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Contract

**[www.capitalesourcing.com/go/27384630018F19BED257](https://www.capitalesourcing.com/go/27384630018F19BED257)**

Westminster City Council

F03: Contract award notice

Notice identifier: 2024/S 000-025217

Procurement identifier (OCID): ocds-h6vhtk-045690

Published 9 August 2024, 12:14pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Westminster City Council

64 Victoria Street

London

SW1E 6QP

#### **Email**

[edesveaux@westminster.gov.uk](mailto:edesveaux@westminster.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

## **Internet address(es)**

Main address

[www.westminster.gov.uk](http://www.westminster.gov.uk)

## **I.4) Type of the contracting authority**

Regional or local authority

## **I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

[www.capitalesourcing.com/go/27384630018F19BED257](http://www.capitalesourcing.com/go/27384630018F19BED257)

Reference number

itt\_WCC\_18260

#### **II.1.2) Main CPV code**

- 70300000 - Real estate agency services on a fee or contract basis

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

The Customer Care Services Provider will provide customer care team and defect management for the 110 private sale flats and up to 16 intermediate homes delivered in the first phase of the Ebury Bridge Regeneration, currently the largest development and regeneration programme being delivered by Westminster City Council.

The Authority is seeking to appoint a provider to undertake the services over the two-year defect liability period from Practical Completion.

### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £197,700

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKI - London

### **II.2.4) Description of the procurement**

Customer Care Provider Services

### **II.2.5) Award criteria**

Quality criterion - Name: Technical / Weighting: 70

Price - Weighting: 30

### **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

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## 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: No

### IV.2) Administrative information

#### IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-014069](#)

#### IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

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## Section V. Award of contract

### Contract No

1

### Title

Customer Care Provider for private sale homes at Ebury Phase 1

A contract/lot is awarded: Yes

### V.2) Award of contract

#### V.2.1) Date of conclusion of the contract

28 June 2024

### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Conductor Marketing Limited

Collingham House 10-12 Gladstone Road

London

SW19 1QT

Country

United Kingdom

NUTS code

- UKI - London

National registration number

09089249

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: £450,000

Total value of the contract/lot: £197,700

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court of Justice

The Royal Court of Justice, The Strand

London

WC2A 2LL

Country

United Kingdom