

**United Kingdom-Wembley: Cleaning services**  
**OJ S 43/2019 01/03/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Network Homes  
Postal address: Olympic Office Centre, 8 Fulton Road  
Town: Wembley  
NUTS code: UKI London  
Postal code: HA9 0NU  
Country: United Kingdom  
Contact person: Linda Lally  
E-mail: [procurement@networkhomes.org.uk](mailto:procurement@networkhomes.org.uk)  
Telephone: +44 20807824854

**Internet address(es):**

Main address: <https://www.networkhomes.org.uk>

**I.1. Name and addresses**

Official name: SW9 Community Housing  
Postal address: 6 Stockwell Park Walk  
Town: London  
NUTS code: UKI London  
Postal code: SW9 0FG  
Country: United Kingdom  
E-mail: [procurement@networkhomes.org.uk](mailto:procurement@networkhomes.org.uk)

**Internet address(es):**

Main address: <https://www.sw9.org.uk>

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

The contract involves joint procurement

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

Body governed by public law

**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**

Estate Services

**II.1.2.**

**Main CPV code**

90910000 Cleaning services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide an estate services contract to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

Estate Services will broadly comprise internal and external cleaning, window cleaning services, bulk waste, graffiti removal and ground maintenance services.

The contract is for 5 years, with the potential of 2 further extensions of 3+2 years, giving a total potential contract length of 10 years in total.

The contract will be split into 7 lots based on geographical areas.

Contractors can be awarded one or more lots, one contractor can win all lots. If one contractor is awarded all lots we will expect the successful contractor to be able to demonstrate significant cost savings based on the total contract value.

**II.1.6. Information about lots**

This contract is divided into lots: yes

**II.1.7. Total value of the procurement**

Value excluding VAT: 28 000 000,00 GBP

**II.2. Description****II.2.1. Title**

Estate Services — London Boroughs of Brent and Harrow  
Lot No: 1

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

90911000 Accommodation, building and window cleaning services, 77314000 Grounds maintenance services, 90690000 Graffiti removal services, 90918000 Bin-cleaning services, 90500000 Refuse and waste related services

**II.2.3. Place of performance**

NUTS code: UKI London

Main site or place of performance: LONDON

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

Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide an estate services contract to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

Estate Services will broadly comprise internal and external cleaning, window cleaning services, bulk waste removal, graffiti removal and ground maintenance services.

Lot 1 covers properties in London Boroughs of Brent and Harrow, In lot 1 we have a variety of different stock tenures, including General Needs, Leasehold, Sheltered and Private Rented Properties (PRO).

Our head office at Olympic Office Centre in Wembley is also included in this lot.

Geographically Brent and Harrow are seen as our core Boroughs as they hold the bulk of our stock. This lot will cover xxx properties. NH's have a large development programme, we are aiming to develop 1 000 properties per year for the next 5 years across our whole stock portfolio, NH's may add or remove properties from this contract during the contract period. In lot 1, we have a high number of densely populated and high profile estates, some with dedicated neighborhood management staff on site. Lot 1 also includes the majority of our sheltered schemes and we have approx 700 units of key worker accommodation at Northwick Park.

The contractor must be able to demonstrate experience of working across tenures and must be able to differentiate and respond to the varied needs of our residents.

#### **II.2.5. Award criteria**

Price

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

Options: yes

Description of options:

Initial contract period is for 5 years, with the option to extend by a further 5 years, (extensions will be 3 years + 2 years) depending upon performance. Maximum contract = 10 years.

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

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

##### **II.2.1. Title**

Estate Services for all other London Boroughs (excl. Brent Harrow and Barnet)  
Lot No: 2

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

90911000 Accommodation, building and window cleaning services, 77314000 Grounds maintenance services, 90690000 Graffiti removal services, 90918000 Bin-cleaning services, 90500000 Refuse and waste related services

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

NUTS code: UKI London

Main site or place of performance: LONDON

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

Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide an estate services contract to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

Estate Services will broadly comprise internal and external cleaning, window cleaning services, graffiti removal, bulk waste and ground maintenance services.

