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Tender

## **Concierge Services for EastendHomes**

EastendHomes

F02: Contract notice

Notice identifier: 2023/S 000-033427

Procurement identifier (OCID): ocds-h6vhtk-0417b3

Published 13 November 2023, 11:59am

### **Section I: Contracting authority**

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

EastendHomes

3 Resolution Plaza

London

E1 6PS

#### **Contact**

Tracy Shepherd

#### **Email**

[tracy.shepherd@southeastconsortium.org.uk](mailto:tracy.shepherd@southeastconsortium.org.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKI5 - Outer London – East and North East

**Internet address(es)**

Main address

<https://www.eastendhomes.net/>

Buyer's address

[https://www.mytenders.co.uk/search/Search\\_AuthProfile.aspx?ID=AA18401](https://www.mytenders.co.uk/search/Search_AuthProfile.aspx?ID=AA18401)

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.mytenders.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.mytenders.co.uk>

**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**

Concierge Services for EastendHomes

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

- 79992000 - Reception services

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

Services

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

The purpose of this contract is to engage a contractor to provide concierge services for 3 locations in London for EastendHomes

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

Value excluding VAT: £824,975

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

This contract is divided into lots: No

### **II.2) Description**

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

NUTS codes

- UKI - London

Main site or place of performance

The current service is at

Galleon House - Island Gardens London E14

Hatton House – St Georges Estate London E1

Shearsmith House – St Georges Estate London E1

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

This is a 3 year contract with the option of extending for a further 2 years (renewed annually) The scope of services will include:

1. Operation of reception services and door entry security systems, providing a welcoming reception service to residents in the respective blocks;
2. Preventing unauthorised visitors from entering the building;
3. Notifying residents of visitors to the block & allowing access with the resident's permission;
4. Maintaining Records of Visitors;
5. Operation and monitoring of Close Circuit TV [CCTV]/Door Entry System [DES]
6. Not accepting any deliveries or allowing access for these to be delivered to residents without their permission.
7. In the case of Parcel deliveries, the concierge may, subject to suitable proof of identity from a delivery operative
8. Carrying out miscellaneous duties
9. Checking notice boards regularly and placing approved EEH Notices on notice boards as directed
10. Maintaining an incident report book
11. Recording incidents of violence or abuse against staff;
12. Reporting to EEH when starting and finishing each duty period;
13. Recording all accidents or incidents including near misses
14. Complying with all Fire Safety Procedures, carrying out daily inspections of fire alarms, AOV smoke dispersal systems & emergency lighting systems within ground floor lobby & reception areas and recording inspections;
15. Responding appropriately to emergency incidents, contacting Emergency Services and recording all incidents;
16. Testing all fire alarms installed within common areas, undertake weekly functional

tests of system and log results in the fire alarm/emergency lighting test log book;

17. Able to use all systems and equipment related to concierge duties

18. Inspecting each lift at the start and end of each shift to ensure fully operational,

19. Ensuring the security of the concierge office/reception area at all times and that the security alarm is set;

20. Emergency spot cleaning to keep lifts and lobby area clean and tidy.

#### **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: £824,975

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

Duration in months

36

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

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

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

#### **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

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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: Yes

### **IV.2) Administrative information**

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

Date

15 December 2023

Local time

4:00pm

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

English

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

Date

15 December 2023

Local time

4:00pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the myTenders Web Site at

[https://www.mytenders.co.uk/Search/Search\\_Switch.aspx?ID=230711](https://www.mytenders.co.uk/Search/Search_Switch.aspx?ID=230711).

The buyer has indicated that it will accept electronic responses to this notice via the Postbox facility. A user guide is available at

[https://www.mytenders.co.uk/sitehelp/help\\_guides.aspx](https://www.mytenders.co.uk/sitehelp/help_guides.aspx).

Suppliers are advised to allow adequate time for uploading documents and to dispatch the electronic response well in advance of the closing time to avoid any last minute problems.

(MT Ref:230711)

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

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

Public Procurement Review Service

Cabinet Office

London

Email

[publicprocurementreview@cabinetoffice.gov.uk](mailto:publicprocurementreview@cabinetoffice.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.gov.uk/government/publications/public-procurement-review-service-scope-and-remit>