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Tender

Manufacturing Innovation Centre Moray (MICM) - Service Operator

Highlands and Islands Enterprise

F02: Contract notice

Notice identifier: 2025/S 000-021071

Procurement identifier (OCID): ocds-h6vhtk-04ad23

Published 14 May 2025, 9:26am

Section I: Contracting authority

I.1) Name and addresses

Highlands and Islands Enterprise

An Lòchran, 10 Inverness Campus

Inverness

IV2 5NA

Contact

HIE Procurement

Email

hieprocurement@hient.co.uk

Telephone

+44 1463245245

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

Internet address(es)

Main address

<http://www.hie.co.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00313

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.publiccontractsscotland.gov.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.publiccontractsscotland.gov.uk

I.4) Type of the contracting authority

Regional or local Agency/Office

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Manufacturing Innovation Centre Moray (MICM) - Service Operator

Reference number

FTS 039

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

HIE is seeking to appoint a service operator for the Manufacturing Innovation Centre Moray (MICM).

It is expected that these services will be required from September 2025 for an initial period of 3 years, unless terminated in accordance with the provisions of the Contract. HIE will have an option to extend the contract period by up to 2 years.

The 3-year budget currently available to deliver this service is between GBP 620,000 and GBP 654,000 (excluding VAT). Refer to the 'Timescales and Value' section in the Scope of Requirements and Guidance document for full details on pricing inclusions/exclusions and price increase mechanism. The total contract value in section II.1.5 and II.2.6. refers to the total contract value including the optional extension period/s and allowances.

II.1.5) Estimated total value

Value excluding VAT: £1,300,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 71600000 - Technical testing, analysis and consultancy services
- 71621000 - Technical analysis or consultancy services
- 72221000 - Business analysis consultancy services
- 72224000 - Project management consultancy services
- 73200000 - Research and development consultancy services
- 73210000 - Research consultancy services
- 73220000 - Development consultancy services
- 79410000 - Business and management consultancy services
- 79420000 - Management-related services
- 79411100 - Business development consultancy services
- 79415000 - Production management consultancy services
- 71314300 - Energy-efficiency consultancy services

II.2.3) Place of performance

NUTS codes

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

Main site or place of performance

MICM building (Unit 9) on the Enterprise Park Forres (IV36 2AU)

II.2.4) Description of the procurement

HIE is looking to procure an experienced Service Operator to develop, operate and manage the MICM service.

MICM is one of eight strategic projects forming part of the Moray Growth Deal (MGD).

Located at Enterprise Park Forres, MICM will provide diagnostics, advice, information, signposting and access to funding, to businesses. Its primary focus will be on stimulating innovation and growth in product and process development, with a strong emphasis on transitioning to low carbon practices. There will be space in the building for business start-up incubation and space for existing business to undertake innovation projects, as well as demonstration facilities showcasing advanced technology and equipment.

Please refer to the tender documents for full details.

II.2.5) Award criteria

Quality criterion - Name: Q1 Prompt Payment Standard Clause / Weighting: pass/fail

Quality criterion - Name: Q2 Cyber Security / Weighting: pass/fail

Quality criterion - Name: Q3 UK data centres / Weighting: pass/fail

Quality criterion - Name: Q4 Payment of the Real Living Wage / Weighting: pass/fail

Quality criterion - Name: Q5 Mobilisation/stand-up period / Weighting: 10%

Quality criterion - Name: Q6 Management and Delivery Methodology / Weighting: 18%

Quality criterion - Name: Q7 Marketing and Promotion (after the stand-up period) / Weighting: 10%

Quality criterion - Name: Q8 Management and Delivery Team / Weighting: 20%

Quality criterion - Name: Q9b Community Benefits Part B – Monitoring and Reporting / Weighting: 2%

Quality criterion - Name: Q10 Fair Work First / Weighting: 5%

Price - Weighting: 35%

II.2.6) Estimated value

Value excluding VAT: £1,300,000

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

Duration in months

60

This contract is subject to renewal

Yes

Description of renewals

The contract will be awarded for an initial period of 3 years, unless terminated in accordance with the provisions of the Contract. HIE will have an option to extend the contract period by up to 2 years.

II.2.10) Information about variants

Variants will be accepted: No

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 in response to changes in circumstance such as:

- evidence of actual demand for the various Services or for new Services.
- the tested validity of initial assumptions (including assumptions about Allowances).
- increased or decreased funding availability.
- additional income generation which exceeds targets.
- evolving operational circumstances.
- the outcome annual reviews.
- the results of business surveys.

