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Tender

## **Cleaning and Mechanical & Electrical Services (M&E) Service**

KNIGHT FRANK PROMISE

F02: Contract notice

Notice identifier: 2023/S 000-028867

Procurement identifier (OCID): ocds-h6vhtk-0406da

Published 29 September 2023, 4:43pm

### **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](mailto: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.maistro.com/>

Buyer's 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://www.maistro.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.maistro.com/>

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

Body governed by public law

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

General public services

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## **Section II: Object**

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

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

Cleaning and Mechanical & Electrical Services (M&E) Service

Reference number

IUO-S1N8IV

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

- 71315000 - Building services

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

Services

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

Please note supplier who have completed the initial first stage SQ of this procurement will be issued an invitation to the ITT stage, suppliers who have not completed the SQ stage will not be invited to participate in ITT.

On behalf of Newcastle City Council, Knight Frank Promise is looking to appoint multiple service providers to deliver and maintain cleaning and mechanical & electrical further ("M&E") services. Newcastle City Council currently has eight (8) sites in scope for the M&E services to maintain NCC's existing assets. Six (6) out of eight (8) sites require cleaning services with TUPE being involved.

#### **II.1.5) Estimated total value**

Value excluding VAT: £2,234,630

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Service A - Cleaning Services 6 LOTS

Service B - Mechanical and Electrical Maintenance 8 LOTS

## **II.2) Description**

### **II.2.1) Title**

Cleaning and M&E

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services
- 90919200 - Office cleaning services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

The Lumen NE4 5BZ

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

Service A - Cleaning Services General Requirements

- Labour Breakdown

- o Cleaners

- o Supervisors

- Daily/Weekly/Monthly Quarterly/Annually services to include but not be limited to;

- o Carpet cleaning

- o Dusting

- o Door cleaning

- o Vacuuming

- o Deep cleaning

- o Spot Clean

- o Mirror cleaning

- o Replace Consumables

- o Sweep and mop floors.

- o Empty bins

- Window Cleaning & Periodic Services to include but not be limited to;

- o Internal/External window cleaning

- o Roof Level Rooflights

- o Pressure washing exterior.

- Washroom Services to include but not be limited to;

- o Bins

- o Vending

- o Air Fresheners

- o Feminine Hygiene

- Additional Services to include but not be limited to;

- o Dust mats

- o Upholstery Cleans - Common Areas

- Consumables Services to include but not be limited to:

- o Toilet Rolls

- o Liquid soap

- o Dishwasher tablets

- o Washup liquid

- o Paper towels

#### Service B - Mechanical & Electrical Services

- Electrical Safety

- Environmental Hazards

- Hazardous Substances

- Lone Working:

- Fire Safety

- Mains Services

- People with Additional Needs

- Safe Site

- Safety Equipment

- Working at Heights

- Water Treatment

- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **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

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Open to suggestions regarding cleaning hours

## **II.2) Description**

### **II.2.1) Title**

Cleaning and M&E

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services
- 90919200 - Office cleaning services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 2: The Biosphere NE4 5BX

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

Service A - Cleaning Services General Requirements

- Labour Breakdown
  - o Cleaners
  - o Supervisors
- Daily/Weekly/Monthly Quarterly/Annually services to include but not be limited to;
  - o Carpet cleaning
  - o Dusting
  - o Door cleaning
  - o Vacuuming
  - o Deep cleaning
  - o Spot Clean



- o Mirror cleaning
- o Replace Consumables
- o Sweep and mop floors.
- o Empty bins
- Window Cleaning & Periodic Services to include but not be limited to;
- o Internal/External window cleaning
- o Roof Level Rooflights
- o Pressure washing exterior.
- Washroom Services to include but not be limited to;
- o Bins
- o Vending
- o Air Fresheners
- o Feminine Hygiene
- Additional Services to include but not be limited to;
- o Dust mats
- o Upholstery Cleans - Common Areas
- Consumables Services to include but not be limited to:
- o Toilet Rolls
- o Liquid soap
- o Dishwasher tablets
- o Washup liquid
- o Paper towels

## Service B - Mechanical & Electrical Services

- Electrical Safety
- Environmental Hazards
- Hazardous Substances
- Lone Working:
- Fire Safety
- Mains Services
- People with Additional Needs
- Safe Site
- Safety Equipment
- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

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This contract is subject to renewal

Yes

Description of renewals

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Open to suggestions regarding cleaning hours

