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Tender

Contract for Remote Concierge Service Maintenance

City & County of Swansea

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

Notice identifier: 2025/S 000-021590

Procurement identifier (OCID): ocds-h6vhtk-0513ff ([view related notices](#))

Published 15 May 2025, 10:23am

Scope

Reference

CCS/25/024

Description

The purpose of the Remote Concierge Service (referred to as RCS) is to enable the Landlord Service, via the Neighbourhood Support Unit (referred to as NSU), to provide a safe and secure environment for all the residents living at Griffith John St (blocks 1 &2) and Matthew St (blocks 1 & 2). The NSU is a 24-hr service based in a control room at Central Area Housing Office.

Total value (estimated)

- £45,000 excluding VAT
- £54,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 4 August 2025 to 3 August 2028
- Possible extension to 3 August 2030
- 5 years

Description of possible extension:

Up to 24 months

Main procurement category

Services

CPV classifications

- 35120000 - Surveillance and security systems and devices
- 32300000 - Television and radio receivers, and sound or video recording or reproducing apparatus
- 32500000 - Telecommunications equipment and supplies
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

Contract locations

- UKL18 - Swansea
-

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

5 June 2025, 12:00pm

Tender submission deadline

12 June 2025, 12:00pm

Submission address and any special instructions

<https://etenderwales.bravosolution.co.uk>

itt_117297 - Remote Concierge Service Maintenance

Tenders may be submitted electronically

Yes

Award criteria

Name	Type	Weighting
Price	Price	70.00%
Quality	Quality	30.00%

Procedure

Procedure type

Below threshold - open competition

Contracting authority

City & County of Swansea

- Public Procurement Organisation Number: PYYD-8699-BJGD

Civic Centre

Swansea

SA1 3SN

United Kingdom

Email: procurement@swansea.gov.uk

Website: <http://www.swansea.gov.uk/dobusiness>

Region: UKL18 - Swansea

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales