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Contract

Security and Concierge

Notting Hill Genesis

F03: Contract award notice

Notice identifier: 2022/S 000-028525

Procurement identifier (OCID): ocds-h6vhtk-02cca7

Published 11 October 2022, 12:05pm

Section I: Contracting authority

I.1) Name and addresses

Notting Hill Genesis

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

Contact

Lorraine Taylor

Email

lorraine.taylor@nhg.org.uk

Telephone

+44 07540122911

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

www.nhgggroup.org.uk

I.4) Type of the contracting authority

Other type

Housing Association

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Security and Concierge

Reference number

609308549

II.1.2) Main CPV code

- 79710000 - Security services

II.1.3) Type of contract

Services

II.1.4) Short description

NHG intends to appoint a single service provider to provide the Concierge and Security services at their London Located Estates , the contract will be for the duration of four years with the option to extend two further periods of one year each.

Notting Hill Genesis are looking for a supplier to provide a Concierge and Security (Monday – Sunday) day and evening service including patrols. We are looking for someone who will be able to provide Notting Hill Genesis with a quality service, to input in the day to day running of the estate by liaising with residents and Estate Operations Manager.

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: £1,184,016

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

LONDON

II.2.4) Description of the procurement

NHG intends to appoint a single service provider to provide the Concierge and Security services at the London Located Estates , the contract will be for the duration of four years with the option to extend two further periods of one year each.

Notting Hill Genesis are looking for the supplier to provide a Concierge and Security (Monday – Sunday) day and evening service including patrols. We are looking for someone who will be able to provide Notting Hill Genesis with a quality service, to input in the day to day running of the estate by liaising with residents and Estate Operations Manager.

The successful service provider will be responsible to monitor and maintain standards of dress, attendance, punctuality, reliability and customer service, taking any necessary actions to achieve the highest standards of service delivery, to meet, greet and assist

residents in a professional, friendly manner, to maintain a clean and tidy appearance of the concierge reception area always, monitor and report any issues highlighted ,and to use the latest technology to streamline administration.

To carry out patrols of the site report any instances of criminality to the relevant authorities and challenge any unauthorised access to site.

We are looking for someone who will be able to provide Notting Hill Genesis with a quality service, to provide further input in the day to day running of the security and concierge

To work in partnership with NHG , to be able to communicate correctly and efficiently, and to collaborate with the relevant manager located on site to continuously improve the services, to bring any changes and recommendations to the review contract meetings .

The successful service provider will be responsible for all aspects of the security and concierge service at the below estates and will be responsible for the employment of the staff (with a TUPE transfer envisaged).

II.2.5) Award criteria

Quality criterion - Name: Criterion 1 / Weighting: 60

Cost criterion - Name: Criterion 1 / Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

There will be an option to extend by an additional 2 years

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/G44Z8J85WN>

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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: [2021/S 000-017721](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 April 2022

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

SSG SUPPORT SERVICE GROUP

UNIT 5 STANTON GATE, 49 MAWNEY ROAD, ROMFORD

LONDON

RM7 7HL

Country

United Kingdom

NUTS code

- UKI - London

National registration number

09675743

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,184,016

Section VI. Complementary information

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=727168297>

GO Reference: GO-20221011-PRO-21122243

VI.4) Procedures for review

VI.4.1) Review body

Notting Hill Housing Trust

Bruce Kenrick House, 2 Killick Street

London

N1 9FL

Email

lorraine.taylor@nhg.org.uk

Telephone

+44 7540122911

Country

United Kingdom

Internet address

www.nhgggroup.org.uk