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Tender

## **Soft Facilities Management Services**

Scottish Police Authority

F02: Contract notice

Notice identifier: 2021/S 000-030300

Procurement identifier (OCID): ocds-h6vhtk-02fdd3

Published 7 December 2021, 9:15am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Scottish Police Authority

1 Pacific Quay, 2nd Floor

Glasgow

G51 1DZ

#### **Email**

[marie.skinner@scotland.pnn.police.uk](mailto:marie.skinner@scotland.pnn.police.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM82 - Glasgow City

#### **Internet address(es)**

Main address

<http://www.spa.police.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA19762](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA19762)

## **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

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.publictendersscotland.publiccontractsscotland.gov.uk/esop/pts-host/public/pts/web/login.html>

## **I.4) Type of the contracting authority**

Body governed by public law

## **I.5) Main activity**

Public order and safety

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Soft Facilities Management Services

Reference number

Proc-21-1060 PCS-t Project No. 20198

#### **II.1.2) Main CPV code**

- 79993000 - Building and facilities management services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Soft Facilities Management (FM) Services covering the operational estate across Scotland. The services include Cleaning & Janitorial, Catering and Security and associated services such as Deep cleans, Waste, Linen, Lifeguard and Mailroom Resources.

The Authority intends to award a contract to a single service provider for the provision of Soft Facilities Management (FM) Services. The maximum contract duration is 5 years (initial duration 3 years with the option to extend for two further 12 month periods).

#### **II.1.5) Estimated total value**

Value excluding VAT: £75,500,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 79993000 - Building and facilities management services

- 79993100 - Facilities management services
- 55510000 - Canteen services
- 72253000 - Helpdesk and support services
- 90500000 - Refuse and waste related services
- 90910000 - Cleaning services
- 98311100 - Laundry-management services
- 98311200 - Laundry-operation services
- 42933000 - Vending machines
- 42933100 - Sanitary vending machines
- 71317200 - Health and safety services
- 90700000 - Environmental services
- 92610000 - Sports facilities operation services

### **II.2.3) Place of performance**

NUTS codes

- UKM - Scotland

### **II.2.4) Description of the procurement**

The Authority have a requirement to procure a Provider for Soft Facilities Management (FM) Services covering the operational estate across Scotland. The services include Cleaning & Janitorial, Catering and Security and associated services such as Deep cleans, Waste, Linen, Lifeguard and Mailroom Resources.

The Authority intends to award a contract to a single service provider for the provision of Soft Facilities Management (FM) services. The service will include Soft FM services and related services. The maximum contract duration is 5 years (initial duration 3 years with the option to extend for a period of two 12 month periods).

The Estimated total value of the Contract is approximately 75.5 million GBP. There will be a need over the contract term to allow the Scottish Police Authority to remove, amend or change the buildings and structures of their estate (including on a temporary, emergency and short/medium term basis to accommodate the services to be delivered by the public sector), amend scope and/or range of services and to vary the contract accordingly including the overall estimated value of the contract.

The Contractor will also provide and administer a national helpdesk and an appropriate CAFM system to provide relevant Management Information such as real time help desk statistics, KPI monitoring and auditing.

NEC4 terms, including a main option, W option, secondary options, Y options and supplemented by Scottish Police Authority Z Clauses will apply to this contract.

The procurement process will seek to maximise the social, economic and environmental benefits that the contract has the potential to deliver. We will be expecting tenderers to demonstrate how they will maximise social value in the delivery of the services.

It is anticipated that TUPE will apply.

Further information on the scope of services can be found in the Soft FM ITP Information and Instructions for Candidates Document.

#### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 60

Price - Weighting: 40

#### **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 initial contract period will be 36 months with the option to extend for a period of two 12 month periods at the discretion of the authority.

#### **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:

Objective criteria for choosing the limited number of candidates:

4C.1.2.A - Case Study 1 : Soft FM Service Delivery – Cleaning 30%

4C.1.2.B - Case Study 2 : Soft FM Delivery – Security 20%

4C.1.2.C - Case Study 3 : Soft FM Delivery – Catering 10%

4.2.A – Key Persons 15%

4C.4.A Supply Chain Management 15%

4C.7.A Environmental 10%

The Authority intends the top five (5) ranked Candidates identified by applying the Selection Criteria will be invited to participate in ITT stage. In the event of a tie for fifth place the Candidate with the highest score for Case Study 1 “Soft FM Service Delivery - Cleaning” amongst the Candidates in the tie, will be invited to participate in the ITT stage, or if a tie remains after that assessment, then the Bidder with the highest score for Case Study 2, “Soft FM Service Delivery - Security” will be invited to participate in the ITT stage. Where a tie remains, the Authority would be entitled to take forward more than five (5) bidders.

The Authority reserves the right to invite more than 5 Candidates to tender where the

Authority considers this is necessary to ensure sufficient competition and equal treatment of Candidates.

