



# **HO – manned Security Services**

## **Invitation to Tender**

**CA18/05425**

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## Introduction

The Coal Authority (*Authority*) was established by Parliament to undertake specific statutory duties, set out in the Coal Industry Act 1994, associated with licensing coal mining operations; managing property and the historic legacy arising from the ownership of the coal reserves and underground workings; settling subsidence damage claims not falling on coal mine operators and providing access to coal mining information.

The Coal Authority has a legal duty under the Coal Mining Subsidence Act 1991, to repair properties damaged by coal mining subsidence in the five coalfield regions. The works are funded by grant in aid from central government, in order that the Coal Authority can discharge its statutory duty.

The Coal Authority employs 350, based mainly at the head office in Mansfield with some field staff remotely based in order to enable a fast response to incidents in the coal mining areas.

The Coal Authority is funded by grant in aid from the Department of Energy Security and Net Zero (DESNZ).

By virtue of the Coal Industry Act 1994, the Authority is required to have a regard for the need to secure the safety of members of the public throughout the coalfield regions of Great Britain. Safety may be threatened by the occurrence of former coal mining related surface hazard incidents which may relate to collapses of ground, fissures, coal mine workings or mine entries, emissions of gas or water, combustion of in-situ coal and combustion or instability of any spoil heaps in the Authority's ownership.

We take pride in our achievements, quality and motivation of staff and are focused on delivering high-level objectives and works to the following mission, purpose and values;

**Mission** Making a better future for people and the environment in mining areas

**Purpose** keep people safe and provide peace of mind, protect and enhance the environment, use our information and expertise to help people make informed decisions, create value and minimise cost to the taxpayer.

### Values

- |                    |   |
|--------------------|---|
| <b>Trusted</b>     | we act with integrity, we're open and transparent, we deliver on our commitments  |
| <b>Inclusive</b>   | we promote a culture of mutual respect, we recognise that our differences make us stronger, we work with others to achieve our vision |
| <b>Progressive</b> | we're open-minded and innovative, we recognise that the past can help us shape the future, we listen and learn                        |

## Invitation

The invitation is to provide comprehensive security services at the Coal Authority headquarters in Mansfield which comprises of 3 main buildings and the associated grounds for an initial 3 year period with an option to extend for a further 1 year period.

The service required under this contract shall be;

- Services will be required 52 weeks a year including bank holidays with the following shift patterns likely to be:
  - o 16:30pm – 08:45am Monday to Thursday
  - o 16:00pm – 08:00am Friday to Saturday AM.
  - o 24 hours at weekends and bank holidays
- Permanent pool of suitably SIA licenced / DBS checked guards with a bank of relief guards that can step-in as and when required.
- Use of relief guards will need to be agreed and there should be no disruption to the service with immediate relief cover to be provided within 1 hour.

Anticipated duties of the guards will include but not limited to:

1. General Manned Guarding and Security Service
2. Patrols (Fixed or static guarding)
3. CCTV / Alarm Monitoring
4. Control of Access / Security Passes
5. Key Holding
6. Emergency Response
7. Reactive Guarding
8. Enhanced Security Requirements
9. Support Service
10. Risk Assessments

The full services required is detailed within the HO – Manned Security Specification and associated documents, tenderers are advised to read and consider all aspects of the tender documents before preparing your tender submission. The aim of the documents is to outline the minimum performance levels required by the Coal Authority should your organisation be awarded a contract.

The instruction and guidance as provided in this document are designed to ensure that all tenderers are given equal and fair consideration. It is therefore important that you provide all the information asked for and in the format and order specified.

Tenderers shall be deemed to have examined fully, at the time of tendering, the tender documents and it is the responsibility of tenderers to ensure that submissions are accurate and as they intend. The Coal Authority will not ensure that bids are complete or correct, or allow omitted material to be submitted after the tender deadline should any errors occur.