Lot 2 covers properties in all other London Boroughs excluding Brent, Harrow and Barnet.

There are approx xxx properties in this lot.

Lot 2 includes a high number of dispersed sites across London which generally do not have any on site staff. There are a small number of sheltered sites within Lot 2.

We also have Private rented properties (PRO properties), we have approximately 600 units of shared cluster-style accommodation in east London, in Hackney and Islington.

The successful contractor will have to demonstrate the robustness of their management structure to resource visits to each site on a daily/weekly basis to ensure high standards are being maintained across a large geographical area.

The contractor must also be able to demonstrate experience of working across tenures and must be able to differentiate and respond to the varied needs of our residents.

#### **II.2.5. Award criteria**

Price

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

Options: yes

Description of options:

Initial contract period is for 5 years, with the option to extend by a further 5 years, (extensions will be 3 years + 2 years) depending upon performance. Maximum contract = 10 years.

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

#### **II.2.14. Additional information**

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

##### **II.2.1. Title**

All of London — Combined Lot

Lot No: 3

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

90911000 Accommodation, building and window cleaning services, 90690000 Graffiti removal services, 90500000 Refuse and waste related services, 90918000 Bin-cleaning services, 77314000 Grounds maintenance services

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

NUTS code: UKI London

Main site or place of performance: LONDON

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

Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide an estate services contract to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

Estate Services will broadly comprise internal and external cleaning, window cleaning services, bulk waste removal, graffiti removal and ground maintenance services.

Lot 3 covers properties across London (excluding Barnet), This is a combined lot covering all properties in Lot 1 and Lot 2. In lot 3 we have a variety of different stock tenures, including General Needs, Leasehold, Sheltered and Private Rented Properties (PRO).

The successful contractor will have to demonstrate the capability of their management organisation and their capacity to deliver the services required across a large geographical area.

The contractor must be able to demonstrate experience of working across tenures and must be able to differentiate and respond to the varied needs of our residents.

## **II.2.5. Award criteria**

Price

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

Options: yes

Description of options:

This is a 5 year contract with the option to extend up to a further 5 years (2+3 years) depending upon performance. Maximum contract = 10 years.

## **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

## **II.2.14. Additional information**

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

#### **II.2.1. Title**

Internal and External Cleaning Services

Lot No: 4

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

90911000 Accommodation, building and window cleaning services, 90690000 Graffiti removal services, 90500000 Refuse and waste related services, 90918000 Bin-cleaning services

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

NUTS code: UKH23 Hertfordshire

Main site or place of performance: Hertfordshire

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

Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide an internal and external cleaning service to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

This lot does not include grounds maintenance services.

The properties are predominantly in market town, semi rural and rural locations. The bulk of the stock is within East Hertfordshire and is centred around the main towns of Hertford and Ware. There are smaller clusters of accommodation in St Albans, Milton Keynes, Biggleswade, and other parts of Hertfordshire. There are also a small number of properties in Watford and LB Barnet and other out of London areas.

NH's have a large development programme, we are aiming to develop 1 000 properties per year for the next 5 years across our whole stock portfolio, NH's may add or remove sites from this contract during the contract period.

The contractor must be able to demonstrate experience of working across tenures and must be able to differentiate and respond to the varied needs of our residents.

## **II.2.5. Award criteria**

Price

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

Options: yes

Description of options:

This is a 5 year contract with the option to extend up to a further 5 years (2+3 years) depending upon performance. Maximum contract = 10 years.

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

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

##### **II.2.1. Title**

Grounds Maintenance — Hertford  
Lot No: 5

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

77314000 Grounds maintenance services

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

NUTS code: UKH23 Hertfordshire  
Main site or place of performance: Hertfordshire

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

Description of procurement: Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide a grounds maintenance service contract to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

This lot does not include cleaning services.