Candidates should be aware that the Scottish Police Authority reserves the right to seek additional assurances where a candidate fails to achieve the required financial standing by way of a commitment to obtaining a Parent Company Guarantee (PCG) or a bank guarantee. Failure to provide a commitment may result in your exclusion from the tender process. Failure to obtain either will result in your bid not being accepted at contract award stage if successful.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

The very nature of facilities management can be complex, variable and in flux. There will be a need over the contract term to allow the Scottish Police Authority to remove, amend or change the buildings and structures of their estate (including on a temporary, emergency and short/medium term basis to accommodate the services to be delivered by the public sector), amend scope and/or range of services and to vary the contract accordingly including the overall value of the contract estimated at Paragraph II.1.5) (Estimated total value) above.

#### **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**

Candidates should read and refer to the Soft FM ITP Information and Instructions for Candidates Document. Failure to comply may result in your submission being rejected. Economic operators may be excluded from this competition in accordance with Regulation 58 of the

Public Contracts (Scotland) Regulations 2015.

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## **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

##### **SPD Question 4A.1 Trade Registers**

It is a requirement of this tender that if the Candidate is UK based they must hold a valid registration with Companies House. Where the Candidate is UK based but not registered at Companies House they must be able to verify to the SPA's satisfaction that they are trading from the address provided in the tender and under the company name given.

Candidates within the UK must confirm if they are registered under Companies House within this question.

If the Candidate is based out-with the UK they must be enrolled in the relevant professional or trade register appropriate to their country as described in Schedule 5 of the Public Contracts (Scotland) Regulations 2015.

##### **SPD Question 4A.2 Accreditation**

It is a requirement of this contract that Candidates must have ISO 27001- Information Security Management. Candidates are required to confirm this and demonstrate this as part of their response.

If a Candidate is working towards it this should be advised with an expected date of achieving ISO 27001. ISO27001 must in place before contract award at the latest. Failure to do so will result in the contract not being awarded.

#### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

This section refers to SPD (Scotland) Section IV Part B:

4B.1.1, 4B.1.3 4B.3, 4B.5.1, 4B.5.2, 4B.5.3, 4B.6 and 4B6.1.

Specific yearly turnover

Insurance Requirements



## Other economic and financial requirements

### Minimum level(s) of standards possibly required

The minimum requirements are detailed in Appendix 1 - SPD requirements of the document titled 'SOFT FM ITP Information and Instructions for Candidates' attached to the PCS-tender system.

Q4B.1.1 Candidates will be required to have a minimum yearly ("general") turnover of 27,000,000 GBP for the last 3 full audited years.

4B.1.3 — If the relevant documentation is available electronically, please indicate:

Q4B.3 Where turnover information is not available for the time period requested, the candidate will be required to state the date which they

were set up or started trading.

Q4B.5.1 It is a requirement of this Contract that Candidates hold, or can commit to obtain prior to the commence of any subsequently awarded Contract, indicated below:

Employers (Compulsory) Liability Insurance = 10 million GBP in respect of each claim without limit to the number of claims.

Public Liability Insurance = 10 million GBP in respect of each claim without limit to the number of claims, increasing to 20 million GBP in respect of each claim without limit to the number of claims in respect of Lifeguarding activities (Lifeguard on duty at one facility).

Product Liability Insurance = 5 million GBP in respect of each claim and in the aggregate.

Professional Indemnity Insurance = 5 million GBP in the aggregate with unlimited round the clock reinstatement

Motor Vehicle Insurance = Minimum Third Party Motor Vehicle Liability in respect of any motor vehicle or plated plant used.

Documentation requested for the above insurances should include name of insurers, policy numbers, expiry date and limits of any one incident and annual aggregate caps and the excesses under the policies.

Q4B.6 Credit safe report for a Candidates organisation greater than 30. Candidates should be aware that the Scottish Police Authority reserves the right to seek additional assurances where a bidder fails to achieve the required financial standing by way of a commitment to obtaining a Parent Company Guarantee (PCG) or a bank guarantee.

### **III.1.3) Technical and professional ability**

List and brief description of selection criteria

This section refers to SPD (Scotland) Section IV Part C:

Candidates must refer to the SOFT FM ITP Information and Instructions for Candidates document concerning Section C, part IV, Technical and Professional Ability selection criteria. SPD (Scotland) Selection Criteria Section, question Section C, part IV, Technical and Professional Ability:

4C.1.2A, 4C.1.2B, 4C.1.2C, 4C.2A, 4C.4A, 4C.7A and 4C.10.

Minimum level(s) of standards possibly required

Candidates must refer to the SOFT FM ITP Information and Instructions for Candidates document concerning Section C, part IV, Technical and Professional Ability selection criteria.

Statements for:

4C.1.2A — Candidates will be required to provide examples that demonstrate that they have the relevant experience to deliver the services/supplies as described in the SOFT FM ITP Information and Instructions for Candidates document.

4C.1.2B — Candidates will be required to provide examples that demonstrate that they have the relevant experience to deliver the services/supplies as described in the SOFT FM ITP Information and Instructions for Candidates document.

4C.1.2C — Candidates will be required to provide examples that demonstrate that they have the relevant experience to deliver the services/supplies as described in the SOFT FM ITP Information and Instructions for Candidates document.

