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Contract

Cleaning Services

Torbay Council

F03: Contract award notice

Notice identifier: 2024/S 000-009769

Procurement identifier (OCID): ocds-h6vhtk-0403d4

Published 26 March 2024, 11:09am

Section I: Contracting authority

I.1) Name and addresses

Torbay Council

Town Hall, Castle Circus

Torquay

TQ1 3DR

Contact

Mrs Rebecca Sanders

Email

rebecca.sanders@torbay.gov.uk

Telephone

+44 1803208627

Country

United Kingdom

Region code

UKK42 - Torbay

Internet address(es)

Main address

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

Buyer's address

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

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

Cleaning Services

Reference number

DN690934

II.1.2) Main CPV code

- 90900000 - Cleaning and sanitation services

II.1.3) Type of contract

Services

II.1.4) Short description

For the provision of Cleaning Services at specific sites for Torbay Council Corporate Buildings, Temporary Accommodation and Hostel. The Council may require the provision of additional extra hours throughout the duration of the contract. The contract may also be varied to include or exclude other locations within the contract period.

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: £847,049.79

II.2) Description**II.2.1) Title**

Lot 1 - Torbay Council Corporate Buildings

Lot No

1

II.2.2) Additional CPV code(s)

- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 90900000 - Cleaning and sanitation services

II.2.3) Place of performance

NUTS codes

- UKK42 - Torbay

II.2.4) Description of the procurement

This is for the provision of Cleaning Services at specific sites for Torbay Council Corporate Buildings.

Torbay Council and its services operate from various corporate buildings based across Torquay, Paignton and Brixham. Properties and sites included in the service range from public buildings, historic buildings, a nursery, and a café, with Council staff, customers,

and the public utilising these buildings.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / 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) Description

II.2.1) Title

Lot 2 - Temporary Accommodation / Hostel

Lot No

2

II.2.2) Additional CPV code(s)

- 90900000 - Cleaning and sanitation services

II.2.3) Place of performance

NUTS codes

- UKK42 - Torbay

II.2.4) Description of the procurement

Torbay Council currently has 43 temporary accommodation properties, which are located in Torquay, Paignton and Brixham. There are 38 self-contained properties and 2 HMO's (House in Multiple Occupancy). The Temporary accommodation properties will require void cleaning (flipping), before a new tenant(s) move in. This is a specialist cleaning service that is required for the vacated properties. The HMO properties require regular

cleaning of the communal areas and void cleaning of the bedrooms once a tenant has moved out.

No site plans are available for the Temporary Accommodation.

The Hostel is located in Torquay and comprises of 29 bedrooms (of which, 26 of those bedrooms have en-suite shower rooms) and communal areas. The communal areas required to be cleaned twice weekly and void cleans will be required once a bedroom has become vacant.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 45

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 45

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: [2023/S 000-028354](#)

Section V. Award of contract

Contract No

TJOT3923

Lot No

1

Title

Lot 1 - Torbay Council Corporate Buildings

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 January 2024

V.2.2) Information about tenders

Number of tenders received: 8

Number of tenders received by electronic means: 8

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

V.2.3) Name and address of the contractor

Crystal Facilities Management

Lyra Court, Portal Way

North Acton, London

W3 6BJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £847,049.79

Section V. Award of contract

Contract No

TJOT3923

Lot No

2

Title

Lot 2 - Temporary Accommodation / Hostel

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

7 Rolls Building, Fetter Lane

London

EC4A 1NL

Email

tcc.issue@justice.gov.uk

Telephone

+44 2079477156

Country

United Kingdom