

**Tender**

Servicing and Maintenance of Building Management Systems

The University of Chichester

**Latest date for Return – 10:00 (am) on 14th August 2025**

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**Contents**

[0 Introduction and general background 1](#_Toc203374050)

[0.1 Purpose of this tender document 1](#_Toc203374051)

[0.2 Background to this tender 1](#_Toc203374052)

[0.3 High level requirements 1](#_Toc203374053)

[0.4 The bidding process 1](#_Toc203374054)

[0.5 Contractual Arrangements 1](#_Toc203374055)

[0.6 Seeking clarification 1](#_Toc203374056)

[0.7 Procurement timetable 1](#_Toc203374057)

[0.8 Site Visits 2](#_Toc203374058)

[0.9 Submission details 2](#_Toc203374059)

[0.10 The assessment process 2](#_Toc203374060)

[0.11 Confidentiality and Freedom of Information 2](#_Toc203374061)

[0.12 The template for your bid/quote 2](#_Toc203374062)

[1 General Information 1](#_Toc203374063)

[2 Questions 1](#_Toc203374064)

[2.1 Coherence and clarity to the University’s requirement 1](#_Toc203374065)

[2.2 Organisational experience and capability 1](#_Toc203374066)

[2.3 Health & Safety 2](#_Toc203374067)

[2.4 Compliance with the Social Value Model 3](#_Toc203374068)

[3 Costs 1](#_Toc203374069)

[3.1 Analysis of Total Contract Cost Per Annum – YEAR 1 1](#_Toc203374070)

[3.2 Analysis of Total Contract Cost Per Annum – YEAR 2 1](#_Toc203374071)

[3.3 Analysis of Total Contract Cost Per Annum – YEAR 3 1](#_Toc203374072)

[3.4 Schedule of Call Out Rates 2](#_Toc203374073)

[4 The technical requirements 1](#_Toc203374074)

[5 FORM OF TENDER 2](#_Toc203374075)

[Appendix 1: Social Value Model: Model Award Criteria 3](#_Toc203374076)

[Appendix 2: Specification of Works 5](#_Toc203374077)

2. Introduction and general background
   1. Purpose of this tender document

The purpose of this tender is to enable suppliers to demonstrate expertise and compliance with the University’s requirements, and to enable the University to assess the most advantageous solutions to its requirements, using the prescribed tendering methodology for requirements of this size and nature.

* 1. Background to this tender

The University of Chichester is a forward-looking institution with a rich history that goes back to the 1839. There are around 110 buildings in total, some of which are interconnected or in clusters. Of these, some are modern, but there are also buildings whose construction pre-dates the University.

Most buildings are located on the University’s two campuses (College Lane Chichester and Upper Bognor Road, Bognor Regis). These buildings are variously used for teaching, student accommodation and administering the University, but also for public access and bookable facilities (sports halls etc) and hosts conferencing, sports, and other events.

* 1. High level requirements

The university of Chichester has a requirement for a suitably qualified contractor to undertake maintenance and servicing of our building management systems. A full specification of works is available and marked Appendix 2. A schedule list of current systems is available and marked Appendix 3. Maintenance documents for automatic control valves and actuators are provided in Appendix 6. Maintenance documents for optimisers and compensators are provided in Appendix 7. These documents should be read and understood.

* 1. The bidding process

Whether through our tendering advertisements, or where we have contacted you directly to ask for a quotation, we ask that you contact us only through the email account [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). This includes for your submission, and any questions you may have. We are obliged by the Procurement Act 2023 and by our own financial regulations to undertake a competitive process.

We have set a closing date and time of 10am on 14th of August 2025. Submission is through [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk)

* 1. Contractual Arrangements

The supply and maintenance contract for building management systems is expected to commence in time for October 2025 and will be in place for a period of 3 years until September 2028, with the option for the University to extend for a period of up to 24 months, subject to contract performance and agreement by both parties. The university proposes to use the contract contained in Appendix 4.

* 1. Seeking clarification

For all queries please contact us by email [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). Please note that during the tender period you should not contact University staff directly, as this might be considered canvassing, and in which case the University might need to exclude your organisation from the tender process.

Please note that dependent upon the nature of the enquiry, and in so much as it does not identify your organisation, the answers to any questions you raise may be circulated to all suppliers who have expressed interest in this tender.

