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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](mailto: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

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## **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

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## **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.

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## **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