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Contract

Provision of Customer Services and Cleaning Services

SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE

F03: Contract award notice

Notice identifier: 2022/S 000-008227

Procurement identifier (OCID): ocds-h6vhtk-02e60b

Published 28 March 2022, 9:04am

Section I: Contracting authority

I.1) Name and addresses

SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE

11 Broad Street West

SHEFFIELD

S12BQ

Contact

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Email

tendering@sypte.co.uk

Country

United Kingdom

NUTS code

UKE32 - Sheffield

Internet address(es)

Main address

www.sypte.co.uk/WhatWeDo/Contracts

Buyer's address

www.sypte.co.uk/WhatWeDo/Contracts

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Customer Services and Cleaning Services

Reference number

4153

II.1.2) Main CPV code

- 90910000 - Cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Customer Services and Cleaning Services for SYPTE in South Yorkshire

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £15,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

II.2.3) Place of performance

NUTS codes

- UKE3 - South Yorkshire

Main site or place of performance

South Yorkshire

II.2.4) Description of the procurement

Service providers are required to provide, proactive, highly flexible, customer focused, customer service, and cleaning teams to deliver a competent standard of customer service and facilities presentation across SYPTE's sites, to a standard which is acceptable to both customers and relevant stakeholders. It is necessary that customer service and cleaning service teams work in a fully integrated and collaborative manner.

SYPTE's portfolio includes but is not limited to:

- Head Office Premises
- Transport Interchanges
- Park & Ride sites
- Mini Interchanges
- Satellite sites
- Rail sites

- 'On street' Infrastructure (bus stops, bus shelters and information totems)

These facilities are located throughout South Yorkshire.

SYPTE's Transport Interchanges currently experience footfall in excess of Seventeen million customers per annum.

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The Contract will run from 1 April 2022 to 31 March 2027 with an estimated overall contract value of £16.5 million allowing for possible inflation. The estimated value for the first year of this contract is £3,280,000.00, this figure also indicates the available budget in place for the provision of these services for the first year. SYPTE reserves the right following full evaluation that if the preferred tenderer's submitted price for Year 1 exceeds this figure post tender negotiations will take place to review and reduce the services proposed and if agreed this would be set out in the contract document. If post tender negotiations with the preferred tenderer cannot be successfully agreed SYPTE further reserves the right to discount this tender and to deem the next ranked tenderer the preferred tenderer and carry out the same process and so on until satisfactory agreement can be reached.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: 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: [2021/S 000-024220](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 March 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

Bidvest Noonan (UK) Limited

St. Magnus House, 3 Lower Thames Street

London

EC3R 6HD

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £16,500,000

Total value of the contract/lot: £15,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Jan Smallwood

SYPTE, 11 Broad Street West

Sheffield

S1 2BQ

Country

United Kingdom