

**United Kingdom-London: Facilities management services**

**OJ S 155/2020 12/08/2020**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Post Office Ltd

Postal address: Finsbury Dials, 20 Finsbury Street

Town: London

NUTS code: UKI London

Postal code: EC2Y 9AQ

Country: United Kingdom

Contact person: Stephen Smith

E-mail: [stephen.smith@postoffice.co.uk](mailto:stephen.smith@postoffice.co.uk)

**Internet address(es):**

Main address: [www.postoffice.co.uk](http://www.postoffice.co.uk)

Address of the buyer profile: [www.postoffice.co.uk](http://www.postoffice.co.uk)

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://postoffice.wax-live.com>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://postoffice.wax-live.com>

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

Body governed by public law

**I.5. Main activity**

Other activity: Postal Services

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**Section II: Object**

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

**II.1.1. Title**

Property Hard and Soft Facilities Management and Security, Grapevine and Business Support Services

**II.1.2. Main CPV code**

79993100 Facilities management services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Facilities management and security services for Post Office Limited's portfolio of properties.  
Lot 1: Hard Facilities Management Services including HVAC, MEP and Fabric  
Lot 2: Soft Facilities Management Services including cleaning and Office Managed Services  
Lot 3: Security, Grapevine and Business Support Services.

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

Value excluding VAT: 105 500 000,00 GBP

#### **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**

Hard Facilities Management Services  
Lot No: Lot One

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

79993100 Facilities management services, 45259300 Heating-plant repair and maintenance work, 50324200 Preventive maintenance services, 45330000 Plumbing and sanitary works, 39170000 Shop furniture, 45261900 Roof repair and maintenance work, 39174000 Shop signs , 79993000 Building and facilities management services, 31100000 Electric motors, generators and transformers, 45210000 Building construction work, 45213100 Construction work for commercial buildings, 45213110 Shop buildings construction work, 45213120 Post office construction work, 45213112 Shop units construction work, 71541000 Construction project management services, 42923210 Shop scales, 45314320 Installation of computer cabling

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

NUTS code: UK United Kingdom

Main site or place of performance: Services shall be provided on a nationwide basis — throughout the UK.

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

The Post Office Ltd seeks to enter into a contract for Lot 1 with a single supplier to provide hard facilities management services. The services shall be required at Post Office Ltd portfolio of secure warehouses, admin centres and retail operations.

The hard FM supplier shall work closely with the post offices property team to develop robust, transparent and auditable processes that deliver management information that supports the Post Office's principles and legal obligations in terms of compliance, cost control and work flow management.

Post Office are likely to continue to franchise branches to independent postmasters, moving services from standalone Post Offices into retailers premises. Should this take place, there will be a likely significant reduction in the level of spend against the contract.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: 31 000 000,00 GBP

#### **II.2.7.**

## **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 60

This contract is subject to renewal: no

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

Variants will be accepted: yes

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

Options: no

### **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**

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

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

Soft Facilities Management Services

Lot No: Lot Two

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

90910000 Cleaning services, 45112700 Landscaping work, 90922000 Pest-control services, 90500000 Refuse and waste related services, 79992000 Reception services, 55500000 Canteen and catering services, 42933000 Vending machines, 90911000 Accommodation, building and window cleaning services, 79500000 Office-support services

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

NUTS code: UK United Kingdom

Main site or place of performance: Services shall be required Nationwide — Throughout the UK

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

The Post Office Ltd seeks to enter into a contract for Lot 2 with a single supplier to provide soft facilities management services. The services shall be required at Post Office Ltd portfolio of secure warehouses, admin centres and retail operations.

The supplier shall provide to Post Office the following services from the services commencement date:

- (i) helpdesk services, including contact handling, routing and recording;
- (ii) provision and maintenance of the supplier's Portal;
- (iii) cleaning services including consumables;
- (iv) window cleaning services;
- (v) feminine hygiene services;
- (vi) pest control services;
- (vii) horticulture services;
- (viii) waste services;
- (ix) location support services;
- (x) vending and refreshment services;
- (xi) catering services;
- (xii) removal services;
- (xiii) advisory services;

(xiv) The Post Office via their internal portal will provide details of the Supplier and their supply chain to Agency branches for them to liaise and directly engage with; and

(xv) Office managed services (OMS)

Post Office shall accept variants in relation to the 3 catering scenarios only and will not accept any other variants to the scope.

