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Tender

## **Office Cleaning Services at Gourock**

CalMac Ferries Limited

F02: Contract notice

Notice identifier: 2023/S 000-013580

Procurement identifier (OCID): ocds-h6vhtk-03c847

Published 12 May 2023, 12:28pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

#### **Email**

[alison.ure@calmac.co.uk](mailto:alison.ure@calmac.co.uk)

#### **Telephone**

+44 1475650243

#### **Fax**

+44 1475650243

#### **Country**

United Kingdom

**NUTS code**

UKM - Scotland

**Internet address(es)**

Main address

[www.calmac.co.uk](http://www.calmac.co.uk)

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA10923](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923)

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

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

Other type

Ferry Operator - Transport

**I.5) Main activity**

Other activity

Ferry Operator - Transport

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## **Section II: Object**

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

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

Office Cleaning Services at Gourock

Reference number

CSHS22-118

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

- 90900000 - Cleaning and sanitation services

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

Services

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

CalMac Ferries Limited (CFL), is seeking to enter a contractual agreement with a suitably experienced Contractor with high quality standards and robust procedures in place to deliver the provision of cleaning services. These services are required at the following locations:

- Port Offices and Waiting Room, Gourock, PA19 1QP;
- Faulds Park, Gourock, PA19 1FB;

Each location has its own unique set of requirements which will be listed in the Scope of Requirements within the Invitation to Tender document.

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

Value excluding VAT: £233,604

#### **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
- 90911300 - Window-cleaning services

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

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

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

CalMac Ferries Limited (CFL), is seeking to enter a contractual agreement with a suitably experienced Contractor with high quality standards and robust procedures in place to deliver the provision of cleaning services. These services are required at the following locations:

- Port Offices and Waiting Room, Gourock, PA19 1QP;
- Faulds Park Offices, Gourock, PA19 1FB;

Each location has its own unique set of requirements and these will be detailed in the Scope of Requirements within the Invitation to Tender document.

The successful Contractor will be required to:

- adhere to a relevant set of KPI's;
- Manager to attend CFL sites at Gourock for a mandatory on-site weekly audit;
- pay employers Scottish Living Wage to achieve required fair work standards.

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

Quality criterion - Name: Technical and Quality / Weighting: 40

Price - Weighting: 60

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

Value excluding VAT: £230,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further two 12 month periods

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 3

Objective criteria for choosing the limited number of candidates:

This Procurement will be conducted through the use of the Competitive Procedure with Negotiation(CPN). All queries about this procurement must be made via the PCS-Tender messaging system.

The process to be applied will be:

- Statements including the specific requirements can be found within Section III.1.2 and III.1.3 of the Contract Notice.
- Economic Operator must pass the minimum standards sections of the SPD (Scotland).

Qualification Envelope: Part 3, Section A, B, C, D will be scored on a pass/fail basis and Part 4 Section C shall be weighted questions. If any question subject to 'pass/fail' scoring be scored 'fail' the entire submission may be set aside and take no further part in the competition.

Technical Envelope: Part 4 Section C of the SPD (Scotland) will be scored in the following way:

0 - Unacceptable. Nil or inadequate response. Fails to demonstrate previous experience/capacity/capability relevant to this criterion.

25 - Poor. Response is partially relevant but generally poor. The response shows some elements of relevance to the criterion but contains insufficient/limited detail or explanation to demonstrate previous relevant experience/ capacity/capability.

50 - Acceptable. Response is relevant and acceptable. The response demonstrates broad previous experience, knowledge and skills/capacity/capability but may lack in some aspects of similarity e.g. previous experience, knowledge or skills may not be of a similar nature.

75 - Good. Response is relevant and good. The response is sufficiently detailed to demonstrate a good amount of experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

100 - Excellent. Response is completely relevant and excellent overall. The response is

comprehensive, unambiguous and demonstrates thorough experience, knowledge or skills/capacity/capability relevant to providing similar services to similar clients.

The responses to the questions in Part 4C. Technical and Professional Ability will be weighted the following way:

1. Demonstrate previous experience/capacity/capability in delivering high quality standards with robust procedures similar to CFL's requirements. (Weighting 60%)
2. Demonstrate what benefits an on-site weekly attendance brought to the services you have provided similar to CFL's requirement. (Weighting 40%)
3. Provide a minimum of 3 customers, that your organisation has previously and successfully provided cleaning services for similar to CFL's requirements. Your response must include as a minimum; a) Your Customer's name and Contract Value over term b) a brief description of services you provided.

