



Mini Competition for:

Manned Security Services, on behalf of;

**City of Glasgow College
and Glasgow Kelvin
College**



CONTRACT PERIOD:

3 Years (with option to extend for 12 months)

REFERENCE: CS/CoGC/15/013

PCS-T PROJECT REFERENCE: Project_5091

City of Glasgow College
300 Cathedral Street
Glasgow
G1 2TA

Dear Bidder

Framework Agreement: Security Services and Equipment (Ref 08-14), Lot 1, The Provision of Manned Guarding Services

Mini Competition: Manned Security Services at City of Glasgow College and Glasgow Kelvin College

APUC on behalf of City of Glasgow College and Glasgow Kelvin College invites you to Bid for the above all in terms of, and in accordance with, the Mini Competition Document of which letter forms part.

Your bid response must be submitted in accordance with this letter, and in accordance with the schedules and attached appendices, all of which shall be deemed to form and to be read and to be construed as part of this Mini Competition.

This Mini Competition has been issued through the Public Contracts Scotland Tender Portal (PCS-T) and returns are required by **Noon, 1st July 2016**.

Bidders must submit their response by completing the following on PCS-T:

- Technical Envelope
- Commercial Envelope

Correspondence connected with the Mini Competition that requires attention before the above date should be submitted through the PCS-T messaging area by **Noon, 24th June 2016**.

It is the responsibility of all Bidders to ensure that their response is submitted not later than the appointed time. Responses received after that time may not be considered.

City of Glasgow College and Glasgow Kelvin College are not bound to accept the lowest or any Bid. The Colleges reserve the right to cancel or suspend this procurement procedure at any time. The Colleges may award this contract in part if deemed appropriate.

APUC Ltd is administering the tender process on behalf of the Colleges. Contact details are as follows: Gemma Stenhouse, Procurement Manager, Tel: 07966728405, gstenhouse@apuc-scot.ac.uk

Yours sincerely,

Gemma Stenhouse
Procurement Manager
APUC Ltd

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INSTRUCTIONS AND INFORMATION FOR COMPLETION

1. General

- 1.1 City of Glasgow College and Glasgow Kelvin College (the Institutions) are seeking a single Contractor to deliver a Manned Security Service.

APUC on behalf of the Institution is using Public Contracts Scotland – Tender (PCS-T) this procurement exercise. The Mini Competition is only available in electronic form. No hard copies will be accepted.

- 1.2 Bidders are required to complete the online Technical and Commercial Questionnaires on PCS-T (Technical and Commercial Questionnaire tab at the left hand side of the screen) in accordance with the instructions in this Mini Competition document and relevant Appendices. These documents are located in the “Attachments” tab.
- 1.3 The information contained in this document is designed to ensure that completed Responses are given equal and fair consideration. It is important that Bidders provide all the information asked for in the format and order specified.
- 1.4 Bidders should read the Mini Competition document carefully before submitting a Response. Failure to comply with the instructions for completion and submission of a Response will result in elimination from the procurement exercise.

2. Proposed Timetable

Mini Competition Issued	20 th June 2016
Deadline for receiving Clarification Questions from Bidders	Noon, 24 th June 2016
Response date	Noon, 1 st July 2016
Evaluations	w/c 4 th July 2016
Award date & Contract Commencement	18 th July 2016

The proposed timetable is only a guideline. The Institution reserves the right to make any changes it deems necessary to the proposed timetable.

3. Duration of Contract

- 3.1 It is anticipated that the Contract will commence prior to the 1st August 2016 for a period of three years with an option to extend by a further 12 months, subject to the service provider's performance, available budget and at the sole discretion of the

Institution. The successful Contractor must be able to commence the Manned Security Service on 1st August 2016.

