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Tender

## **Contract for the Provision of Catering, Cleaning, Hospitality and Events Temporary Agency Workers for the University of Birmingham**

THE UNIVERSITY OF BIRMINGHAM

F02: Contract notice

Notice identifier: 2023/S 000-033253

Procurement identifier (OCID): ocds-h6vhtk-041744

Published 10 November 2023, 10:08am

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

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

THE UNIVERSITY OF BIRMINGHAM

Edgbaston

BIRMINGHAM

B152TT

#### **Contact**

Rachel Price

#### **Email**

[r.e.price.1@bham.ac.uk](mailto:r.e.price.1@bham.ac.uk)

#### **Country**

United Kingdom

**Region code**

UKG31 - Birmingham

**Companies House**

RC000645

**Internet address(es)**

Main address

<https://www.birmingham.ac.uk/index.aspx>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendorganiser.co.uk/universityofbirmingham.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendorganiser.co.uk/universityofbirmingham.aspx/Home>

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

Body governed by public law

**I.5) Main activity**

Education

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## **Section II: Object**

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

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

Contract for the Provision of Catering, Cleaning, Hospitality and Events Temporary Agency Workers for the University of Birmingham

Reference number

FRAM177/23b

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

- 79600000 - Recruitment services

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

Services

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

The University wishes to establish a framework for the 'Provision of Temporary Agency Catering Cleaning, Hospitality and Events Agency Workers' using the RESTRICTED procurement procedure.

The Framework Agreement will last for a period of four (4) years.

The procurement will be structured as follows:

? Lot 1 -Temporary Agency Catering Workers

? Lot 2 -Temporary Agency Hospitality and Events Workers

? Lot 3 - Temporary Agency Cleaning Workers

At the University's discretion, the Framework Agreement will be awarded on the following basis. Note that tenderers do not have to submit responses for each lot. Please refer to the generic questions which asks which LOT / LOTS you are applying for. Note that you can be successful with multi-LOT submissions.

? Lot 1 -Temporary Agency Catering Workers will be awarded up to TWO suppliers.

? Lot 2 -Temporary Agency Hospitality and Events Workers will be awarded up to TWO

suppliers.

? Lot 3 -Temporary Agency Cleaning Workers will be awarded up to THREE suppliers.

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

Value excluding VAT: £1,900,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

#### **II.2.1) Title**

Temporary Agency Catering Workers

Lot No

1

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

- 79600000 - Recruitment services

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

NUTS codes

- UKG31 - Birmingham

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

While the University of Birmingham carries a substantially scaled operation for catering and events to manage the 35,000+ students, with the potential to expand on Edgbaston Campus to

50,000 over the next 10 years and 5,000+ staff that are accessing the campus at any time, there is a requirement to augment that existing operation with an appropriately skilled and qualified

catering and event workforce specifically for hospitality and events and when needed covering Inhouse, branded sites, such as Costa and Starbucks along with the associated

culinary team to

support the smooth running of the University.

Specifically, the recruitment agencies will be required to:

? collaborate with the University and related project teams to develop a robust staffing plan and to drive efficiency wherever possible.

? to cover our business-as-usual activities such as sickness and vacancy cover in our outlets.

? have a bank of trained candidates, to cover for short- and long-term placements.

? Our events can vary in size from circa 50 guests to in excess of 500. We require a skilled workforce who can deliver a formal dinner and drinks service and who are trained to

the appropriate level in Food Safety Legislation.

? We operate within a very demanding environment where we host events in an assortment of venues. We need the support of an agency, who can supply quality, trained team members who are used to servicing formal and VIP style service, to protect the reputation of the university.

? We require a booking system that allows us to clearly identify, which of the bank of staff are available to work on the event, and a process that allows us to highlight those team members, who have worked with us on previous occasions, and we deem to be skilled and preferred candidates.

? It is important that we can track the finances of each event, therefore it is it's important that we have the ability to track the financial costs associated with each booking. It is key that the successful agency can provide evidence of training and be available on large events to book staff in, ensuring that everyone scheduled arrives and make contingency plans for any no shows.

? Leverage their existing specialist database and capability to recruit an appropriately talented team who can deliver the services required.

? to assist with the coordination of candidates for training and onboarding plans, accommodation planning and staff welfare planning

? act as the point of contact for accreditation related to candidates under their banner to ensure data accuracy and compliance with all data protection regulations.

? manage the administration and payroll of all staff being employed under their company, be they individuals or sole-entities, and to consolidate the payroll into an invoice with

the required substantiation to the University of Birmingham for ease of processing.

? Be a knowledgeable resource that contributes to the overall aspiration to deliver quality services as part of the event at the University of Birmingham through active communication, a sense of partnership and business acumen

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

Quality criterion - Name: Technical / Weighting: 50

Quality criterion - Name: Terms and Conditions / Weighting: 15

Quality criterion - Name: Social Responsibility / Weighting: 2

Price - Weighting: 30

#### **II.2.6) Estimated value**

Value excluding VAT: £960,000

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

Duration in months

48

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: No

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

#### **II.2.1) Title**

## Temporary Agency Hospitality and Events Workers

Lot No

2

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

- 79600000 - Recruitment services

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

NUTS codes

- UKG31 - Birmingham

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

The Business and Operations department offers a variety of outlets to staff, students and visitors across campus and also in student accommodation including small coffee shops to large restaurants. We also provide hospitality services for conferences and events held on campus and wider afield. Excellent customer service in any one of those areas/outlets is required.

The roles required under this LOT include:

\*Hospitality Service Team Members

\*Event Porters

\*Kitchen Porters

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

Quality criterion - Name: Technical / Weighting: 50

Quality criterion - Name: Terms and Conditions / Weighting: 15

Quality criterion - Name: Social Responsibility / Weighting: 5

Price - Weighting: 30

### **II.2.6) Estimated value**

Value excluding VAT: £400,000

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

Duration in months

48

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: No

## **II.2) Description**

### **II.2.1) Title**

Temporary Agency Cleaning Workers

Lot No

3

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

- 79600000 - Recruitment services

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

NUTS codes

- UKG31 - Birmingham

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

Cleaning and Waste Services employ circa 300 staff working across over 100 buildings 24 hours a day, 7 days a week, at the University of Birmingham.

The teamwork across all areas to include Edgbaston main campus, Selly Oak campus, all accommodation sites (The Vale & Selly Oak Village), West Hill, Kings Norton and Stratford upon Avon.



The team provide professional cleaning services in all areas to include teaching and learning spaces, laboratories, sports facilities, student accommodation sites, social spaces, catered

spaces (cafes, bars, and restaurants), offices, libraries, washrooms, circulation spaces, and conference and events spaces such as the great hall.

The cleaning team impact every student, staff member and visitor to the university. Staff take pride in their work in order to deliver exceptionally high cleaning standards across all areas.

There may also be some weekend work, however hours would be matched to the task.

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

Quality criterion - Name: Technical / Weighting: 50

Quality criterion - Name: Terms and Conditions / Weighting: 15

Quality criterion - Name: Social Responsibility / Weighting: 5

Price - Weighting: 30

#### **II.2.6) Estimated value**

Value excluding VAT: £560,000

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

Duration in months

48

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: No

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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

8 January 2024

Local time

11:59am

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

University of Birmingham

Birmingham

Country

United Kingdom