Tenderers shall bring any ambiguities and inconsistencies to the attention of the Procurement Business Partner (see page 7) during the period allowed for tendering, otherwise it shall be

accepted that all items in the tender documents have been understood and accepted for the purpose of submitting bids.

No unauthorised alteration, addition or removal shall be made to the tender documents. If any such alteration, addition or removal is made, or if the Commercial offer – Pricing Schedule is not duly completed, or if these instructions are not fully complied with the tender may be rejected.

All information is given by the Coal Authority as a guide and in good faith at the tender stage. However this information may change due to reasons beyond the control of the Coal Authority and no claim for additional costs shall be made by the successful tenderer if quantities or requirements subsequently differ.

It is intended that the procurement process will take place in accordance with the provisions of this ITT but the Coal Authority reserves the right to terminate, suspend, amend or vary this procurement process by notice to all potential tenderers in writing.

The Coal Authority will have no liability for any losses, costs or expenses caused to tenderers as a result of such termination, suspension, amendment or variation.

## **Site Visits**

We shall be holding site visits ahead of the tender submission whereby the Buyer will provide you with an overview of the requirement and to enable site familiarisation.

Any queries raised will be responded to and relayed to all prospective bidders.

If you wish to attend a Supplier site visit, you should provide the name, organisation, contact number and contact email address of the no more than two personnel you wish to attend the visit. You should provide this information via the Inbye procurement portal.

Suppliers who register to attend will meet at the Coal Authority office, 200 Lichfield Lane, Mansfield, NG18 4RG where they will be greeted by the Facilities team.

The Coal Authority accepts no liability for any costs incurred by tenderers in respect of site visits.

## **Conditions of Contract**

Tenderers are to note that Services will be undertaken in accordance with Authority Terms and Conditions - V1 Complex Services over £100k.

## Tender Documents

The following documents are included as part of this tender exercise to assist with your bid.

Document Name	
Invitation to Tender	Read
Contract Conditions	Read
Price Schedule	Read/Complete/Return
HO – Manned Security Services Specification	Read
Customer Requirements	Read
Quality Assessment	Read/Complete/Return

### HO – Manned Security Services Specification:

This document provides further detail on the outline scope of requirement provided in the “background” above.

### Customer Requirements:

This document outlines the additional requirements both from a service provider and Authority perspective as to how the contract will be managed throughout the life of the contract.

## Programme for delivery

Phase	Process	Date
Tender	Invitation to Tender published	1 <sup>st</sup> December 2023
	Site Visits	7 <sup>th</sup> December 2023 and 15 <sup>th</sup> December 2023
	Deadline for queries	16:00pm 5 <sup>th</sup> January 2024
	Tender closing date	16:00pm 12 <sup>th</sup> January 2024
Assessment	Selection Criteria / Scoring	15 <sup>th</sup> January 2024– 9 <sup>th</sup> February 2024
Award	Award notification & Standstill*	9 <sup>th</sup> February 2024 – 19 <sup>th</sup> February 2024
	Contract Commencement	1 <sup>st</sup> April 2024

\* Any changes will be notified as appropriate throughout the procurement process.

## Procurement procedure / Tender Return

The Authority as a Non Departmental Public Body is required to undertake this process in compliance with the Public Contracts Regulations 2015.

The process will be managed through the Coal Authority's eTendering portal, which provides a secure delivery mechanism and an auditable record of the process.

Tenders must be completed and submitted electronically through the InBye e-tendering portal by the due date and time.

**Completed tenders** must be uploaded by **16:00pm hours on Friday 12<sup>th</sup> January 2024** to be considered for evaluation. The portal will automatically close at **16:00** hours any documents uploaded into the system after this time will be deemed late and will not be accepted.

Any questions related to the tender opportunity should be addressed in writing and sent to Procurement via the e-Tendering portal using the messaging facility within the system. This ensures that a complete audit trail of the process is achieved. Questions raised which result in additional information being provided will be shared with all tenderers together with the Authority's response, but will not breach any areas of commercially sensitive information.

