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Tender

Library Concierge and Customer Service and Facilities Management Services

Provision of Library Concierge and Customer Service and Facilities Management Services

F02: Contract notice

Notice identifier: 2022/S 000-009650

Procurement identifier (OCID): ocds-h6vhtk-032c4f

Published 11 April 2022, 4:06pm

Section I: Contracting authority

I.1) Name and addresses

Provision of Library Concierge and Customer Service and Facilities Management Services

University of Warwick

Coventry

Email

Lynn.Tomkins@warwick.ac.uk

Country

United Kingdom

NUTS code

UKG33 - Coventry

Internet address(es)

Main address

<https://in-tendhost.co.uk/universityofwarwick/asp/Home>

Buyer's address

<https://in-tendhost.co.uk/universityofwarwick>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/universityofwarwick/asp/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Library Concierge and Customer Service and Facilities Management Services

Reference number

LT-03-22-UoWLIB-SERVICES-HG

II.1.2) Main CPV code

- 79995000 - Library management services

II.1.3) Type of contract

Services

II.1.4) Short description

The University of Warwick The University of Warwick has a requirement to engage with providers of Library Concierge, Customer Service and Facilities Management Services. The aim of the service is, to enable the Main Library to open 24 hours, and to manage the provision of the Learning Grid study facility in Leamington. The provision of these services requires quite a unique combination of Library, Concierge/Customer Service and Facilities Management Services. Providers fall into two key categories – one very much based on provision of security services, which include Door Management, SIA certification, etc., the other group providing a range of hybrid services developed to support HE libraries, such as library/stock management and/or concierge-type services. A purely security-focused service is not appropriate for these requirements and we are looking for hybrid providers who will employ staff able to undertake the variety of tasks included within this contract. In order to express

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79995000 - Library management services

II.2.3) Place of performance

NUTS codes

- UKG33 - Coventry

II.2.4) Description of the procurement

The University of Warwick has a requirement to engage with providers of Library Concierge, Customer Service and Facilities Management Services. The aim of the service is to enable the Main Library to open 24 hours, and to manage the provision of the Learning Grid study facility in Leamington. The provision of these services requires quite a unique combination of Library, Concierge/Customer Service and Facilities Management Services. Providers fall into two key categories – one very much based on provision of security services, which include Door Management, SIA certification, etc., the other group providing a range of hybrid services developed to support HE libraries, such as library/stock management and/or concierge-type services. A purely security-focused service is not appropriate for these requirements and we are looking for hybrid providers

who will employ staff able to undertake the variety of tasks included within this contract.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

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

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

9 May 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

9 May 2022

Local time

12:00pm

Place

As stated in tender documentation.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

University of Warwick

Coventry

Country

United Kingdom