4. Clarifications regarding the Mini Competition

- 4.1 All communications from Bidders during the procurement exercise must be undertaken using the messaging portal on PCS-T. No other method will be accepted.
- 4.2 Any request for clarification about the procurement exercise should be submitted via the secure messaging portal on PCS-T. All responses to any questions will be circulated to all Bidders via the messaging portal on PCS-T.
- 4.3 If APUC consider any request for clarification to be of significance to other Bidders, APUC will circulate on a regular basis the clarification together with the Institutions response (but not the source of clarification) to all Bidders involved in the procurement exercise.
- 4.4 Where a Bidder believes that a request for clarification is commercially sensitive e.g. where disclosure of such clarification and the response would or would be likely to prejudice its commercial interests, the Bidder should clearly indicate that the clarification is commercially sensitive. However, if APUC at their sole discretion do not consider that the clarification is commercially confidential in nature, APUC will either circulate the clarification to all Bidders or the Bidder may withdraw the clarification.
- 4.5 APUC reserve the right not to respond to a request for clarification or to circulate such a request where it considers that the answer to that clarification would or would be likely to prejudice the Institutions commercial interests. In such circumstances, APUC will inform the relevant Bidder.

5. Alterations to the Mini Competition

- 5.1 Bidders may modify their response prior to the deadline for Responses via PCS-T. No Responses may be modified after the Response deadline. Bidders must ensure that they have published their Response to be considered and evaluated. **The Bidder will receive a confirmation email from PCS-T once their Response has been published.**
- 5.2 Any modification to the Mini Competition by the Institutions will be notified to Bidders no less than 3 working days prior to the Response deadline. If appropriate, the Institutions will revise the Response deadline to accommodate this.
- 5.3 Bidders may withdraw their Response at any time prior to the Response deadline.

6. Receipt of Response

- 6.1 Responses must be uploaded on PCS-T prior to the time and date set out in the Proposed Timetable. Responses received before that deadline will remain unopened until that deadline or such time thereafter when all Responses will be opened. The Institutions reserve the right to reject Responses received after that deadline and disqualify any incomplete Responses.
- 6.2 By issuing this Mini Competition, APUC reserve the right not to award the Contract for some or all of the services for which Responses are invited.

7. Costs of Tendering

- 7.1 Bidders shall bear their own costs and expenses incurred in the preparation and submission of their Response and any applicable site visits or presentations. The Institution will in no case be responsible or liable for those costs, regardless of the outcome in relation to individual Responses.
- 7.2 The Institution reserves the right to cancel the procurement exercise at any point. The Institution will accept no liability for any losses caused by neither any cancellation of this procurement exercise nor any decision not to award a Contract.

8. Confidentiality

- 8.1 Subject to the provision of Freedom of Information, the contents of this Mini Competition and of any other documentation sent to any Bidder in respect of this procurement exercise are provided on the basis that they remain the property of the Institution and/or relevant body. Bidders shall treat the contents of the Mini Competition and any related documents as confidential and shall take all necessary precautions to ensure that all information is treated as such and not disclosed or used other than for the purpose of this procurement exercise by the Bidder.
- 8.2 No Bidder will undertake any publicity activities with any part of the media in relation to this Mini Competition without the prior written agreement of the Institution, including agreement on format and content of any publicity.
- 8.3 The appointed service provider may not disclose any information obtained as part of this assignment or carry out any publicity activity without the prior written consent of the Institution.

