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Tender

Facilities Management Services - Lot 2 Reception and Support Services

Highlands and Islands Enterprise

F02: Contract notice

Notice identifier: 2022/S 000-026414

Procurement identifier (OCID): ocids-h6vhtk-036a24

Published 21 September 2022, 3:40pm

Section I: Contracting authority

I.1) Name and addresses

Highlands and Islands Enterprise

An Lòchran, 10 Inverness Campus

Inverness

IV2 5NA

Email

hieprocurement@hient.co.uk

Telephone

+44 1463245245

Country

United Kingdom

NUTS code

UKM6 - Highlands and Islands

National registration number

313

Internet address(es)

Main address

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

Buyer's address

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

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

Facilities Management Services - Lot 2 Reception and Support Services

Reference number

FTS 021

II.1.2) Main CPV code

- 79992000 - Reception services

II.1.3) Type of contract

Services

II.1.4) Short description

HIE are seeking suitably qualified and experienced suppliers to provide the Facilities Management Services covering a range of services for the buildings within the Inverness Campus (both owned by HIE and/or co-owned by HIE and the University of the Highlands and Islands (UHI); the common areas of the Campus (which are the responsibility of the ICOA) with some services also being for HIE Area Offices.

The requirements are being divided in to 5 Lots as follows:

- Lot 1 Planned Preventative Maintenance & Reactive Repairs Services
- Lot 2 Reception and Support Services
- Lot 3 Cleaning Services
- Lot 4 Waste Collection, Recycling and Management Services
- Lot 5 Security Services

THIS NOTICE RELATES TO LOT 2 RECEPTION AND SUPPORT SERVICES.

Bidders who are interested in bidding for any of the Lots can do so by locating the respective PCS Contract Notices, which are all published on the same date with 'Facilities Management Services' in the contract description.

Bidders can submit a response for one or more Lot, however, they will only be awarded one Lot.

It is expected that these services will be required from 1st April 2023 for an initial period of 3 years, with HIE having the option to extend for a period or periods together not exceeding 1 year following the Initial Term.

II.1.5) Estimated total value

Value excluding VAT: £564,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 64214200 - Telephone switchboard services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services

II.2.3) Place of performance

NUTS codes

- UKM6 - Highlands and Islands

II.2.4) Description of the procurement

HIE are seeking a suitably qualified and experienced supplier to provide reception and support services at An Lòchran and Life Science Innovation Centre (LSIC), as well as a tenant liaison service within the NEXUS facility at Solasta House.

The initial 3 year budget currently available to deliver this service is between GBP 317 250 and GBP 423 000 (excluding VAT).

Contracts will be managed and administrated by HIE for other parties including, for example UHI (who will not be entering in to direct contracts with suppliers).

See Tender documentation for full details.

II.2.5) Award criteria

Quality criterion - Name: Community Benefits & Wealthbuilding - Themes Offered /
Weighting: Pass/Fail

Quality criterion - Name: Community Benefits & Wealthbuilding - Monitoring and
Reporting / Weighting: 5%

Quality criterion - Name: Fair Work Practices - Payment of Real Living Wage / Weighting:
Pass/Fail

Quality criterion - Name: Fair Work Practices- Practices and Approach / Weighting: 5%

Quality criterion - Name: Sustainability and Net Zero / Weighting: 5%

Quality criterion - Name: Delivery Methodology & Quality Management / Weighting: 25%

Quality criterion - Name: Management & Delivery Team / Weighting: 15%

Quality criterion - Name: Contract Implementation and Conclusion / Weighting: 5%

Price - Weighting: 40%

II.2.6) Estimated value

Value excluding VAT: £564,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The Contract will be awarded for an initial period of 3 years with HIE having the option to extend for a period or periods together not exceeding 1 calendar year following the Initial Term.

