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Contract

PROVISION OF INTEGRATED FACILITY MANAGEMENT SERVICES TO THE BRITISH HIGH COMMISSION COLOMBO - Housekeeping and Ground Maintenance - Pest Control - Water Testing

Foreign Commonwealth and Development Office

F03: Contract award notice

Notice identifier: 2023/S 000-014602

Procurement identifier (OCID): ocds-h6vhtk-033ab5

Published 23 May 2023, 10:52am

Section I: Contracting authority

I.1) Name and addresses

Foreign Commonwealth and Development Office

389 Bauddhaloka Mawatha, Colombo

Colombo

00700

Email

pratika.chaturvedi@fco.gov.uk

Country

Sri Lanka

Region code

LK - Sri Lanka

Internet address(es)

Main address

<http://www.gov.uk/fcdo>

Buyer's address

<https://fcdo.bravosolution.co.uk/web/login.html>

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

PROVISION OF INTEGRATED FACILITY MANAGEMENT SERVICES TO THE BRITISH HIGH COMMISSION COLOMBO - Housekeeping and Ground Maintenance - Pest Control - Water Testing

Reference number

CPG-7282-2022

II.1.2) Main CPV code

- 98341110 - Housekeeping services

II.1.3) Type of contract

Services

II.1.4) Short description

The British High Commission (BHC) in Colombo wants the following services -

- Housekeeping and Ground Maintenance
- Pest Control
- Water Testing

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £439,263

II.2) Description

II.2.1) Title

Provision of Facilities Management Services at the British High Commission, Colombo - Housekeeping and Ground Maintenance

Lot No

1

II.2.2) Additional CPV code(s)

- 98341110 - Housekeeping services

II.2.3) Place of performance

NUTS codes

- LK - Sri Lanka

Main site or place of performance

British High Commission, Colombo

II.2.4) Description of the procurement

Provision of Facilities Management Services at the British High Commission, Colombo - Housekeeping and Ground Maintenance

II.2.5) Award criteria

Quality criterion - Name: **RELEVANT ORGANIZATION EXPERIENCE** • Please provide your company profile showing your company registration ID, company's director's details, business network, staffing, tool & plant, vehicles, Health & Safety provisions and equipment, registration and licences with the state authorities. • Please provide details of up to 3 contracts, from both the private and public sector that are relevant to the Authority's requirement. Contracts for these services should have been performed within the past 2 years. Please include names, address, contact person and a short description of type of service provided, and the value of these contracts. / Weighting: 10

Quality criterion - Name: **INTERNAL HR PRACTICES** • Please explain your recruitment process of the outsourced staff and the payment processing procedures. • Please set out how you will ensure that all staff are fully vetted and meet the required qualifications prior to and during the contract period. Please include your standard operating procedures for Recruitment and Vetting of Supervisors and Housekeepers. Also provide information on average length of staff retention within the period of each of the 3 contracts provided • Provide details of the social security benefits provided to the employees (Like ESI, PF, Leave entitlements and adherence to minimum wages as notified by the respective State Government). / Weighting: 10

Quality criterion - Name: **APPROACH AND METHODOLOGY** • Please describe your approach and methodology to performing each element of the requirement of this contract as described in the Statement of Service Requirement. For each element please indicate the methods you will use to deliver the service of the contract. • Please identify the team to be deployed for our requirement and highlight the Qualification / Skills of the staff as a summarised table. • Please identify your approach and arrangements for disposal of waste collected from our premises. / Weighting: 20

Quality criterion - Name: **QUALITY ASSURANCE** • Please provide details of Quality Assurance procedures and monitoring procedures for the delivery of the service of the contract. Please mention the standards your company follows in housekeeping. • After having inspected the sites and Q&A, please provide the list, with make and product identification for the material that you will supply during the period of contract. Please do not include any rates in this sheet. / Weighting: 10

Quality criterion - Name: **SOCIAL VALUE: THEME – TACKLING ECONOMIC INEQUALITY** Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 2.1, MAC 2.2 and MAC 2.3]. Please include: ? Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and ? A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited

to: ? timed action plan ? use of metrics tools/processes used to gather data ? reporting ? feedback and improvement ? transparency • Please see MAC 2.1 to 2.3 in the Social Value Quick Reference Table (Click here for more information on how to structure your answer). / Weighting: 5