9. Information Disclosure and the Freedom of Information (Scotland) Act 2002

- 9.1 In accordance with the obligations and duties placed upon public authorities, all information submitted to the Institution may need to be disclosed and/or published by the Institution. The Institution may disclose information in compliance with the Freedom of Information (Scotland) Act 2002, (the decision of the Institution in the interpretation thereof shall be final and conclusive in any dispute, difference or question arising in respect of disclosure under its terms), any other law, or, as a consequence of judicial order, or order by any court or tribunal with the Institution to order disclosure.
- 9.2 Further, the Institution may also disclose all information submitted to them to the Scottish or United Kingdom Parliament or any other department, office or agency of Her Majesty's Government in Scotland or the United Kingdom and their servants or agents. When disclosing such information to either the Scottish Parliament or the United Kingdom Parliament or their executive bodies, it is recognised and agreed by both parties that the Institution shall, if they see fit, disclose such information and are unable to impose any restriction upon the information that they provide to members of the Scottish Parliament, or Members of the United Kingdom Parliament.
- 9.3 Accordingly, if the Bidder considers that any of the information submitted in the Mini Competition Response is commercially confidential, the Bidder should complete **Appendix B - Freedom of Information**. It should be noted that where the Bidder has indicated that the information is commercially sensitive, the Institution will endeavour to maintain confidentiality of that information. However, Bidders should note, that even where information is identified as commercially sensitive, the Institution may be

required to disclose such information in accordance with the Freedom of Information (Scotland) Act 2002.

- 9.4 Where a Bidder receives a request for information relating to this procurement exercise under the Freedom of Information (Scotland) Act 2002 during the procurement exercise, this should be immediately passed on to the Institution and the Bidder should not attempt to answer the request without first consulting with the Institution.

10. Variant Bids

- 10.1 The Institution will not consider a variant Response.

11. Additional Information

- 11.1 Bidders are expected to examine all instructions, questions, forms, terms and specification in the Mini Competition and check they are complete in all respects.
- 11.2 Bidders should notify APUC promptly of any perceived ambiguity, inconsistency or omissions in this Mini Competition, any of its associated documents and/or any other documentation issued to them during the procurement exercise.
- 11.3 Bidders are responsible for ensuring that they have submitted a complete and accurate Response. Prices must be submitted in £ Sterling, exclusive of VAT.

12. Mini Competition Evaluation

- 12.1 In accordance with The Public Contracts (Scotland) Regulations 2015, the Institution will evaluate Responses to determine the Most Economically Advantageous Tender (MEAT). Responses will be evaluated on both technical and commercial merit.
- 12.2 Each Bidder will be subject to a Technical and Commercial Evaluation. The ratio being Technical 40% and Commercial 60%.

Evaluation Criteria

PCS-T Questionnaire	Weighting	Award Criteria/ Section name in PCS-T	Sub-Weighting
Technical Envelope	40%	Business Continuity	10%
		Communications	10%
		Training	10%
		Complaints	5%
		Incidents	5%
		PVG	Not scored - Mandatory
		Sub-Contractors	Not scored - Mandatory
		Appendix A - Form of Tender	Not scored - Mandatory
		Appendix B - Freedom of Information	Not scored – For completion if applicable
		Appendix C – Serious and Organised Crime	Not scored - Mandatory
		Appendix D – Terms and Conditions	Not scored - Mandatory
		Appendix E – Special Conditions of Contract	Not scored - Mandatory
Commercial Envelope	60%		
		Total Contract Value	60%

13. Bid Clarifications

13.1 Bid clarifications will take place via the PCS-T messaging portal or if required in person.

14. Notification of Award

14.1 City of Glasgow College will notify successful and unsuccessful Bidders in writing.

15. Debriefing

15.1 Bidders will be provided with a letter providing their score against the winning Bidder's score. A further debrief may be requested in writing.

16. Form of Tender

- 16.1 The essence of competitive tendering is that the Institution should receive bona fide competitive Bids from all firms bidding.
- 16.2
- 16.3 In recognition of this principle, Bidders must sign the Form of Tender – Appendix A to confirm that their Mini Competition Response is a complete, true and accurate submission. Failure to submit a signed copy will result in elimination from the procurement exercise.

17. Creating a Contract

- 17.1 This Mini Competition is being conducted on behalf of Institution and the Service Provider will be the party to the Contract, which will constitute, as a minimum, the Scope of Requirements, the completed Pricing Schedule, Terms & Conditions, in addition to any other document referred to in the Contract award letter. The Institution will form a separate legally binding Contract by accepting the successful Service Providers Bid and detailing all the documentation forming the Contract in the award letter. The successful Service Provider is then only required to acknowledge receipt of the award letter and that the Contract has been entered into as set out in the award letter.

