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Tender

Security and Concierge

Notting Hill Genesis

F02: Contract notice

Notice identifier: 2021/S 000-017721

Procurement identifier (OCID): ocids-h6vhtk-02cca7

Published 26 July 2021, 6:15pm

Section I: Contracting authority

I.1) Name and addresses

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

Contact

Lorraine Taylor

Email

lorraine.taylor@nhg.org.uk

Telephone

+44 07540122911

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

www.nhgggroup.org.uk

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Security-services./JS9CF6J3NE>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Security-services./G44Z8J85WN>

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

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Security and Concierge

Reference number

609308549

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

NHG intends to appoint a single service provider to provide the Concierge and Security services at their London Located Estates , the contract will be for the duration of four years with the option to extend two further periods of one year each.

Notting Hill Genesis are looking for a supplier to provide a Concierge and Security (Monday – Sunday) day and evening service including patrols. We are looking for someone who will be able to provide Notting Hill Genesis with a quality service, to input in the day to day running of the estate by liaising with residents and Estate Operations Manager.

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

NHG intends to appoint a single service provider to provide the Concierge and Security services at the London Located Estates , the contract will be for the duration of four years with the option to extend two further periods of one year each.

Notting Hill Genesis are looking for the supplier to provide a Concierge and Security (Monday – Sunday) day and evening service including patrols. We are looking for someone who will be able to provide Notting Hill Genesis with a quality service, to input in the day to day running of the estate by liaising with residents and Estate Operations Manager.

The successful service provider will be responsible to monitor and maintain standards of dress, attendance, punctuality, reliability and customer service, taking any necessary actions to achieve the highest standards of service delivery, to meet, greet and assist residents in a professional, friendly manner, to maintain a clean and tidy appearance of the concierge reception area always, monitor and report any issues highlighted ,and to use the latest technology to streamline administration.

To carry out patrols of the site report any instances of criminality to the relevant authorities and challenge any unauthorised access to site.

We are looking for someone who will be able to provide Notting Hill Genesis with a quality service, to provide further input in the day to day running of the security and concierge

To work in partnership with NHG , to be able to communicate correctly and efficiently, and to collaborate with the relevant manager located on site to continuously improve the services, to bring any changes and recommendations to the review contract meetings .

The successful service provider will be responsible for all aspects of the security and concierge service at the below estates and will be responsible for the employment of the staff (with a TUPE transfer envisaged).

II.2.5) Award criteria

Quality criterion - Name: Criterion 1 / Weighting: 60

Cost criterion - Name: Criterion 1 / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £3,000,000

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

Duration in months

48

This contract is subject to renewal

No

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There will be an option to extend by an additional 2 years

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.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/G44Z8J85WN>

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

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

Date

24 August 2021

Local time

5:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Security-services./JS9CF6J3NE>

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GO Reference: GO-2021726-PRO-18630018

VI.4) Procedures for review

VI.4.1) Review body

Notting Hill Housing Trust

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