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Contract

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

H M Revenue & Customs

F03: Contract award notice

Notice identifier: 2023/S 000-008729

Procurement identifier (OCID): ocids-h6vhtk-02dede

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](mailto:tom.naylor@hmrc.gov.uk)

#### **Country**

United Kingdom

#### **Region 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](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

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## **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.

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## **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](#)

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## **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

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## **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