## **II.2) Description**

### **II.2.1) Title**

Cleaning and M&E

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services
- 90919200 - Office cleaning services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 3: The Key (Helix) NE4 6TQ

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

### Service A - Cleaning Services General Requirements

- Labour Breakdown
  - o Cleaners
  - o Supervisors
- Daily/Weekly/Monthly Quarterly/Annually services to include but not be limited to;
  - o Carpet cleaning
  - o Dusting
  - o Door cleaning
  - o Vacuuming
  - o Deep cleaning
  - o Spot Clean
  - o Mirror cleaning
  - o Replace Consumables
  - o Sweep and mop floors.
  - o Empty bins
- Window Cleaning & Periodic Services to include but not be limited to;
  - o Internal/External window cleaning
  - o Roof Level Rooflights
  - o Pressure washing exterior.
- Washroom Services to include but not be limited to;
  - o Bins

- o Vending
- o Air Fresheners
- o Feminine Hygiene
- Additional Services to include but not be limited to;
- o Dust mats
- o Upholstery Cleans - Common Areas
- Consumables Services to include but not be limited to:
- o Toilet Rolls
- o Liquid soap
- o Dishwasher tablets
- o Washup liquid
- o Paper towels

#### Service B - Mechanical & Electrical Services

- Electrical Safety
- Environmental Hazards
- Hazardous Substances
- Lone Working:
- Fire Safety
- Mains Services
- People with Additional Needs
- Safe Site
- Safety Equipment

- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

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This contract is subject to renewal

Yes

Description of renewals

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Open to suggestions regarding cleaning hours

## **II.2) Description**

### **II.2.1) Title**

Cleaning and M&E

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services
- 90919200 - Office cleaning services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 4: The Core NE4 5TF

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

Service A - Cleaning Services General Requirements

- Labour Breakdown

o Cleaners

o Supervisors

- Daily/Weekly/Monthly Quarterly/Annually services to include but not be limited to;

o Carpet cleaning

o Dusting

o Door cleaning

o Vacuuming

- o Deep cleaning
- o Spot Clean
- o Mirror cleaning
- o Replace Consumables
- o Sweep and mop floors.
- o Empty bins
- Window Cleaning & Periodic Services to include but not be limited to;
  - o Internal/External window cleaning
  - o Roof Level Rooflights
  - o Pressure washing exterior.
- Washroom Services to include but not be limited to;
  - o Bins
  - o Vending
  - o Air Fresheners
  - o Feminine Hygiene
- Additional Services to include but not be limited to;
  - o Dust mats
  - o Upholstery Cleans - Common Areas
- Consumables Services to include but not be limited to:
  - o Toilet Rolls
  - o Liquid soap
  - o Dishwasher tablets



- o Washup liquid

- o Paper towels

#### Service B - Mechanical & Electrical Services

- Electrical Safety
- Environmental Hazards
- Hazardous Substances
- Lone Working:
- Fire Safety
- Mains Services
- People with Additional Needs
- Safe Site
- Safety Equipment
- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **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

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

## **II.2.10) Information about variants**

Variants will be accepted: Yes

## **II.2.11) Information about options**

Options: Yes

Description of options

Open to suggestions regarding cleaning hours

## **II.2) Description**

### **II.2.1) Title**

Cleaning and M&E

Lot No

5

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services
- 90919200 - Office cleaning services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 5: Partnership House NE3 3AF

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

Service A - Cleaning Services General Requirements

- Labour Breakdown

- o Cleaners

- o Supervisors

- Daily/Weekly/Monthly Quarterly/Annually services to include but not be limited to;

- o Carpet cleaning

- o Dusting

- o Door cleaning

- o Vacuuming

- o Deep cleaning

- o Spot Clean

- o Mirror cleaning

- o Replace Consumables

- o Sweep and mop floors.

- o Empty bins

- Window Cleaning & Periodic Services to include but not be limited to;

- o Internal/External window cleaning

- o Roof Level Rooflights

- o Pressure washing exterior.

