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Contract

Provision of Soft FM Services

National Galleries of Scotland

F03: Contract award notice

Notice identifier: 2025/S 000-005795

Procurement identifier (OCID): ocds-h6vhtk-04597a

Published 19 February 2025, 12:02pm

Section I: Contracting authority

I.1) Name and addresses

National Galleries of Scotland

National Galleries of Scotland, 73 Belford Road

Edinburgh

EH4 3DS

Contact

Linda Dewar

Email

ldewar@nationalgalleries.org

Telephone

+44 1316246374

Country

United Kingdom

NUTS code

UKM75 - Edinburgh, City of

Internet address(es)

Main address

<http://www.nationalgalleries.org>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA11042

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Recreation, culture and religion

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Soft FM Services

Reference number

EST/SFM/2024

II.1.2) Main CPV code

- 79993000 - Building and facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

National Galleries Scotland (NGS) "The Authority" wish to award a term contract for the Provision of Soft FM Services to a single Contractor.

The Facilities Management provider will deliver Soft FM Services across NGS estate which comprises of 4 public gallery building and storage facilities across the city of Edinburgh.

Whilst NGS will retain overall strategic control, NGS shall delegate the day-to-day management and delivery of the specified Soft FM Services. The Contractor shall manage the Services in support of NGS's business aims and objectives.

The Contractor shall have full responsibility for the delivery of all Services whether by directly employed personnel or sub-contracted personnel.

Services included within the contract scope may include (but are not limited to) routine and periodic cleaning, waste management, pest control and portering. Please refer to the document 'Draft Soft FM Scope – May 2024' uploaded to the portal for further details.

Stage 2 Tender documents are provided for INFORMATION, GUIDANCE & TRANSPARENCY ONLY. Stage 2 documents are in draft and may be subject to change prior to Invitation to Tender.

The Contractor must have a clear understanding of the contract requirements and the organisational needs of NGS.

NEC4 Term Service Contract will be used.

It is a requirement that the Contractor as a minimum, hold or commit to obtain prior to the award of contract, a valid Cyber Essentials Basic Certificate (or equivalent) in place throughout the duration of the contract.

Baseline Personnel Security Standards are required under the contract. All operatives who will be working on NGS sites will be required to hold valid basic disclosure certification.

There is no commitment to a minimum spend over the duration of the contract. Under this agreement, no minimum spend is guaranteed.

The agreement will be non-exclusive i.e., NGS reserves the right, in certain circumstances, to procure out with the Contract Agreement, as and when required.

In the event of unsatisfactory performance by the successful Contractor and the termination of the contract by either party, NGS reserves the right to negotiate the continuance of the services with the second and third placed Contractors.

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: £4,237,692

II.2) Description

II.2.2) Additional CPV code(s)

- 90500000 - Refuse and waste related services
- 90514000 - Refuse recycling services
- 90900000 - Cleaning and sanitation services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services

- 90919200 - Office cleaning services
- 90922000 - Pest-control services
- 98341120 - Porter services
- 90910000 - Cleaning services
- 79993100 - Facilities management services
- 42933100 - Sanitary vending machines
- 42968200 - Sanitary dispensing machines
- 44411000 - Sanitary ware
- 33141123 - Sharps containers
- 90690000 - Graffiti removal services

II.2.3) Place of performance

NUTS codes

- UKM75 - Edinburgh, City of

II.2.4) Description of the procurement

The procurement will be conducted through the use of the Restricted Procedure. The SPD will be used as a downsizing tool in this procedure.

It is the intention of NGS to shortlist a maximum of 5 Contractors but NGS reserves the right to invite in excess of this number of Contractors in the event of a tie.

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.

The objective criteria for shortlisting candidates is detailed under section III of this Contract Notice.

Stage 1 Bidder Instructions have been uploaded to the portal for Bidder assistance.

DRAFT Stage 2 Tender documents have been uploaded to the portal. This is for INFORMATION, GUIDANCE & TRANSPARENCY ONLY as to the requirements of the

contract and the procurement process. This information is draft and may be subject to change prior to Invitation to Tender.

Bidders should satisfy themselves that they can fulfil the contract requirements prior to completing the SPD.

Note that it is the opinion of NGS that TUPE may apply to the award of the Contract. Further TUPE information will be provided during Stage 2 of the tender competition.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

The nature of Facilities Management can be complex, variable and in flux. There may be a need over the Contract term to allow NGS to remove, amend or change the buildings and structures of their estate including on a temporary, emergency and short/medium term basis and therefor, vary the contract accordingly, including the overall value of the Contract.

NGS reserve the right to award a public contract following the negotiated procedure without prior publication in terms of Regulation 33(8) of the Public Contracts (Scotland) Regulations 2015. Further information is included in the Invitation to Tender (ITT) document.

NGS reserves the right to issue a contract modification in terms of Regulation 72 of the Public Contracts (Scotland) Regulations 2015.

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

All Stage 2 Tenderers will be invited to provide a tender presentation. Full details will be provided in the Invitation to Tender (ITT) document.

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-015315](#)

Section V. Award of contract

Contract No

EST/SFM/2024

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 January 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Total Support Services Ltd

IO Centre, 57a Croydon Road

Croydon

CR0 4WQ

Telephone

+44 2086804927

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: £4,237,692

Section VI. Complementary information

VI.3) Additional information

The contract award value provided within this Contract Award Notice is the estimate value excluding VAT and inflation for the maximum duration of a 7 year contract.

The contract award value is inclusive of an estimate value for call-offs under the contract for the maximum duration of a 7 year contract.

The contract will utilise Option 1 Price Adjustment calculation of the NEC4 Contract T&Cs which is CPI + RPI divided by 2 and applied on the yearly anniversary date of the contract commencement date.

(SC Ref:789116)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court

Sheriff Court House, 27 Chambers Street

EDINBURGH

EH1 1LB

Telephone

+44 1312252525

Country

United Kingdom

Internet address

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