

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/026138-2022>

Tender

Sunderland City Council - Full Property Management for Mechanical and Electrical ITT Stage

KNIGHT FRANK PROMISE

F02: Contract notice

Notice identifier: 2022/S 000-026138

Procurement identifier (OCID): ocds-h6vhtk-0359ba

Published 19 September 2022, 9:11am

Section I: Contracting authority

I.1) Name and addresses

KNIGHT FRANK PROMISE

St Ann's Quay 124 Quayside

Newcastle upon Tyne

NE1 3BD

Contact

Procurement Team

Email

support@maistro.com

Telephone

+44 448000488664

Country

United Kingdom

Region code

UKC2 - Northumberland and Tyne and Wear

Companies House

OC305934

Internet address(es)

Main address

<https://www.knightfrank.co.uk/knight-frank-promise>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://portal.maistro.com/projects/f6037a5f-c17a-49bc-977d-89596676f958>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://portal.maistro.com/projects/f6037a5f-c17a-49bc-977d-89596676f958>

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Sunderland City Council - Full Property Management for Mechanical and Electrical ITT Stage

Reference number

PBBKP

II.1.2) Main CPV code

- 50700000 - Repair and maintenance services of building installations

II.1.3) Type of contract

Services

II.1.4) Short description

Knight Frank Promise delivers innovative facilities management services across the UK, Knight Frank Promise provides onsite management for a range of commercial, residential, and mixed-use properties and for both landlords and occupiers. Knight Frank Promise select, provide and manage on-site staff, ensuring highly effective front of house, maintenance, cleaning, security and health & safety, fire, and environmental compliance.

For further information, please visit our website: <https://www.knightfrank.co.uk/knight-frank-promise>

Maistro UK Limited (Maistro) is inviting suppliers to complete a

Full Property Management of Mechanical and Electrical assets at City Hall, Sunderland

Specification

1. Knight Frank Promise has prepared several workflow schedules as listed below. Within these documents it is expected the selected supplier(s) carry out preventative maintenance services as per these schedules. (available at maistro platform)

- a. APPENDIX 10 - OEM Assets,
- b. APPENDIX 9 - Water hygiene task and frequency, and
- c. APPENDIX 5 - Maintenance programme schedule,

2. Please note: Knight Frank Promise has = nominated three (3) suppliers below, against assets listed within APPENDIX 4 - pricing worksheet. The selected supplier(s) will engage and work with the nominated suppliers to manage their account activities in relation to this ITT on behalf of Knight Frank Promise.

- a. IDS Fire & Security - <https://idsfireandsecurity.com/>
- b. Richmond Fire Engineering - <https://www.richmondfire.co.uk/>
- c. Astral Control Services - <https://astral.uk.com/>

d. For all other assets selected supplier(s) can choose to self-deliver and/or appoint a specialist preference of their choice.

3. Any contractor must have the ability to use the electronic permit systems E TAP. RAMs must be entered into this system before any works can be completed on-site.

4. Assets are to be maintained as per the SFG20 industry standard for Mechanical and Electrical maintenance.

5. SFG20 certification is to be maintained at the suppliers cost and should be to the current version. To find out more please visit the website: <https://www.sfg20.co.uk/list-of-schedules?hsLang=en>

6. Assets should not be compromised by the manufacturers maintenance schedules if they differ from SFG20 and assets should not be maintained any less frequently as set-out in the Knight Frank Promise Maintenance programme schedule.

7. It is also required of the supplier(s) to comply with the below ISO standards and certifications

- a. H&S- ISO 45001
- b. Environmental- ISO 14001
- c. Security- ISO 27001
- d. Safe Contractor Certification

II.1.5) Estimated total value

Value excluding VAT: £240,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Full Property Management Service at Sunderland City Council, on behalf of Knight Frank Promise.

