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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](mailto: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

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## **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

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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

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

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## **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