18. Conflict of Interest

- 18.1 Bidders must disclose any circumstances, including, without limitation, personal, financial and business activities that would, or may be likely to, give rise to a conflict of interest between the Institution and/or any sub-Service Providers or members of the bidder's consortium and the bidder.

19. Equality, Diversity and Inclusion

- 19.1 City of Glasgow College are committed to delivering excellent social justice, corporate and legal responsibilities for equality, diversity and inclusion. The Institution has published a Equality, Diversity & Inclusion Strategy 2013-2017 which is available, along with other related documents, on their website, <https://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities> or in hard copy from the procuring officer.
- 19.2 The [Equality Act 2010](#), in particular the [Equality Act 2010 Public Sector Equality Duty \(PSED\)](#) and the [Equality Act \(Specific Duties\) \(Scotland\) Regulations 2012](#) place responsibilities upon the Institution to have due regard to the need to eliminate unlawful discrimination harassment and victimisation, advance equality of opportunity and foster good relations.

20. Corporate Social Responsibility (CSR) Issues

- 20.1 APUC Ltd will strive in all of their dealings to:

- achieve high quality in our work and to have high expectations of our staff, directors and others;

- be innovative and imaginative;
- be open and transparent in our operations and communicate well;
- adopt a partnership approach;
- value the contribution of our staff and the staff of colleges, universities and other stakeholders and be a good employer;
- act with integrity at all times and be fair and even-handed in our dealings with colleges, universities, suppliers, and other stakeholders;
- respect and promote equality of opportunity and diversity;
- encourage sustainability and sustainable development;
- use the resources made available to us efficiently and effectively and always act in the public interest; and
- act with courtesy at all times.

20.2 APUC Ltd believes that this approach will produce sound business benefits, as well as being the correct way in which the company should operate from an ethical viewpoint. The Supplier shall at all times act in an ethical, environmental, and socially responsible manner in the conduct of their business.

SCOPE OF REQUIREMENTS

1. INTRODUCTION AND BACKGROUND

1.1 City of Glasgow College

City of Glasgow College was formed on 1st September 2010 following the merger of Glasgow Metropolitan, Centre College of Commerce and Glasgow Nautical College. The College now has a fantastic portfolio of over 2,600 courses across a wide variety of areas which can be studied in various modes of attendance such as full time, part time, day release and distance learning with 30,000 full-time students, 4,500 part-time students annually and approximately 1,200 members of staff.

City of Glasgow College was established under the Further and Higher Education (Scotland) Act 1992 and is funded directly by the Scottish Further and Higher Education Funding Council (SFC). The College is a registered charity (Scottish Charity Number SC021180) and is recognised by HM Revenue and Customs as a charity for the purposes of Section 505, Income and Corporation Taxes Act 1988.

In the summer of 2013 construction began on the £228million project to create two new state of the art campuses on existing land in the city centre on Cathedral Street – City Campus, and on the banks of the River Clyde – Riverside Campus. The College proudly opened its doors to the Riverside on Monday 17th August 2015 and City Campus will follow in August 2016. The overall project will be completed in the summer of 2017 following final demolitions and landscaping.

1.2 Glasgow Kelvin College

Glasgow Kelvin College is the newest of Glasgow's three regional further education colleges. Formed by the merger of John Wheatley, North Glasgow and Stow colleges in November 2013, Glasgow Kelvin has all the expertise, facilities and resources to ensure that students receive a high quality learning experience that will provide them with the skills and knowledge to enable them to compete in today's challenging jobs market, or to move on to further, more advanced learning.

The [range of courses](#) available at Glasgow Kelvin is designed to meet the needs of learners of all ages and all levels of ability from introductory tasters and National Qualifications, through Higher Nationals, right up to degree level qualifications.

