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Contract

Facilities Management Services - Lot 2 Reception and Support Services

Highlands and Islands Enterprise

F03: Contract award notice

Notice identifier: 2022/S 000-035274

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

Published 13 December 2022, 4:17pm

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.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.1.6) 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.2.11) Information about options

Options: Yes

Description of options

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.
- 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 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: [2022/S 000-026414](#)

Section V. Award of contract

Contract No

FTS 021

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

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.

(SC Ref:716791)

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.