In response to changed circumstances, irrespective of the monetary value of the change, HIE may require a range of changes to the Services, such as:

- the removal of Services;

- the addition of new Services;
- increasing or decreasing the Services;
- re-designing the Service provision;
- revising project KPIs/Milestones;
- amending the Equipment and Technology Strategy; or
- specifying the order in which the Services are to be performed.

The above lists of circumstances and potential changes are not exhaustive and HIE may require such other changes as are appropriate.

Specific modifications may include but need not be limited to:

- A requirement to promote the uptake by self-managed, longer-term tenants of newly available Grow-on space at Unit 10, Enterprise Park Forres, from 2029/2030.
- A move to virtual delivery (wholly or partially).
- Changes to the service provision/programme as a result of ongoing review/improvements.
- Temporary increases of resource provision, due to peaks in demand (e.g. to support equipment procurement activity).

For full details please refer to the 'Contract modification' section in the Scope of Requirements and Guidance document.

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.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

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 and levels of insurance indicated below:

4B5A Professional Risk Indemnity - GBP 5M for each and every claim

4B5B Employer's (Compulsory) Liability Insurance - GBP 5M for each and every claim.

<http://www.hse.gov.uk/pubns/hse40.pdf>

4B5C Public Liability Insurance - GBP 5M for each and every claim

4B6 (pass/fail) Income threshold

Bidders are required to evidence a minimum average annual income of GBP 436,000 for each of the last 2 years. Income could include turnover, grant funding, donations or similar or a mixture of such income sources. Due to character limits, please refer to the Scope of Requirements and Guidance document for full details.

4B.6 (not scored)

HIE as a public body must comply with HMRC IR35 provisions. Therefore, where you are bidding as a personal service company (PSC) or will be using a personal service company to provide services under the contract please identify these PSC (s) in your response to 4B6.

III.1.3) Technical and professional ability

List and brief description of selection criteria

4C4 If bidders intend to use a supply chain to deliver the requirements detailed in the Contract Notice, they should confirm they have (or have access to) the relevant supply chain management and tracking systems to ensure a resilient and sustainable supply chain. Please refer to Scope of Requirements for full requirements. If bidders do not pay at least 95% of valid invoices on time and are unable to provide a proportionate and timely improvement

plan, their organisation will not be selected to participate further in this procurement.(pass/fail)

4C10 Bidders will be required to confirm whether they intend to subcontract and, if so, for what proportion of the contract. (for info)

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Refer to the tender document for KPIs.

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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 000-033485](#)

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

Date

8 July 2025

Local time

12:00pm

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: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

8 July 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: HIE reserves the right to re-tender for these services upon termination or at the end of the contract, including any extension period.

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

There will be a site visit on Wednesday 11 June 2025. Refer to the Scope of Requirements and Guidance for details.

Tenders must be submitted via the PCS postbox and must be received by the published deadline. Late tenders will not be accepted and HIE will reject any submissions received after the deadline. Email or hard copy responses will not be accepted.

It is estimated that the total value of the contract over the maximum duration of 5 years will be GBP 1,300,000 (excluding VAT). This is the figure which has been used in II.1.5 & II.2.6. Refer to the Timescales and Value section in the Scope of Requirements and Guidance document for full details on the make-up of this value.

Where bidders rely on the capacity of other entities in order to meet selection criteria they are required to provide information relating to these entities with the relevant supporting SPD documentation being submitted.

SPD 3D.12 Bidders should refer to the "Conflict of Interest" Section within the Scope of Requirements when completing this question.

The Award criteria (Questions 5-10) will be marked according to the following criteria - refer to the tender documents for the evaluation criteria for Questions 1-4 and the minimum threshold score for Questions 5-8:

0 - Unacceptable - Nil or inadequate response which fails to demonstrate an ability to meet the requirement.

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

2 - Acceptable - Response is relevant and acceptable. It addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3 - Good - Response is relevant and good. It is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.

4 - Excellent - Response is completely relevant and excellent overall. It is comprehensive, unambiguous and demonstrate a thorough understanding of the requirement and provides details of how the requirement will be met in full.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=794669.

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

https://www.publiccontractsscotland.gov.uk/sitehelp/help_guides.aspx.

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

Community benefits are included in this requirement. For more information see:

<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

Refer to tender documents.

(SC Ref:794669)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=794669

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

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 of the Court of Session.