* 1. Procurement timetable

The procurement project is working to the following timescale:

|  |  |
| --- | --- |
| Stage | Key Dates |
| Publication of Tender Notice | 14/07/2025 |
| Site Visits | 31/07/2025 |
| Closing Date for submission | 10:00 on 14/08/2025 |
| Clarifications (Questions and Answers) | 07/08/2025 |
| Confirmation of outcome | 25/08/2025 |

* 1. Site Visits

There is an opportunity for a site visit within this tendering exercise which are highly recommended. Visits will be arranged in two sessions for 31/07/25. The morning session will commence at 08:00 and an afternoon session commencing at 12:00.

Please contact Sorin Pasca directly to arrange a site visit [s.pasca@chi.ac.uk](mailto:s.pasca@chi.ac.uk). During the site visit you will have an opportunity to see the site, access facilities, and inspect the campus in general.

* 1. Submission details

You are welcome to notify the University with your ‘Expression of Interest’ but please do send your completed submission (including a completed version of this document) to the University by the closing date (10am on 14th August 2025), to [tenders@chi.ac.uk](mailto:tenders@chi.ac.uk). Submissions received after the closing time will be disqualified and not considered. A response to your submission will be sent upon successful receipt.

Please note, we **do not** accept submissions via file transfer sites. [Tenders@chi.ac.uk](mailto:Tenders@chi.ac.uk) accepts emails and attachments of up to 35MB and it is acceptable to submit in more than one email.

* 1. The assessment process

The University awards contracts on the basis of most advantageous tender, (quote) assuming that there is nothing that excludes the tenderer. All documents submitted are assessed by a panel to ensure fairness and understanding. The panel reviews the quotation for;

|  |  |  |  |
| --- | --- | --- | --- |
| Section Number | Criteria | Maximum Marks Available | Maximum Weighting Available |
| 2.1 | Coherence and clarity to the University’s requirement | 20 | 20% |
| 2.2 | Organisational experience and capability | 25 | 15% |
| 2.3 | Health & Safety | 20 | 15% |
| 2.4 | Compliance with the Social Value Model\* | 5 | 10% |
| 3 | Costs | 100 | 40% |
| Total | |  | 100% |

* Within your proposal, please draw attention to your environmental sustainability policies and the activities you take in minimising climate damage, including for example energy minimisation.
  1. Confidentiality and Freedom of Information

All tendering documentation and correspondence are treated as strictly confidential. However, the University is subject to UK Data Protection Legislation, and the Freedom of Information Act 2000. This means that the University can be asked to disclose procurement and contracting information. Please indicate any areas of your submission that you consider should be exempted from any disclosure requests and identify why they should not be disclosed.

* 1. The template for your bid/quote

We have set out a template below, and ask that you use this to help us understand your bid, in a way that allows us to compare its benefits against others. This anticipates question we / you may have.

You are welcome to submit other information, but please do help us by identifying what you can do, in relation to our requirements, and do please answer the questions below where it is possible to do so.

1. General Information

|  |  |
| --- | --- |
|  | **Response** |
| Company title |  |
| Parent company title and address (state whether public or private company). |  |
| Address of office from which contract will be managed |  |
| Main Contact Name: |  |
| Telephone No: |  |
| Email: |  |
| Approximate travelling distance from office to Chichester |  |
| Current Workload (regional) | £ |

1. Questions

There is no limit to word count for the questions, but please bear in mind the need for clarity etc.

5 marks are available for each question and are weighted accordingly as per the table in 0.10.

* 1. Coherence and clarity to the University’s requirement

|  |  |
| --- | --- |
| 1 | Please describe your proposed servicing plan for our Building Management Systems? In compliance with Appendix 2 Specification of works. |
|  | |

|  |  |
| --- | --- |
| 2 | Do you offer 24-hour, 7-day callout cover? If YES, how would you adhere to the SLA’s in Appendix 5 |
|  | |

|  |  |
| --- | --- |
| 3 | Do you have any ongoing contractual disputes with an ‘employer’? |
|  | |

|  |  |
| --- | --- |
| 4 | Please provide assurances that the personnel proposed for this contract are permanent staff to ensure continuity of programming and works. |
|  | |

* 1. Organisational experience and capability

|  |  |
| --- | --- |
| 5 | Please list 4 contracts of a similar size and nature won by the office stated in section 1 (General Information) in the last 5 years giving the following details: Contract description; Contract Value; Client/referee. |
|  | |

|  |  |
| --- | --- |
| 6 | * 1. Please provide CVs of key personnel who would be employed on this project explaining their role |
|  | |

|  |  |
| --- | --- |
| 7 | * 1. Please describe the criteria for selecting and appointing engineers and sub-contractors. |
|  | |

|  |  |
| --- | --- |
| 8 | * 1. Please describe how engineers are managed for performance and workmanship |
|  | |

|  |  |
| --- | --- |
| 9 | * 1. Please list any Higher Education, Further Education or similar contracts that you have worked on in the last 3 years. |
|  | |