The properties are predominantly in market town, semi rural and rural locations. The bulk of the stock is within East Hertfordshire and is centred around the main towns of Hertford and Ware. There are smaller clusters of accommodation in St Albans, Milton Keynes, Biggleswade, and other parts of Hertfordshire. There are also a small number of properties in Watford and LB Barnet and other out of London areas.

A significant amount of the sites are ex local authority where whole estates were transferred to Network Homes. Combined with the geographical locations, this gives rise to some extensive grounds maintenance liabilities in Lot 5, particularly around grass cutting and shrub maintenance. There is also very often split responsibilities between Network Homes and retained Parish, District and County Council obligations.

There are also a number of sheltered schemes in Lot 5 which also have extensive grounds maintenance requirements.

NH's have a large development programme, we are aiming to develop 1 000 properties per year for the next 5 years across our whole stock portfolio, NH's may add or remove sites from this contract during the contract period.

The contractor must be able to demonstrate experience of working across tenures and must be able to differentiate and respond to the varied needs of our residents.

##### **II.2.5. Award criteria**

Price

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

Options: yes

Description of options:

This is a 5 year contract with the option to extend up to a further 5 years (2+3 years) depending upon performance. Maximum contract = 10 years.

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

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

##### **II.2.1. Title**

Estate Services — Combined lot Hertford and Out of London  
Lot No: 6

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

90911000 Accommodation, building and window cleaning services, 90690000 Graffiti removal services, 90500000 Refuse and waste related services, 90918000 Bin-cleaning services, 77314000 Grounds maintenance services

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

NUTS code: UKH23 Hertfordshire  
Main site or place of performance: Hertfordshire

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

Network Homes (NH's) is inviting expressions of interest from suitably experienced and qualified service providers to provide an estate services contract to communal areas in general rented, sheltered schemes, shared ownership, key worker accommodation and leasehold properties.

Estate Services will broadly comprise internal and external cleaning, window cleaning services, graffiti removal, bulk waste and ground maintenance services.

This is a combined lot and covers the properties in lots 4 and 5.

##### **II.2.5. Award criteria**

Price

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

Options: yes

Description of options:

This is a 5 year contract with the option to extend up to a further 5 years (2+3 years) depending upon performance. Maximum contract = 10 years.

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

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

##### **II.2.1. Title**

SW9 Cleaning  
Lot No: 7

##### **II.2.2.**

**Additional CPV code(s)**

90911000 Accommodation, building and window cleaning services, 90690000 Graffiti removal services, 90500000 Refuse and waste related services, 90918000 Bin-cleaning services

**II.2.3. Place of performance**

NUTS code: UKI London

Main site or place of performance: LONDON

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

SW9 is inviting expressions of interest from suitably experienced and qualified service providers to provide an internal and external cleaning service to communal areas in general rented, leasehold, shared ownership and sheltered properties.

Cleaning will include internal and external cleaning, window cleaning services, bulk waste removal and graffiti removal services.

Lot 7 covers the Stockwell Park and Robsart Village estates, both in SW9 with a combined stock of over 1 500 properties and over 20 blocks of varying sizes, including a high rise block of 20 floors.

SW9 are the housing management organisation for the Stockwell Park Estate, who manage the day-to-day housing services on behalf of the landlord -who is the parent company, Network Homes.

SW9 are considering setting up a DLO arrangement for their cleaning services, the contract term for the SW9 lot is therefore different to other lots. The SW9 contract term is 3 years plus further extensions of up to 7 years (10 years maximum).

This lot may or may not be awarded, If it awarded the Contract will be in the name of SW9.

**II.2.5. Award criteria**

Price

**II.2.11. Information about options**

Options: yes

Description of options:

The SW9 contract term is 3 years plus 2 years and then 5 x 1 further annual extensions of up to 10 years maximum.