Quality criterion - Name: SOCIAL VALUE: THEME – EQUAL OPPORTUNITY Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 5.1 and MAC 5.2]. Please include: ? Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and ? A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: ? timed action plan ? use of metrics tools/processes used to gather data ? reporting ? feedback and improvement ? transparency Please see MAC 5.1 to 5.2 in the Social Value Quick Reference Table Click here for more information on how to structure your answer). / Weighting: 5

Price - Weighting: 40

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) Description

II.2.1) Title

Provision of Facilities Management Services at the British High Commission, Colombo - Water Testing

Lot No

2

II.2.2) Additional CPV code(s)

- 38500000 - Checking and testing apparatus

II.2.3) Place of performance

NUTS codes

- LK - Sri Lanka

Main site or place of performance

British High Commission, Colombo

II.2.4) Description of the procurement

Provision of Facilities Management Services at the British High Commission, Colombo - Water Testing

II.2.5) Award criteria

Quality criterion - Name: RELEVANT ORGANIZATION EXPERIENCE • Please provide your company profile showing your company as well as your sub-contractors' (in case you are sub-contracting this service) registration ID, company's director's details, business network, registration and licences with the state authorities. / Weighting: 5

Quality criterion - Name: Methodology • Explain in detail your approach in meeting the services as described in the Statement of Service Requirement (e.g. water testing method to be used, tolerances, subcontracting arrangements, etc.) • Testing method should comply with local and UK standards. All the tests should be carried out as per SLS 614:2013. Should in compliant with methods in APHA 22nd Edition of 2012 and also in line with SLS 1461 Part 1 Section 2:2013. The supplier should obtain a sign off from the relevant Estates Officer after every visit and must submit along with an overall report of the inspection to the Facilities Manager within a period of 10 working days. / Weighting: 10

Quality criterion - Name: Resources Key Individuals • Provide details of the staff you propose to service the Contract, including number of staff, trainings undertaken, and qualifications & experience Tools and Equipment • Provide details of tools, techniques and equipment you propose to use during this Contract / Weighting: 10

Quality criterion - Name: Service Delivery Service Lead times • Please specify the lead times (number of days) for water testing reports to be submitted to the client. Escalation • Describe your customer liaison arrangements, including procedures for dealing with complaints or problems and local escalation procedures. / Weighting: 10

Quality criterion - Name: Quality and Health & Safety Please describe your system for continuous monitoring and reporting on the quality of service delivered. Include details of Quality Assurance procedures, Health & Safety standards, and local certificates obtained. Please provide evidence of any international quality standards achieved or being sought

e.g. ISO 9001. / Weighting: 5

Quality criterion - Name: Experience Please provide details of up to 3 contracts, from both the private and public sector that are relevant to the Authority's requirement. Contracts for these services should have been performed within the past 2 years. Please include names, address, contact person and a short description of type of service provided, and the value of these contracts. / Weighting: 10

Quality criterion - Name: SOCIAL VALUE: THEME – TACKLING ECONOMIC INEQUALITY Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 2.1, MAC 2.2 and MAC 2.3]. Please include: ? Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and ? A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: ? timed action plan ? use of metrics tools/processes used to gather data ? reporting ? feedback and improvement ? transparency • Please see MAC 2.1 to 2.3 in the Social Value Quick Reference Table (Click here for more information on how to structure your answer). / Weighting: 10

Price - Weighting: 40

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) Description

II.2.1) Title

Provision of Facilities Management Services at the British High Commission, Colombo - Pest Management

Lot No

3

II.2.2) Additional CPV code(s)

- 77231200 - Forest pest control services

II.2.3) Place of performance

NUTS codes

- LK - Sri Lanka

Main site or place of performance

British High Commission, Colombo

II.2.4) Description of the procurement

Provision of Facilities Management Services at the British High Commission, Colombo - Pest Management

II.2.5) Award criteria

Quality criterion - Name: RELEVANT ORGANIZATION EXPERIENCE • Please provide your company profile showing your company as well as your sub-contractors' (in case you are sub-contracting this service) registration ID, company's director's details, business network, registration and licences with the state authorities. / Weighting: 5

