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Contract

22018 Operating Agreement for Brunswick House

Cambridgeshire County Council

F03: Contract award notice

Notice identifier: 2022/S 000-034946

Procurement identifier (OCID): ocds-h6vhtk-037358

Published 9 December 2022, 2:40pm

Section I: Contracting authority

I.1) Name and addresses

Cambridgeshire County Council

New Shire Hall, Alconbury Weald

Huntingdon

PE28 4YE

Contact

Mr Jon Collyns

Email

Jon.Collyns@cambridgeshire.gov.uk

Telephone

+44 7775703930

Country

United Kingdom

Region code

UKH12 - Cambridgeshire CC

Internet address(es)

Main address

<https://www.cambridgeshire.gov.uk/>

Buyer's address

<https://www.cambridgeshire.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

22018 Operating Agreement for Brunswick House

Reference number

DN605409

II.1.2) Main CPV code

- 70000000 - Real estate services

II.1.3) Type of contract

Services

II.1.4) Short description

Brunswick House, 87 Newmarket Road, Cambridge (the property) is owned by Cambridgeshire County Council (CCC) and is used for student accommodation.

The construction of Brunswick House was completed in 2012 and sits within a 0.95acre site,

consisting of a four storey 251 modular student bedroom facility arranged across a mixture of

231 en-suite cluster flats and 20 self-contained studio flats. There are also communal facilities such as a large common room and laundry room at ground floor level, as well as bicycle storage at basement level within the enclosed landscaped courtyard

The current operating agreement with the existing provider of property management services is due to come to an end in January 2023 and CCC as owner of the property is now re-tendering this requirement.

This requirement is not divided into Lots to enable the Authority to more efficiently manage

the contracting arrangements.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Lowest offer: £2,243,700 / Highest offer: £3,365,550 taken into consideration

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services
- 55250000 - Letting services of short-stay furnished accommodation

- 45214000 - Construction work for buildings relating to education and research
- 45212000 - Construction work for buildings relating to leisure, sports, culture, lodging and restaurants

II.2.3) Place of performance

NUTS codes

- UKH12 - Cambridgeshire CC

II.2.4) Description of the procurement

The Service Provider company will need to provide a detailed set of Property Management

Services including, but not limited to, the following areas:

- Marketing, lettings & related administration, including an approved marketing plan & strategy to let all accommodation within the property (251 student rooms & flats) within each academic year by undertaking and managing an active & targeted marketing campaign including access to a corporate website with online booking capabilities.
- Dealing with student enquires and viewings with prospective occupants; processing student accommodation applications and completing all necessary tenancy agreements with each individual tenant, including the administration of tenant deposits and reservation fees.
- Monitor service delivery at the property and conduct periodic audits and student satisfaction surveys to encompass all services delivered by the successful Service Provider company.
- Collection of all rental income, other income, and all monies due from the tenants at the property and remit such amounts to the Rent Account on behalf of the property owner.

- Prepare and provide to the owner a budget and any other requested financial information or

other such occupancy data for the owner's approval each academic year

- Ensure that a named Contract Manager is in place who has overall responsibility for the property and successful implementation of all required property management services and

reports directly to the property owner. To ensure that all contracts are awarded in compliance with CCC's procurement policy

- Provide a comprehensive system and management team (with relevant qualifications & experience in managing Student Accommodation) to ensure the efficient and effective delivery of all property management services at the property

- To recruit, provide and manage all staff necessary to provide the full set of Services necessary for the efficient and effective management of the property.

- Ensure that a robust system is put in place that addresses and appropriately manages compliance with all applicable health & safety legislation and any other legislation that applies to the property, including maintaining up to date health and safety records.

- Maintain and update business continuity & contingency plans, including a fire and evacuation plan to include fire precaution procedures, staff training, awareness, and regular

fire drills/evacuations.

- Accommodation Management – the provider will ensure all parts of the building including

common areas are clean and tidy and ready for the arrival of new students including

managing the arrival of new students & building inductions in accordance with the relevant

Codes of Best Practice in this area (ANUK / UUK codes) including the preparation of a student welcome handbook.

- The provider will ensure an appropriate system for the collection and storage of all mail, parcels and other delivered items is in place.

- Manage the vacation of all rooms / flats at the end of the academic year including dealing

with any damaged items or wants of repair.

- Ensure that an appropriate performance management system is in place which is to be agreed in advance with the property owner.

- Fault reporting system to be put in place for students and helpdesk at the property.

- Maintenance and monitoring – to put in place a suitable system to efficiently deal with any

items of repair at the property in consultation with the property owner. To provide a planned

programme of maintenance along with recommendations for future improvements required

to remain competitive in the Student accommodation market.

In addition to provide communal facilities and services to the students including a laundry

service (including on site launderette); a reception; IT and broadband services; appropriate

security provisions including monitoring of CCTV systems and security plan with a clear visitor policy; address pastoral care & welfare matters; appropriate grounds maintenance and waste management and disposal procedures.

Further information including the required response and rectification times for Building Maintenance items; Utility Provisions - Water, power, heating & lighting; Health & Safety

hazards; Cleaning; Security and the repair of Furniture, fitting & equipment is available as part of the tender pack

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

The Authority proposes to enter into one Contract for an initial period of 48 months with the

preferred bidder, with an option to extend for 24 months in 2 x 12-month increments, making

72 months in total.

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-028046](#)

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

2 December 2022

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

Derwent FM

Suite GB, Central House Otley Road

Harrogate North Yorkshire

HG3 1UF

Country

United Kingdom

NUTS code

- UKH12 - Cambridgeshire CC

The contractor is an SME

Yes

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

Lowest offer: £2,243,700 / Highest offer: £3,365,550 taken into consideration

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Mrs Clare Ellis

New Shire Hall, Alconbury Weald

Hungingdno

PE28 4YE

Country

United Kingdom