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Contract

HBC 0424 Provision of Hard FM and Soft FM services

Hertsmere Borough Council

F03: Contract award notice

Notice identifier: 2025/S 000-014951

Procurement identifier (OCID): ocds-h6vhtk-045079

Published 14 April 2025, 1:23pm

Section I: Contracting authority

I.1) Name and addresses

Hertsmere Borough Council

Elstree Way

Borehamwood

WD6 1WA

Contact

Procurement

Email

Kirsten.brown@hertsmere.gov.uk

Telephone

+44 2082072277

Country

United Kingdom

NUTS code

UKH23 - Hertfordshire

Internet address(es)

Main address

www.hertsmere.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

HBC 0424 Provision of Hard FM and Soft FM services

Reference number

HC269

II.1.2) Main CPV code

- 50700000 - Repair and maintenance services of building installations

II.1.3) Type of contract

Services

II.1.4) Short description

Hertsmere Borough Council are seeking a contractor for the provision of a hard FM and soft FM aligned service. There will also be requirements for additional and small works and services to be provided at the Authority's non-domestic public buildings. Please note the deadline for returns and allow sufficient time to make your return as late returns will not be permitted. Any questions relating to this tender should be made via correspondence on the website and can be addressed to the main contact as shown in the details above.

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: £3,500,000

II.2) Description

II.2.2) Additional CPV code(s)

- 50700000 - Repair and maintenance services of building installations

II.2.3) Place of performance

NUTS codes

- UKH23 - Hertfordshire

II.2.4) Description of the procurement

Tenderers are invited to submit their offers for the Hertsmere Borough Council for the provision of a hard FM and soft FM aligned service. There will also be requirements for additional and small works and services to be provided at the Authority's non-domestic public buildings. These activities will all be coordinated through the use of a CAFM system. The conditions of contract are the core options of the NEC 4 Facilities Management Contract June 2021 (with amendments January 2023). In the hard FM services element of this contract, for the Civic Centre and the Cranbourne road Depot, we are seeking an SFG 20 industry standard as a quoted price. This must be taken into consideration in the Tenderers pricing schedule submission. For the rest of the estate we would expect the pricing to cover PPMs, reactive maintenance and legal compliance. The Authority has a property portfolio, located within the geographical boundaries of Hertsmere. This core property portfolio comprises of offices, depots, industrial units, and a selection of other miscellaneous

properties. Due to the changing service needs of the Authority, the contractor must take into consideration variations both positive and negative will apply. Your pricing schedule should break costs down by site, thus when a site is taken out of the portfolio we are all clear on the cost and budget reductions to be applied. If the m2 rate benchmark can be shared the council will also understand the likely quantum of budgetary increase to be applied when additional properties are added to the portfolio. The Authority is looking for a single supplier, either one organisation or a group of organisations operating as a single entity for the purposes of this contract.- Hard FM services provision. [with effect from 1st September 2024]- Soft FM services provision. [with effect from 3rd December 2024] The Authority is conducting this procurement pursuant to the Open Procedure because it is able to specify the solutions capable of satisfying its needs and the legal and financial makeup of the Contract. It does however mean that there will be no opportunity to enter into dialogue or negotiation around the Contract or the proposed Contract. Accordingly, Tenderers are encouraged to make the best use possible of the clarification process. Since there will be no dialogue or negotiation, Tenderers must ensure that they have understood the Authority's requirements. To enable fulfilment of the Authority's ongoing building related statutory and additional obligations, a contract award is required for the provision of a broad range of essential property maintenance services throughout the Authority's property portfolio. The proposed duration of the contract shall be 7 years (5+1+1) from the date of the relevant agreement (the Term). Subject to satisfactory performance of the Contractor during the first 5 years of the Term the Authority may wish, at its sole discretion, to extend the contract for a further period of 1 year + 1 year. The contract will allow the Authority to commission works and services from the appointed Contractor as and when required. It should be noted that the hard services elements of this contract will start from 1st September 2024, and the soft FM services will commence from the 3rd December 2024, the whole contract will terminate co-terminus; the contract end date being 30th September 2029.

II.2.5) Award criteria

Price

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: [2024/S 000-011330](#)

Section V. Award of contract

Contract No

HC269

Title

Provision of Hard FM and Soft FM services(Building Maintenance & Cleaning)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 February 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

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

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

TSG Building Services Ltd

Potters Bar

Country

United Kingdom

NUTS code

- UKH23 - Hertfordshire

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £3,500,000

Total value of the contract/lot: £3,500,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High court

London

Country

United Kingdom