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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](mailto: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](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

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**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.

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## **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

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## **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

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## **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