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**United Kingdom-Newcastle Upon Tyne: Cleaning services  
2018/S 186-420260**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**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](mailto: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/>

**I.2) Information about joint procurement**

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://bykercommunitytrust.org/about/>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted to the abovementioned address

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

Housing and community amenities

**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.

II.1.5) **Estimated total value**

Value excluding VAT: 650 000.00 GBP

II.1.6) **Information about lots**

This contract is divided into lots: yes  
Tenders may be submitted for all lots

II.2) **Description**

II.2.1) **Title:**

Cleaning Service  
Lot No: 1

II.2.2) **Additional CPV code(s)**

90910000  
90911100

II.2.3) **Place of performance**

NUTS code: UKC22

Main site or place of performance:

Byker Wall including Byker Crescent, Felton Walk, Longheadlam, Shipley Rise, Rabygate, Shipley Walk, Dalton Crescent and such other sites as set out in the Selection Questionnaire.

II.2.4) **Description of the procurement:**

Byker Community Trust is seeking a suitably experienced contractor to undertake cleaning services for 692 tenants and leaseholders of the Byker Wall and adjoining areas.

The scope of services includes the cleansing of:

- entrance lobbies,
- windows (internal and external) within the entrance lobbies,
- viewing galleries,
- lifts,
- balconies and rails,
- bin stores,
- communal bin areas,
- curtilage of the Byker Wall entrances,
- stairways.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 450 000.00 GBP

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Contract capable of being renewed for a further 1 year period at the end of the first and second contract years.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

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

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Security and Enquiry Concierge Services

Lot No: 2

II.2.2) **Additional CPV code(s)**

79710000

II.2.3) **Place of performance**

NUTS code: UKC22

Main site or place of performance:

Byker Wall including Byker Crescent, Felton Walk, Longheadlam, Shipley Rise, Rabygate, Shipley Walk, Dalton Crescent and such other sites as set out in the Selection Questionnaire

II.2.4) **Description of the procurement:**

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 2 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.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 200 000.00 GBP

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Contract capable of being renewed for a further 1 year period at the end of the first and second contract years.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

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

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As per the procurement documentation

III.1.2) **Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3) **Technical and professional ability**

Selection criteria as stated in the procurement documents

III.1.5) **Information about reserved contracts**

III.2) **Conditions related to the contract**

III.2.1) **Information about a particular profession**

III.2.2) **Contract performance conditions:**

III.2.3) **Information about staff responsible for the performance of the contract**

**Section IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Restricted procedure

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

IV.1.6) **Information about electronic auction**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

IV.2.2) **Time limit for receipt of tenders or requests to participate**

Date: 24/10/2018

Local time: 17:00

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 29/10/2018

IV.2.4) **Languages in which tenders or requests to participate may be submitted:**

English

IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) **Conditions for opening of tenders**

**Section VI: Complementary information**

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) **Additional information:**

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](mailto:Philip.pollard@bykerct.co.uk) for a copy of the SQ.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Byker Community Trust

Newcastle

United Kingdom

VI.4.2) **Body responsible for mediation procedures**

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

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

24/09/2018