CFL will take a minimum of three highest scoring bidders through and they will be invited to submit a tender

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

Variants will be accepted: No

#### **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

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

List and brief description of selection criteria

Please refer to these statements when completing section 4B of the SPD (Scotland)

Statement for 4B.4:

Bidders must provide its ('general') yearly turnover for the last 3 (three) financial years.

Bidders must provide their ("specific") yearly turnover for the last 3 (three) financial years.

It is a requirement of this contract that bidders hold or can commit to obtain prior to the commencement of any subsequently awarded contract, the types of insurance indicated below.

Employer's (Compulsory) Liability Insurance = 5 million GBP

Public Liability Insurance = 5 million GBP

Product Liability Insurance = 5 million GBP

Professional Indemnity Insurance = 5 million GBP

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

Minimum level(s) of standards possibly required

Statement for 4.D.1: Bidders will be required to produce certificates drawn up by independent bodies attesting that the bidder complies with the required quality assurance standards in accordance with BS EN ISO 9001:2015 (or equivalent) or produce other means of proof concerning the quality assurance schemes

Statement for 4.D.1: Bidders will be required to produce certificates drawn up by independent bodies attesting that the bidder complies with the required health and safety standards in accordance with BS OHSAS 18001:2007 Health & Safety Management Systems or working towards ISO 45001:2018 Occupational Health & Safety Management System (or equivalent) or produce other means of proof concerning the health and safety standards

Statement for 4.D.2: Bidders will be required to produce certificates drawn up by

independent bodies attesting that the bidder complies with the required environmental management systems or standards in accordance with BS EN ISO 14001:2015 (or equivalent) or produce other means of proof concerning required environmental management systems or standards.

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

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

Tenderers must pass the minimum standards sections of the SPD (Scotland). Part 3, sections B, C and D of Part 4 will be scored on a pass/fail basis on the Qualification Envelope. Part 4C of the Technical Envelope will be scored questions.

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Competitive procedure with negotiation

#### **IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

#### **IV.1.5) Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

#### **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: [2019/S 049-112707](#)

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

Date

12 June 2023

Local time

12:00pm

**IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

12 July 2023

**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: 6 (from the date stated for receipt of tender)

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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: Approx. 4 years from date of award.

**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**

CFL's Conditions of Contract will be published with the ITT document.

Please note the following has been removed from SPD document: 2A Lots; 4B.1.2, 4B.2.2 & 4B.4 Economic and Financial Standing; 4E Global Question.

Economic Operators should note that the conditions of the procurement include (but are not limited to) the following:

-The eligibility requirements in this Contract Notice will apply to the procurement at all times. Economic Operators may be excluded from this competition if the Economic Operator no longer meets the selection criteria set out in the Contract Notice at any stage during the competition and/or there is a change in identity, control, financial standing or other factor impacting on the selection process affecting the Economic Operator;

-CFL is subject to the requirements of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Accordingly, all information submitted to CFL may need to be disclosed and/or published by it in response to a request under FOISA or the EIRs;

-Economic Operators will remain responsible for all costs and expenses incurred by them in connection. CFL will not be liable to reimburse or compensate any costs incurred in connection with an Economic Operator's participation in this competition, including any costs or other liability in respect of the cancellation of the process.

CFL reserves the right not to award a contract pursuant to this procurement and to cancel the procurement at any point without liability.

Tenderers should note that CFL intends to ask questions at the ITT stage, these questions form a small part within a broader question base.

The award criteria questions and weightings will be published in the ITT. Tenderers will be expected to demonstrate capability.

These ITT questions shall be grouped as either belonging to mandatory Pass/Fail type questions or questions which shall be scored and weighted.

Where a supplier has been assessed to have failed a Pass/Fail question their tender submission shall be deemed non-compliant and excluded from that point forward.

Questions in the ITT will be scored using the following methodology:

100 - Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

75 - Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirement will be fulfilled.

50 - Response is relevant and acceptable. The response addresses a broad

understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

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

0 - Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.

Award Criteria questions can be found in the ITT together with the weightings.

COMPETITIVE PROCEDURE WITH NEGOTIATION EXPLANATION - Competitive Procedure with Negotiation (CPN) this is a two-stage procedure run in a similar way to a Restricted procedure. This requires interested parties to complete a pre-qualification stage by submitting a Single Procurement Document (SPD) before being invited to submit a tender. This down selection process allows CFL to limit the number of parties receiving the full tender and moving forward to the negotiation phase(s).

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 6161. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

(SC Ref:731213)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Greenock Sherriff Court

Greenock

PA15

Country

United Kingdom

Internet address

[www.calmac.co.uk](http://www.calmac.co.uk)