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**United Kingdom-Newcastle Upon Tyne: Cleaning services
2019/S 125-306256**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Byker Community Trust Ltd
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>
Address of the buyer profile: <https://bykercommunitytrust.org>

I.2) Information about joint procurement

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

- II.1.6) **Information about lots**
This contract is divided into lots: yes
- II.1.7) **Total value of the procurement (excluding VAT)**
Value excluding VAT: 318 087.57 GBP
- II.2) **Description**
- II.2.1) **Title:**
Cleaning Service
Lot No: 1
- II.2.2) **Additional CPV code(s)**
90910000
- II.2.3) **Place of performance**
NUTS code: UKC22
Main site or place of performance:
Byker Wall.
- 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 the 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 Byker Wall entrances, and
— stairways.
- II.2.5) **Award criteria**
Quality criterion - Name: Quality / Weighting: 35 %
Quality criterion - Name: Social value / Weighting: 5 %
Quality criterion - Name: Resourcing / Weighting: 10 %
Price - Weighting: 50 %
- II.2.11) **Information about options**
Options: no
- 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.

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

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:

1) An emergency response service (concierge emergency response team) that includes:

- 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,
- supporting the fire service at call outs within the Byker Wall. Ensuring properties are re-secured if the fire service has forced entry,
- moving on rough sleepers and signposting to targeted support,
- assisting and liaising with the enquiry centre and Police as appropriate in relation to CCTV or proactively checking for people of interest to the Police,
- acting as a professional witness if required,
- wearing body cameras to ensure footage of incidents is recorded,
- recording and reporting any repairs identified within communal areas.

2) The enquiry centre is a 24/7 service providing the following:

- monitoring of all intruder, fire and smoke alarms,
- tasking 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,
- taking calls from tenants via their intercoms for any BCT service and signpost where appropriate,
- tasking the concierge emergency response team to call to the area to address issues raised by tenants or viewed on CCTV,
- ensuring CCTV is monitored where reports are received of ASB or criminal activity,
- assisting the Police by providing downloads of CCTV,
- providing notification of cleaning emergencies such as spillages, waste or dangerous materials.

II.2.5) **Award criteria**

Quality criterion - Name: Quality / Weighting: 35 %

Quality criterion - Name: Social value / Weighting: 5 %

Quality criterion - Name: Resourcing / Weighting: 10 %

Price - Weighting: 50 %

II.2.11) **Information about options**

Options: no

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 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.1.6) **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**
Notice number in the OJ S: [2018/S 186-420260](#)
- IV.2.8) **Information about termination of dynamic purchasing system**
- IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Contract No: 1

Lot No: 1

Title:

Cleaning Service

A contract/lot is awarded: yes

- V.2) **Award of contract**
- V.2.1) **Date of conclusion of the contract:**
29/05/2019
- V.2.2) **Information about tenders**
Number of tenders received: 4
The contract has been awarded to a group of economic operators: no
- V.2.3) **Name and address of the contractor**
Kingdom Services Group Ltd
Kingdom House, Woodlands Park, Ashton Road
Newton-le-Willows
WA12 0HF
United Kingdom
NUTS code: UKD4
The contractor is an SME: no
- V.2.4) **Information on value of the contract/lot (excluding VAT)**
Total value of the contract/lot: 169 314.57 GBP
- V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 2

Title:

Security and Enquiry Concierge Service

A contract/lot is awarded: yes

- V.2) **Award of contract**
- V.2.1) **Date of conclusion of the contract:**
29/05/2019

- V.2.2) **Information about tenders**
Number of tenders received: 1
The contract has been awarded to a group of economic operators: no
- V.2.3) **Name and address of the contractor**
G and A Security NE Ltd
7 Segedunum Business Centre, Station Road
Wallsend
NE28 6HQ
United Kingdom
NUTS code: UKC2
The contractor is an SME: yes
- V.2.4) **Information on value of the contract/lot (excluding VAT)**
Total value of the contract/lot: 148 773.00 GBP
- V.2.5) **Information about subcontracting**

Section VI: Complementary information

- VI.3) **Additional information:**
- VI.4) **Procedures for review**
- VI.4.1) **Review body**
Royal Courts of Justice
London
WC2A 2LL
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:**
27/06/2019