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Contract

Provision of Residential and Office Cleaning Services

Karbon Homes

F03: Contract award notice

Notice identifier: 2024/S 000-011007

Procurement identifier (OCID): ocds-h6vhtk-03e4de

Published 4 April 2024, 4:09pm

Section I: Contracting authority

I.1) Name and addresses

Karbon Homes

Number Five, Gosforth Park Avenue

Newcastle

NE12 8EG

Email

brooke.hill@karbonhomes.co.uk

Telephone

+44 7534226001

Country

United Kingdom

NUTS code

UKC22 - Tyneside

Internet address(es)

Main address

<http://www.karbonhomes.co.uk/>

Buyer's address

<http://www.karbonhomes.co.uk/>

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

Provision of Residential and Office Cleaning Services

Reference number

CA12690 -

II.1.2) Main CPV code

- 90910000 - Cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

Karbon wish to appoint an experienced and competent Contractor(s) to deliver Residential & Office Cleaning Services. This would include the cleaning of communal areas in our

residential properties, and in our offices and buildings which are accessed by our staff, customers or members of the public. Supply of cleaning materials and equipment is required to perform the cleaning service.

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: £769,322.2

II.2) Description

II.2.1) Title

Lot 1a – Northumberland East – Residential

Lot No

1

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Residential Cleaning Service across East Northumberland including Alnwick, Berwick, Morpeth & Blyth.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 1b - Northumberland East - Commercial

Lot No

2

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Cleaning of a Commercial Office in Morpeth.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 2a - Northumberland West - Residential

Lot No

3

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Residential Cleaning Service across West Northumberland including Hexham, Corbridge, Haltwhistle, Prudhoe & Haydon Bridge.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 2b - Northumberland West - Commercial

Lot No

4

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Cleaning of a Commercial Office in Hexham.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 3 - North Tyneside, South Tyneside & Gateshead - Residential

Lot No

5

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Residential Cleaning Service across North Tyneside, South Tyneside & Gateshead.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 4a - Newcastle upon Tyne - Residential

Lot No

6

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Residential Cleaning Service across Newcastle Upon Tyne.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 4b - Newcastle upon Tyne - Commercial

Lot No

7

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Cleaning of Commercial Offices in Newcastle Upon Tyne.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 5a - County Durham - Residential

Lot No

8

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Residential Cleaning Service across County Durham.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 5b - County Durham - Commercial

Lot No

9

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Cleaning of Commercial Offices in County Durham.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 6 - Darlington, Stockton & Teesside - Residential

Lot No

10

II.2.2) Additional CPV code(s)

- 90910000 - Cleaning services

II.2.3) Place of performance

NUTS codes

- UKC22 - Tyneside

Main site or place of performance

Tyneside

II.2.4) Description of the procurement

Residential Cleaning Service across Darlington, Stockton & Teeside.

II.2.5) Award criteria

Quality criterion - Name: Contract Delivery / Weighting: 20.00%

Quality criterion - Name: Customer Satisfaction / Weighting: 10.00%

Quality criterion - Name: Staff Management / Weighting: 10.00%

Quality criterion - Name: Health & Safety / Weighting: 5.00%

Quality criterion - Name: Performance Measurement / Weighting: 5.00%

Quality criterion - Name: Social Value / Weighting: 10.00%

Price - Weighting: 40.00%

II.2.11) Information about options

Options: Yes

Description of options

60 month(s) from the commencement date, with 36 initial month(s) and option to extend 2x12 month(s)

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 000-021344](#)

Section V. Award of contract

Contract No

CA12690

Lot No

1

Title

Lot 1a – Northumberland East – Residential

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

Ideal Cleaning Services Limited

Nottingham

NG8 5BX

Email

shibberd@idealcleaning.co.uk

Telephone

+44 1159132222

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.idealcleaning.co.uk

The contractor is an SME

Yes

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

Total value of the contract/lot: £87,668.61

Section V. Award of contract

Contract No

CA12690

Lot No

2

Title

Lot 1b - Northumberland East - Commercial

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

APM CLEANING & REPAIR LTD.

