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Tender

SC19060 - Hard Facilities Management Services with Helpdesk included

Kent County Council

F02: Contract notice

Notice identifier: 2021/S 000-006448

Procurement identifier (OCID): ocds-h6vhtk-02a0a1

Published 29 March 2021, 5:08pm

Section I: Contracting authority

I.1) Name and addresses

Kent County Council

Sessions House

Maidstone

ME14 1XQ

Contact

Carolyn Harrington

Email

carolyn.harrington@kent.gov.uk

Country

United Kingdom

NUTS code

UKJ4 - Kent

Internet address(es)

Main address

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

Buyer's address

<http://www.kent.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

www.kentbusinessportal.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.kentbusinessportal.org.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

SC19060 - Hard Facilities Management Services with Helpdesk included

Reference number

DN461222

II.1.2) Main CPV code

- 79993000 - Building and facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

Suppliers should “register their interest” in this opportunity via the Kent Business Portal using the following link <https://procontract.due-north.com/Advert?advertId=95746a26-228b-eb11-810c-005056b64545&p=8691483f-2f3d-e711-80e1-005056b64545>

Once you “register your interest” you will automatically gain access to the SQ and supporting documentation which needs to be completed and submitted by the return date of 21st May 2021 at 12:00 midday

The Authority is seeking to appoint a sole supplier who will work in partnership and contribute towards a constructive collaborative working relationship to deliver on the transformation of the Authority’s estate and deliver on its net zero carbon commitment over the 10 year term of the contract. In addition to this, acknowledgment and alignment of both the service provider’s and the Authority’s objectives, values and behaviours, and working together in partnership should drive innovation and bring additional value to both parties through continuous improvement initiatives.

The duration of the contract is expected to be 10 years (excluding mobilisation) with break options at years 5 and 8 - details of which can be found in the draft tender documents issued with this notice

The estimated contract value for services over the full term is circa £220M (taking account

of non-core services such as cap ex/projects work and third party spend).

The scope of this Hard FM Services Contract includes:

- A robust and comprehensive service mobilisation that ensures effective service transition and validates the relevant existing asset data and service standards.
- The provision of a Contract Manager and management team to successfully deliver the services.
- The provision of an integrated helpdesk and CAFM system for the management of the Hard FM Services, and in addition the management of calls for soft services that will be delivered by third parties (the Hard FM Services provider is not expected to manage the Soft FM Third Party providers. It is expected that customers will receive a seamless experience from the point of contacting the helpdesk to resolution of the issue regardless of which Contractor is responsible (Hard or Soft Service).
- The development of forward maintenance plans to support the Authority's strategic asset management.
- The management and delivery of routine and reactive maintenance services (subject to a semi-comprehensive financial threshold) that will ensure the Authority is at all times compliant, and able to demonstrate compliance with all legislative, statutory, and regulatory requirements and policies, plus additional related ad hoc services the Authority might require.
- The management and delivery of works projects (typically emergency works and crucial works that ensure that occupiers are safe warm and dry).
- The provision of accurate, robust and consistent management information and reporting relating to the delivery and management of the services and the performance of the Assets.

The full scope of services can be found in the draft Schedule 1- Specification.

The use of technology and management information to improve the efficiency and effectiveness of service management and delivery and the performance of the Assets, and to enable better integration with wider property management services is an important, over-arching goal for the Contract. The Authority expects potential Contractors to be innovative and have a digital first approach to service delivery which will support the Authority's SMART building approach and demonstrate tangible benefits.

The procurement is being undertaken by Kent County Council as lead Authority on behalf of itself, but services may be delivered to any council-maintained school or any school which is a contracting authority pursuant to the Public Contracts Regulations 2015, or any other

public body in Kent.

II.1.5) Estimated total value

Value excluding VAT: £220,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

Main site or place of performance

KCCs property portfolio across the County of Kent (including an additional property in Wales). Refer to [DRAFT] Initial Service Matrix for further portfolio information.

II.2.4) Description of the procurement

The procurement process seeks to deliver property maintenance, management and helpdesk services through a Hard FM Services Contract. You will find more detail about the process in Section 8 of the Positioning Statement issued with the SQ.

The procurement will be a Competitive Procedure with Negotiation process and as such the Authority's minimum requirements are identified. The ITT will also set out any pricing assumptions to be made for tendering purposes and in anticipation of a negotiation stage, the matters on which the Authority envisages negotiation. The Authority is committed to following a fair and robust procurement process and to meeting the timetable published in the Supplier Questionnaire.

The Authority's vision for the successful delivery of the Hard FM Services Contract can be summarised as follows:-

- Ensuring the outcome of the Hard FM contract procurement meets the needs of all Kent residents
- Building Safety – service delivery standards should focus on building safety and compliance

- Customer focus - service delivery standards should be consistent and responsive to service requirements and required standards
- Data driven – service delivery should utilize reliable building data to inform building management
- Value for money – service delivery should make the most of the Kent Pound
- Environmental commitments – service delivery should support the Authority in meeting its ambition to achieve Carbon Net Zero by 2030

The Authority intends to award the new Hard FM Services Contract by March/April 2022, for commencement of service delivery on or before 1st November 2022 following an appropriate mobilisation and transition period.

A more detailed programme can be found in the Selection Questionnaire.

Please refer to the SC 19060 - Facilities Management Hard FM Positioning Statement for details on:-

- The current property portfolio to which this opportunity will apply (section 3.2)
- The future estates strategy (section 4)
- The Hard Facilities Management Services (section 5 and stated above)
- Education Estate including compliance (section 5.1) and capital works and reactive maintenance (section 5.2)
- Interface requirements between Hard and Soft FM services and service providers, helpdesk (section 6.1) and interface agreements (section 6.2)
- The procurement (section 8)

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: £220,000,000

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

Start date

31 March 2022

End date

31 October 2032

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:

Selection will be based on applicants' submission of an expression of interest and the completed SQ published with this notice.

Please refer to the following documents for a detailed understanding of the selection scoring criteria, weightings and how applicants will be ranked:-

- SC 19060 - Facilities Management Hard FM - KCC Selection Questionnaire - questions
- SC 19060 - Facilities Management Hard FM - KCC Selection Questionnaire - Completion

Instructions

- SC 19060 - Facilities Management Hard FM - KCC Selection Questionnaire - Appendix A - Technical and Professional Ability Questions

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The contract is for 10 years (excluding the mobilisation period) but has 2 break options:

- The first break date falls five years after the service commencement date.
- The second break date falls eight years after the service commencement date.

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

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 024-055292](#)

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

Date

21 May 2021

Local time

12:00pm

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

9 July 2021

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: If a break is exercised at years 5 or 8, a re-procurement would be required. Further notices would be published broadly at the commencement of years 3 (2025) or 6 (2028)

If the breaks are not exercised and the contract is not extended the re-procurement will be required in readiness for the end of year 10. A notice would be published broadly at the commencement of year 8 (2030)

VI.4) Procedures for review

VI.4.1) Review body

Kent County Council

County Hall

Maidstone

ME14 1XQ

Email

carolyne.harrington@kent.gov.uk

Country

United Kingdom