to each type of property, and thus shall adopt an approach that is property specific, proactive and responsive.

The Authorities procured additional facilities management services (Hard Facilities Management and Catering) under separate tender processes.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Cost criterion - Name: Commercial / Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 031-073721](#)

Section V. Award of contract

Title

HPFT, HCT - Soft Facilities Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 February 2021

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MITIE FM Ltd

Level 12, The Shard, 32 London Bridge Street

London

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £35,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice

Strand, City of Westminster

London

Country

United Kingdom