

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003327-2021>

Tender

London Luton DART Facilities Management and Passenger Services

London Luton Airport Ltd.

F02: Contract notice

Notice identifier: 2021/S 000-003327

Procurement identifier (OCID): ocds-h6vhtk-029467

Published 19 February 2021, 9:56am

Section I: Contracting authority

I.1) Name and addresses

London Luton Airport Ltd.

Hart House Business Centre, Kimpton Road

Luton

LU2 0LA

Contact

Mr Gary Collins

Email

gary.collins@luton.gov.uk

Country

United Kingdom

NUTS code

UKH21 - Luton

Internet address(es)

Main address

<http://www.luton.gov.uk>

Buyer's address

<http://www.luton.gov.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://procontract.due-north.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

airport related activities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

London Luton DART Facilities Management and Passenger Services

Reference number

DN527552

II.1.2) Main CPV code

- 79993000 - Building and facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

We are looking to procure a single provider of the following services:

Facilities management and maintenance of the station premises forming part of the Luton DART passenger transit system, including building and platform and vehicle cleaning, customer-facing personnel, ticket enforcement, inspection and maintenance of the system route infrastructure, passenger welfare and supporting LLAL in their passenger growth ambitions.

II.1.5) Estimated total value

Value excluding VAT: £9,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 71354000 - Map-making services
- 72514100 - Facilities management services involving computer operation
- 79342300 - Customer services
- 79342320 - Customer-care services
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90900000 - Cleaning and sanitation services

II.2.3) Place of performance

NUTS codes

- UKH21 - Luton

II.2.4) Description of the procurement

This procurement relates to facilities management and passenger services for the new 2.1 km Luton DART automated passenger transit system between London Luton Airport Parkway railway station and London Luton Airport Central Terminal. The Luton DART is a key piece of transport infrastructure encouraging the modal shift of passengers to rail as part of the carbon reduction ambitions of LLAL. Services of the Luton DART are expected to be operational in early 2022. We are looking to procure a single facilities management provider of the following services:

- customer facing/hospitality (meet, greet and passenger assistance) personnel (with responsibility for ticket enforcement) within the station premises of the Luton DART passenger transit system;
- facilities management and maintenance of the station premises forming part of the Luton DART passenger transit system;
- civil structures inspection and maintenance for the system route infrastructure of the Luton DART passenger transit system.
- leading on passenger welfare including, but not limited to, immediate first aid response, evacuation, emergency services and other delivery partners liaison including temporary or contingency arrangements e.g. bus replacement service is required and provided but DART station and customer service team support delivery;
- customer experience generally, particularly with reference to supporting persons of

reduced mobility;

- support LLAL in the delivery of passenger growth ambitions through delivery of excellent customer service and delivery of transport industry liaison.

The provider will be required to work closely with LLAL, Doppelmayr (the operator of the system) and the train operating company. The contract will include a "Responsibility Matrix" which will allocate service provision responsibilities to the FM Contractor. LLAL recognises the importance of this Responsibility Matrix to both the successful tenderer and to Doppelmayr and understands that both parties will need to collaborate closely to ensure that the Luton DART is running effectively. There will be an opportunity for Tenderers to discuss the Responsibility Matrix with Doppelmayr within a controlled meeting environment. Tenderers will be required to confirm their agreement to the Responsibility Matrix after this meeting. If there are any comments raised during this meeting, LLAL may subsequently discuss this with Doppelmayr and any clarifications will be communicated to all Tenderers.

LLAL intend to host an "industry day" during the tender process during which knowledge of the procurement will be shared.

Managed visits of the site will be made available during the tender process.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £9,000,000

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

Duration in months

72

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

Maximum number: 4

Objective criteria for choosing the limited number of candidates:

As set out in the procurement documents

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

The initial term of the agreement will be 6 years with the ability for LLAL to extend for up to 6 further years. The expectation is for the contract to be executed in September 2021. The exact dates will depend on the completion of construction and installation of both the civil works and the Luton DART transport system which are currently being delivered by others.

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

This contract notice (and the associated procurement documents) are published in good faith. No warranty is given as to the accuracy or completeness of the information contained in it. Any liability for inaccuracy or incompleteness is expressly disclaimed by LLAL and its advisors.

Nothing in this contract notice (nor in the associated procurement documents) will be taken as constituting an offer (whether implied or otherwise) or any agreement, whether express or implied, between LLAL and any other party. LLAL reserves the right to withdraw from, cancel or amend the procurement process and may award innovation partnership contracts and/or

framework agreements in whole, in part or not at all as a result of this call for competition with no liability on its part.

LLAL shall not be liable for any costs or expenses incurred by any economic operator in considering and/or responding to the procurement process and/or resulting from any amendment or cancellation of this procurement exercise.

Bidders submit a response to the SQ at their own risk.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

Execution of the service is reserved to a particular profession

III.2.2) Contract performance conditions

The FM Contract is a bespoke form contract but contains obligations on the FM Contractor which are typical for services of this nature and reflects the need for passenger care services (it will be included in the tender documentation). One contract will be awarded for services relating to the station premises as well as the civils infrastructure forming the route of the Luton DART (excluding the track of the train itself). The contract will include a payment mechanism schedule as well as special conditions relating to performance, which may include economic, innovation-related, environmental, social and/or employment-related considerations.

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

Competitive procedure with negotiation

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

Date

24 May 2021

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

1 April 2021

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)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

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

The Contracting Authority intends to use an eTendering system in this procurement exercise.

VI.4) Procedures for review

VI.4.1) Review body

HM Courts and Tribunal Service

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

In accordance with the Utilities Contracts Regulations 2016 (S.I. 2016, 274), Part 3.

Please note that award decision notices (standstill letters) will be issued under Regulation

101 (and a Regulation 102 standstill period will be observed) at the completion of the ITT stage of this initial competition on selection of the preferred bidder.

VI.4.4) Service from which information about the review procedure may be obtained

London Luton Airport Ltd.

Hart House

Luton

Country

United Kingdom