

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/006770-2023>

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): ocids-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

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

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

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](#)

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court Justice England & Wales

London

Country

United Kingdom