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Contract

## **Reception and Support Services**

Highlands and Islands Enterprise

F03: Contract award notice

Notice identifier: 2023/S 000-012545

Procurement identifier (OCID): ocds-h6vhtk-039b6d

Published 2 May 2023, 3:58pm

### **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.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**

Reception and Support Services

Reference number

FTS 025

**II.1.2) Main CPV code**

- 79992000 - Reception services

**II.1.3) Type of contract**

Services

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

THIS IS A CONTRACT AWARD NOTICE AND AS SUCH THE PROCUREMENT PROCESS IS COMPLETE.

HIE requires a suitably qualified and experienced supplier to provide reception and support services at An Lòchran and the Life Science Innovation Centre (LSIC), as well as a tenant liaison service within the NEXUS facility at Solasta House.

#### **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: £556,897.36

### **II.2) Description**

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

- 64214200 - Telephone switchboard services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services

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

NUTS codes

- UKM6 - Highlands and Islands

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

Different services will be required at each site as specified in the tender documentation. However, in summary these include:

- 1 - Reception and front desk services, including visitor management and support tasks
- 2 - Security support services
- 3 - Reception support services
- 4 - Tenant liaison and support (NEXUS)

5 - Health and safety

6 - Sustainability

7 - Contract management

The initial 2 year budget currently available to deliver this service is between GBP 211 500 and GBP 282 000 (excluding VAT).

Contracts will be managed and administrated by HIE for other parties including, for example UHI (who will not be entering in to direct contracts with suppliers).

The contract will commence on 1st June 2023 for an initial period of 2 years to 31st May 2025, with HIE having the option to extend for a further two one year period or periods together not exceeding 2 years following the Initial Term, with the 4 year expiry date being 31st May 2027.

See Tender documentation for full details.

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

Quality criterion - Name: Community Benefits & Wealthbuilding - Initiatives Offered /  
Weighting: Pass/Fail

Quality criterion - Name: Community Benefits & Wealthbuilding - Monitoring & Reporting /  
Weighting: 5%

Quality criterion - Name: Fair Work Practices / Weighting: Pass/Fail

Quality criterion - Name: Fair Work Practices / Weighting: 5%

Quality criterion - Name: Sustainability and Net Zero / Weighting: 5%

Quality criterion - Name: Delivery Methodology & Quality Management / Weighting: 25%

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

Quality criterion - Name: Contract Implementation and Conclusion / Weighting: 5%

Price - Weighting: 40%

#### **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.

In accordance with Regulation 72(1)(a) of the Public Contracts (Scotland) Regulations 2015, HIE reserves the right to make changes to the volume, scope or location of the Services to be supplied under the Contract following a review of the Services by HIE, particularly with regard to demand and budgetary availability or where HIE's strategic focus changes as a result of changes in Scottish Government policy or as a result of a direction given to them by the Scottish Government. This may result in amendments to existing requirements under the Contracts.

Contract modifications may include (but are not limited to):

- Changes to building occupancy or activities which results in an increased or decreased reception resource requirement.
- Addition or removal of Reception Support Services
- Addition or removal of buildings within the Campus.
- Temporary office relocation due to situations such as, but not limited to, business continuity issues
- Changes to HIE's available budget to deliver these services.

### **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 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.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-002616](#)

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## **Section V. Award of contract**

### **Contract No**

FTS 25

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 May 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

**V.2.3) Name and address of the contractor**

Key Facilities Management (UK) LTD

Mitchell Centre, Station Wynd

Doune

FK16 6DU

Telephone

+44 1786841603

Fax

+44 1786841673

Country

United Kingdom

NUTS code

- UKM77 - Perth & Kinross and Stirling

The contractor is an SME

Yes

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

Total value of the contract/lot: £556,897.36

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## **Section VI. Complementary information**

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

It is estimated that the total value of the services over the maximum duration of 4 years will be GBP 556,897.36 (excluding VAT). This is the figure which has been used in II.1.5 & II.2.6.

It should be noted that this figure cannot be fully determined due to the reactive nature of some of the services. Therefore, the figure is based on HIE's best estimate at this time.

(SC Ref:725223)

## **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.