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 (whether by way of the removal of Services, the addition of new Services, or increasing or decreasing the Services or specifying the order in which the Services are to be performed or the locations where the Services are to be provided). HIE shall not require any such change other than where it is permitted by Regulation 72 of the Public Contracts (Scotland) Regulations 2015.

In accordance with Regulation 72(1)(a) of the Public Contracts (Scotland) Regulations 2015, HIE reserves the right to make changes to the volume, scope or location of the Services to be supplied under the Contract following a review of the Services by HIE, particularly with regard to demand and budgetary availability or where HIE's strategic focus changes as a result of changes in Scottish Government policy or as a result of a direction given to them by the Scottish Government. This may result in amendments to existing requirements under the Contracts.

Contract modifications may include (but are not limited to):

- Changes to building occupancy or activities which results in an increased or decreased reception resource requirement.
- Addition or removal of buildings within the Campus.
- Changes to HIE's available budget to deliver these services.

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

List and brief description of conditions

N/A

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

4B.5 It is a requirement of this Contract that bidders hold, or can commit to obtain prior to the commence of any subsequently awarded Framework, the types and levels of insurance indicated below:

- Professional Risk Indemnity Insurance = GBP 1M in aggregate
- Employer's (Compulsory) Liability Insurance = GBP 5M for each and every claim
(See <http://www.hse.gov.uk/pubns/hse40.pdf>)
- Public Liability Insurance = GBP 5M for each and every claim
- Fidelity Guarantee – minimum GBP 250k in aggregate
- Loss of keys and consequential loss of keys - minimum GBP 250k in aggregate

4B.6 HMRC IR35 (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 Framework please identify these PSC (s) in your response to 4B.6. Further guidance and a link to the HMRC "test employment details for tax" tool can be located at

<https://www.gov.uk/guidance/check-employment-status-for-tax>

III.1.3) Technical and professional ability

Minimum level(s) of standards possibly required

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. Pleaser refer to SPD 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.

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The Contract will include Key Performance Indicators (KPI's) and Service Levles which can be found within the Tender documentation.

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

Date

25 October 2022

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

IV.2.7) Conditions for opening of tenders

Date

25 October 2022

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 of the contract or at the end of the contract period, 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

To support the process, accompanied Site Visits will be available on 6th October 2022 (see tender documentation for specific timings for each Lot). If bidders would like to attend any of these site visits they must confirm by email (hieprocurement@hient.co.uk) by 17:00hrs on Tuesday 4th October 2022. They must include details of the session/s they wish to attend along with the names of those attending (maximum 2 individuals per organisation). Attendance is not required in order to participate in the tendering process. Following these sessions, any questions and answers raised will be made available to all bidders via PCS.

It is estimated that the total value of the services over the maximum duration of 4 years will be GBP564k (excluding VAT). This is the figure which has been used in II.1.5 & II.2.6.

Where bidders are participating with others (SPD 2A.17) and/or relying on the capacity of other entities in order to meet selection criteria (SPD 2C.1) and/or subcontracting (SPD 2D.1) they are required to provide information relating to these entities with the relevant supporting SPD documentation being submitted.

SPD 2A.3 (not scored) Where relevant, bidders are required to insert details of their Companies House (or equivalent) registration number

SPD 2C.1 Where relevant, bidders are required to provide information relating to consortia and/or sub-contractors 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.

In order to participate, bidders should register, for free, on the Public Contracts Scotland (PCS) website(www.publiccontractsscotland.gov.uk), and record their interest in this contract and download and complete all relevant documentation.

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.

PCS also gives suppliers access to an on-line Question & Answer facility which allows queries to be submitted (anonymously), and answers published and shared with all potential bidders.

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=705366.

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:

Bidders will be expected to support the delivery of community benefits which take into account HIEs role as a local economic development agency.

The types of Community Benefits that bidders may seek to offer and incorporate to the contract may include, but are not restricted to the areas detailed in the Tender documentation.

(SC Ref:705366)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=705366

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 or the Court of Session.