**Questions** must be received no later **16:00 on Friday** than **5<sup>th</sup> January 2024**. Questions received after this time will not be answered.

If you wish to discuss this tender please contact Joe Keir Procurement Business Partner on 01623 637410 who will assist you throughout the process.

## Confirmation of award

A contract award notification will be sent (subject to contract) to the successful tenderer by the date stated in the table programme for delivery. The unsuccessful tenderers will also be notified of the outcome at the same time.

## Tender assessment selection criteria / scoring

The tender evaluation will be based on the technical and financial proposals within the bids and the information set out in each compliant bid.

- Tenderers must accept the Coal Authority's terms and conditions.
- The Coal Authority will reject any bid, which is not a compliant bid.

A bid shall only be a compliant if the following documents have been completed and submitted:

- Selection Questionnaire – completed in the InBye e-portal.
- Technical & Professional questionnaire and responses - completed in the InBye e-portal
- Commercial offer –Price Schedule

Tenderers should ensure they allow sufficient time to prepare their bids allowing plenty of time for the closing date and time.

The Evaluation of the ITT responses will be carried out as per the table below. These elements will be assessed on a 'meets requirements' basis.

The Coal Authority reserves the right to exclude any bid that does not meet the minimum requirements for these elements.

The Coal Authority will exclude a bid from this process if it establishes that the economic operator has been convicted of any of the offences defined in Regulation 57 of the Public Contract Regulations 2015.

Bids meeting requirements will then be evaluated on the basis of the most economically advantageous tender. The weighting to be applied to scoring questions within the tender will be as follows:

Stage 1	Weighting	All Tenderers
Commercial offer	30%	<p>The total costs for each tenderer will be calculated and a score out of 100 is awarded based on the percentage difference from the lowest bid received.</p> <p>Any tender where the submitted price is exceptionally low, i.e. 20% (or more) lower than the next lowest price, the relevant tenderer shall be requested to explain the basis of its tender price, which request, without limiting its scope, may include the requirement to provide some or all of the information stated in Regulation 69 (1) (2) (a) - (f) of the Public Contracts Regulations 2015. If the explanation is not considered adequate the tender may be rejected.</p>
Stage 2		All Tenderers
Health, Safety and Wellbeing	Pass / Fail	Tenders will be assessed to ascertain the supplier's ability to meet the Health, Safety and wellbeing including environment requirements. This is a pass / fail, 50% is required to be considered a pass.
Social Value	10%	<p>Tenders will be assessed to ascertain the supplier's ability to meet the social value requirements and will be scored in line with the "Marking Criteria" below.</p> <p>Both questions will be individually scored and weighted equally at 5% with a combined total score out of 10% being awarded.</p> <p>Further guidance will be provided below.</p>
Sustainability	10%	Tenders will be assessed to ascertain the supplier's ability to meet the sustainability requirements and will be scored in line with the "Marking Criteria below and score out of 10% will be awarded.
Fraud Prevention	5%	<p>Tenders will be assessed to ascertain the supplier's ability to meet the sustainability requirements and will be scored in line with the "Marking Criteria below and score out of 5% will be awarded.</p> <p>Each of the 5 questions will be individually scored and weighted to enable the impact of the importance of each aspect to this Tender.</p>



Technical Assessment	45%	<p>Tenders will be assessed to ascertain the tenderer's ability to meet the technical requirements and will be scored in line with the 'Marking Criteria' below and a score out of 100 is awarded based on the percentage difference from the highest quality points received.</p> <p>Each question will be individually scored and weighted to enable the impact of the importance of each aspect to this Tender.</p> <p>Further guidance will be provided below.</p>
Stage 3		
Due Diligence		During the evaluation process tenderer's may be asked to attend a clarification interview on their written responses, depending on the responses received panel scores may stay the same or be adjusted up or down.
Stage 4		Preferred Tenderer
Contract Award		A contract may be awarded to the tenderer who meets all specified requirements and with the highest overall score.

