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Tender

Outsourced Security Services

UNIVERSITY OF SOUTHAMPTON

F02: Contract notice

Notice identifier: 2021/S 000-025859

Procurement identifier (OCID): ocds-h6vhtk-02ec70

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Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

BUILDING 37, HIGHFIELD CAMPUS, UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Contact

Michael Goff

Email

procurement@soton.ac.uk

Telephone

+44 2380593500

Country

United Kingdom

NUTS code

UKJ36 - Central Hampshire

Internet address(es)

Main address

<http://www.southampton.ac.uk>

Buyer's address

<https://in-tendhost.co.uk/universityofsouthampton>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://in-tendhost.co.uk/universityofsouthampton>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/universityofsouthampton>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Outsourced Security Services

Reference number

2020UoS-0086

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

The University seeks to appoint a sole contractor for the provision of Outsourced Security Services across its various Campus', Halls of Residences and Libraries. In addition to the guarding duties there is an important concierge or 'soft touch' requirement of the role. The coverage will span Southampton and Winchester.

II.1.5) Estimated total value

Value excluding VAT: £10,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79714000 - Surveillance services
- 79715000 - Patrol services

II.2.3) Place of performance

NUTS codes

- UKJ36 - Central Hampshire

II.2.4) Description of the procurement

The University Security Service is responsible for security at all sites which are owned by or leased by the University. However, the Service also extends to other sites and properties, which may, from time to time, be used by the University in pursuance of its activities. The teams who provide security in halls and the library are responsible for evening and weekend concierge services.

The aim of the University's overall Security Service is to:

- Prevent unauthorised access to University premises.
- Protect life and limb of all persons on the premises.
- Protect University property and all other property on University premises.
- Protect confidential and sensitive information.
- Maintain an efficient security structure based on prevention of problems and attacks.
- Maintain a level of security consistent with the academic freedom in an environment of learning.
- To provide a first point of contact for students at reception points in line with the University's customer service expectations.
- To provide an approachable, professional, and above all, customer-focused service at all times.

The total value of this contract is in the range of £9,100,000.00 - £10,500,000.00, this has been calculated using current spend data, the annual value of this procurement is therefore in the range of £1,300,000.00-£1,500,000.00. The initial SQ Pass percentage is set at 60%.

II.2.5) Award criteria

Quality criterion - Name: Contract Implementation / Weighting: 10%

Quality criterion - Name: Continuing Operational Standards / Weighting: 10%

Quality criterion - Name: Customer Service Delivery / Weighting: 20%

Quality criterion - Name: Staff Recruitment and retention / Weighting: 10%

Quality criterion - Name: Presentation / Weighting: 10%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £10,500,000

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

Start date

3 September 2022

End date

2 September 2029

This contract is subject to renewal

Yes

Description of renewals

This contract is subject to renewal upon expiry of the initial term and any possible extensions. Details surrounding the contract term can be found within File 2 of the tender documentation - Selection Stage Scope, Guidance and Instructions (section 2.6).

The formal renewal process surrounding this contract will take place prior to the full contract term ending. At this point, a new service provider will be formally procured to resume contractual performance before the next scheduled iteration of this service requirement continues.

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

An overall pass mark of 60% shall apply at Selection Stage evaluated against the requirements detailed within this Selection Stage document set. Potential Suppliers who do not achieve an overall score of 60% or higher will not be eligible for progression to formal Invitation to Tender (ITT) stage (Stage 2).

It is the University's intention to arrive at a short list of 5 Potential Suppliers for the ITT stage. The number of Potential Suppliers will be based on the top 5 percentage scores at or above the overall pass mark.

Where less than 5 Potential Suppliers meet or exceed the overall pass mark, only those Potential Suppliers who meet or exceed the overall pass mark will be invited to formal ITT stage.

Criteria will be as follows. Full details are provided in the Selection Stage document set:

Mandatory Requirements: Pass/Fail

1. Is your organisation accredited by the Security Industry Authority (SIA) or equivalent?
2. Due to the nature of the University's sites, it is a requirement of this contract that all operatives working on the University's Academic sites are holders of SIA Door Supervisors Licences and the Halls of Residences are holders of the SIA Security Guard

License

Are you able to confirm that your organisation is capable of meeting these requirements?
If yes, please provide evidence of this?

Weighted Requirements:

Track Record & Experience - 40%

Concierge & 'Soft Touch' Customer Service Delivery - 30%

Management & Crisis Experience - 30%

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

This contract is NOT suitable for splitting into lots. The risk of dividing the requirement into Lots would render the execution of the contract excessively technically difficult, not cost effective and would undermine proper execution of the contract. Due to the nature of the contract and the service requirements involved, all elements of the contract will be managed by a sole service provider.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Due to the specific nature of this procurement, it is anticipated that the successful service provider will meet the statutory requirements to operate safely and in-line with the requirements of the service specification and will be suitably affiliated to the relevant trade registers and professional body(s).

III.1.2) Economic and financial standing

List and brief description of selection criteria

To support the financial assessment, the University will obtain a Business Risk Report for all [Potential Suppliers/Tenderers] and every organisation that is being relied on to meet this procurement, using an independent company called Creditsafe.

