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Tender

FTS048 Cleaning Services - Inverness Campus

Highlands and Islands Enterprise

F02: Contract notice

Notice identifier: 2025/S 000-080942

Procurement identifier (OCID): ocds-h6vhtk-05f17f

Published 9 December 2025, 10:35am

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

Internet address(es)

Main address

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

Buyer's address

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

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.publiccontractsscotland.gov.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://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

FTS048 Cleaning Services - Inverness Campus

Reference number

FTS048

II.1.2) Main CPV code

- 90900000 - Cleaning and sanitation services

II.1.3) Type of contract

Services

II.1.4) Short description

HIE requires a suitable qualified and experienced supplier to provide cleaning services at a number of buildings at Inverness Campus.

The contract will be let from 1 June 2026 for the initial period of 3 years, unless terminated in accordance with the provisions of the Contract Conditions, with HIE having the option to extend for a further period of up to 12 months and another further period of up to 12 months following the Initial Term (i.e. the maximum contract length including the optional extension periods is 5 years).

The currently envisaged budget for the the first 2 years is GBP 127,800 - GBP 182,600 (excluding VAT). The prices will remain fixed for Year 1 and 2 of the contract, thereafter a price increase mechanism may apply, as per the tender documents.

The value stated in sections II.1.5 and II.2.6. refers to the estimated contract value over the maximum length of the contract (i.e. 5 years).

II.1.5) Estimated total value

Value excluding VAT: £498,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services
- 90919200 - Office cleaning services
- 90900000 - Cleaning and sanitation services
- 90911000 - Accommodation, building and window cleaning services
- 90919000 - Office, school and office equipment cleaning services
- 90911300 - Window-cleaning services

II.2.3) Place of performance

NUTS codes

- UKM62 - Inverness & Nairn and Moray, Badenoch & Strathspey

II.2.4) Description of the procurement

The services required include cleaning and housekeeping, day cleaning and periodic cleaning services.

II.2.5) Award criteria

Quality criterion - Name: Q1 Prompt Payment Standard Clause / Weighting: pass/fail

Quality criterion - Name: Q2 Cyber Security / Weighting: pass/fail

Quality criterion - Name: Q3 Payment of the Real Living Wage / Weighting: pass/fail

Quality criterion - Name: Q4 Delivery Methodology / Weighting: 20%

Quality criterion - Name: Q5 Management and Quality Management Methodology / Weighting: 12%

Quality criterion - Name: Q6 Management and Delivery Team / Weighting: 11%

Quality criterion - Name: Q7 Net Zero / Weighting: 5%

Quality criterion - Name: Q8b Monitoring and Reporting of Community Benefits / Weighting: 2%

Quality criterion - Name: Q9 Fair Work Practices / Weighting: 5%

Price - Weighting: 45%

II.2.6) Estimated value

Value excluding VAT: £498,000

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

It is expected that the contract will be let from 1 June 2026 for the initial period of 3 years, unless terminated in accordance with the provisions of the T&Cs, with HIE having the option to extend for a further period of up to 12 months and another further period of up to 12 months following the Initial Term (i.e. the maximum contract length including the optional extension periods is 5 years).

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.

The Contract may be modified for reasons including but not limited to (and are regardless of monetary value):

- Re-purposing of areas and/or change of furniture/layout of area result in increased/decreased services or change of cleaning tasks;
- Changes in occupancy level that require increased or reduced services, for example third party tenants occupying or vacating space, number of employees based in the office;
- Change in any lease agreements requiring increased or reduced services or resulting in no further services required e.g. relocation, building closure, tenant procuring cleaning services directly;
- Services required at additional buildings/sites within Inverness Campus and/or areas/zones in a building e.g. services required in Suite F2;
- Services required at a different building e.g. HIE moves to another office within the local area;
- Requests from occupiers or tenants to increase or decrease service provision, including number of days and number of hours required;
- Ad-hoc cleaning required in excess of the indicative number of hours per annum stated in the Pricing Schedule
- Increase or decrease tasks to meet additional hygiene measures and/or pandemic restrictions/public health emergency;
- Addition or removal of buildings within Inverness Campus e.g. via (partial) sale of building;
- Changes in building zone boundaries resulting e.g. in re-apportionment of costs.
- Removal of services if no longer needed;
- Addition/removal of tasks which also may result in increase/decrease in number of days/hours of services required;
- Changes to task frequencies and/or cleaning schedules;
- Reapportionment of cleaning hours between sites;
- Changes to HIE's available budget to deliver these services;
- Change of the intended usage of building areas;
- Change in requirements to accommodate temporary works to the building;

-Change of occupancy levels require more or less consumables.

In these situations, HIE will agree a price variation based on the pricing submitted as part of your bid, for example, if we remove a site, then HIE's cost per year will reduce by the cost associated in your submitted Pricing Schedule for that site.

Modifications may result in the overall contract value being lower or higher than stated in the contract notice/contract award notice which includes HIE's estimate at the time of tendering.

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

4A2A Bidders must have and up-to-date Level 1 Disclosure Scotland Certificate for all personnel used to deliver this contract (including cleaning operatives, supervisors and contract managers) or commit to obtain the required certificates prior to contract start (e.g. when the cleaning operative has not been appointed yet).

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

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

4B5B Employer's (Compulsory) Liability Insurance - GBP 5M for each and every claim.

<http://www.hse.gov.uk/pubns/hse40.pdf>

4B5C Public Liability Insurance - GBP 5M for each and every claim

4B.6 (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 contract please identify these PSC (s) in your response to 4B.6.

III.1.3) Technical and professional ability

List and brief description of selection criteria

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. Please refer to Scope of Requirements 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.(pass/fail)

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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Refer to the tender documents.

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

2 February 2026

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

IV.2.7) Conditions for opening of tenders

Date

2 February 2026

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, 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

A site visit will take place on 13 January 2026. Refer to the Scope of Requirements and Tender Guidance document for further details.

The value stated in section II.1.5 & II.2.6 refer to the envisaged total contract value including any optional extension periods.

In order to participate, bidders should register, for free, on 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.

Where bidders rely on the capacity of other entities in order to meet selection criteria they are required to provide information relating to these entities 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.

The Award criteria Questions 4-9 will be marked according to the following criteria - refer to the tender documents for the evaluation criteria for Questions 1-3 including the

minimum threshold for Qs 4-9.

0 - Unacceptable - Nil or inadequate response which fails to demonstrate an ability to meet the requirement.

1 - Poor - Response is partially relevant but generally poor. It addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.

2 - Acceptable - Response is relevant and acceptable. It addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.

3 - Good - Response is relevant and good. It is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.

4 - Excellent - Response is completely relevant and excellent overall. It is comprehensive, unambiguous and demonstrate a thorough understanding of the requirement and provides details of how the requirement will be met in full.

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=815316.

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:

see tender documents

(SC Ref:815316)

Download the ESPD document here:

https://www.publiccontractsscotland.gov.uk/ESPD/ESPD_Download.aspx?id=815316

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>