- Washroom Services to include but not be limited to;

- o Bins

- o Vending

- o Air Fresheners

- o Feminine Hygiene

- Additional Services to include but not be limited to;

- o Dust mats

- o Upholstery Cleans - Common Areas

- Consumables Services to include but not be limited to:

- o Toilet Rolls

- o Liquid soap

- o Dishwasher tablets

- o Washup liquid

- o Paper towels

#### Service B - Mechanical & Electrical Services

- Electrical Safety

- Environmental Hazards

- Hazardous Substances

- Lone Working:

- Fire Safety

- Mains Services

- People with Additional Needs

- Safe Site
- Safety Equipment
- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **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

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Open to suggestions regarding cleaning hours

## **II.2) Description**

### **II.2.1) Title**

Cleaning and M&E

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services
- 90919200 - Office cleaning services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 6: The Toffee Factory NE1 2DF

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

Service A - Cleaning Services General Requirements

- Labour Breakdown
  - o Cleaners
  - o Supervisors
- Daily/Weekly/Monthly Quarterly/Annually services to include but not be limited to;
  - o Carpet cleaning

- o Dusting
- o Door cleaning
- o Vacuuming
- o Deep cleaning
- o Spot Clean
- o Mirror cleaning
- o Replace Consumables
- o Sweep and mop floors.
- o Empty bins
- Window Cleaning & Periodic Services to include but not be limited to;
  - o Internal/External window cleaning
  - o Roof Level Rooflights
  - o Pressure washing exterior.
- Washroom Services to include but not be limited to;
  - o Bins
  - o Vending
  - o Air Fresheners
  - o Feminine Hygiene
- Additional Services to include but not be limited to;
  - o Dust mats
  - o Upholstery Cleans - Common Areas
- Consumables Services to include but not be limited to:

- o Toilet Rolls
- o Liquid soap
- o Dishwasher tablets
- o Washup liquid
- o Paper towels

#### Service B - Mechanical & Electrical Services

- Electrical Safety
- Environmental Hazards
- Hazardous Substances
- Lone Working:
- Fire Safety
- Mains Services
- People with Additional Needs
- Safe Site
- Safety Equipment
- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **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

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: Yes

Description of options

Open to suggestions regarding cleaning hours

## **II.2) Description**

### **II.2.1) Title**

M&E

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 7: High Bridge Works NE1 1EW

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

Service B - Mechanical & Electrical Services

- Electrical Safety
- Environmental Hazards
- Hazardous Substances
- Lone Working:
- Fire Safety
- Mains Services
- People with Additional Needs
- Safe Site
- Safety Equipment
- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **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

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

### **II.2.10) Information about variants**

Variants will be accepted: Yes

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

### **II.2.1) Title**

M&E

Lot No

8

### **II.2.2) Additional CPV code(s)**

- 50710000 - Repair and maintenance services of electrical and mechanical building installations
- 71315000 - Building services

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

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

Main site or place of performance

Lot 8: Wards Building NE1 1EW

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

Service B - Mechanical & Electrical Services

- Electrical Safety
- Environmental Hazards
- Hazardous Substances
- Lone Working:
- Fire Safety
- Mains Services
- People with Additional Needs
- Safe Site
- Safety Equipment
- Working at Heights
- Water Treatment
- Water hygiene task and frequency

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Knight Frank Promise is looking to appoint on a three (3) plus two-year (2) term, this term is applicable to all eight (8) LOTS

## **II.2.10) Information about variants**

Variants will be accepted: Yes

## **II.2.11) Information about options**

Options: No

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# **Section III. Legal, economic, financial and technical information**

## **III.1) Conditions for participation**

### **III.1.2) Economic and financial standing**

List and brief description of selection criteria

This is the second stage ITT tender, suppliers who have not completed the SQ stage and have not received an email from Maistro team informing them of the invitation to the second stage procurement will not be sent an invitation.

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# **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 several operators

Envisaged maximum number of participants to the framework agreement: 4

#### **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

30 October 2023

Local time

11:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

31 October 2023

Local time

11:00pm

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## **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 LIMITED

1A Grow on Building 3 Babbage Way

Exeter

EX5 2FN

Email

[support@maistro.com](mailto:support@maistro.com)

Telephone

+44 1392325557

Country

United Kingdom

Internet address

<https://www.maistro.com/>

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

- ITT Launch Day- (30 days to run) - 29/09/2023.
- ITT Site visits- (2 days per service) To have 2 days site visit - to group Helix buildings over say 1; and - The Toffee Factory, High Bridge Works, and Partnership house day 2, the same apply to the cleaning services except for the High Bridge Works - Dates to be agreed, site visits must take place during the ITT stage.
- ITT Question Deadline- 27/10/2023
- ITT Submission deadline- 30/10/2023
- ITT Evaluation- 09/11/2023
- ITT Presentations- TBC
- BAFO - 16/11/2023
- Award - 23/11/2023
- Standstill 10 days- 04/12/2023
- Implementation Period & Internal Comms- TBC
- Contract start day - January.