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Tender

Provision of Customer Services and Cleaning Services

SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE

F02: Contract notice

Notice identifier: 2021/S 000-024220

Procurement identifier (OCID): ocds-h6vhtk-02e60b

Published 29 September 2021, 3:00pm

Section I: Contracting authority

I.1) Name and addresses

SOUTH YORKSHIRE PASSENGER TRANSPORT EXECUTIVE

11 Broad Street West

SHEFFIELD

S12BQ

Contact

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Email

tendering@sypte.co.uk

Country

United Kingdom

NUTS code

UKE32 - Sheffield

Internet address(es)

Main address

<http://www.sypte.co.uk/WhatWeDo/Contracts>

I.3) Communication

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

<http://www.sypte.co.uk/WhatWeDo/Contracts>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<http://www.sypte.co.uk/WhatWeDo/Contracts>

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

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Customer Services and Cleaning Services

Reference number

4153

II.1.2) Main CPV code

- 90910000 - Cleaning services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Customer Services and Cleaning Services for SYPTE in South Yorkshire

II.1.5) Estimated total value

Value excluding VAT: £16,500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79342300 - Customer services

II.2.3) Place of performance

NUTS codes

- UKE3 - South Yorkshire

Main site or place of performance

South Yorkshire

II.2.4) Description of the procurement

Service providers are required to provide, proactive, highly flexible, customer focused, customer service, and cleaning teams to deliver a competent standard of customer service and facilities presentation across SYPTE's sites, to a standard which is acceptable to both customers and relevant stakeholders. It is necessary that customer service and cleaning service teams work in a fully integrated and collaborative manner.

SYPTE's portfolio includes but is not limited to:

- Head Office Premises
- Transport Interchanges
- Park & Ride sites
- Mini Interchanges
- Satellite sites
- Rail sites
- 'On street' Infrastructure (bus stops, bus shelters and information totems)

These facilities are located throughout South Yorkshire.

SYPTE's Transport Interchanges currently experience footfall in excess of Seventeen million customers per annum.

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The Contract will run from 1 April 2022 to 31 March 2027 with an estimated overall contract value of £16.5 million allowing for possible inflation. The estimated value for the first year of this contract is £3,280,000.00, this figure also indicates the available budget in place for the provision of these services for the first year. SYPTE reserves the right following full evaluation that if the preferred tenderer's submitted price for Year 1 exceeds this figure post tender negotiations will take place to review and reduce the services proposed and if agreed this would be set out in the contract document. If post tender negotiations with the preferred tenderer cannot be successfully agreed SYPTE further reserves the right to discount this tender and to deem the next ranked tenderer the preferred tenderer and carry out the same process and so on until satisfactory agreement can be reached.

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: £16,500,000

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

Start date

1 April 2022

End date

31 March 2027

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

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

n/a

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

As set out in the tender documentation

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

12 November 2021

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

12 November 2021

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: Every 5 years

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

South Yorkshire Passenger Transport Executive

11 Broad Street West

Sheffield

S1 2BQ

Email

jan.smallwood@syppte.co.uk

Country

United Kingdom