

United Kingdom-London: Building and facilities management services

OJ S 106/2016 03/06/2016

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: SOAS, University of London

Postal address: Thornhaugh Street, Russell Square

Town: London

Postal code: WC1H 0XG

Country: United Kingdom

Contact person: Gardner & Theobald LLP, 10 South Crescent, London, WC1E 7BD

For the attention of: Alison Walsh

E-mail: soasifm@gardiner.com**Internet address(es):**General address of the contracting authority: <http://www.soas.ac.uk/>**I.2. Type of the contracting authority**

Body governed by public law

I.3. Main activity

Education

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description**II.1.1. Title**

Integrated Facilities Management Services (IFM).

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 14: Building-cleaning services and property management services

Main site or place of performance: Inner London.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**II.1.4. Short description of the contract or purchase(s)**

SOAS, University of London is the only Higher Education institution in Europe specialising in the study of Asia, Africa and the Near and Middle East. Uniquely combining language scholarship, disciplinary expertise and regional focus, it has the largest concentration in Europe of academic staff concerned with Africa, Asia and the Middle East.

The School was founded as the School of Oriental Studies in 1916, relocated to Russell Square in 1941 and took its present title in 2014.

Over the last century SOAS has built a strong academic reputation throughout the world and especially in Asia, Africa and the Middle East. It has outstanding facilities, both scholarly and practical and is a global academic base and a crucial resource for London.

The SOAS estate is located in Bloomsbury adjacent to Russell Square and consists of the following buildings:

— The College Building (which includes the Philips Building), dating from 1939 to 1973, form the core of the site. The Library and staff and student accommodation and facilities are housed in these buildings. The SOAS Library — recognised as a collection of national importance — houses over 1 500 000 items in more than 400 languages. It has significant archival holdings and a growing network of electronic resources.

— The Brunei Gallery — opened in 1995, provides academic accommodation and teaching space and gallery space open to the public.

— Russell Square Terraces (The Faber Building and 21-22 Russell Square) — these buildings are refurbished Georgian town-houses which provide accommodation for foundation courses and the Language Centre.

— Senate House North Block — is currently under refurbishment with completion due in June 2016. The facility and will provide upto date facilities for research, teaching and student social learning space as well as open plan office accommodation.

SOAS, University of London (the Contracting Authority) is seeking an innovative supplier with a strong customer focus who is able to deliver a range of integrated facilities management services ('IFM'), will work collaboratively with the University, bringing innovative service solutions and embraces and delivers continuous improvement.

The principal objectives of the Contract will be to:

— Deliver value for money and integrated facilities management services and property asset management services to the SOAS estate of approximately 6 buildings (1 of which is currently under construction);

— Provide improved Management Information from best in class IT systems for the estate and ensure ongoing statutory compliance with an enhanced audit trail and improved accountability for tracking service delivery performance;

— Provide a responsive front-line service in-line with industry best practice;

— Evidence ongoing workforce training and effective management.

The contract will be for a period of 5 years and 2 months with 2 optional extensions of 12 months (exercisable at the contracting authority's discretion). The conditions of contract will be the NEC3 Term Service Contract Option A April 2013 edition with amendments. The full terms of contract are available with the procurement documents at the website identified above.

Economic operators should satisfy themselves that they are content to enter into the contract on those terms and conditions before responding to this notice.

Services required include but are not be limited to:

— Hard Services to SFG 20 standards; Statutory compliance, Planned and Reactive Maintenance (M&E), Planned and Reactive Maintenance (Internal and External Fabric), BMS Operation / Management, Testing and Inspections, Fire Alarm Testing, Portable Appliance Testing, Water Softening Treatment and Provision, UPS Maintenance, Maintenance of PA Equipment, Reactive Maintenance (M&E), Reactive Maintenance (Internal Fabric), Reactive Maintenance (Furniture), Reactive Maintenance (Signage), Lift Entrapments, Lock-smith Services, Re-lamping, Painting and Decorating, Technical Cleaning: voids, risers, ductwork, grills, etc.

— Project Delivery; Client Driven Small and Large Projects, Life-Cycle Replacement Projects;

— Grounds Maintenance; Salting / Gritting, Snow and Ice Clearance, Soft Landscaping Maintenance, Arboriculture, Internal Planting / X-mas Trees, Leaf Clearance, Litter picking;

— Pest Control; Planned Pest Control Service, Reactive Pest Control Service;

- Cleaning; Routine Cleaning, Periodic Cleaning, Reactive Cleaning, Communication and Equipment Room Cleaning, External Areas Cleaning, Wash-room Consumables, Feminine Hygiene Disposal Service, External Window Cleaning, Internal Glazing Cleaning, Graffiti and Stain Removal, External Fabric Cleaning, Barrier Mats (Provision);
- WEEE waste, Landscaping Waste;
- Security Provision; Security Risk Assessments, Access Pass Management, Key Holding, Lock and Unlock, Static Guarding, Internal patrols, Incident Management and Reporting, Reactive Guarding, On-site CCTV Recording / Non Static Monitoring, Security Systems;
- Front of House and Customer Services; Reception / Visitor Management Service, Switch-board;
- Mail and Logistics Services; Mail-room Management, Delivery and Collection Service between buildings, Loading Bay management, Goods in / out, Courier Booking;
- Space planning and Move Management; Minor Churn Service, Major Churn Service;
 - 1st-Aid and Ergonomics; 1st Aider Provision, Defibrillator Equipment battery checks, Hearing loop testing and maintenance;
- Wider FM third party Contract Management Services; Project Management, Statutory Compliance Surveys, Building Records Management.

