

LANGUAGE:	EN
CATEGORY:	ORIG
FORM:	F14
VERSION:	R2.0.9.S03
SENDER:	ENOTICES
CUSTOMER:	Jlupton
NO_DOC_EXT:	2018-144482
SOFTWARE VERSION:	9.9.2
ORGANISATION:	ENOTICES
COUNTRY:	EU
PHONE:	/
E-mail:	james.lupton@dwf.law
NOTIFICATION TECHNICAL:	/
NOTIFICATION PUBLICATION:	/

Corrigendum

Notice for changes or additional information

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority/entity

I.1) **Name and addresses**

Byker Community Trust Limited

17 Raby Cross, Byker

Newcastle Upon Tyne

NE6 2FF

United Kingdom

Contact person: Philip Pollard

Telephone: +44 1912903910

E-mail: Philip.pollard@bykerct.co.uk

NUTS code: UKC22

Internet address(es):

Main address: <https://bykercommunitytrust.org/about/>

Address of the buyer profile: <https://bykercommunitytrust.org/about/>

Section II: Object

II.1) **Scope of the procurement**

II.1.1) **Title:**

Cleaning, Security and Enquiry Concierge Services

II.1.2) **Main CPV code**

90910000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

Cleaning, Security and Enquiry Service Concierge providing a comprehensive service for 692 tenants and leaseholders of the Byker Community Trust located in the Byker Wall, Chirton House, Tom Collins House, Mount Pleasant House and Avondale House.

Section VI: Complementary information

VI.5) **Date of dispatch of this notice:**

26/09/2018

VI.6) **Original notice reference**

Original notice sent via eNotices:

TED eSender login: ENOTICES

TED eSender customer login: Jlupton

Notice reference: 2018-142793

Date of dispatch of the original notice: 24/09/2018

Section VII: Changes

VII.1) Information to be changed or added

VII.1.1) Reason for change

Modification of original information submitted by the contracting authority

VII.1.2) Text to be corrected in the original notice

Section number: II.2.9

Lot No: 1 Cleaning Service

Instead of:

As per the Procurement Documentation available at <https://bykercommunitytrust.org/> or by e-mailing Philip.Pollard@bykerct.co.uk

Read:

As per the Procurement Documentation available by e-mailing enquiries@bykerct.co.uk .

Section number: II.2.4

Lot No: 2 Security and Enquiry Service

Instead of:

Byker Community Trust is seeking a suitably experienced contractor to a security and enquiry service for 692 tenants and leaseholders of the Byker Wall and adjoining areas.

The Security service includes:

- Emergency call out response service that includes:
- Attend to “out of hours” noise complaints or reports of anti-social behaviour as required.
- The Response Officers can support the Fire Service at call outs within the Byker Wall. Properties are re-secured after the Fire Service has forced entry.
- The Response Officers move on an average of two rough sleepers a month. They give advice to the rough sleepers and link in with Changing Lives to ensure that support can be targeted towards them.
- The Response Officers will assist and liaise with the Enquiry Centre and Police as appropriate in relation to CCTV or proactively checking for people of interest to the Police.
- The Response Officers when addressing ASB issues, either having been called out due to a customer complaint or having picked it up during a block patrol, will try to resolve the matter. They will also be a professional witness if required. They wear body cameras during patrols so incidents can be recorded and used as evidence if required.

The Enquiry Service is a 24/7 service providing the following:

- Monitoring of all intruder and smoke alarms 24/7.
- Task the Concierge Emergency Response Team to attend all intruder alarm activations. For smoke alarm activations they will initially attempt to call challenge by ringing the tenant on their intercom as a number of activations are false alarms due to burnt toast etc. If they do not get a response for the intercom call they will ring the Fire Service to attend and also ask the Concierge Emergency Response Team to attend.
- Take calls from tenants via their intercoms for any BCT service. The call is free of charge to the tenant.
- Task appropriate officers to call to the area to address issues raised by tenants or viewed on CCTV.
- Ensure CCTV is monitored where reports are received of ASB or criminal activity.
- Assist the Police by providing downloads of CCTV.
- Provide notification of cleaning emergencies such as spillages, waste or dangerous materials.

Read:

Byker Community Trust is seeking a suitably experienced contractor to a security and enquiry service for approximately 700 tenants and leaseholders of the Byker Wall and adjoining areas.

The Security Service includes:

Emergency response service (Concierge Emergency Response Team) that includes:

- o Attending to “out of hours” noise complaints or reports of anti-social behaviour as required, resolving the issue where possible or calling the Police where required.
- o Support the Fire Service at call outs within the Byker Wall. Properties are re-secured if the Fire Service has forced entry.
- o Move on rough sleepers and signpost to targeted support.
- o Assist and liaise with the Enquiry Centre and Police as appropriate in relation to CCTV or proactively checking for people of interest to the Police.
- o Act as a professional witness if required.
- o Wear body cameras to ensure footage of incidents is recorded.
- o Record and report any repairs identified within communal areas.

The Enquiry Centre is a 24/7 service providing the following:

- Monitoring of all intruder, fire and smoke alarms.
- Task the Concierge Emergency Response Team to attend all intruder, fire and smoke alarm activations. For smoke alarm activations they will initially attempt to call challenge by ringing the tenant on their intercom. If they do not get a response for the intercom call they will ring the Fire Service to attend and also ask the Concierge Emergency Response Team to attend.
- Take calls from tenants via their intercoms for any BCT service and signpost where appropriate.
- Task the Concierge Emergency Response Team to call to the area to address issues raised by tenants or viewed on CCTV.
- Ensure CCTV is monitored where reports are received of ASB or criminal activity.
- Assist the Police by providing downloads of CCTV.
- Provide notification of cleaning emergencies such as spillages, waste or dangerous materials.

Section number: II.2.9

Lot No: 2 Security and Enquiry Service

Instead of:

As per the Procurement Documentation available at <https://bykercommunitytrust.org/> or by e-mailing Philip.Pollard@bykerct.co.uk

Read:

As per the Procurement Documentation available by e-mailing enquiries@bykerct.co.uk .

Section number: VI.3

Instead of:

It is possible that the website will not be available in time in order to process requests to participate. Please therefore e-mail/contact Philip.pollard@bykerct.co.uk for a copy of the SQ.

Read:

Unfortunately it has not been possible to set the website up in time in order to process requests to participate. Please therefore e-mail/contact enquiries@bykerct.co.uk for a copy of the SQ.

VII.2) **Other additional information:**