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Awarded contract

Healthcare Soft Facilities Management (FM) Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice reference: 2024/S 000-009083

Published: 20 March 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public Procurement

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Healthcare Soft Facilities Management (FM) Services

Reference number

RM6331

II.1.2) Main CPV code

- 79993000 - Building and facilities management services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service (CCS) as the Authority has put in place a Pan Public Sector Collaborative Agreement for the provision of Healthcare Soft FM Services to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

The lotting structure of this framework covers a variety of Soft FM and Hotel Services typically bought by the NHS including: Waste, Catering, Linen & Laundry, Cleaning, Security, Reception Services, Portering and Grounds Maintenance.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £3,500,000,000

II.2) Description

II.2.1) Title

Standard Wash Linen and Laundry Services

Lot No

1a

II.2.2) Additional CPV code(s)

- 18000000 - Clothing, footwear, luggage articles and accessories
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 50830000 - Repair services of garments and textiles
- 98300000 - Miscellaneous services
- 98310000 - Washing and dry-cleaning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 1A are responsible for the provision of standard wash linen and laundry services, including the processing (wash and finish) and transportation (collection and return) of linen items to Buyers.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Specialist Laundry Services (Theatre Packs)

Lot No

1b

II.2.2) Additional CPV code(s)

- 18000000 - Clothing, footwear, luggage articles and accessories
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 50830000 - Repair services of garments and textiles
- 98300000 - Miscellaneous services
- 98310000 - Washing and dry-cleaning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 1B are responsible for the provision of Specialist Laundry Services (theatre packs and drapes) including the processing (wash and finish) and transportation (collection and return) of items, which are hired to the Buyer from the Supplier.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Standard Wash Linen and Laundry Services and Theatre Packs

Lot No

1c

II.2.2) Additional CPV code(s)

- 18000000 - Clothing, footwear, luggage articles and accessories
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 50830000 - Repair services of garments and textiles
- 98300000 - Miscellaneous services
- 98310000 - Washing and dry-cleaning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 1C are responsible for the provision of

standard wash linen and laundry services and Specialist Laundry Services (theatre packs and drapes).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Specialist Cleanroom Laundry Services

Lot No

1d

II.2.2) Additional CPV code(s)

- 18000000 - Clothing, footwear, luggage articles and accessories
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 50830000 - Repair services of garments and textiles
- 98300000 - Miscellaneous services
- 98310000 - Washing and dry-cleaning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 1D are responsible for the provision of Specialist Cleanroom Laundry Services including the processing (wash and finish) and transportation (collection and return) of cleanroom garments at the ISO classification specified by the Buyer at the Call-Off stage.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

General Cleaning Services and Pest Control

Lot No

2a

II.2.2) Additional CPV code(s)

- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 42900000 - Miscellaneous general and special-purpose machinery
- 45452000 - Exterior cleaning work for buildings
- 85112000 - Hospital support services

- 90000000 - Sewage, refuse, cleaning and environmental services
- 98300000 - Miscellaneous services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 2A are responsible for the provision of routine cleaning to enhance the patient environment of the Buyers Premises in accordance with national standards for cleaning and infection control and prevention. The Suppliers that have been appointed to Lot 2A are responsible for the provision of a range of Pest Control Services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Ambulance and Vehicle Deep Clean Services

Lot No

2b

II.2.2) Additional CPV code(s)

- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 42900000 - Miscellaneous general and special-purpose machinery
- 85112000 - Hospital support services
- 90000000 - Sewage, refuse, cleaning and environmental services
- 98300000 - Miscellaneous services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 2B are responsible for the provision of specialist cleaning and make ready services for ambulances and vehicles associated with the delivery of clinical services.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Non-Hazardous Clinical Waste

Lot No

3a

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 3A are responsible for the provision of Waste Management Services for non-hazardous clinical wastes on behalf of the Buyer(s).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Hazardous Clinical Waste

Lot No

3b

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services
- 90520000 - Radioactive-, toxic-, medical- and hazardous waste services
- 90523000 - Toxic waste disposal services except radioactive waste and contaminated soil

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 3B are responsible for the provision of Waste Management Services for hazardous clinical wastes on behalf of the Buyer(s).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