4C.2A — Candidates will be required to details the key persons who can be called upon to deliver the requirements of the project as described in the SOFT FM ITP Information and Instructions for Candidates document.

4C.4 — Candidates will be required to confirm that they have (or have access to) the relevant supply chain management and tracking systems used by them to deliver the types of requirements detailed in II.2.4 in the OJEU Contract Notice or the relevant section of the Site Notice.

4C.7A — Candidates will be required to confirm that they will employ environmental management measures that meet the following requirements:

[Please refer to the SOFT FM ITP Information and Instructions for Candidates document]

4C.10 — Candidates will be required to confirm whether they intend to sub-contract and, if so, for what proportion of the contract.

The following question within Part IV, Section C, Technical and Professional Ability will be subject to a weighted as follows

4C.1.2.A – Case Study 1 :Soft FM Service Delivery - Cleaning 30%

4C.1.2.B - Case Study 2 : Soft FM Delivery – Security 20%

4C.1.2.C - Case Study 3 : Soft FM Delivery – Catering 10%

4C.2.A - Key Persons 15%

4C.4.A - Supply Chain Management 15%

4C.7.A - Environmental 10%

All other questions within this section C asked, will carry no weighting and used for information purposes only.

The minimum requirements are detailed in Appendix 1 - SPD requirements of the document titled 'SOFT FM ITP Information and Instructions for Candidates' attached to the PCS-tender system.

The tenderer's representative with overall responsibility for undertaking the works and the personnel assigned to the supply of the services shall be vetted to Non Police Personnel Vetting Standards (NPPV) Level 2 and 3. It would be beneficial if tenderer's put forwards team that hold or have recently held NPPV Level 2 and 3.

## **III.2) Conditions related to the contract**

### **III.2.2) Contract performance conditions**

The Invitation to Tender (ITT) will contain all the relevant contract performance requirements.

The KPIs may include the following areas of Quality, Service, Cost, and Sustainability and cover elements of Customer Service; Statutory Compliance; Operational Delivery, Innovation and Continuous Improvement, Financial Management, fair working practices and community benefits.

### **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

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## **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

19 January 2022

Local time

12:00pm

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

23 February 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: 18 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The Authority may re-let this contract prior to the end of the initial 3 year period and a Contract Notice will be published circa

18 months prior to the end of the initial period. If not, the 12 month extension will be used, the supplier will be notified prior to its commencement date. Decision to utilise final 12 months extension will be taken at least 6 months prior to commencement.

### **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**

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.

Candidates must refer to the SOFT FM ITP Information and Instructions for Candidates document concerning Section D, Quality Assurance Schemes and Environmental Standards selection criteria.

SPD (Scotland) Selection Criteria Section, Part IV Section D.

4D.1, 4D.1.1, 4D.1.2, 4D.2, 4D.2.1 and 4D.2.2

See PROC-21-1040 Contract Notice for Assessment of Employment Status; Equality and Diversity; Subcontractor, Living Wage and Data

Protection Act 2018 and the GDPR detail and TUPE.

Declaration of Non-Involvement in Serious Organised Crime & Security Aspects -must complete and sign both forms and for

sub-contractors.

Vetting- Personnel assigned to the supply of the services shall be vetted to NPPV2 and 3.

Please note TUPE may apply.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 20198. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

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The Candidate must hold a UKAS (or equivalent) accredited independent third party certificate of compliance in accordance with BS EN ISO 9001 (or equivalent).

The Candidate must hold a UKAS (or equivalent), accredited independent third party certificate of compliance in accordance with BS OHSAS 18001/ISO45001 (or equivalent) which covers the activities required for delivery of the Contract or have, within the last 12 months, successfully met the assessment requirements of a construction-related scheme in registered membership of the Safety Schemes in Procurement (SSIP) forum.

The Candidate must hold a UKAS (or equivalent) accredited independent third party certificate of compliance with BS EN ISO 14001 (or equivalent) or a valid EMAS (or equivalent) certificate.

#### Data Protection

Tenderers must be aware of their obligations under the Data Protection Act 2018 and the GDPR as set out in the Contract.

The buyer is using PCS-Tender to conduct this PQQ exercise. The Project code is 20198. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

A sub-contract clause has been included in this contract. For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2363>

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:

The Authority aims to maximise the social, economic and environmental benefits from its procurement (known as 'Community Benefits') by incorporating Community Benefit clauses within its contracts. These benefits are delivered by suppliers in addition to meeting the core requirements of the contract.

As part of the soft facilities management contract, the successful bidder will also be expected to deliver over the term of the contract the following minimum community benefits.

Types of community benefits which the Authority would like to include within this contract may include, but are not limited to:

- Targeted recruitment and training (providing employment and training opportunities/Apprenticeships)
- SME and social enterprise development
- Community engagement

(SC Ref:675960)

## **VI.4) Procedures for review**

### **VI.4.1) Review body**

Glasgow Sheriff Court and Justice of the Peace Court

1 Carlton Court

Glasgow

G5 9DA

Telephone

+44 1414185247

Country

United Kingdom