The college has 4066 full-time students, 2778 part-time students, 2182 flexible learning students, and approximately 650 members of staff.

The College receives funding from the Scottish Government via the Scottish Funding Council (SFC) on the basis of the fundable teaching activity it undertakes. In addition the College generates commercial and project income to support the delivery of education and training.

The College has 5 campuses – City, East End, Easterhouse, Springburn and West.

Glasgow Kelvin College was established under the Further and Higher Education (Scotland) Act 1992 and is funded directly by the Scottish Further and Higher Education Funding Council (SFC). The College is a registered charity (Scottish Charity Number SC021207) and is recognised by HM Revenue and Customs as a charity for the purposes of Section 505, Income and Corporation Taxes Act 1988.

2. SUMMARY OF REQUIREMENTS

APUC on behalf of City of Glasgow College and Glasgow Kelvin College are seeking to appoint a supplier to provide Manned Security Services to the following locations:

City of Glasgow College Hourly Requirements

Riverside Student Accommodation, 16 Thistle Street, Glasgow, to commence on 1st August 2016 for a period of 3 years covering:

- Monday – Friday 20:00 – 08:00
- Saturday and Sunday 19:00 – 08:00

St Luke's Accommodation, St Luke's Terrace, Glasgow, to commence on 1st September 2016 for a period of 2 years and 11 months covering:

- Monday – Friday 21:00 – 08:15
- Saturday 15:00 – 08:15 on the Sunday morning (split over two shifts)
- Sunday 08:00 – 15:00 and 21:45 – 08:15

Glasgow Kelvin College Hourly Requirements

Easterhouse Campus, 1200 Westerhouse Road, Glasgow, to commence on 1st August 2016 for a period of 3 years covering:

- Monday – Friday 16:00 – 09:30
- Saturday and Sunday 07:00 – 07:00 (24 hours)

Haghill Campus, 2 Haghill Road, Glasgow, to commence on 1st August 2016 for a period of 3 years covering:

- Monday – Friday 16:00 – 09:30
- Saturday and Sunday 07:00 – 07:00 (24 hours)

3. SPECIFICATION

City of Glasgow College

The Riverside Student Accommodation opened in September 2015 and is situated within the newly established Riverside campus located on 16 Thistle Street, Glasgow, G5 9XB. The Residence consists of 180 bedrooms providing accommodation for up to 198 residents. It is

expected that the majority of the residents living in the accommodation will be first year students, requiring close monitoring at all time.

St Luke's Student Accommodation opened in 2000 and is situated across the road from Riverside Campus located at 11a St Luke's Terrace, Glasgow G5 0TR. The Residence consists of 204 bedrooms providing accommodation for up to 209 residents. It is expected that a large proportion of the residents living in the accommodation will be first year and overseas students who will require close monitoring at all times.

Glasgow Kelvin College

The Easterhouse Campus is located just off junction 10 off the M8 motorway on the East side of Glasgow. It opened in 2001 as part of John Wheatley College and linked with the Bridge and Easterhouse sports centre. It became part of Glasgow Kelvin College in November 2013. It accommodates a wide range of courses.

The Haghill Campus also became a part of the newly formed Glasgow Kelvin College in November 2013. This campus was built in 2007. This was the first campus to include a bio mass boiler unit to assist with sustainability. It is located around 5 minutes' walk from Duke Street, railway station and offers wide range of courses.

City of Glasgow College and Glasgow Kelvin College

It is anticipated that the level of guard required would be the equivalent of a Manned Guard – Type 4 (with additional ad hoc janitorial duties as required) as per the Framework Agreement.

It may be the case that the hours requiring cover will alter. Provisions must be made if situations arises that warrant such a change. The hours requiring cover may change over the Christmas and New Year period with additional provision being required on a 24 hour basis on the four public holidays during this period. The response submitted must include a provision for public holidays.

