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Contract

WHHT - Security Services

West Hertfordshire Teaching Hospitals NHS Trust

F03: Contract award notice

Notice identifier: 2023/S 000-016121

Procurement identifier (OCID): ocds-h6vhtk-031194

Published 7 June 2023, 12:23pm

Section I: Contracting authority

I.1) Name and addresses

West Hertfordshire Teaching Hospitals NHS Trust

Watford General Hospital, Vicarage Road

Watford

WD18 0HB

Contact

Alex Trollope

Email

alex.trollope@nhs.net

Telephone

+44 7766160105

Country

United Kingdom

Region code

UKH - East of England

Internet address(es)

Main address

<https://www.westhertshospitals.nhs.uk/default.asp>

Buyer's address

<https://www.hertsprocurement.nhs.uk/joomla/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

WHHT - Security Services

Reference number

T/12-21/1160

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

The West Hertfordshire Teaching Hospitals NHS Trust ("WHHT", "the Authority") sought to procure its Security Service across its mixed multi-site, multi stakeholder portfolio. The initial 5 year contract will have a commencement date of 1 July 2023.

The Security Service provision will be made up of the following sub-services:

1. Security incidents and security service requests;
2. Security patrols;
3. Dedicated security personnel;
4. Liaison with the Authority's LSMS;
5. Escorting duties;
6. Disaster and emergency response;
7. incident reporting;
8. Crime prevention;
9. Police liaison;
10. Reporting and administration;
11. Authority staff matters and awareness;
12. Monitoring and supervision; and
13. Security Desk.

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: £10,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH - East of England

II.2.4) Description of the procurement

The objectives of this procurement were as follows:

1. The provision of the Security Service which is supportive of, and enhance the diverse core services associated with, the Authority's property portfolio;
2. Provision of a quality Security Service which represents value for money without compromising on quality and service delivery;
3. A transparent service provision in terms of both task delivery and cost;
4. The provision of continuity of service, processes, systems and procedures across all properties;
5. A consistent service delivery across the Authority's diverse property portfolios;
6. A partnership approach with the Authority's other outsourced and directly delivered FM contracts that deliver an integrated FM service provision;
7. A Security Service which understands the explicit and implicit needs and values of the Authority;
8. A collaborative approach to service delivery which interfaces with the Authority's other FM service providers;
9. A service provider and supply chain members that can effectively manage multi-site stakeholder expectations; and
10. The provision of a flexible service delivery model, that considers the potential change in property footprint scheduled throughout the duration of the contract.

The Authority has appointed a Service Provider who can deliver the above objectives within a healthcare environment, and who will embrace and work in partnership with the Authority and its wider stakeholders, tenants and clients, so future aspirations can be exceeded.

Furthermore, the Authority required a Service Provider that appreciates that expectations and priorities of the Security Service are unique to each type of property, and thus are expected to adopt an approach that is property specific, proactive and responsive.

The Authority's Car Parking Service was procured as a separate tender to this Security Service tender. An interface agreement will govern the terms of any interface issues

between both contracts.

The Watford General Hospital may be subject to potential redevelopment during the contract.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Commercial / 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

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-002810](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 June 2023

V.2.2) Information about tenders

Number of tenders received: 3

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: 0

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

Crown Security Solutions Ltd

RT MARKE & CO (69), 69 High Street

Bideford

EX39 2AT

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

08423599

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £7,200,000

Total value of the contract/lot: £7,200,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>