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Tender

Blackpool Coastal Housing (BCH) Customer Care (Security) Services within the Resettlement Service

Blackpool Coastal Housing

F02: Contract notice

Notice identifier: 2022/S 000-034784

Procurement identifier (OCID): ocds-h6vhtk-038bdd

Published 8 December 2022, 12:51pm

Section I: Contracting authority

I.1) Name and addresses

Blackpool Coastal Housing

17-19 Abingdon Street

Blackpool

FY1 1DG

Contact

Mrs Sarah Gordon

Email

sarah.gordon@blackpool.gov.uk

Telephone

+44 1253478373

Country

United Kingdom

Region code

UKD42 - Blackpool

Internet address(es)

Main address

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

Buyer's address

<http://www.blackpool.gov.uk/>

I.3) Communication

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

<https://procontract.due-north.com/Advert/Index?advertId=237040ec-f476-ed11-811c-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=237040ec-f476-ed11-811c-005056b64545>

I.4) Type of the contracting authority

Other type

Housing

I.5) Main activity

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Blackpool Coastal Housing (BCH) Customer Care (Security) Services within the Resettlement Service

Reference number

DN646756

II.1.2) Main CPV code

- 79715000 - Patrol services

II.1.3) Type of contract

Services

II.1.4) Short description

This contract is not a security contract, it has a much wider scope. The Service Provider providing the customer care service must have experience with dealing with vulnerable adults, families and young people with multi disadvantage and complex needs. They must have experience, competence and abilities to manage situations that may be sensitive and challenging. The Service Provider must provide officers that are able to respond to the needs of the services detailed in the specification and have the skills to communicate effectively, defuse situations and manage emergency situations swiftly and confidently. The Service Provider must be able to provide additional onsite support to officers within the appropriate timescales.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79713000 - Guard services
- 79342320 - Customer-care services

II.2.3) Place of performance

NUTS codes

- UKD42 - Blackpool

II.2.4) Description of the procurement

This contract is not a security contract, it has a much wider scope. The Service Provider providing the customer care service must have experience with dealing with vulnerable adults, families and young people with multi disadvantage and complex needs. They must have experience, competence and abilities to manage situations that may be sensitive and challenging. The Service Provider must provide officers that are able to respond to the needs of the services detailed in the specification and have the skills to communicate effectively, defuse situations and manage emergency situations swiftly and confidently. The Service Provider must be able to provide additional onsite support to officers within the appropriate timescales.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Quality criterion - Name: Social Value / Weighting: 20

Quality criterion - Name: Interview / Weighting: 15

Price - Weighting: 35

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

The contract is for 24 months with the option to extend for two periods of 12 months

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

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

9 January 2023

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

9 January 2023

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.4) Procedures for review

VI.4.1) Review body

High Court Justice England & Wales

London

Country

United Kingdom