The City of Glasgow College and Glasgow Kelvin College requires adherence to a cohesive policy for the delivery of security services in order to maximise the effectiveness and efficiency of the global service offered by the Colleges as well as ensuring best value is delivered for the various stakeholders. This includes:

- i. Maintain a proactive interest in the security of the Colleges and Accommodation during the hours of duty;
- ii. Maintain a quiet and amicable atmosphere within the buildings;
- iii. Deal with incidents, prepare and submit detailed reports pertaining thereto;
- iv. Comply with all Health and Safety requirements within the buildings and surrounding areas;
- v. Ensure the buildings are secure at all times and persons entering are authorised to do so by checking identity as required;
- vi. Monitor security TV system by logging and reacting to identified areas of concern;
- vii. Establish proactive patrols of the interior and exterior of the buildings;
- viii. Maintain efficient checks in relation to all persons entering the buildings and the recording of all such visits as prescribed by policy documents;
- ix. Ensure all new guests/visitors are made fully aware and understand the set procedures with regard to evacuation of the building in the event of emergency situations and ensure the safe evacuation of all persons in the event of a fire;
- x. Where required, to assist in the portage of items throughout the premises;
- xi. Provide janitorial assistance to maintain a standard of cleanliness within reception and other communal area;

- xii. Deal with all requirements for emergency repairs as laid down by policy;
- xiii. Be aware of surroundings and activities in the buildings in order to be able to pre-empt situations and act accordingly to prevent incidents;
- xiv. Enforce all rules and regulations, including each Colleges policy on alcohol and other substances as detailed within the Code of Conduct.

It is a mandatory requirement that all manned guards under this requirement (at the expense of the Contractor):

- i. Possess the Health and Safety First Aid at Work Certificate
- ii. Licensed by the Security Industry Authority under the Private Security Industry Act 2001
- iii. Are already checked in accordance with the Protecting Vulnerable Groups (PVG) scheme, and as such will be able to evidence current disclosure arrangements at this level.

In the event that a manned guards Health and Safety First Aid at Work Certificate expires the Contractor will have 2 weeks to ensure the certificate is renewed with the relevant training taking place. If the certificate is not renewed in the relevant timescale, each College will arrange for the guard to complete the Health and Safety First Aid at Work Certificate with all costs being covered by the Contractor.

The Contractor must ensure suitably trained relief guard cover is in place when staff are attending training course.

Contractors must equip staff as a minimum with the following:

- i. Hand held radio with earpieces and lapel microphones or equivalent communication equipment;
- ii. Security clock and key system which reports back to each College when required;
- iii. Suitable style of soft dress uniform and wet weather clothing.

Should any of the electronic equipment listed above require repair the contractor has a maximum of 24 hours to carry out repairs or replace the equipment.

Contractors must identify any sub-contracting arrangement which they may intend to make over the duration of the agreement.

If the Contractors requires access to the sites to carry out an inspection and/or risk assessment prior to final confirmation, this must be completed by 24th June, and before a Mini Competition response is submitted. This can be arranged by contacting the following personnel:

City of Glasgow College

Lorna Grove, City of Glasgow College, Head of Student Accommodation and Services (Lorna.Grove@cityofglasgowcollege.ac.uk).

Glasgow Kelvin College

Iain Gordon, Glasgow Kelvin College, Acting Head of Estates (igordon@glasgowkelvin.ac.uk)

The Successful Contractor shall be responsible for any costs associated with TUPE upon the expiry of this Contract.

The Contractor will provide the required security services against this specification and in accordance with the Scotland Excel Security Services and Equipment Framework Agreement 08-14.

4. PRICING SCHEDULE

All Charges in the Commercial submission must be shown in Pounds Sterling and entered exclusive of VAT. The Contractor will be paid in Pounds Sterling.

Bidders must submit their Commercial Responses in the Commercial Envelope in PCS-T.

A 60% weighting is applicable to this part of the evaluation.