## Health, Safety and Wellbeing including Environment

Health, Safety and Wellbeing including the environment is importance to us as an Authority. As part of our due diligence we ask that tenders complete the questionnaire in the event. This will be scored as a pass / fail. A score of 50% and above will be considered as a pass by our Health, Safety and Wellbeing team.

Once a preferred tenderer (who offers the most economically advantageous tender) has been identified, the above questionnaire will be reviewed to ensure that this is considered a pass. If, on that occasion the questionnaire has not been passed, the bid will be considered as non-compliant and will not be progressed further. In the unlikely event this is the case, the review will progress to the second most economically advantageous tender and will continue to follow this process until the questionnaire has been passed.

## Technical Assessment

Points are available based on the weighting for each of the elements to achieve a maximum of 45% of the evaluation process.

A point score for each element is achieved using the following equation.

$$\frac{\text{Points Weighting (\%)} \times \text{tenderer score}}{5 \text{ (maximum score)}} = \text{tenderers point award}$$

Subsequent submissions will be scored against this using the following equation:

$$\frac{\text{Tenderer's total points awarded}}{\text{Highest total points}} \times 45 = \text{Tenderer's score}$$

The same methodology will be used for Social Value but at a weighting of 10%.

For Fraud Prevent and Sustainability the following methodology shall be used:

$$\frac{\text{Points Weighting (\%)} \times \text{tenderer score}}{5 \text{ (maximum score)}} = \text{tenderers point award}$$

Please ensure that all questions are completed in full, and in the format requested. Failure to do so may result in your submission being disqualified.

We will consider all applications submitted in accordance with the instructions set out within the tender documentation and evaluate all tenders on the quality questionnaire and prices offered. We may seek clarification where necessary and will determine to our satisfaction that the most economically advantageous tenderer is qualified to perform the contract satisfactorily and is financially viable.

## Scoring Criteria

Scoring questions are identified within the tender and the table below provides a summary of the scoring to be applied.

Score categories	Meaning	Scores
Adds value	Response demonstrates that as well as meeting requirements in all respects, the response is comprehensive and supported by relevant evidence, which is innovative and exceeds expectations, including a full description of techniques and measurements employed that benefit and adds value for the Coal Authority.	5
Meets requirements	Good response provided which meets the requirement and demonstrates how they will be delivered in all aspects to an acceptable standard.	4
Minor reservations	Satisfactory response provided which demonstrates the tenderer has the ability to meet the requirement but there are some minor reservations that could have been expanded upon.	3
Significant reservations	Response demonstrates the tenderer has the ability to partially meet the requirement, but with deficiencies apparent and generating significant concerns about the approach or solution proposed. The response falls short of minimum expectations and indicates lack of understanding of the contract requirements.	2
Requirements not met	Response fails to evidence that the tenderer understands the requirement. There are major reservations in respect of the approach, and/or the capability of delivering the requirements this could include no response to the question and/or no supporting evidence	0

Each question will be individually assessed. The Coal Authority reserves the right to deem any submission scoring a 0 for any scored question as non – compliant and as such may be excluded from consideration.

It is essential that questions are answered fully failure to do this may prevent the Authority's evaluation from being properly completed, and hence may lead to exclusion from this tender competition.

## Pricing Assessment (30%)

Pricing will be assessed using the least cost differential method, for the initial three year contract period.

Pricing will be as outlined within the commercial offering for the first three years with annual indexations being applied where required based on CPI (Consumer Price Index) at the start of each contract year and extension year.

Your submitted pricing must be inclusive of all requirements outlined within the tender documentation.

Your pricing should be submitted on the pricing template provided within the eTender portal.

You may provide details of your standard pricing structure for a service of this type in addition to your compliant pricing submission.

The maximum price score for the assessment will be given to the lowest submitted price. Other price scores will be calculated as a percentage of the maximum score based on their price in relation to the lowest price as detailed in the worked example below.