* 1. Health & Safety

|  |  |
| --- | --- |
| 10 | Please supply copies of the Health and Safety Policy |
|  | |

|  |  |
| --- | --- |
| 11 | Please complete the following table giving data for the last 3 years (include for all directly employed sub-contractors |
| |  |  |  |  | | --- | --- | --- | --- | |  | **YEAR** | | | | **2022** | **2023** | **2024** | | Number of Site Based Employees |  |  |  | | Reportable Accidents |  |  |  | | Number of Prosecutions |  |  |  | | Number of Prohibition Notices |  |  |  | | Number of Improvement Notices |  |  |  | | Number of Fatalities |  |  |  | | Environmental Enforcement |  |  |  | | |

|  |  |
| --- | --- |
| 12 | Please give details of training provided to staff |
|  | |

|  |  |
| --- | --- |
| 13 | Please give name and qualifications of the company’s Health & Safety representative, explaining their role and pattern of attendance on projects. |
|  | |

* 1. Compliance with the Social Value Model

|  |  |
| --- | --- |
| 14 | Please tell us something about you and your organisation, for example in relation to the social value model (Appendix 1) |
|  | |

2. Costs

Tenderers are required to complete the following schedule of prices. All prices must be quoted in pounds sterling, and exclusive of Value Added Tax (VAT). **Tender prices should allow for 12 maintenance visits per annum (as and when requested) at the discretion of the Facilities Manager.**

Any projected price increases for years 2 and 3 should be clearly stated in your tender ‑ no separate price increases will be accepted once the contract is in force, unless due to statutory changes, or variations agreed by the University (see Table 4 below).

**TENDER PRICE SCHEDULE – 52 WEEK CONTRACT**

* 1. Analysis of Total Contract Cost Per Annum – YEAR 1

|  |  |  |
| --- | --- | --- |
| **Item** | **Price (£) Per Annum Excluding VAT** | |
|  | Chichester Campus (a) | Bognor Regis Campus (b) |
| All buildings  (see Appendix 5 – Schedule of Service Areas) | **£** | **£** |
| **Total Price (a + b)** | **£** | |

* 1. Analysis of Total Contract Cost Per Annum – YEAR 2

|  |  |  |
| --- | --- | --- |
| **Item** | **Price (£) Per Annum Excluding VAT** | |
|  | Chichester Campus (a) | Bognor Regis Campus (b) |
| All buildings  (see Appendix 5 – Schedule of Service Areas) | **£** | **£** |
| **Total Price (a + b)** | **£** | |

* 1. Analysis of Total Contract Cost Per Annum – YEAR 3

|  |  |  |
| --- | --- | --- |
| **Item** | **Price (£) Per Annum Excluding VAT** | |
|  | Chichester Campus (a) | Bognor Regis Campus (b) |
| All buildings  (see Appendix 5 – Schedule of Service Areas) | **£** | **£** |
| **Total Price (a + b)** | **£** | |

* 1. Analysis of Total Contract Cost Per Annum – YEAR 4

|  |  |  |
| --- | --- | --- |
| **Item** | **Price (£) Per Annum Excluding VAT** | |
|  | Chichester Campus (a) | Bognor Regis Campus (b) |
| All buildings  (see Appendix 5 – Schedule of Service Areas) | **£** | **£** |
| **Total Price (a + b)** | **£** | |

* 1. Analysis of Total Contract Cost Per Annum – YEAR 5

|  |  |  |
| --- | --- | --- |
| **Item** | **Price (£) Per Annum Excluding VAT** | |
|  | Chichester Campus (a) | Bognor Regis Campus (b) |
| All buildings  (see Appendix 5 – Schedule of Service Areas) | **£** | **£** |
| **Total Price (a + b)** | **£** | |

* 1. Schedule of Call Out Rates

The contractor shall enter below the hourly rates for call outs (exclusive of VAT). The rates shall include for travelling time and transport costs.

|  |  |
| --- | --- |
| **Normal working hours (Day Work) callout cost**  Please specify hours that apply | First hour £  Additional hours £ |
| **Outside normal working hours cost (weekends, evenings)**  Please specify hours that apply | First hour £  Additional hours £ |
| **Emergency working hours cost**  Please specify hours that apply | First hour £  Additional hours £ |

1. The technical requirements

To comply with the Procurement Act 2023 and our own financial regulations, before it makes any final decisions, the University is required to ensure that any supplier meets the standards set out in the Crown Commercial Services’ Standard Selection Questionnaire. In addition to ensuring suitability and value the University will only award, where it is assured that any partner or supplier fully supports the Modern Slavery Act and actively incorporates the various aspects of the Social Value Model into its ways of working.