Standard Rate

Location	Hourly Rate – Year 1	Hourly Rate – Year 2	Hourly Rate – Year 3	Hourly Rate – Year 4
CoGC – Riverside Accommodation				
CoGC – St Luke’s Accommodation				
GKC – Easterhouse Campus				
GKC – Haghill Campus				

Public Holiday Rate

Location	Hourly Rate – Year 1	Hourly Rate – Year 2	Hourly Rate – Year 3	Hourly Rate – Year 4
CoGC – Riverside Accommodation				
CoGC – St Luke’s Accommodation				
GKC – Easterhouse Campus				
GKC – Haghill Campus				

5. VARIATION IN THE CHARGES

Hourly Rates should remain fixed for the duration of the contract. It is a condition on the successful Contractor that the terms for the period of the contract are honoured.

6. INVOICING AND PAYMENT

The Contractor will be required to submit monthly invoices in line with the charges to the satisfaction of the Institution in accordance with City of Glasgow College and Glasgow Kelvin College Terms & Conditions. Value Added Tax, where applicable, shall be shown separately on all invoices as a strictly net extra charge. Each invoice shall be uniquely identified and shall specify the following minimum information:

Order number (where relevant)
Contract title & reference number
Deliverable details
Charges and total due including a deduction for any applicable discounts
Total value excluding VAT

Payment will be made to the Contractor within 30 days of receipt of a valid invoice.

7. FORMATION OF CALL OFF CONTRACT

This further competition is being conducted by APUC on behalf of the Institutions. The Institutions and the Contractor will be the parties to the Contract, which will constitute, as a minimum, the Statement of Requirements, the completed Pricing Schedule, the Response to the Questions and Scotland Excel Framework Terms & Conditions, in addition to any other document referred to in the Contract award letter. Institutions will form a separate legally binding Contract by accepting the successful Bidder's response and detailing all the documentation forming the Contract in the award letter. The successful Bidder is then only required to acknowledge receipt of the award letter and that the Contract has been entered into as set out in the award letter.

SCHEDULE 3

EVALUATION OF TENDER

APUC are using the PCS-Tender eTendering platform for this procurement exercise. The Mini Competition is only available in electronic form through this system and all responses MUST be submitted electronically through PCS-Tender prior to the Mini Competition Response deadline date. No hard copies or other means will be accepted.

The Mini Competition Response comprises of a Technical Questionnaire and a Commercial Questionnaire. All relevant sections within these questionnaires must be completed as requested.

The following section details the technical questions for evaluation. The questions below follow the same sequence as PCS-T to assist in Mini Competition Response completion.

TECHNICAL ENVELOPE - QUALITY (40%)

Bidders are asked to respond to a number of questions contained within the "Technical Envelope" which will be scored in accordance with the scoring guides below. Bidders may be asked to upload a number of attachments and/or supporting evidence as part of their submission to explain how the Bidder will meet the Institution's requirements.

The Technical element carries an overall weighting of 40%.

Members of the evaluation panel will undertake scoring of bidder responses of the Technical requirements by consensus.

Evaluators will allocate a score of between 0 and 4 to the response to each question in accordance with the scoring guidance detailed below:

Score	Methodology
0 Unacceptable	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
1 Poor	Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.
2 Acceptable	Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.
3 Good	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.
4 Excellent	Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

The following section details the Technical questions for evaluation. The questions below follow the same sequence as PCS-T to assist in Tender Responses completion:

Business Continuity

Please provide a high level Business Continuity Plan identifying the main challenges and areas of risk that could affect the continuity of service to City of Glasgow College and Glasgow Kelvin College and how and when these will be mitigated.

Response should include, but not be limited to:

- Plan to ensure no area is left without required Manned Security Cover should an employee become unavailable.
- Plan to ensure all guards (permanent, temporary, or otherwise) have the relevant checks and certificates at all times.
- Timelines for remedial actions, should they be necessary.