Quality criterion - Name: Conceptual Clarity, Methodology, Approach and Work Plan: Please provide detailed methodology, approach and work plan with detailed timelines for this assignment covering below aspects; Key Individuals - Provide details of the staff you propose to service the Contract, including number of staff, trainings undertaken, and qualifications & experience • Tools and Equipment - Provide details of tools and equipment you propose to use during this Contract / Weighting: 15

Quality criterion - Name: Detailed Product Specifications and certifications: Please provide detailed specifications of all the products, equipment and services that you intent to provide for this project. • Please provide details of certifications / accreditations pertaining to PEST Management. / Weighting: 10

Quality criterion - Name: Experience • Please provide details of up to 3 contracts, from both the private and public sector that are relevant to the Authority's requirement. Contracts for these services should have been performed within the past 2 years. Please include names, address, contact person and a short description of type of service provided, and the value of these contracts. / Weighting: 10

Quality criterion - Name: Quality and Health & Safety Please describe your system for continuous monitoring and reporting on the quality of service delivered. Include details of Quality Assurance procedures, Health & Safety standards, and local certificates obtained.

Please provide evidence of any international quality standards achieved or being sought e.g. ISO 9001. Service Delivery Service Lead times - Please specify the lead times (number of days) for pest management reports to be submitted to the client. Escalation - Describe your customer liaison arrangements, including procedures for dealing with complaints or problems and local escalation procedures. / Weighting: 10

Quality criterion - Name: SOCIAL VALUE: THEME – TACKLING ECONOMIC INEQUALITY Using a maximum of 4 A4 Pages describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Policy Outcome and Model Award Criteria [MAC 2.1, MAC 2.2 and MAC 2.3]. Please include: ? Your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and ? A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: ? timed action plan ? use of metrics tools/processes used to gather data ? reporting ? feedback and improvement ? transparency • Please see MAC 2.1 to 2.3 in the Social Value Quick Reference Table (Click here for more information on how to structure your answer). / Weighting: 10

Price - Weighting: 40

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-013335](#)

Section V. Award of contract

Contract No

CPG-7282-2022

Lot No

1

Title

The British High Commission (BHC) in Colombo wants the following services - -
Housekeeping and Ground Maintenance

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 February 2023

V.2.2) Information about tenders

Number of tenders received: 9

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

V.2.3) Name and address of the contractor

NCW Holdings (PVT) Ltd

106/9, Matagoda Road, Hendala, Wattala, Gampaha, Sri Lanka - 00100

Gampaha

00100

Country

Sri Lanka

NUTS code

- LK - Sri Lanka

The contractor is an SME

No

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

Total value of the contract/lot: £254,348

Section V. Award of contract

Contract No

CPG-7282-2022

Lot No

2

Title

The British High Commission (BHC) in Colombo wants the following services - Water

Testing

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 November 2022

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Facilities Management Services

106/9, Matagoda Road, Hendala, Wattala, Gampaha, Sri Lanka - 00100

Gampaha

00100

Country

Sri Lanka

NUTS code

- LK - Sri Lanka

The contractor is an SME

No

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

Total value of the contract/lot: £108,500

Section V. Award of contract

Contract No

CPG-7282-2022

Lot No

3

Title

The British High Commission (BHC) in Colombo wants the following services - Pest Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 November 2022

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

Facilities Management Services

106/9, Matagoda Road, Hendala, Wattala, Gampaha, Sri Lanka - 00100

Gampaha

00100

Country

Sri Lanka

NUTS code

- LK - Sri Lanka

The contractor is an SME

No

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

Total value of the contract/lot: £76,415

Section VI. Complementary information

VI.3) Additional information

PROVISION OF INTEGRATED FACILITY MANAGEMENT SERVICES TO THE BRITISH HIGH COMMISSION COLOMBO - Housekeeping and Ground Maintenance - Pest Control - Water Testing

VI.4) Procedures for review

VI.4.1) Review body

Foreign, Commonwealth & Development Office

London

SW1A 2AH

Telephone

+44 02070081467

Country

United Kingdom

Internet address

www.gov.uk/fcdo