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Tender

## **Cleaning Services - Lot 2 Thurso**

Highlands and Islands Enterprise

F02: Contract notice

Notice identifier: 2022/S 000-009444

Procurement identifier (OCID): ocds-h6vhtk-032b7f

Published 8 April 2022, 9:42am

### **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](mailto: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](http://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00313)

**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.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)

**I.4) Type of the contracting authority**

Regional or local Agency/Office

**I.5) Main activity**

Economic and financial affairs

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Cleaning Services - Lot 2 Thurso

Reference number

FTS15 Lot 2

#### **II.1.2) Main CPV code**

- 90900000 - Cleaning and sanitation services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

HIE requires a competent and professional cleaning contractor to provide a cleaning service within a number of our occupied offices, in order to provide a safe and functional working environment for HIE staff, sub-tenants (where relevant) and visitors.

HIE's current requirements are divided into 6 Lots. Lot 6 meets all of the required criteria and is exempt from both The Public Contracts (Scotland) Regulations 2015 and the Procurement Reform (Scotland) Act 2014 and will therefore be procured using a selective (Quick Quote) process. Bidders who are interested in bidding for Lots 1-5 can do so by locating the respective PCS notices, which were all published on the same date with 'Cleaning Services' in the contract description. Bidders can submit a response for Lots 1-5 although they will only be awarded a maximum of two Lots. For more details see the "Restriction on Number on Lots Awarded" section in the Scope of Requirements document. Lot 6 lot will be treated as separate process, therefore, the restriction on number of lots awarded only applies to Lots 1-5.

It is expected that these services will be required from Monday 3 October 2022 for an initial period of 2 years, unless terminated in accordance with the provisions of the Contract, with HIE having the option to extend for a period or periods together not exceeding 1 year following the Initial Term. The 2-year budget currently available to deliver these services for Lot 2 Thurso is between GBP 16,000 and GBP 36,000 (excluding VAT).

#### **II.1.5) Estimated total value**

Value excluding VAT: £54,000

### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90919000 - Office, school and office equipment cleaning services
- 90911300 - Window-cleaning services

### **II.2.3) Place of performance**

NUTS codes

- UKM6 - Highlands and Islands

Main site or place of performance

Tollemache House, Thurso

### **II.2.4) Description of the procurement**

The supplier is required to provide a high-quality service in relation to the delivery of all aspects within the Scope of Requirements, and the relevant appendices, summarised as follows:

- Cleaning of office accommodation
- Cleaning of kitchen and canteen areas
- Cleaning of washrooms and toilets
- Sanitary provision
- Window cleaning (internal and external)
- L8 (legionella) control programme

-Fire safety compliance tasks

-Performance management

### **II.2.5) Award criteria**

Quality criterion - Name: Payment of the Real Living Wage / Weighting: Pass/Fail

Quality criterion - Name: Management & Delivery Methodology / Weighting: 30%

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

Quality criterion - Name: Sustainability / Weighting: 15%

Price - Weighting: 30%

### **II.2.6) Estimated value**

Value excluding VAT: £54,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

It is expected that these services will be required from Monday 3 October 2022 for an initial period of 2 years, unless terminated in accordance with the provisions of the Contract, with HIE having the option to extend for a period or periods together not exceeding 1 year following the Initial Term .

### **II.2.10) Information about variants**

Variants will be accepted: No

### **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.

See the Scope of Requirements document for further details.

### **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.

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

4A2 Bidders must have an up-to-date Basic Disclosure Scotland Certificate for all personnel used to deliver this contract (including cleaning operatives, supervisors and contract managers) or commit to obtain the required certificates prior to contract start (e.g. when the cleaning operative has not been appointed yet).

#### **III.1.2) Economic and financial standing**

Minimum level(s) of standards possibly required

4B.5 It is a requirement of this Contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded Framework, the types and levels of insurance indicated below:

Employer's (Compulsory) Liability Insurance = GBP5M for each and every claim.

See <http://www.hse.gov.uk/pubns/hse40.pdf>

Public Liability Insurance = GBP5M for each and every claim

4B.6 (not scored)

HIE as a public body must comply with HMRC IR35 provisions. Therefore, where you are bidding as a personal service company (PSC) or will be using a personal service company to provide services under the Contract please identify these PSC (s) in your response to 4B.6.

### **III.1.3) Technical and professional ability**

Minimum level(s) of standards possibly required

Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract.

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

Key Performance Indicators (KPIs) and Service Levels will be developed and agreed between HIE and the contractor to ensure that the management and delivery of services is to agreed performance levels and will be monitored and measured by a variety of reports, surveys and audit systems. KPIs will be based on the service objectives. Appendix 2 details the required frequencies.

### **III.2.3) Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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

Date

25 May 2022

Local time

12:00pm

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 5 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

25 May 2022

Local time

12:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: HIE reserves the right to re-tender for these services upon termination of the contract or at the end of the contract period, including any extension period.

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

HIE and the Supplier Development Programme are hosting a webinar on 20 April which will support, but not replace, the information provided through PCS. Attendance will not form part of the evaluation and following the event a link to the webinar recording, along with the presentation and any questions and answers raised will be made available via PCS. Link to the registration can be found in the Scope of Requirements.

It is estimated that the maximum total value of the services for this lot over the maximum duration of 3 years will be between GBP 54,000 (excluding VAT). This is the figure which has been used in II.1.5 & II.2.6.

Where bidders are participating with others (SPD 2A.17) and/or relying on the capacity of other entities in order to meet selection criteria (SPD 2C.1) they are required to provide information relating to these entities with the relevant supporting SPD documentation being submitted.

SPD 2C.1 Where relevant, bidders are required to provide information relating to consortia and/or sub-contractors with the relevant supporting SPD documentation being submitted.

SPD 3D.12 Bidders should refer to the "Conflict of Interest" Section within the Scope of Requirements when completing this question.

SPD 4A2 See III.1.1. regarding the requirement for Basic Disclosure Scotland certificates.

AWARD CRITERIA SCORING – See the Scope of Requirements document for the payment of the real Living Wage evaluation criteria.

The Award criteria will be marked according to the following criteria:

0 - Unacceptable - Nil or inadequate response which fails to demonstrate an ability to meet the requirement.

1 - Poor - Response is partially relevant but generally poor. It addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2 - Acceptable - Response is relevant and acceptable. It addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3 - Good - Response is relevant and good. It is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.

4 - Excellent - Response is completely relevant and excellent overall. It is comprehensive, unambiguous and demonstrate a thorough understanding of the requirement and provides details of how the requirement will be met in full.

In order to participate, bidders should register, for free, on the Public Contracts Scotland (PCS) website([www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)), and record their interest in this contract and download and complete all relevant documentation.

Tenders must be submitted via the PCS Postbox and must be received by the published deadline. Late tenders will not be accepted and HIE will reject any submissions received after the deadline. Email or hard copy responses will not be accepted.

PCS also gives suppliers access to an on-line Question & Answer facility which allows queries to be submitted (anonymously), and answers published and shared with all potential bidders.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at [https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=686863](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=686863).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at [https://www.publiccontractsscotland.gov.uk/sitehelp/help\\_guides.aspx](https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the

electronic response well in advance of the closing time to avoid any last minute problems.

(SC Ref:686863)

Download the ESPD document here:

[[[https://www.publiccontractsscotland.gov.uk/ESPD/ESPD\\_Download.aspx?id=686863](https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=686863)]]

## **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](mailto: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.