Communications

Please explain how your organisation will manage communications with the colleges to ensure continued delivery of service meets their needs. This may include planned reviews, ad hoc meetings, and processes for communicating actions on a proactive basis.

Training

Please describe your organisations arrangements for providing your workforce with the appropriate training and information required to carry out their duties and how you will ensure these are kept up to date.

Complaints

Please detail how your organisation deal with complaints? You should detail how your organisation maintains records of any complaints received and how corrective measure are carried out to prevent re-occurrence

Incidents

Please describe your organisations process for ensuring that your quality management is effective in reducing/preventing incidents of sub-standard delivery, this should include the quality of output and general performance.

PVG

Please complete the questions provided. This is mandatory.

This information will not be scored.

Sub-Contracting

Please complete the questions provided. This is mandatory.

This information will not be scored.

Form of Tender

Please complete **Appendix A – Form of Tender** found within the attachment area and upload where indicated in the Technical Questionnaire in PCS-T. This is mandatory.

This information will not be scored.

Freedom of Information

Please complete **Appendix B – Freedom of Information** found within the attachment area and upload where indicated in the Technical Questionnaire in PCS-T. This is mandatory.

This information will not be scored.

Serious and Organised Crime

Please complete **Appendix C – Serious and Organised Crime Declaration** found within the attachment area and upload where indicated in the Technical Questionnaire in PCS-T. This is mandatory.

This information will not be scored.

Terms and Conditions

Please acknowledge you have read, understood and accept **Appendix D – General Terms and Conditions and Standard Terms of Appointment**, Scotland Excel Security Services and Equipment.

City of Glasgow College will not accept any amendments or changes to these Terms and Conditions, nor will it accept any other Terms and Conditions submitted by any Contractor and shall not be binding upon the Institution at any point during the duration of the Contract.

Special Conditions of Contract

Please acknowledge you have read, understood and accept **Appendix E – Special Conditions of Contract**, Scotland Excel Security Services and Equipment.

Staffing Information - TUPE

Please acknowledge you have read, understood and accept **Appendix F – Information relating to Staff Transfers (TUPE)**. More information given in Schedule 4 of this document.

Commercial Evaluation Calculation

The Commercial response will be evaluated using the formula:

Lowest Tender Price/ Tender Price x 60% (Maximum available marks)

The lowest priced compliant tender will be awarded the maximum price score of 60%. All other compliant tenders will be awarded a score which is proportionate to the tender with the lowest price as per the example below:

Bidder A Price = £3000

Bidder B Price = £5000

Bidder C Price = £6000

Bidder A Commercial Score = $(3000/3000) \times 60$ (Maximum available score) = 60%

Bidder B Commercial Score = $(3000/5000) \times 60$ (Maximum available score) = 36%

Bidder C Commercial Score = $(3000/6000) \times 60$ (Maximum available score) = 30%

SCHEDULE 4

PROVISIONAL STAFF

As of the 20th June 2016 there were 2 members of staff employed by the current Service Provider of City of Glasgow College Manned Security Services and 6 members of staff employed by the current Service Provider of Glasgow Kelvin College Manned Security Services.

Current campus	Staff	FTE
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	numbers	
City of Glasgow College	2	2
Glasgow Kelvin College – Easterhouse Campus	3	3
Glasgow Kelvin College – Haghill Campus	3	3

Bidders should note that TUPE is likely to apply to the Contract.

City of Glasgow College and Glasgow Kelvin College support the Glasgow Living Wage and will work within the current legislative framework to encourage Service Providers to pay the Living Wage.

TUPE details are attached as Appendix F.

Please note that a TUPE transfer happens by operation of law and City of Glasgow College and Glasgow Kelvin College's view is not determinative.

City of Glasgow College and Glasgow Kelvin College do not warrant the accuracy of any employee information provided by them in relation to this tender. Responsibility for compliance with the TUPE Regulations is entirely that of the outgoing and new service providers.