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Contract

Facilities Management Services - Lot 3 Cleaning Services

Highlands and Islands Enterprise

F03: Contract award notice

Notice identifier: 2023/S 000-006751

Procurement identifier (OCID): ocids-h6vhtk-036a25

Published 8 March 2023, 1:35pm

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

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

I.4) Type of the contracting authority

Regional or local Agency/Office

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Facilities Management Services - Lot 3 Cleaning Services

Reference number

FTS 021

II.1.2) Main CPV code

- 90900000 - Cleaning and sanitation services

II.1.3) Type of contract

Services

II.1.4) Short description

THIS IS A CONTRACT AWARD NOTICE AND AS SUCH THE PROCUREMENT PROCESS IS COMPLETE.

HIE are seeking suitably qualified and experienced suppliers to provide the Facilities Management Services covering a range of services for the buildings within the Inverness Campus (both owned by HIE and/or co-owned by HIE and the University of the Highlands and Islands (UHI); the common areas of the Campus (which are the responsibility of the ICOA) with some services also being for HIE Area Offices.

The requirements are being divided in to 5 Lots as follows:

- Lot 1 Planned Preventative Maintenance & Reactive Repairs Services
- Lot 2 Reception and Support Services
- Lot 3 Cleaning Services
- Lot 4 Waste Collection, Recycling and Management Services
- Lot 5 Security Services

THIS NOTICE RELATES TO LOT 3 CLEANING SERVICES.

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: £435,850.60

II.2) Description

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90911200 - Building-cleaning services
- 90911300 - Window-cleaning services
- 90919200 - Office cleaning 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

HIE requires a suitably qualified and experienced supplier to provide a comprehensive cleaning service within An Lòchran, LSIC, Solasta House (including Nexus) and Aurora House, delivered in a safe and efficient manner. The supplier shall take responsibility for maintaining all internal cleanable areas including fixtures, fittings, furniture and finishes, to minimise degradation, enhance asset life cycle and ensure HIE's high standards and image are maintained.

The initial 3 year budget currently available to deliver this service is between GBP 292 500 and GBP 390 000 (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).

The contract will commence on 1st April 2023 for an initial period of 3 years to 31st March 2026, with HIE having the option to extend for a period or periods together not exceeding 1 year following the Initial Term with the 4 year expiry date being 31st March 2027.

See Tender documentation for full details.

II.2.5) Award criteria

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

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

Quality criterion - Name: Fair Work Practices - Payment of Real Living Wage / Weighting: Pass/Fail

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

Quality criterion - Name: Sustainability and Net Zero / Weighting: 10%

Quality criterion - Name: Delivery Methodology & Quality Management / Weighting: 20%

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

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

Price - Weighting: 40%

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 Contract.

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

- Changes to service requirements to implement additional hygiene and cleaning measures due to Covid-19 or any other pandemic or public health emergency.
- Changes to building occupancy or activities which results in an increased or decreased cleaning resource requirement.
- Changes in lease agreements or occupancy which lead to areas being permanently or temporarily vacant.
- Requests from occupiers or tenants to increase service provision, including number of days and number of hours required.
- Addition or removal of buildings within the Campus.
- Changes to task frequencies and cleaning schedules.
- 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.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026415](#)

Section V. Award of contract

Contract No

FTS 021

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 February 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

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

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Pristine Clean Services Limited

Pristine House, Dalcross

INVERNESS

IV2 7JL

Country

United Kingdom

NUTS code

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

National registration number

SC188426

The contractor is an SME

Yes

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

Total value of the contract/lot: £435,850.60

Section VI. Complementary information

VI.3) Additional information

It is estimated that the total value of the services over the 4 year duration will be GBP 435,850.60 (excluding VAT). This is the figure which has been used in II.1.7 & V.2.4.

It should be noted that this figure cannot be fully determined due to the reactive nature of some services. Therefore the figure is based on HIEs best estimates at this time.

(SC Ref:716030)

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

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.