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Awarded contract

Inland Border Facilities (IBF) Enduring Site Services Operator - SR727828024

H M Revenue & Customs

F03: Contract award notice

Notice reference: 2023/S 000-008729

Published: 24 March 2023, 4:44pm

Section I: Contracting authority

I.1) Name and addresses

H M Revenue & Customs

1st Floor East, Dearmans Place, Trinity Bridge House

Salford

M3 5BS

Contact

Tom Naylor

Email

tom.naylor@hmrc.gov.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

https://www.gov.uk/government/organisations/hm-revenue-customs?_ga=2.224355352.2064469230.1679488820-1247332500.1679488820

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Direct and Indirect Taxes

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Inland Border Facilities (IBF) Enduring Site Services Operator - SR727828024

Reference number

CW85976

II.1.2) Main CPV code

- 98362000 - Port management services

II.1.3) Type of contract

Services

II.1.4) Short description

A single national site services operator at HMRC's Inland Border Facilities (IBF) sites to provide core service "pillars" of Site Operations: Security Services; Traffic Marshalling Services; Vehicle Inspection Services (including MHE Operators); and Hard & Soft FM 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: £184,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 63100000 - Cargo handling and storage services
- 63712700 - Traffic control services
- 75130000 - Supporting services for the government

- 79500000 - Office-support services
- 79623000 - Supply services of commercial or industrial workers
- 79710000 - Security services
- 79993000 - Building and facilities management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

His Majesty's Revenue & Customs (HMRC) are the UK's tax, payments and customs authority and we have a vital purpose: we collect the money that pays for the UK's public services and give targeted financial support to people.

Our vision is to be a trusted, modern tax and customs department. A trusted, modern tax and customs department will fit with the way our customers run their businesses and their lives, reduce the tax gap, enhance the customer experience, keep costs down, and operate in a way that is recognised as fair. It means we'll be on the side of our customers when they're trying their best to get things right, while tackling the small minority who set out to cheat the system.

Inland Border Facilities (IBF) are UK Government sites where customs and document checks can take place away from port locations. The facilities act as a government office of departure (for outbound journeys) and a government office of destination (for inbound journeys), where hauliers can start and end journeys when moving goods in and out of the UK, under the Common Transit Convention (CTC).

Through this contract opportunity, HMRC has moved away from a currently disaggregated service delivery model to appoint a single national site services operator for the enduring IBF sites to deliver core service pillars of Security Services; Traffic Marshalling Services; Vehicle Inspection Services (including MHE operators); and Hard & Soft FM Services. The appointed supplier will operate IBF sites 24 hours a day, 7 days a week, 365(6) days a year. Customs and document checks on goods remain the responsibility of HMRC and Border Force, and are delivered in-house.

The initial contract term is for a period of 3 years, with two options to extend for periods of 1 year each.

The potential contract value is £184.5m.

The procurement procedure was a Competitive Procedure with Negotiation (CPN) because

the HMRC requirements could not be met without adaptation of readily available solutions and the contract could not be awarded without prior negotiation due to the complexity of those requirements. This procurement and the resulting contract have been run in accordance with HMRC's Supplier Code of Conduct.

II.2.5) Award criteria

Quality criterion - Name: Service Delivery / Weighting: 27%

Quality criterion - Name: Social Value / Weighting: 10%

Quality criterion - Name: Service Innovation / Weighting: 15%

Quality criterion - Name: Account Management / Weighting: 11%

Quality criterion - Name: Mobilisation / Weighting: 10%

Quality criterion - Name: Security / Weighting: 2%

Price - Weighting: 25%

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for two further periods of 12 months.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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: [2021/S 000-026745](#)

Section V. Award of contract

Contract No

CW85976

Title

Inland Border Facilities (IBF) Enduring Site Services Operator - SR727828024

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

21 March 2023

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Sodexo Limited

One Southampton Row

London

WC1B 5HA

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00842846

The contractor is an SME

No

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

Total value of the contract/lot: £184,500,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

HM Revenue & Customs

1st Floor East, Dearmans Place, Trinity Bridge House

Salford

M3 5BS

Country

United Kingdom