Please note that during the contacting phase of this procurement, we will ask short-listed candidates questions from the Crown Commercial Services’ Standard Selection Questionnaire about;

* The status and formation of your company
* The ownership of your company, and any exclusion grounds (for example convictions)
* Any sub-contractors that you might use
* Economic and financial standing
* Technical and professional ability (potentially to access references of relevant existing customers)
* Compliance with statutory obligations (Modern Slavery Act)
* Liabilities Insurance

How your company supports the Social Value Model (including tackling inequality, fighting climate change, equal opportunity and wellbeing). Principles of the SVM are described in **Appendix 1**

1. FORM OF TENDER

1 I/we the undersigned acknowledge receipt of the following contract documentation:

a) Instructions to Tenderers

b) Form of tender

c) Specification for the services

d) Contract conditions

e) Price schedule

f) Details of premises and Building Management Systems schedules containing the University's best estimate of the quantities of work likely to be required.

2. I/we hereby offer to provide the services set out therein and perform, fulfil and keep all the obligations of the contractor in accordance with the provisions of the contract conditions, and the specification, all for the sums properly due under the contract as calculated in accordance with the price schedules submitted, in the total sum of:

**£ ……………………….………. excluding VAT. Year 1**

(total cost of the contract over the 1st year contract period)

**£ ……………………….………. excluding VAT. Year 2**

(total cost of the contract over the 2nd year contract period)

**£ ……………………….………. excluding VAT. Year 3**

(total cost of the contract over the 3rd year contract period)

**£ ……………………….………. excluding VAT. Year 4**

(total cost of the contract over the 4th year contract period)

**£ ……………………….………. excluding VAT. Year 5**

(total cost of the contract over the 5th year contract period)

**£ ……………………….………. excluding VAT. Grand Total**

(total cost of the contract over the 5-year contract period)

3. I/we confirm that:

a) I/we are fully conversant with all the contract documentation, and

b) this tender is submitted strictly in accordance with that contract documentation and these instructions to Tenderers and is without any conditions or qualifications whatsoever, and

c) on being called to do so by the Supervising Officer, I/we shall execute the form of agreement acknowledging our willingness to be bound by the contract documentation and shall provide the performance bond, if required therein.

Signed for and on behalf of the Tenderer:

Signed:

Position/Status:

Tenderer's Name:

Address:

Date:

Appendix 1: Social Value Model: Model Award Criteria

|  |  |  |
| --- | --- | --- |
| SVM Theme | SVM Policy Outcome | SVM Model Award Criteria |
| Tackling economic inequality | Create new businesses, new jobs and new skills[[1]](#footnote-2) | Effective measures to deliver any/all of the following benefits through the contract:   * Create opportunities for entrepreneurship and help new organisations to grow, supporting economic growth and business creation. * Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors. * Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications. |
| Increase supply chain resilience and capacity | Effective measures to deliver any/all of the following benefits through the contract:   * Create a diverse supply chain to deliver the contract including new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals. * Support innovation and disruptive technologies throughout the supply chain to deliver lower cost and/or higher quality goods and services. * Support the development of scalable and future-proofed new methods to modernise delivery and increase productivity. * Demonstrate collaboration throughout the supply chain, and a fair and responsible approach to working with supply chain partners in delivery of the contract. * Demonstrate action to identify and manage cyber security risks in the delivery of the contract including in the supply chain |
| Fighting Climate Change | Effective stewardship of the environment | Effective measures to deliver any/all of the following benefits through the contract:   * Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions. * Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement. |
| Equal opportunity | Reduce the disability employment gap | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to increase the representation of disabled people in the contract workforce. * Support disabled people in developing new skills relevant to the contract, including through training schemes that result in recognised qualifications. |
| Tackle workforce inequality | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce. * Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract. * Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain. |
| Wellbeing | Improve health and wellbeing | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate action to support health and wellbeing, including physical and mental health, in the contract workforce. * Influence staff, suppliers, customers and communities through the delivery of the contract to support health and wellbeing, including physical and mental health. |
| Improve community integration | Effective measures to deliver any/all of the following benefits through the contract:   * Demonstrate collaboration with users and communities in the co-design and delivery of the contract to support strong integrated communities. * Influence staff, suppliers, customers and communities through the delivery of the contract to support strong, integrated communities. |

Appendix 2: Specification of Works

**Nature of the Work**

This contract is for the Operation and Maintenance of Building Management Systems (BMS) for the University of Chichester. The areas to be serviced are detailed in Appendix 5.