The University reserves the right to exclude a Tenderer or request provision of further assurances such as parent company/bank guarantee or performance bonds where a Tenderer's Business Risk Score is: "Moderate Risk"; "High Risk"; "Very High Risk"; or "Not Rated", based on the rating provided by Creditsafe

Where a Business Risk Score from our external system is not available, then an alternative method of assessing financial standing will be used. This method is detailed within the Invitation to Tender document set.

Minimum level(s) of standards possibly required

Potential suppliers/Tenderers are advised that a requirement of this procurement is to have in place, or commit to obtain prior to the commencement of the contract, the following minimum insurance levels:

Employers (Compulsory) Liability: £10 million GBP per occurrence.

Public Liability: £10 million GBP per occurrence.

Professional Indemnity Insurance: £5 million GBP per occurrence.

III.1.3) Technical and professional ability

List and brief description of selection criteria

The selection criteria is as stated in the Selection Stage document set

However, potential suppliers' attention is drawn to the MANDATORY requirements of the selection criteria File 2 - Selection Stage Scope, Guidance and Instructions.:

Each of the below requirements are captured within the File 3 - Selection Questionnaire:

Section 2 - Grounds for mandatory exclusion

Section 3 - Grounds for discretionary exclusion

Section 4 - Economic and Financial Standing

Section 6 - Technical and Professional ability (including project specific questions)

Section 7 - Modern Slavery Act 2015: Requirements under Modern Slavery Act 2015

Section 8.1 - Insurance

Additionally, potential suppliers' attention is drawn to the MANDATORY requirements of the award criteria. Full information is provided in the draft Invitation to Tender document set, which is made available at the Selection Stage for information.

Control of Contractors Health & Safety (CC3) Form

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Due to the technical nature of this procurement, it is anticipated that the successful tenderer will be able to meet the statutory requirements to operate safely within the industry and will be suitably affiliated to the relevant trade registers and professional body(s). Details of the mandatory requirements with regards to contractual performance can be found within the service specification located within File 4 of the Invitation to Tender document set.

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: Yes

IV.2) Administrative information

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

Date

24 November 2021

Local time

12:00pm

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

7 January 2022

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)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: This is likely to be re-procured in 2029. This contract is subject to renewal upon expiry of the initial term and/or any possible extensions thereafter. Specific details surrounding the contract term can be found within File 2 - Selection Stage Scope, Guidance and Instructions (section 2.6) of the tender documentation.

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

E-Tendering Portal: The University is utilising an electronic tendering tool, In-Tend (<https://intendhost.co.uk/> universityofsouthampton) to manage this procurement and to communicate with potential suppliers and/or tenderers (as appropriate).

All documentation in relation to this tender can be downloaded from In-Tend.

Potential suppliers/tenderers are advised that there will be no hard copy documents issued and all communications with the University, including the submission of Selection Stage and/or Invitation to Tender responses will be conducted via In-Tend.

Regular monitoring of the portal is the responsibility of the potential supplier/tenderer.

If you are not already registered as a supplier with the University of Southampton, you will need to register in In-Tend in order to access the procurement documentation.

Once you have logged in as a supplier: click on 'Tenders'; locate the relevant project; and click 'View Details'. Once you are in the project screen, you will be able to register your organisation against the project and access all documentation by clicking 'Express Interest'.

Potential suppliers/tenderers are advised that formal expressions of interest in the project

must be by way of completion and return of the relevant documents via In-Tend.

Further instructions for the submission of responses are below:

To submit your return:

1. Log in
2. Click 'Tenders'
3. Locate the relevant project
4. View details
5. Click on the tab relating to the relevant project stage (e.g. 'Invitation to Tender')
6. Click on the 'Attach Documents' button and upload your return.
7. Check ALL your response documents are uploaded and displayed in the 'My Tender Return' panel. The system will only permit your organisation to make one return.
8. Click the red 'Submit Return' button.

Please note, to preserve the integrity of the procurement, all communications with the University must be made via the correspondence function within In-Tend.

Publication of Award Details: In accordance with Regulation 50, paragraph (2) of the Public Contracts Regulations 2015 and subject to Article 5 and Annex 5, Part D (13) of Directive 2014/24/EU of the European Parliament and of the Council (if applicable), the University intends to publish the value of any resulting contract at the award stage, and reserves the right to do so. By submitting a response, potential suppliers/tenderers are consenting to publication of this information unless otherwise agreed in advance with the University.

Costs and Expenses: Potential suppliers/tenderers are solely responsible for their costs and expenses incurred in connection with the preparation and submission of responses and participation in this and all future stages of this procurement. Under no circumstances will the University be liable for any costs or expenses borne by potential suppliers/tenderers or any of their supply chain, partners or advisers in this procurement process.

The University is not liable for any costs in the event of the cancellation of this procurement process.

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

University Road

Southampton

SO17 1BJ

Email

procurement@soton.ac.uk

Telephone

+44 2380593500

Country

United Kingdom