Any tender where the submitted price is exceptionally low, i.e. 20% (or more) lower than the next lowest price, the relevant tenderer shall be requested to explain the basis of its tender price, which request, without limiting its scope, may include the requirement to provide some or all of the information stated in Regulation 69 (1) (2) (a) - (f) of the Public Contracts Regulations 2015. If the explanation is not considered adequate the tender may be rejected.

## Submission of tender

Your tender should remain open for acceptance for a period of six calendar months from the closing date for the receipt of tenders and remain firm and fixed for this period.

Tenders received after the tender closing date will not be considered. Failure to comply with the provisions of these Instructions or to complete the tender document in full and without alteration may also result in the disqualification of your tender.

Your submitted tender rates and prices must be exclusive of value added tax.

NB "Tenderers" submissions will be evaluated as follows;

Evaluation of your Bid is a one or two stage process depending on your Price.

Firstly, no matter what your Price, Your Bid must be Compliant with the Coal Authority's Criteria as outlined within this document. It is then treated as a Compliant Submission. The Coal Authority will then proceed to award a score for Price, the first stage, using the criteria outlined in the Tender documentation.

BUT

1. "If your Bid is Compliant, the Coal Authority may choose not to assess your Bid further where your Price is so High that it is not feasible for your bid to win the Tender because of your Price i.e. your Price is so high as to result in your Bid being Uncompetitive and unable to win the Tender on the basis of being the most Economically Advantageous, because of Price."
2. "Bids that ARE Competitive on Price will be taken to the second stage, as they will be regarded as Competitive Bids. The Competitive Bid with the highest overall score for both Price and technical will be the preferred Bid".

3. Before awarding a contract on the basis of price, the Coal Authority will consider whether the Lead Tenderers' score is abnormally low in relation to the Works and Services. If such bid appears to be abnormally low, in the opinion of the Coal Authority, the Coal Authority will request that the Lead tenderer explains the price of its tender in accordance with Regulation 69 of the Public Contracts Regulations 2015.
4. If at any stage any bid is withdrawn or removed from the assessment by the Coal Authority which affects the Price assessment, the Coal Authority will recalculate the Price scores and reconsider whether any bids which originally did not progress to stage two, subsequently need to be assessed.

## Guidelines

The questionnaire should be completed by a partner/director/senior manager.

Please answer each question fully. The Coal Authority stresses the value and importance of substantiating answers with supporting documentation when requested.

The questionnaire should be completed accurately, if successful this document will form part of the contract.

The response and supporting documents must relate specifically to the organisations policy and arrangements.

Organisations currently providing services to the Coal Authority must provide full details as requested and not just refer to the Coal Authority.

Appendices in the form of attachments are either requested for the response to a specific question or can be included in the Supporting Documentation area within the questionnaire but where included must be clearly labelled and cross referenced to ensure the information supplied can be assessed in full.

## Assessment, moderation and feedback

The tender submissions will be assessed in accordance with selection criteria. In order to make a final selection based on the most economically advantageous tender, the Evaluation team will have their individual scores for each of the Technical, Social Value and Sustainability questions moderated. This will be a review of each of the scores for each question before consensus being reached on a final score.

Following the relevant moderations, a recommendation will then be made outlining the evaluation process and findings. Intent to Award and Feedback letters will then be issued and 10 day standstill period observed before final award. Feedback will be provided to tenderers, which are

not successful through the issue of a letter, providing debrief information on the assessment of the tender, scoring and confirmation of the successful tenderer.

## Acceptance procedure

The Coal Authority does not bind itself to accept your tender and will not be responsible for, nor pay for, any expenses or losses which may be incurred by you in the preparation of your tender.

No tender shall be deemed to have been accepted unless such acceptance has been notified in writing to the tenderer.

Whether or not your tender is accepted, you must treat the details of all tender documents as private and confidential. If you decide not to submit a tender, you must reply that you wish to reject the tender and provide a comment why.

If you require clarification then a query through the online messaging facility should be submitted.