**Service Level Agreements (SLAs)**

The contractor is to abide by the SLAs set by the University, a copy of which is attached to this Tender, in Appendix 5

**Background Information on the University**

The University has approximately 5051 students of which about 1087 are residential.

**The Premises**

The University is located on two sites in West Sussex, one being the Bognor Regis Campus in Upper Road, Bognor Regis and other at the Bishop Otter Campus in College Lane, Chichester, plus Stockbridge Residential Village, Fishbourne Road East (student accommodation) and other ‘Managed’ properties. It should be noted that the University operates a non-smoking policy.

**Current Service Operations**

The contract will operate for 52 weeks a year. Contractors are required to submit a detailed programme and schedule for all periodic servicing of Building Management Systems before the start of the contract year, to be agreed with the University

**Access Arrangements**

Services normally take place between Monday and Friday after 0900 hours and before 1800 hours in all residential and communal areas

Arrangements for alterations to these times will be made by agreement with the Supervising Officer before commencing operations.

all contractors and sub-contractors are required to sign in and out in the ‘Contractor Signing In Book’ located in the Estate Management Office Corridor at Bishop Otter Campus Chichester and the Caretakers’ Lodge at Bognor Regis Campus.

Entry to any building or student room is by appointment only, arranged by the Estate Management Department. Should any doubt/query arise during a service visit or call-out, the contractor should contact a member of the Estate Management Department for clarification and assistance. The contractor is required to give the University’s Estate Management Department 48 hours’ notice *minimum* of its intention to carry out a service visit.

**Procedure for entering bedrooms**

When entering any room, be it student or conference guest, the following steps must be taken:

Knock on the door twice and state where you are from. This must be loud enough to rouse a sleeping occupant but not loud enough to cause distress. Common sense should prevail.

If entry has not been granted you must state where you are from and knock again.

After sufficient time has passed (count to 5 - remember some occupants may require more time to get to the door), you are authorised to enter.

If you enter a room where the occupant is present and you find that the lighting is not sufficient enough to see where you are walking, ask if it is possible to turn the lights on. If the lights are not working and curtains closed, ask for the curtains to be opened.

Service operations shall be carried out so as to cause the minimum inconvenience to users of the facilities.

**Consumables**

When providing costings Contractors should note that they will be responsible for the provision of all consumables necessary to undertake the contract both in the main campuses and student residences. Consumables are to be included as part of the fixed cost of the contract.

**Materials and Equipment**

It shall be for the contractor to provide all materials and equipment for use in delivery of the specified services.

**Waste Management**

The appointed contractor will be responsible for the collection and removal of waste from site to a licensed disposal point. The University’s waste management facilities will not be available to the appointed contractor.

**Environmental Management**

The appointed contractor will not use, without the consent of the University any substances which, by general consent, are deemed harmful to the micro or macro environment.

The appointed contractor in its tender return should state its environmental policy and procedures and to list all products it will be using on the contract

**Reactive Call Outs**

When attendance is requested for a call out the Contractor will respond with details of when they will be attending. A parking permit will need to be issued. The Contractor is required to notify the University within 24 hours after attendance of the outcome of the visit.

**Staff Appearance**

Service operatives are required to be smartly presented and identifiable as employees of the contractor. They should wear badges and protective clothing as required.

**Security**

Security is important. All rooms will be left locked after servicing or when unattended. Keys issued must be signed for, and returned on request.

**DBS Checks**

The University requires that all contractors have Enhanced DBS checks the cost of which should be included in the total contract price as indicated in the Schedule of Prices.

**Inspection**

The University reserves the right to inspect the service delivered and reject any materials or operations which may fail to meet the required standard.

**Standards**

Work will be in accordance with current British Standards and Best Practise Guidelines relevant to the maintenance of Building Management Systems and carried out by suitably trained and competent operatives.

**Assets**

During the first planned preventative maintenance visit of the contract, the Contractor will carry out a full survey detailing numbers and locations of all Building Management Systems and associated appliances and supply an electronic copy of the survey report to the University upon completion of Service. The contractor will be responsible for maintaining an up to date record of assets to be made available to the University when requested.

1. The University will welcome the opportunity to develop degree apprenticeships, internships and placements, Continuous Professional Development, as well as collaborative programmes and career pathways with suppliers. [↑](#footnote-ref-2)