General Waste (Hazardous and Non-Hazardous)

Lot No

3c

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 3C are responsible for the provision of Waste Management Services for both hazardous and non-hazardous general wastes on behalf of the Buyer(s).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Recyclable General Waste

Lot No

3d

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 3D are responsible for the provision of Waste

Management Services for recyclable wastes on behalf of the Buyer(s).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Confidential Waste

Lot No

3e

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 3E are responsible for the provision of Waste Management Services for confidential wastes on behalf of the Buyer(s).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Feminine Hygiene Waste

Lot No

3f

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 3F are responsible for the provision of Waste Management Services for feminine hygiene wastes on behalf of the Buyer(s).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Total Waste Management Service

Lot No

3g

II.2.2) Additional CPV code(s)

- 34928480 - Waste and rubbish containers and bins
- 44613800 - Containers for waste material
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

Suppliers that have been appointed to Lot 3g are capable of delivering all Services included within Lots 3A, 3B, 3C, 3D, 3E and 3F as a total waste management service.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Patient Catering

Lot No

4a

II.2.2) Additional CPV code(s)

- 15800000 - Miscellaneous food products
- 33692200 - Parenteral nutrition products
- 39310000 - Catering equipment

- 55000000 - Hotel, restaurant and retail trade services
- 55500000 - Canteen and catering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 4A are responsible for the provision of a healthy, nutritious and appetising full meal service to patients including both in-patients and day patients (where required).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Retail Catering and Hospitality Services

Lot No

4b

II.2.2) Additional CPV code(s)

- 15800000 - Miscellaneous food products
- 33692200 - Parenteral nutrition products
- 39310000 - Catering equipment
- 55000000 - Hotel, restaurant and retail trade services
- 55500000 - Canteen and catering services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

The Suppliers that have been appointed to Lot 4B are responsible for the provision of an appealing and healthy range of retail catering solutions and hospitality services for visitors and staff.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

II.2) Description

II.2.1) Title

Bundled Soft FM

Lot No

5

II.2.2) Additional CPV code(s)

- 15800000 - Miscellaneous food products
- 18000000 - Clothing, footwear, luggage articles and accessories
- 31625000 - Burglar and fire alarms
- 32223000 - Video transmission apparatus
- 33692200 - Parenteral nutrition products
- 34928480 - Waste and rubbish containers and bins
- 35000000 - Security, fire-fighting, police and defence equipment
- 38500000 - Checking and testing apparatus
- 39000000 - Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
- 42900000 - Miscellaneous general and special-purpose machinery
- 44000000 - Construction structures and materials; auxiliary products to construction (except electric apparatus)
- 45000000 - Construction work
- 48000000 - Software package and information systems
- 50000000 - Repair and maintenance services
- 55000000 - Hotel, restaurant and retail trade services
- 55500000 - Canteen and catering services
- 60120000 - Taxi services
- 63712400 - Parking services
- 71000000 - Architectural, construction, engineering and inspection services
- 75000000 - Administration, defence and social security services
- 77000000 - Agricultural, forestry, horticultural, aquacultural and apicultural services
- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security
- 79993100 - Facilities management services
- 85112000 - Hospital support services
- 90000000 - Sewage, refuse, cleaning and environmental services
- 90500000 - Refuse and waste related services
- 98300000 - Miscellaneous services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK - United Kingdom

II.2.4) Description of the procurement

Suppliers that have been appointed to Lot 5 are responsible for the provision of two or more services from Lots 1a - 1d, 2a, 3a - 3g, 4a - 4b or additional services for grounds maintenance, security, portage and logistics, and visitor support services

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

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

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2023/S 000-022016](#)

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

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

20 February 2024

V.2.2) Information about tenders

Number of tenders received: 46

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 46

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

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street

liverpool

L3 9PP

Email

supplier@crowcommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

NUTS code

- UK - United Kingdom

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: £3,500,000,000

Total value of the contract/lot: £3,500,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

As part of this contract award notice the following can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/ff5c351a-34d5-4f71-b08e-42efea7a2dac>

1) Redacted Commercial Agreement

2) List of Successful Suppliers

3) Approved Customer list

4) Transparency Agenda

On 02/04/2014, Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Internet address

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