**II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**II.2.14. Additional information****Section IV: Procedure**

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**IV.1. Description****IV.1.1. Type of procedure**

Competitive procedure with negotiation

**IV.1.3. Information about a framework agreement or a dynamic purchasing system****IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**IV.2. Administrative information**

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Lot No: 1**

**Title:**

Brent and Harrow

A contract/lot is awarded: no

#### **V.1. Information on non-award**

**The contract/lot is not awarded**

No tenders or requests to participate were received or all were rejected

### **Section V: Award of contract**

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**Lot No: 2**

**Title:**

Rest of London

A contract/lot is awarded: no

#### **V.1. Information on non-award**

**The contract/lot is not awarded**

No tenders or requests to participate were received or all were rejected

### **Section V: Award of contract**

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**Lot No: 3**

**Title:**

All of London

A contract/lot is awarded: yes

#### **V.2. Award of contract**

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

15/05/2018

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

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

##### **V.2.3. Name and address of the contractor**

Official name: Pinnacle Housing Ltd

Postal address: 1st Floor, 6 St Andrew Street, Holborn  
Town: London  
NUTS code: UKI London  
Postal code: EC4A 3AE  
Country: United Kingdom  
The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 22 000 000,00 GBP

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Lot No: 4**

**Title:**

Cleaning — Hertford and out of London

A contract/lot is awarded: no

**V.1. Information on non-award**

**The contract/lot is not awarded**

No tenders or requests to participate were received or all were rejected

**Section V: Award of contract**

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**Lot No: 5**

**Title:**

Grounds Maintenance — Hertford and Out of London

A contract/lot is awarded: no

**V.1. Information on non-award**

**The contract/lot is not awarded**

No tenders or requests to participate were received or all were rejected

**Section V: Award of contract**

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**Lot No: 6**

**Title:**

Estate Services — Hertford and Out of London

A contract/lot is awarded: yes

**V.2. Award of contract**

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

15/05/2018

**V.2.2. Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

### **V.2.3. Name and address of the contractor**

Official name: New Green Services Ltd

Postal address: Unit A5, Weltech Business Centre, Ridgeway, Welwyn Garden City

Town: Hertfordshire

NUTS code: UKH23 Hertfordshire

Postal code: AL7 2AA

Country: United Kingdom

The contractor is an SME: yes

### **V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 5 750 000,00 GBP

### **V.2.5. Information about subcontracting**

## **Section V: Award of contract**

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**Lot No: 7**

**Title:**

SW9 — Estate Cleaning

A contract/lot is awarded: no

### **V.1. Information on non-award**

**The contract/lot is not awarded**

Other reasons (discontinuation of procedure)

## **Section VI: Complementary information**

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

The Contracting Authority considers that this contract may be suitable for economic operators that are Small or Medium Enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

In accordance with the Public Contracts Regulations 2015, the tender documents are available on this portal, however only the SQ is required to be returned at this stage. Your attention is drawn however to the specification requirements in Appendix B of the tender documents which specifies the service required, so that potential bidders can ensure that they are willing and able to provide both the information and the services required and demonstrate this if invited to tender.

To view this notice, please click here:

<https://www.delta-sourcing.com/delta/viewNotice.html?noticeId=379809764>

GO Reference: GO-2019226-PRO-14170999

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

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

Official name: The High Court

Postal address: Royal Courts of Justice, The Strand

Town: London  
Postal code: WC2A 2LL  
Country: United Kingdom

**VI.4.2. Body responsible for mediation procedures**

Official name: The High Court  
Postal address: Royal Courts of Justice, The Strand  
Town: London  
Postal code: WC2A 2LL  
Country: United Kingdom

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

The Contracting Authority will observe a minimum 10 calendar day standstill period from the day after communication to tenderers of the authority's intended award decision. There is no right to appeal to the Contracting Authority and instead the UK Public Contract Regulations 2015 provide for an aggrieved party to apply to The High court of England and Wales concerning any alleged breach unless an extension is agreed by the courts. Full information regarding appeals can be obtained from the body responsible for the appeal procedure detailed in V1.4.1

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: The High Court  
Postal address: Royal Courts Of Justice, The Strand  
Town: London  
Postal code: WC2A 2LL  
Country: United Kingdom

**VI.5. Date of dispatch of this notice**

26/02/2019