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Contract

Procurement of Facilities Management Soft Services

Croydon Health Services NHS Trust

F03: Contract award notice

Notice identifier: 2024/S 000-006194

Procurement identifier (OCID): ocids-h6vhtk-036999

Published 27 February 2024, 9:09am

Section I: Contracting authority

I.1) Name and addresses

Croydon Health Services NHS Trust

Croydon University Hospital, 530 London Rd, Thornton Heath

Croydon

CR7 7YE

Contact

Julian Fris

Email

julian.frls@nellerdavies.com

Country

United Kingdom

NUTS code

UKI62 - Croydon

Internet address(es)

Main address

<https://www.croydonhealthservices.nhs.uk>

Buyer's address

<https://www.croydonhealthservices.nhs.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Procurement of Facilities Management Soft Services

Reference number

ND2022 021

II.1.2) Main CPV code

- 79993100 - Facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of Facilities Management Soft Services which include Healthcare Cleaning (Domestics), Portering, Window Cleaning, Pest Control and Helpdesk services for Croydon University Hospital, Purley War Memorial Hospital and associated healthcare premises.

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: £8,000,000

II.2) Description

II.2.2) Additional CPV code(s)

- 90900000 - Cleaning and sanitation services
- 98341120 - Portering services
- 90911300 - Window-cleaning services
- 90922000 - Pest-control services

- 72253000 - Helpdesk and support services

II.2.3) Place of performance

NUTS codes

- UKI62 - Croydon

Main site or place of performance

Croydon University and Purley Hospitals

II.2.4) Description of the procurement

The provision of FM Soft Services to Trust sites to achieve a high standard of patient outcomes and infection control. The process will be conducted as Competition with Negotiation in line with reg 29 of the Public Contracts Regulations 2015. For the avoidance of doubt the process still be concluded after the submission of the ITN as bidders may have provided the most economically advantageous tender at that stage (as in a restricted process). However, the Trust reserves the right to add further stages for further dialogue & negotiation within a fair, transparent and commercially confidential environment to determine the best solution is appropriate for this process. The proposed contract will be for 5 years with 2 further annual extensions achieving a potential full contract length of 7 years. The intention is commence the contract in October 2023.

II.2.5) Award criteria

Price

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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026235](#)

Section V. Award of contract

Contract No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 January 2024

V.2.2) Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 0

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: 7

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

V.2.3) Name and address of the contractor

ISS Mediclean Limited Trading as ISS Facility Services Healthcare

Velocity 1, Brooklands Drive

Weybridge

KT13 0SL

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £45,000,000

Total value of the contract/lot: £45,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Croydon Health Services NHS Trust

Croydon

CR7 7YE

Email

info@chs.net.uk

Country

United Kingdom