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Tender

FIN25219 Cleaning and Security Services, Fleet Walk Shopping Centre

Torbay Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-011060

Procurement identifier (OCID): ocds-h6vhtk-064a5d

Published 6 February 2026, 3:18pm

Scope

Reference

FIN25219

Description

This tender is for the provision of Cleaning and Security Services for Fleet Walk Shopping Centre, Torquay.

The successful Supplier(s) is expected to carry out the duties as stated in the Part 2 Specification and any ad-hoc special requirements to a very high standard.

Fleet Walk is a retail shopping centre in the heart of Torquay Town with 34 shops and a multi-story car park.

This opportunity has been split into two lots:

Lot 1 Cleaning Services

Lot 2 Security Services

Total value (estimated)

- £1,600,000 excluding VAT
- £1,920,000 including VAT

Above the relevant threshold

Main procurement category

Services

Contract locations

- UKK42 - Torbay

Lot constraints

Maximum number of lots a supplier can bid for: 1

Description of how multiple lots may be awarded:

Description of how lots may be awarded:

Lot 1 – Cleaning Services - a single supplier

Lot 2 – Security Services - a single supplier

Applicants may bid for an individual lot or both lots. An Applicant can be awarded both lots if they are the highest scoring applicant for both lots.

Not the same for all lots

CPV classifications, contract dates and options are shown in Lot sections, because they are not the same for all lots.

Lot 1. Cleaning Services, Fleet Walk Shopping Centre

Description

The provision of cleaning services for Fleet Walk Shopping Centre Torquay.

Lot value (estimated)

- £600,000 excluding VAT
- £720,000 including VAT

Contract dates (estimated)

- 17 August 2026 to 16 August 2029
- Possible extension to 16 August 2031
- 5 years

Description of possible extension:

2 x 1 year extensions available

Options

The right to additional purchases while the contract is valid.

- Services to be provided at a new site(s), not included in the original contract.
- Decreased service across the site(s).
- The Authority requesting changes in the level of services required, and/or in the way the services are provided and the site-specific instructions.
- Increase or reduction in Council's requirements.
- Statutory Minimum Wage Increases

CPV classifications

- 90910000 - Cleaning services

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Lot 2. Security Services, Fleet Walk Shopping Centre

Description

Security services delivered at Fleet Walk Shopping Centre

Lot value (estimated)

- £1,000,000 excluding VAT

- £1,200,000 including VAT

Contract dates (estimated)

- 17 August 2026 to 16 August 2029
- Possible extension to 16 August 2031
- 5 years

Description of possible extension:

2 x 1 year extension options

Options

The right to additional purchases while the contract is valid.

- Services to be provided at a new site(s), not included in the original contract.
- Decreased service across the site(s).
- The Authority requesting changes in the level of services required, and/or in the way the services are provided and the site-specific instructions.
- Increase or reduction in Council's requirements.
- Statutory Minimum Wage Increases

CPV classifications

- 79710000 - Security services

Same for all lots

Contract locations are shown in the Scope section, because they are the same for all lots.

Participation

Legal and financial capacity conditions of participation

Lot 1. Cleaning Services, Fleet Walk Shopping Centre

Lot 2. Security Services, Fleet Walk Shopping Centre

Financial Capacity

Confirmation of ability to obtain relevant insurances after contract award but before delivery start

Further information can be found in Part 4 Procurement Specific Questionnaire and Section C2.3 of Part 1 Information.

Technical ability conditions of participation

Lot 1. Cleaning Services, Fleet Walk Shopping Centre

Lot 2. Security Services, Fleet Walk Shopping Centre

Relevant Experience and Contract Examples

Data Protection

Health and Safety

Modern Slavery

Relevant policies, procedures and accreditations required to deliver the contract

Further information can be found in Part 4 Procurement Specific Questionnaire and Section C2.3 of Part 1 Information.

Particular suitability

Lot 1. Cleaning Services, Fleet Walk Shopping Centre

Lot 2. Security Services, Fleet Walk Shopping Centre

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

2 March 2026, 12:00pm

Tender submission deadline

18 March 2026, 12:00pm

Submission address and any special instructions

In order to provide unrestricted, full, direct and free of charge access to the Tender Documents the Authority is providing the Documents in PDF format in the Opportunities Area of the ProContract e-Tendering portal at www.supplyingthesouthwest.org.uk

In order to access amendable versions of the Documents and to submit a response Applicants must be registered as Suppliers on ProContract. Applicants should then express an interest in the opportunity and download the Word and Excel format Documents for completion and submission.

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

7 May 2026

Recurring procurement

Publication date of next tender notice (estimated): 6 February 2031

Award criteria

Lot 1. Cleaning Services, Fleet Walk Shopping Centre

Name	Description	Type	Weighting
Price	The total annual cost of the service	Price	50.00%
Method Statements	Quality for service and contract delivery. There are 4 method statements in total which add up to the percentage weighting.	Quality	35.00%

Name	Description	Type	Weighting
Social Value	Social Value assessment. The social value assessment for Lot 1 is a combination of a qualitative assessment and quantitative assessment. Further information can be found in Part 6 Social Value Requirement and Part 8 Social Value Calculator.	Quality	10.00%
Technical Questions	Technical questions to assess capability. There is 1 technical question which is the total percentage weighting.	Quality	5.00%

Lot 2. Security Services, Fleet Walk Shopping Centre

Name	Description	Type	Weighting
Price	Annual cost of the service	Price	50.00%
Method Statements	Quality for service and contract delivery. There are 3 method statements in total which add up to the percentage weighting.	Quality	35.00%
Social Value	Social Value assessment. The social value assessment for Lot 1 is a combination of a qualitative assessment and quantitative assessment. Further information can be found in Part 6 Social Value Requirement and Part 8 Social Value Calculator.	Quality	10.00%

Name	Description	Type	Weighting
Technical Questions	Technical questions to assess capability. There is 1 technical question which equals the percentage weighting.	Quality	5.00%

Other information

Payment terms

In consideration of the provision of the Services by the Supplier in accordance with the terms and conditions of this Contract, the Authority shall pay the Charges to the Supplier.

The Charges shall be calculated as set out in the Payment Schedule.

Unless otherwise stated in the Payment Schedule the Charges:

- (a) shall be payable from the Commencement Date;
- (b) shall remain fixed during the Term unless agreed by both parties; and
- (c) are the entire price payable by the Authority to the Supplier in respect of the Services and includes, without limitation, any royalties, licence fees, supplies and all consumables used by the Supplier, travel costs, accommodation expenses and the cost of Supplier Personnel.

The Authority shall pay each properly submitted invoice received by the Supplier within 30 days of the date when Authority has determined that the invoice is a valid and undisputed in-voice. The Supplier shall accept payment electronically via BACS.

Further information on payment terms can be found in Clause 6 Charges and Payments of the Service Contract.

Description of risks to contract performance

Description of Risk:

Risk that future changes to statutory guidance, legislation, or national standards may impact service delivery requirements, registration obligations, or contract compliance during the life of the contract.

Modification required if risk arises:

Contract may need to be varied in response to legal or regulatory change.

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

N/A

Documents

Associated tender documents

<http://www.supplyingthesouthwest.org.uk/>

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Contracting authority

Torbay Council

- Public Procurement Organisation Number: PXLG-3144-TYMJ

Town Hall

Torquay

TQ1 3DR

United Kingdom

Contact name: Clare Farquhar

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

Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government