

REQUIREMENT BRIEFING INTRODUCTORY DOCUMENT

ITT REFERENCE 18/006

THE PROVISION OF SECURITY SERVICES AT CARDIFF METROPOLITAN UNIVERSITY

Cardiff Metropolitan University (“the University”) currently operates two teaching campuses and one purely residential site within the city of Cardiff, and has almost 11,000 students from over 140 different countries. The University’s range of programmes identifies it as sharply focused upon professionally and vocationally-relevant higher education and applied research.

Proud of its reputation for providing a student-centred approach to learning and first-class teaching, and boasting a culture within which applied research and enterprise flourishes, Cardiff Metropolitan University is a confident, forward-thinking and metropolitan higher education institution with a history tracing back to the 19th century.

Ranked as the top new University in the UK for its research excellence¹, Cardiff Metropolitan University offers the opportunity to study in one of Europe’s most dynamic and cosmopolitan capital city locations. The University regularly achieves positive league table ratings and has just been re-awarded the leading UK university status for overall international student satisfaction for a fifth consecutive year.

For further information about Cardiff Metropolitan University, please visit:

<http://www.cardiffmet.ac.uk/Pages/home.aspx>

INTRODUCTION

This document is designed to be “read first” to give you, an overview of our requirement and to enable you to decide if you wish to tender for this contract opportunity.

REQUIREMENT OVERVIEW

Cardiff Metropolitan University is seeking an established and experienced Security Contractor that can provide security officers to fit into the University’s existing security structure. This will involve working diligently alongside the established in-house team and working in a solo-staffed campus as

¹ Source: Research Excellence Framework 2014 - 2020

required. The Security Contractor will provide officers who will routinely have to deal with young adults, both home based and international in background, in both residential and academic settings. Officers will also deal with a wide variety of staff members (both academic and professional services), external visitors, telephone enquiries and external contractors conducting ongoing works on campus. The officers need to be people focussed, display high levels of customer service and proficient in the English language. Often the officers will be the first point of contact for all queries and/or complaints so need to be able to handle these scenarios professionally and diplomatically. We require routine rota positions to be filled alongside the ability to surge extra staffing as the need dictates within the university year.

The University's current contract is due to expire on the 30th of September 2018. We therefore wish to re-tender this service, with a contract commencement date of the 1st of October 2018. The contract will be for an initial term of three years, with a view to an extension of up to twenty-four months.

It is of our opinion that the Transfer of Undertakings (Protection of Employment Regulations), TUPE will apply to this contract. Further details relating to TUPE is available in Section 2 of the tender document.

It is our intention to award the contract to one contractor but reserve the right to award different elements of the contract to more than one contractor should we chose to do so.

GENERAL SCOPE OF WORKS

As stated above, the University has three sites within Cardiff that require a security service:

- Cyncoed Campus, Cyncoed Road, Cardiff. CF23 6XD
- Llandaff Campus, Western Avenue, Cardiff. CF5 2YB
- Plas Gwyn Residential Campus, Llantrisant Road, Cardiff. CF5 2XJ

The tasks required and the nature and extent of the service is described in detail within Section 3 (Specification) of the tender document. The Contractor is required to provide all the necessary experienced and skilled personnel, plant and equipment to fulfil the contract.

PROCEDURAL REQUIREMENT

A contract of this value requires us, as a public organisation, to comply with the Public Contract Regulations ("PCRs") 2015. This requires us to place a 'contract advertisement/notice' advertising this contract opportunity in the Official Journal of the European Union (OJEU), via which you have hopefully arrived at this documentation set.

In accordance with the PCR, Cardiff Metropolitan University will be utilising the 'Open' procedure for this tender – meaning that this procedure in a one stage process which covers both the selection and award stage. Anyone may respond to the advertised opportunity, request the full set of tender documents and submit a bid. All the tenders received will be evaluated, in line with the criteria established in the evaluation plan. A brief overview of the evaluation process is detailed below; a more detailed evaluation plan is available separately on this etender portal.

SUBMITTING AN EXPRESSION OF INTEREST TO PARTICIPATE

If after reading the requirement overview you believe that your company is able to provide security services at the University in accordance with our requirements please proceed to download the full tender documentation set from the Cardiff Metropolitan Intend e-tender portal, link below;

<https://in-tendhost.co.uk/cardiffmet/asp/Home>

Registration on this site is free of charge.

The tender documentation set comprises the following documents:

1. This Requirement Briefing Document
2. Invitation to tender document (ITT), including:
 - Specification
 - Pricing Schedule
 - Terms and Conditions
 - Question Set
 - Evaluation Plan

This tender is being conducted fully electronically and completed tenders must be uploaded to this Cardiff Met e-tendering portal by the closing date and time detailed below;

TUESDAY 26TH JUNE 2018 AT 12:00 HRS

SITE SURVEYS

Companies wishing to conduct a site survey should book an appointment to do so; the following timeslot is available:

TUESDAY 5TH JUNE 2018

Appointments are necessary. For a guided tour, please contact Sarah Hampson-Jones to arrange an appointment:

T: 029 2041 6061

E: shampson-jones@cardiffmet.ac.uk

Parking will be limited due to parking restrictions.

EVALUATION PLAN - OVERVIEW

The tender will be evaluated on the basis of the most economically advantageous offer, which is a mixture of both the price and non-price qualitative elements. The weighting is as follows;

60% quality : 40% price

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|-------------------------------|----------------------|
| Quality – Question Set | |
| PART A | For Information Only |
| PART B | Pass/Fail Questions |
| PART C | Pass/Fail Questions |
| PART D | 60% |
| Commercial (Pricing) | 40% |
| Total | 100% |

A detailed evaluation may be found in the tender documentation pack on the Cardiff Met Intend etender portal -“Evaluation Plan”.