B2 Kingfisher House, Kingsway North

GATESHEAD

NE11 0JQ

Email

tenders@apmcleaningltd.co.uk

Telephone

+44 1912734600

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://apm.cleaning>

The contractor is an SME

Yes

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

Total value of the contract/lot: £9,312.36

Section V. Award of contract

Contract No

CA12690

Lot No

3

Title

Lot 2a - Northumberland West - Residential

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

APM CLEANING & REPAIR LTD.

B2 Kingfisher House, Kingsway North

GATESHEAD

NE11 0JQ

Email

tenders@apmcleaningltd.co.uk

Telephone

+44 1912734600

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://apm.cleaning>

The contractor is an SME

Yes

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

Total value of the contract/lot: £91,306.38

Section V. Award of contract

Contract No

CA12690

Lot No

4

Title

Lot 2b - Northumberland West - Commercial

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

APM CLEANING & REPAIR LTD.

B2 Kingfisher House, Kingsway North

GATESHEAD

NE11 0JQ

Email

tenders@apmcleaningltd.co.uk

Telephone

+44 1912734600

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://apm.cleaning>

The contractor is an SME

Yes

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

Total value of the contract/lot: £17,476.64

Section V. Award of contract

Contract No

CA12690

Lot No

5

Title

Lot 3 - North Tyneside, South Tyneside & Gateshead - Residential

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

JGH Property Services

JGH Property Services, 2 Eslington Terrace

Newcastle upon Tyne

ne2 4rj

Email

jacob.wade@jghpropertyservices.co.uk

Telephone

+44 1916599294

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.jghcleaning.co.uk

The contractor is an SME

No

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

Total value of the contract/lot: £146,095

Section V. Award of contract

Contract No

CA12690

Lot No

6

Title

Lot 4a - Newcastle upon Tyne - Residential

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

JGH Property Services

JGH Property Services, 2 Eslington Terrace

Newcastle upon Tyne

ne2 4rj

Email

jacob.wade@jghpropertyservices.co.uk

Telephone

+44 1916599294

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.jghcleaning.co.uk

The contractor is an SME

No

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

Total value of the contract/lot: £116,182

Section V. Award of contract

Contract No

CA12690

Lot No

7

Title

Lot 4b - Newcastle upon Tyne - Commercial

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

JGH Property Services

JGH Property Services, 2 Eslington Terrace

Newcastle upon Tyne

ne2 4rj

Email

jacob.wade@jghpropertyservices.co.uk

Telephone

+44 1916599294

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

www.jghcleaning.co.uk

The contractor is an SME

No

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

Total value of the contract/lot: £50,873

Section V. Award of contract

Contract No

CA12690

Lot No

8

Title

Lot 5a - County Durham - Residential

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

APM CLEANING & REPAIR LTD.

B2 Kingfisher House, Kingsway North

GATESHEAD

NE11 0JQ

Email

tenders@apmcleaningltd.co.uk

Telephone

+44 1912734600

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://apm.cleaning>

The contractor is an SME

Yes

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

Total value of the contract/lot: £94,913.23

Section V. Award of contract

Contract No

CA12690

Lot No

9

Title

Lot 5b - County Durham - Commercial

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 8

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

V.2.3) Name and address of the contractor

APM CLEANING & REPAIR LTD.

B2 Kingfisher House, Kingsway North

GATESHEAD

NE11 0JQ

Email

tenders@apmcleaningltd.co.uk

Telephone

+44 1912734600

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://apm.cleaning>

The contractor is an SME

Yes

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

Total value of the contract/lot: £49,665.92

Section V. Award of contract

Contract No

CA12690

Lot No

10

Title

Lot 6 - Darlington, Stockton & Teesside - Residential

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

4 April 2024

V.2.2) Information about tenders

Number of tenders received: 7

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

V.2.3) Name and address of the contractor

APM CLEANING & REPAIR LTD.

B2 Kingfisher House, Kingsway North

GATESHEAD

NE11 0JQ

Email

tenders@apmcleaningltd.co.uk

Telephone

+44 1912734600

Country

United Kingdom

NUTS code

- UK - United Kingdom

Internet address

<http://apm.cleaning>

The contractor is an SME

Yes

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

Total value of the contract/lot: £105,829.06

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Karbon Homes Limited

Number 5, Gorforth Park Avenue, Gorforth Business Park

Newcastle upon Tyne

NE12 8EG

Email

procurement@karbonhomes.co.uk

Country

United Kingdom

Internet address

www.karbonhomes.co.uk