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Contract

Hybrid, Bulk and Digital Mail Services

West Lothian Council

F03: Contract award notice

Notice identifier: 2025/S 000-017753

Procurement identifier (OCID): ocds-h6vhtk-05098f

Published 29 April 2025, 4:58pm

Section I: Contracting authority

I.1) Name and addresses

West Lothian Council

West Lothian Civic Centre, Howden South Road

Livingston

EH54 6FF

Contact

Lisa Mallaghan

Email

Lisa.Mallaghan@westlothian.gov.uk

Country

United Kingdom

NUTS code

UKM78 - West Lothian

Internet address(es)

Main address

<http://www.westlothian.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00140

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Hybrid, Bulk and Digital Mail Services

Reference number

CC14050

II.1.2) Main CPV code

- 79571000 - Mailing services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of a hybrid bulk and digital mail service. Hybrid mail allows users to develop mail items at the desktop for production off site by the supplier. A bulk mail service is fulfilled by the secure transfer of data files for production off site by the supplier. A digital mail service provides alternative options to the physical print of mail items including SMS and E-mail communications.

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: £800,000

II.2) Description

II.2.2) Additional CPV code(s)

- 79570000 - Mailing-list compilation and mailing services
- 79571000 - Mailing services
- 72412000 - Electronic mail service provider

II.2.3) Place of performance

NUTS codes

- UKM78 - West Lothian

II.2.4) Description of the procurement

Hybrid and Bulk Mail Services is available across the council and current service users include Revenues, Housing, Anti-Poverty Service and Planning. In the period July 2023 to June 2024 a total of 193,364 items of bulk mail were issued and 143,659 items of hybrid mail were issued.

There was a requirement for the ongoing use of hybrid and bulk mail as well as digital mail options.

Hybrid mail allows users to develop mail items at the desktop for production off site by the supplier. A bulk mail service is fulfilled by the secure transfer of data files for production off site by the supplier. A digital mail service provides alternative options to the physical print of mail items, including SMS and E-mail communications.

The use of hybrid, bulk and digital mail services will facilitate further transformational change and reduce the costs of print, production and mailing when compared to traditional methods.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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.2.14) Additional information

This is a call-off from the Scottish Governments Postal Services Framework SP-19-035; Lot 2 - Hybrid, scheduled, bulk and digital mail.

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

- No tenders or no suitable tenders/requests to participate in response to open procedure

Explanation:

This is a call-off from the Scottish Governments Postal Services Framework SP-19-035; Lot 2 - Hybrid, scheduled, bulk and digital mail.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

CC14050

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

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: 1

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Critiqom

Document House , Phoenix Cresent

Bellshill

ML4 3NJ

Country

United Kingdom

NUTS code

- UKM84 - North Lanarkshire

The contractor is an SME

Yes

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

Total value of the contract/lot: £800,000

Section VI. Complementary information

VI.3) Additional information

This is a call-off from the Scottish Governments Postal Services Framework SP-19-035; Lot 2
- Hybrid, scheduled, bulk and digital mail.

(SC Ref:797414)

VI.4) Procedures for review

VI.4.1) Review body

Livingston Sherriff Court

West Lothian Civic Centre, Howden South Road

Livingston

EH54 6FF

Country

United Kingdom