Post Office are likely to continue to franchise branches to independent postmasters, moving services from standalone Post Offices into retailers premises. Should this take place, there will be a likely significant reduction in the level of spend against the contract.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: 16 500 000,00 GBP

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

Duration in months: 60

This contract is subject to renewal: no

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

Variants will be accepted: yes

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

Options: no

#### **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**

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

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

Security, Grapevine and Business Support Services

Lot No: Lot Three

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

35121700 Alarm systems, 35121000 Security equipment, 31625000 Burglar and fire alarms, 35121300 Security fittings, 79713000 Guard services, 50610000 Repair and maintenance services of security equipment, 35721000 Electronic intelligence system, 64212200 Enhanced Messaging Service (EMS) services, 79711000 Alarm-monitoring services, 42923210 Shop scales, 30130000 Post-office equipment

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

NUTS code: UK United Kingdom

Main site or place of performance: The service shall be provided on a UK wide basis (England, Wales, Scotland and Northern Ireland).

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

The Post Office Ltd seeks to enter into a contract for Lot 3 with a single supplier to provide security, grapevine and business support services. The services shall be required at Post Office Ltd portfolio of secure warehouses, admin centres and retail operations.

Post Office is a core part of the critical protection of the national infrastructure and as such it is essential that the Post Office network has the appropriate security controls in place to ensure that it is not affected by security issues that could impact the service it provides to its customers, clients and the community.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 58 000 000,00 GBP

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

Duration in months: 96

This contract is subject to renewal: yes

Description of renewals:

The initial contract duration shall be 60 months with optional 36 month extension.

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: no

**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**

**Section III: Legal, economic, financial and technical information**

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**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:

As detailed in the procurement documents.

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

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

**Section IV: Procedure**

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**IV.1. Description**

**IV.1.1. Type of procedure**

Competitive procedure with negotiation

**IV.1.3. Information about a framework agreement or a dynamic purchasing system**

**IV.1.4.**

## **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

### **IV.1.5. Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

### **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: 21/09/2020 Local time: 17:00

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

Date: 19/10/2020

### **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: 6 (from the date stated for receipt of tender)

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

### **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**

Suppliers instructions concerning how to express an interest in this tender.

Suppliers who are interested in this requirement will need to register on the Post Office e-sourcing portal and access the following project AA1069 Tender for Property Hard FM, Soft FM and Security, Grapevine and Business Support Services. They will need to complete and submit a selection questionnaire and NDA on the Post Office e-sourcing portal.

To do this please access the portal using this link:

<https://postoffice.wax-live.com>

This will take you to a log on screen.

Click on the 'Register Here' button.

This will take you to a registration form to complete and submit which will result in an email giving log in/activation details.

Please note that the log on/activation email may appear in your Spam folder.

The Instructions can also be found at the following link

<http://corporate.postoffice.co.uk/media/46624/web3-user-guide-supplier-log-on-and-register.pdf>

If there are issues logging in please email both [stephen.smith@postoffice.co.uk](mailto:stephen.smith@postoffice.co.uk) and [william.porter@postoffice.co.uk](mailto:william.porter@postoffice.co.uk) for assistance.

Training materials for use of our portal for suppliers is at <http://corporate.postoffice.co.uk/media/46623/web3-user-guide-sourcing-supplier-guide.pdf>

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

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

Official name: UK High Court

Postal address: Little George Street

Town: London

Postal code: SW1P 3BD

Country: United Kingdom

##### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Post Office will provide notification of intention to award which will allow bidders a 10 day period to raise any enquiry ('stand still period').

#### **VI.5. Date of dispatch of this notice**

07/08/2020