## Declaration

We declare that this is a bona fide tender, intended to be competitive, and that we have not fixed or adjusted the amount of the tender by or under or in accordance with any agreement or arrangement with any other person.

We also declare that we have not done and we undertake that we will not do at any time before the returnable date for this tender any of the following acts:-

- (a) communicate to a person other than the person calling for these tenders the amount or approximate amount of the proposed tender
- (b) enter into any agreement or arrangement with any other person that he shall refrain from tendering or as to the amount of any tender to be submitted
- (c) offer, pay or give or agree to pay or give any sum of money or valuable consideration directly or indirectly to any person for doing or having done or causing or having caused to be done in relation to any other tender or proposed tender for the said work any act or thing of the sort described above

In this declaration the word 'person' includes any persons and any body or association, corporate or unincorporated; and 'any agreement or arrangement' includes any such transaction, formal or informal, and whether legally binding or not.

## Confidentiality and Information Risk Management

The Authority draws your attention to the following Conditions in respect of Confidentiality and Information Risk Management: Communications and Exchange of Information, Ownership of the Authority's drawings and documents, Confidentiality and Freedom of Information [Works &

Services] Confidentiality and Ownership of documents and Freedom of Information[Consultancy] in respect of confidentiality to the information provided as part of this procurement process and throughout the provision of Services/Works under the Contract to be awarded as a result of this tender procedure. Should the Authority deem it necessary the tenderer may be required to complete its Confidentiality Agreement and/or its Data Handling Policy.

## Transparency Agenda

In accordance with the [Government's Transparency Agenda](#) the following information will be published on-line and further information can be found below under Transparency guidance.

- Publication of all individual payment transactions, this includes payments for goods and services i.e. invoice information
- All new tender documents for contracts over £30,000
- All new contracts over £30,000

Only limited exemption and redaction of information will be eligible which will need to satisfy Freedom of Information Act principles.

As provided within the e-tendering portal questionnaire, please outline information that you consider to be confidential and/or commercially sensitive in line with the provided definitions and interpretations within the Authority Terms and Conditions.

Please visit the Coal Authority's website ([gov.uk/coalauthority](http://gov.uk/coalauthority)), [data.gov.uk](http://data.gov.uk), [www.gov.uk/contracts-finder](http://www.gov.uk/contracts-finder) to see examples of information being published and find out more.

## Fraud Reporting

In keeping with our Counter Fraud vision; "Working together to find and stop fraud", we have a fraud reporting tool which can be accessed via our public facing website - [Fraud Reporting - Coal Authority \(groundstability.com\)](#). Should you be successful in contracting with the Coal Authority, we encourage you to share this with your teams that are working on those contracts.

## Transparency guidance

Government has set out the need for greater transparency across its operations to enable the public to hold public bodies and politicians to account. This includes commitments relating to public expenditure, intended to help achieve better value for money.

As part of the transparency agenda, government has made the following commitments with regard to procurement and contracting:

- all new central government ICT contracts over the value of £10,000 to be published in full online from July 2010
- all new central government tender documents for contracts over £10,000 to be published on a single website from September 2010, with this information to be made available to the public free of charge

- all new central government contracts over the value of £12,000 to be published in full from December 2022
- new items of sub-central contracting authorities spending over £30,000 to published online from December 2022

Suppliers and those organisations looking to bid for public sector contracts should be aware that if they are awarded a new government contract, the resulting contract between the supplier and Government will be published. In some circumstances, limited redactions will be made to some contracts before they are published in order to comply with existing law and for the protection of national security.

The publication of information incorporates but is not limited to the following documentation/ information. This will cover potential contract extensions and orders placed against a framework or term contract.

**Contracts:** contract, specification, terms and conditions, schedules and pricing – issued by both the tenderer and the Coal Authority

**Tenders:** invitation to tender, specification, terms and conditions, prequalification questionnaires, OJEU notices – issued by the Coal Authority

**Spending:** summary of invoice information in relation to payments made and includes invoice values