II.1.5. CPV code(s)

79993000 Building and facilities management services, 64122000 Internal office mail and messenger services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 16 686 583 GBP
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Restricted

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

SOAS 112

IV.3.2. Previous publication concerning this procedure

no

Section V: Award of contract

Contract No: SOAS 112

Lot title: Integrated Facilities Management Services (IFM)

V.1. Date of conclusion of the contract

9.5.2016

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Bouygues E&S FM UK Ltd

Postal address: Becket House, 1 Lambeth Palace Road

Town: London

Postal code: SE1 7EU

Country: United Kingdom

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

Organisations interested in this opportunity are requested to register their interest by emailing: soasifm@gardiner.com with their contact details in order that communications such as document updates, anonymised clarifications, etc. can be sent to them directly. Registration is entirely voluntary and free of charge, but it enables the contracting authority to notify you directly of updates. All relevant documents will be freely available at the site set out in section I.1) and updates anonymised clarifications, etc. will be posted there in any event.

Indicative programme:

PQQ clarifications to be submitted by: 1.10.2015;

PQQ return deadline: 8.10.2015;

Notification of PQQ outcome: 6.11.2015;

ITT period commences: 10.11.2015;

Tender return date: 23.12.2015;

Tender evaluation: 24.12.2015-7.3.2016;

Award notification and standstill: 10.3.2016-23.3.2016;

Contract finalisation and award: 18.4.2016;

Go-live Senate House North Block: 1.6.2016;

Go-live all other locations: 1.10.2016.

Right to cancel:

The contracting authority reserves the right to discontinue this procurement at any time, which includes the right not to award the (or any) contract, and does not bind itself to accept the most economically advantageous (or any other) tender, and reserves the right to award the contract

in part or to call for new tenders should it consider necessary.

The contracting authority shall not be liable for any costs or expenses incurred by any candidate or tenderer in connection with the completion and return of any information contained in this Contract Notice, or the completion and submission of any tender, irrespective of the outcome of the competition or if the competition is cancelled or postponed. All dates and time periods are provisional and the contracting authority reserves the right to change these. Candidates' attention is drawn to the full terms and conditions which are set out in the procurement documents; candidates are deemed to have read and accepted these by participating in the process in any way.

Section VI.1) Information about recurrence:

It is envisaged that at the end of this contract (whether at the end of the fixed term, or as a result of termination before the end of the fixed term, or at the end of the extended term as per the option stated at section II.2.2) the contracting authority may need to re-procure a contract or contracts for facilities management. This requirement may arise at any time in the next 86 months.

Section II.1.8) Lots: SOAS has carried out a detailed review and appraisal of the procurement options available to the School and has decided to procure a single IFM contract as this represented the most cost-effective option with the best potential for delivering improvements in service quality.

Section II.3) Duration of the contract:

The starting and completion dates are stated as being 1.6.2016 and 31.7.2021 respectively. By way of clarification, it is anticipated that the services in relation to Senate House North Black will go live for a period of 5 years and 2 months (62 months) beginning 1.6.2016 and services in relation to all other locations (set out in the procurement documents) will go live for a period of 4 years and 10 months (58 months) beginning 1.10.2016 (subject always to any early termination or extension under the terms of the proposed contract).

Section III.3.2) Staff:

The contracting authority will require indication of the names and professional qualifications of the staff responsible for the execution of the service and details of exactly what is required is set out in the procurement documents available at the site specified in section I.1)

Section IV.3.3)

Interested parties may access the PQQ and other procurement documents until 12:00 on 8.10.2015.

Section IV.3.4)

Interested parties may request to participate by completing the pre-qualification questionnaire available at the site specified in Section I.1) and returning the completed pre-qualification questionnaire to the contracting authority, in accordance with its terms by no later than 12:00 on 8.10.2015.

Section IV.3.5)

It is envisaged that the selected candidates will be invited to tender on 10.11.2015.

Section IV.3.5)

It is envisaged that tenders will be opened by staff of the contracting authority or its external consultants, Gardner & Theobald.

VI.3. Procedures for review

VI.3.1. Review body

Official name: Gardner & Theobald LLP

Postal address: 10 South Crescent

Town: London

Postal code: WC1E 7BD
Country: United Kingdom
E-mail: soasifm@gardiner.com

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: The contracting authority will incorporate a standstill period at the point information on the award of the contract is communicated to all tenderers. That notification will provide information on the award decision. The standstill period, which will run for a minimum of 10 calendar days provides time for unsuccessful tenderers to challenge the award decision before the contract is entered into. Part 3 of the Public Contract Regulations 2015 provides aggrieved parties who have been harmed or are at risk of harm by a breach of the regulations to take action in the High Court (England, Wales and Northern Ireland only). Any such action must be brought within the applicable limitation periods.

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

31.5.2016