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Tender

**<https://www.capitalesourcing.com/go/27384630018F19BED257>**

Westminster City Council

F02: Contract notice

Notice identifier: 2024/S 000-014069

Procurement identifier (OCID): ocids-h6vhtk-045690

Published 1 May 2024, 1:56pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Contact**

Eric Desveaux

#### **Email**

[edesveaux@westminster.gov.uk](mailto:edesveaux@westminster.gov.uk)

#### **Telephone**

+44 2076416000

#### **Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

[www.capitalesourcing.com](http://www.capitalesourcing.com)

Buyer's address

[www.westminster.gov.uk](http://www.westminster.gov.uk)

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.capitalesourcing.com/go/27384630018F19BED257>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.capitalesourcing.com](http://www.capitalesourcing.com)

Tenders or requests to participate must be submitted to the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

<https://www.capitalesourcing.com/go/27384630018F19BED257>

Reference number

itt\_WCC\_18260

#### **II.1.2) Main CPV code**

- 70300000 - Real estate agency services on a fee or contract basis

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Customer Care Services Provider will provide customer care team and defect management for the 110 private sale flats and up to 16 intermediate homes delivered in the first phase of the Ebury Bridge Regeneration, currently the largest development and regeneration programme being delivered by Westminster City Council.

The Authority is seeking to appoint a provider to undertake the services over the two-year defect liability period from Practical Completion in Summer 2024.

The services are defined within the Specification provided in the tender documents available on the e-tendering portal.

#### **II.1.5) Estimated total value**

Value excluding VAT: £450,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKI32 - Westminster

#### **II.2.4) Description of the procurement**

Customer Care Provider Services

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £450,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

30

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions

Refer to tender documents

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

Refer to tender documents

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## **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.2.2) Time limit for receipt of tenders or requests to participate**

Date

31 May 2024

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7) Conditions for opening of tenders**

Date

31 May 2024

Local time

12:01pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

This opportunity and all associated procurement documents will be accessible via our e-sourcing portal, kindly visit; [www.capitalesourcing.com](http://www.capitalesourcing.com) and search for the following reference: itt\_WCC\_18260. If you have any questions, please submit these through the e-tendering portal ("the Portal")

Our e-sourcing portal site is free to register on.

To view details of the Opportunity via the Portal please click the following link and enter your Username and Password:

<https://www.capitalesourcing.com/web/login.shtml>

Or browse as follows:

- Connect to <https://www.capitalesourcing.com>
- Enter your Username and Password
- Go to Published Opportunities
- Click on the Project Title to view details

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court of Justice

The Royal Court of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

In accordance with Regulation 86 (Notices of decisions to award a contract), Regulation 87 (Standstill Period) and Regulations 91 (Enforcement of duties through the Court) of the Public Contracts Regulations 2015 (as amended).