

United Kingdom-London: Facilities management services
OJ S 251/2020 24/12/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: London Metropolitan University

Postal address: 166-220 Holloway Road

Town: London

NUTS code: UKI43 Haringey and Islington

Postal code: N7 8DB

Country: United Kingdom

E-mail: strategic-procurement@londonmet.ac.uk

Internet address(es):

Main address: www.londonmet.ac.uk

Address of the buyer profile: www.londonmet.ac.uk/about/procurement/tender-and-contract-opportunities

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Total Facilities Management

Reference number: LMU2020-1329

II.1.2. Main CPV code

79993100 Facilities management services

II.1.3. Type of contract

Services

II.1.4. Short description

London Metropolitan University ('LMU' or 'the University') has awarded a contract for the provision of its hard FM, soft FM, lift maintenance and ad-hoc/ancillary facilities management services under a total FM and integrated service model.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 35 000 000,00 GBP

II.2. Description

II.2.2. Additional CPV code(s)

79993100 Facilities management services, 50710000 Repair and maintenance services of electrical and mechanical building installations, 79420000 Management-related services, 79421100 Project-supervision services other than for construction work, 79710000 Security services, 79992000 Reception services, 90911200 Building-cleaning services, 90910000 Cleaning services, 90900000 Cleaning and sanitation services, 90911000 Accommodation, building and window cleaning services, 77314000 Grounds maintenance services, 79421000 Project-management services other than for construction work, 90500000 Refuse and waste related services, 90919200 Office cleaning services, 90922000 Pest-control services, 50750000 Lift-maintenance services, 42416100 Lifts, 71314000 Energy and related services, 71314200 Energy-management services, 71314300 Energy-efficiency consultancy services, 71315000 Building services

II.2.3. Place of performance

NUTS code: UKI London

II.2.4. Description of the procurement

The University has awarded a contract for the provision of hard and soft FM services including (but not limited to) the following services:

— Hard FM management, helpdesk and CAFM for all FM services, building maintenance, lift maintenance, minor works and related services,

— Soft FM management, grounds maintenance, helpdesk, ad-hoc and related security, cleaning, pest control, energy/utilities and waste management.

The primary aim of the contract is to consistently deliver high quality standards of service across the University's campuses and related facilities, with service delivery practices and methodologies which can be monitored and measured accordingly.

Service provision includes a strong customer focus and working collaboratively with the University to deliver value for money, innovative service solutions and continuous improvement.

The contractor may be required to scale service provision for reasons related (but not limited to) changes in campus configuration, gross floor area and/or University service requirements over the contract period.

II.2.5. Award criteria

Quality criterion - Name: Service delivery approach and methodology / Weighting: 30 %

Quality criterion - Name: Management and personnel resourcing / Weighting: 10 %

Quality criterion - Name: Sourcing, added and social value / Weighting: 10 %

Quality criterion - Name: Compliance and risk / Weighting: 10 %

Cost criterion - Name: Financial/commercial / Weighting: 40 %

II.2.11. Information about options

Options: yes

Description of options:

Options for ad-hoc, ancillary and supplemental services. The initial service period is 5 years from full service commencement, with options to extend the contract term for up to an additional 48 months (based on two options to extend for periods of 24 months each). The contractor may be required to scale service provision for reasons related (but not limited to)

changes in campus configuration, gross floor area and/or University service requirements over the contract period including in respect of (but not limited to), hard FM services, soft FM services, energy/utilities and minor works; the estimated total contract value set out in this notice may vary accordingly over the contract term.

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 IV: Procedure

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.1.8. 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 in the OJ S: [2020/S 071-170004](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Total Facilities Management

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/11/2020

V.2.2. Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: CBRE Managed Services Ltd

Postal address: City Bridge House, 61 Southwark Street

Town: London

NUTS code: UKI London

Postal code: SE1 0HL

Country: United Kingdom
The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 35 000 000,00 GBP

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Short description of the part of the contract to be subcontracted:

The contractor is responsible for managing sub-contracting of applicable services, supplies and works, and may be required to scale provision for reasons related (but not limited to) changes in campus configuration, gross floor area and/or University service requirements over the contract period; the proportion/value of subcontracting may vary accordingly during the term.

Section VI: Complementary information

VI.3. Additional information

The University selected the competitive procedure with Negotiation as its needs could not be met without adaptation of readily available solutions, the contract requirements included innovative solutions and because of specific circumstances related to the nature, the complexity or the legal and financial make-up and related risks. The University reserved the right to require company guarantees, bonds and other forms of security in a form acceptable to the University.

VI.4. Procedures for review

VI.4.1. Review body

Official name: London Metropolitan University
Postal address: 166-220 Holloway Road
Town: London
Postal code: N7 8DB
Country: United Kingdom
E-mail: strategic-procurement@londonmet.ac.uk

VI.4.2. Body responsible for mediation procedures

Official name: London Metropolitan University
Town: London
Country: United Kingdom
E-mail: strategic-procurement@londonmet.ac.uk

VI.4.4. Service from which information about the review procedure may be obtained

Official name: London Metropolitan University
Town: London
Country: United Kingdom
E-mail: strategic-procurement@londonmet.ac.uk

VI.5. Date of dispatch of this notice

21/12/2020