The correspondence address of Sunderland City Council is:

City Hall, Plater Way,

Sunderland,

Tyne And Wear,

United Kingdom,

SR1 3AA

II.2.4) Description of the procurement

Knight Frank Promise is looking to appoint a professional Property Management supplier to maintain its assets at City Hall, Sunderland which is the new headquarters of the Sunderland City Council. It is located at the Vaux Site and was completed in November 2021

Please note: Knight Frank Promise, acting as managing agent on behalf of Sunderland City Council, City Hall.

Property Management for the Sunderland City Council, City Hall

This Invitation to tender seeks suppliers who can provide full Property Management services in conjunction with quality assurance expertise to maintain, operate and manage the full spectrum of building services. The appointed supplier will provide measurable, high-quality, and high-value-added Property Management services.

Knight Frank Promise has a number of assets that are coming out of warranty and are in need of planned preventative maintenance. Any entering suppliers must have the knowledge and use of E-Logbooks that allows Knight Frank Promise to track, and monitor completed work on site.

Any supplier and its contractors must have the ability to use the electronic permit system E TAP more details of E Tap can be found at the following website; <https://www.tap-in.co.uk/>

The chosen supplier and its contractors must comply and hold SafeContractor accreditation throughout the duration of the contract term.

Specification

Further information can be obtained at Maistro platform.

the types of equipment to maintain include but are not limited to the list below.

- *Boilers
- *Fire Sprinkler System
- *Dry Riser
- *Expansion Vessel
- *Fan Coil Units
- *Cold Water Booster
- *Heat Recovery Units
- *Overdoor Heater
- *Plate Heat Exchanger
- *Plumbing Sanitary
- *Pressurisation Unit

- *Pumps
- *Supply/Extract Fan
- *Trench Heating
- *Underfloor Heating
- *Disabled Toilet Alarm
- *Emergency Lighting
- *Hand Driers
- *Internal Lighting
- *Pest Control
- *Timeclock Changes
- *Trace Heating
- *Calorifier
- *Expansion Vessels
- *LTM Hot & Cold
- *Legionella
- *Shower
- *TMV's
- *Access Control
- *Auto Doors
- *Booster Set
- *BMS
- *CCTV

- *Chillers
- *Drainage
- *Fire Dampers
- *Fire Suppression
- *Fixed Ladders
- *Handrail
- *Leak Detection System
- *Mansafe System
- *PAT Testing
- *Smoke Vents
- *Emergency Lighting
- *Fire Doors
- *Water Tank

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: £240,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Contract Term

We are looking to appoint on a three (3) year basis with an optional (2)year term.

The contract terms are issued under the Knight Frank Promise Master Services Agreement and the appointed suppliers(s) will be required to sign up to Knight Frank Promise T&C's.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

TBC

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

Any supplier and its contractors must have the ability to use the electronic permit system E TAP more details of E Tap can be found at the following website; <https://www.tap-in.co.uk/>

Elogbooks to be kept up to date.

The chosen supplier and its contractors must comply and hold SafeContractor accreditation throughout the duration of the contract term.

It is also required of the supplier(s) to comply with the below ISO standards and certifications

- a. H&S- ISO 45001
- b. Environmental- ISO 14001
- c. Security- ISO 27001
- d. Safe Contractor Certification

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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: [2022/S 000-021700](#)

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

Date

18 October 2022

Local time

5:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 November 2022

Local time

5:00pm

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.4) Procedures for review

VI.4.1) Review body

Maistro

1A Grow On Building 3 Babbage Way

Exeter

EX5 2FN

Email

support@maistro.com

Telephone

+44 1392325557

Country

United Kingdom

Internet address

<https://maistro.com/>

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Submission Date:

ITT Launch day (30 days)** - 19th September

ITT Site visits - One site visit date will be made available

with a duration of 3 hours, this will be provided at the ITT stage

ITT Question deadline - 16th October

ITT Submission Deadline - 18th October

ITT Evaluation - 1st November

ITT Shortlisted supplier presentations - TBC

BAFO - 14th November

Standstill (10 days)** - 24th of November

Contract award - 1st December

Implementation Period & Internal Comms - 12th December

Contract Start Date - 2nd January