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Award

## **Security & Cleaning (Soft FM Services)**

Tameside Metropolitan Borough Council

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-054895

Procurement identifier (OCID): ocids-h6vhtk-059661

Published 9 September 2025, 10:31am

### **Section I: Contracting authority/entity**

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

Tameside Metropolitan Borough Council

Tameside One

Ashton under Lyne

OL60GS

#### **Contact**

Thomas Lowe

#### **Email**

[thomas.lowe@star-procurement.gov.uk](mailto:thomas.lowe@star-procurement.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKD35 - Greater Manchester South East

**Tameside Metropolitan Borough Council, United Kingdom**

5LW7VZN223O372JWV340

**Internet address(es)**

Main address

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

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

Regional or local authority

**I.5) Main activity**

General public services

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**Section II: Object**

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

**II.1.1) Title**

Security & Cleaning (Soft FM Services)

Reference number

12364

**II.1.2) Main CPV code**

- 90910000 - Cleaning services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

This contract is for the provision of Security and Cleaning Services (Soft FM services) to Morgan Quarter, Cardiff, South Wales

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

This contract is divided into lots: No

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

Value excluding VAT: £2,212,061.35

## **II.2) Description**

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

- 79710000 - Security services

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

NUTS codes

- UKL14 - South West Wales

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

Listed below are the individual responsibilities for the management of the cleaning services contract:

Centre Management (Client)

1.1

- To ensure the combined soft services contractor performs to the requirements of the Combined Soft Services Contract.
- To ensure that current health and safety and environmental legislation is upheld by the contractor at all times.
- To instruct the Contract Manager of special cleans.
- To meet monthly with the Contract Manager to appraise contractor performance.
- To monitor cleaning standards on a weekly basis and appraise cleaning standards.
- To monitor security performance on a weekly basis and appraise best practice.
- To analyse invoices before forwarding to payment authorisation.

Contract Manager (Contractor)

## Cleaning Function

- To ensure the implementation of cleaning services as specified within the contract.
- To meet with the Centre Manager on a monthly basis to appraise the cleaning standards in accordance with the cleaning specification.
- To co-ordinate the application of non-contractual work.
- To ensure all health and safety procedures expected by JLL and the law are upheld.
- To deal with all human resources issues.
- To collate work hours and forward time-sheets to payroll dept.
- To provide the Centre Manager with a copy of all timesheets, including a breakdown of actual hours v contract hours and any credits due to non-attendance.
- To order stores and supplies.
- To organise the weekly staff rota.
- To organise both the daytime and evening duties/tasks.
- To organise the planned window clean programme in liaison with Centre Management
- To ensure all staff have undertaken training for COSHH, Hygiene, Health and Safety, Manual Handling, Machinery training and any other training that is felt will benefit the development of staff on site.
- To provide copies of all training certificates to the Centre Manager.
- To set up a training review chart within the cleaner's staff room with a clear plan for all refresher training and dates, taking sole responsibility to ensure training is completed on or before its due date.
- To set up monitoring system for all consumables.
- Implement a performance review system for all staff.
- Assist in the evacuation of the Morgan Quarter
- Establish deployment of the Cleaning Team

- Respond to any shortfalls in manning within one hour of notification from Centre Management

### Security Function

- To prevent loss/damage to the Morgan Quarter premises/equipment and to minimise theft, vandalism and misuse;
- To prevent unauthorised access to the Morgan Quarter;
- To comply with all current health & safety and environmental requirements;
- To offer directions and assistance to members of the public, retail occupier staff, residential occupiers and visitors to The Morgan Quarter where appropriate, to ensure the delivery of excellent customer service;
- To undertake regular patrols of the Arcades, Residential common areas, service corridors and all other common areas. Security staff should record/report incidents to ensure remedial action is taken;
- To work within the shift rotas and work rosters, as agreed, to ensure full security cover at all times;
- Be conversant with the security operations of the Morgan Quarter;
- Be conversant with the range of services and products available from retail occupiers as well as stores and services within Cardiff City Centre;
- To carry out control room duties to include:
  - o Answering the telephone in a polite and professional manner
  - o Maintenance of the daily occurrence log
  - o Maintenance of contractor and visitor logs
  - o Maintenance of key register
  - o Monitoring of the CCTV system in accordance with the Data Protection Act 1998
  - o Maintain the CCTV digital storage in compliance with the Data Protection Act 1998
  - o Monitoring of Fire Alarm System

o Monitoring of Building Management System

- Be responsible for the unlocking and locking of the Morgan Quarter as appropriate
- Liaise with Police, Cardiff Against Business Crime and other emergency services as required
- Present a smart appearance and operate in a professional manner at all times and maintain strict confidentiality
- To respond effectively and pro-actively to security incidents in common areas and to requests from retail occupiers for assistance.
- Assist in the evacuation of the Morgan Quarter.
- To provide first aid assistance as and when required.
- To implement a staff mobilisation plan within one month of the commencement date of the contract.
- Establish Assignment Instructions which will be signed and approved by the Centre Manager.
- Amend the Assignment Instructions when requested by the Centre Manager.
- Establish deployment of the security team.
- Respond to any shortfalls in manning within 1 hour of notification from Centre Management
- Keep records of the hours worked, on a monthly basis, of all members of the security team which must be available for Site Management as requested.
- Liaise with both the Centre Manager and Centre Administrator in the development of an effective security service at the Morgan Quarter and shall be responsible for providing regular reviews of new security techniques, training and equipment which may be relevant to the Complex.
- To be available to have a monthly contract review meeting with the Centre Manager.
- To ensure all staff deployed are trained to the contractual requirements.
- Be responsible for motivation and development of the security team.

- Carry out annual appraisals on all members of the security team.
- Carry out exit interviews on security staff who have resigned from their position.
- Complete any reasonable tasks that the Employer or Employer's Representative may require.
- Provide a monthly roster of the Contract Manager's planned attendance at the Site monthly in advance to the Employer's Representative.
- A patrol management system will be installed and the software will be made available to Centre Management for analysis purposes.
- Carry out an annual security assessment of the complex.

#### Waste Transfer

- To source and provide a waste disposal service that looks to achieve minimum levels of waste that is sent to landfill in accordance with the Welsh Government Waste Regulations brought in in April 2024
- To produce a monthly report detailing all waste streams
- To provide all waste transfer notes

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

Options: Yes

Description of options

3 year contract with 2 x 1year extensions possible

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The reason for this VEAT notice is that there was no FTS advertisement published at the start of the tender process.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

14 March 2025

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

Westgrove Support Services Ltd

Warrington

Country

United Kingdom

NUTS code

- UKD61 - Warrington

Companies House

9215403

The contractor/concessionaire is an SME

No

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

Total value of the contract/lot/concession: £2,212,061.35

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## **Section VI. Complementary information**

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

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

The Court of Appeal's

London

Country

United Kingdom