

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024220-2021>

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**

-

#### **Email**

[tendering@sypte.co.uk](mailto:tendering@sypte.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKE32 - Sheffield

**Internet address(es)**

Main address

[www.sypte.co.uk/WhatWeDo/Contracts](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

[www.sypte.co.uk/WhatWeDo/Contracts](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

[www.sypte.co.uk/WhatWeDo/Contracts](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.

.

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@sypte.co.uk](mailto:jan.smallwood@sypte.co.uk)

Country

United Kingdom