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Contract

Managed Launderette Service

University of Kent

F03: Contract award notice

Notice identifier: 2025/S 000-032555

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

Published 16 June 2025, 12:17pm

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.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.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £672,000

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

Quality criterion - Name: Quality / Weighting: 60%

Price - Weighting: 40%

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.1.8) 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: [2025/S 000-004785](#)

Section V. Award of contract

Contract No

1

Title

Managed Launderette Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 June 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

WASHCO

UNIT 11 Arnhem Road

Thatcham

RG145RU

Email

hello@washco.co.uk

Country

United Kingdom

NUTS code

- UKJ1 - Berkshire, Buckinghamshire and Oxfordshire

National registration number

WASHCO

The contractor is an SME

Yes

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

Total value of the contract/lot: £672,000

Section VI. Complementary information

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>