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Tender

Managed Launderette Service

University of Kent

F02: Contract notice

Notice identifier: 2025/S 000-004785

Procurement identifier (OCID): ocds-h6vhtk-04de3f

Published 12 February 2025, 3:46pm

The closing date and time has been changed to:

4 April 2025, 12:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

University of Kent

The Registry

Canterbury, Kent

CT2 7NZ

Contact

Jacqueline Erasin

Email

j.erasin@kent.ac.uk

Telephone

+44 1227827669

Country

United Kingdom

Region code

UKJ4 - Kent

National registration number

XN5452

Internet address(es)

Main address

<https://www.kent.ac.uk/finance/procurement.html>

Buyer's address

<https://uk.eu-supply.com/ctm/Company/CompanyInformation/Index/97209>

I.3) Communication

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

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=90322&B=UNIVERSITYKENT

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://uk.eu-supply.com/app/rfq/rwlentrance_s.asp?PID=90322&B=UNIVERSITYKENT

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Managed Launderette Service

Reference number

JE23_005

II.1.2) Main CPV code

- 98311100 - Laundry-management services

II.1.3) Type of contract

Services

II.1.4) Short description

The University is seeking a supplier with the experience to deliver to multi-site operations to undertake the delivery of managed launderette services on the Canterbury campus. They must share a passion for delivering a high-quality launderette service along with exemplary levels of customer service.

The University has a 52-week residential year as well as a busy conference period during the summer months (mid July to early September). The supplier will be required to provide a service for students and staff and any conference activity on the Canterbury campus.

The launderettes will be in operation for 24 hours per day, seven days per week.

II.1.5) Estimated total value

Value excluding VAT: £1,920,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 51543400 - Installation services of laundry washing, dry-cleaning and drying machines
- 98311200 - Laundry-operation services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent
- UKJ - South East (England)
- UK - United Kingdom

II.2.4) Description of the procurement

The University is seeking a supplier with the experience to deliver to multi-site operations to undertake the delivery of managed launderette services on the Canterbury campus. They must share a passion for delivering a high-quality launderette service along with exemplary levels of customer service.

The University has a 52-week residential year as well as a busy conference period during the summer months (mid July to early September). The supplier will be required to provide a service for students and staff and any conference activity on the Canterbury campus.

The launderettes will be in operation for 24 hours per day, seven days per week.

The University seeks a supplier who can be innovative with investments in modernisation of laundry provision, user experience, and adoption of new and creative service methods.

The supplier should offer a first class, modern service to students utilising contactless payment systems, effective maintenance management and exceptional customer service.

The University is seeking a seamless transition from the existing contract to the new contract. It is important that some launderettes on campus shall remain operational throughout the course of the works for use by any remaining students and conference delegates.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,920,000

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

Start date

1 August 2025

End date

30 September 2030

This contract is subject to renewal

No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Originally published as:

Date

28 March 2025

Local time

12:00pm

Changed to:

Date

4 April 2025

Local time

12:00pm

See the [change notice](#).

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

English

IV.2.7) Conditions for opening of tenders

Date

28 March 2025

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Centre for Effective Dispute Resolution

70 Fleet Street

London

EC2

Telephone

+44 2075366060

Country

United Kingdom

Internet address

<http://www.cedr.com>

VI.4.2) Body responsible for mediation procedures

Centre for Effective Dispute Resolution

70 Fleet Street

London

EC2

Telephone

+44 2075366060

Country

United Kingdom

Internet address

<http://www.cedr.com>

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

Centre for Effective Dispute Resolution

70 Fleet Street

London

EC2

Telephone

+44 2075366060

Country

United Kingdom

Internet address

<http://www.cedr.com>