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Contract

## **Blackpool Coastal Housing (BCH) Customer Care (Security) Services within the Resettlement Service**

Blackpool Coastal Housing

F03: Contract award notice

Notice identifier: 2023/S 000-006770

Procurement identifier (OCID): ocds-h6vhtk-038bdd

Published 8 March 2023, 2:56pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Blackpool Coastal Housing

17-19 Abingdon Street

Blackpool

FY1 1DG

#### **Contact**

Mrs Sarah Gordon

#### **Email**

[sarah.gordon@blackpool.gov.uk](mailto:sarah.gordon@blackpool.gov.uk)

#### **Telephone**

+44 1253478373

#### **Country**

United Kingdom

**Region code**

UKD42 - Blackpool

**Internet address(es)**

Main address

<http://www.blackpool.gov.uk/>

Buyer's address

<http://www.blackpool.gov.uk/>

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

Other type

Housing

**I.5) Main activity**

Housing and community amenities

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## **Section II: Object**

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

#### **II.1.1) Title**

Blackpool Coastal Housing (BCH) Customer Care (Security) Services within the Resettlement Service

Reference number

DN646756

#### **II.1.2) Main CPV code**

- 79715000 - Patrol services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This contract is not a security contract, it has a much wider scope. The Service Provider providing the customer care service must have experience with dealing with vulnerable adults, families and young people with multi disadvantage and complex needs. They must have experience, competence and abilities to manage situations that may be sensitive and challenging. The Service Provider must provide officers that are able to respond to the needs of the services detailed in the specification and have the skills to communicate effectively, defuse situations and manage emergency situations swiftly and confidently. The Service Provider must be able to provide additional onsite support to officers within the appropriate timescales.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £400,000 / Highest offer: £500,000 taken into consideration

### **II.2) Description**

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

- 79713000 - Guard services
- 79342320 - Customer-care services

### **II.2.3) Place of performance**

NUTS codes

- UKD42 - Blackpool

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

This contract is not a security contract, it has a much wider scope. The Service Provider providing the customer care service must have experience with dealing with vulnerable adults, families and young people with multi disadvantage and complex needs. They must have experience, competence and abilities to manage situations that may be sensitive and challenging. The Service Provider must provide officers that are able to respond to the needs of the services detailed in the specification and have the skills to communicate effectively, defuse situations and manage emergency situations swiftly and confidently. The Service Provider must be able to provide additional onsite support to officers within the appropriate timescales.

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 20

Quality criterion - Name: Interview / Weighting: 15

Price - Weighting: 35

### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Open procedure

#### **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: [2022/S 000-034784](#)

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## **Section V. Award of contract**

### **Title**

Blackpool Coastal Housing (BCH) Customer Care (Security) Services within the Resettlement Service

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

8 March 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 10

Number of tenders received from SMEs: 7

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 10

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Secure FM

London

Country

United Kingdom

NUTS code

- UKD42 - Blackpool

The contractor is an SME

Yes

**V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £400,000 / Highest offer: £500,000 taken into consideration

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

High Court Justice England & Wales

London

Country

United Kingdom