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Tender

Provision of Customer Care (Security Services) at Blackpool Council's Municipal Building

Blackpool Council

F02: Contract notice

Notice identifier: 2022/S 000-015378

Procurement identifier (OCID): ocids-h6vhtk-0342b8

Published 1 June 2022, 3:13pm

Section I: Contracting authority

I.1) Name and addresses

Blackpool Council

PO Box 4

Blackpool

FY1 1NA

Contact

Mrs Sarah Gordon

Email

sarah.gordon@blackpool.gov.uk

Telephone

+44 1253478373

Country

United Kingdom

NUTS code

UKD42 - Blackpool

Internet address(es)

Main address

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

Buyer's address

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

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=936ca372-4fdb-ec11-8114-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=936ca372-4fdb-ec11-8114-005056b64545>

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 Care (Security Services) at Blackpool Council's Municipal Building

Reference number

DN614131

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Customer Care (Security Services) at Blackpool Council's Municipal Building

II.1.5) Estimated total value

Value excluding VAT: £800,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75241000 - Public security services

II.2.3) Place of performance

NUTS codes

- UKD42 - Blackpool

II.2.4) Description of the procurement

In line with Blackpool Council's Customer First and JobCentre Plus customer-focused ethos, the provision of an appropriate security presence must be balanced with a positive and engaging visitor experience, therefore it is important to recognise that Security staff will be referred to as Customer Care Officers and will play a vital role in the customer access areas of JobCentre Plus and Customer First at Municipal Buildings.

Whilst maintaining the security of the building and safety of Blackpool Council and JobCentre Plus staff and their customers is the fundamental basis of this contract, this should not be the 'visible' element to visitors to the building. We therefore expect Customer Care Officers to act primarily as welcoming custodians to greet visitors warmly and provide help and assistance in directing customers to the relevant service or appointment and then out of the building again in a friendly and efficient manner, which by default will minimise any frustration experienced by clients and reduce the opportunity for undesirable behaviour to occur in the first instance.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Quality criterion - Name: Social Value / Weighting: 20

Price - Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £800,000

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The contract will be for a period of 24 months with the option to extend for a further 12 plus 12 months

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

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

1 July 2022

Local time

4:30pm

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

English

IV.2.7) Conditions for opening of tenders

Date

1 July 2022

Local time

4:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court Justice England & Wales

London

Country

United Kingdom