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Tender

KMMH, KCHFT, MCH - Linen and Laundry Services

Kent and Medway Mental Health NHS Trust
Kent Community Health NHS Foundation Trust

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-066308

Procurement identifier (OCID): ocds-h6vhtk-05ced1

Published 17 October 2025, 1:10pm

Scope

Description

Kent & Medway Mental Health NHS Trust is acting as the lead organisation in collaboration with Kent Community Health NHS Foundation Trust and Medway Community Healthcare (collectively the “Contracting Authorities”), to invite tenders for the provision of Linen & Laundry Services.

The Contracting Authorities are procuring this contract following the Open Procedure under the Procurement Act 2023 and the its Standing Financial Instructions.

The Supplier will provide a fully inclusive Linen and Laundry Service to deliver the following:

- Provision of Clean Linen to point of use (department and ward level);
- Collection and processing of Used Linen from point of use (department and ward level); and
- Repairs and alterations to Linen and uniforms

The Linen and Laundry Service shall be provided ensuring that there is an adequate

supply of Linen available at each of the relevant properties, 24 hours per day, 365 days per year.

A high standard is required for our patients, visitors and staff to reflect the requirements of the client, the care quality commission (CQC) and NHS Patient lead assessments of the care environment (PLACE).

The Contracting Authorities will be awarding one joint Contract for the provision of all services detailed in its Specification.

Please note that Medway Community Healthcare is not a public authority, and it is therefore not possible to provide their details within the "Contracting Authorities" section of this notice as they do not have an account on the Central Digital Platform. We have therefore provided the full details below:

Contracting Authorities:

1. Kent and Medway Mental Health NHS Trust

Public Procurement Organisation Number: PNZR-1968-PDPD

Priority house, Hermitage Lane

Maidstone

Kent

ME16 9PH

United Kingdom

Email: kmpt.procurement@nhs.net

Website: <https://www.kentmedwaymentalhealth.nhs.uk/>

Region: UKJ46 - West Kent

Organisation type: Public authority - central government

2. Kent Community Health NHS Foundation Trust

Public Procurement Organisation Number: PHVC-1716-LBDJ

Trinity House, 110 - 120 Upper Pemberton,

Ashford

TN25 4AZ

United Kingdom

Email: kmpt.procurement@nhs.net

Website: <https://www.kentcht.nhs.uk>

Region: UKJ45 - Mid Kent

Organisation type: Public authority - central government

3. Medway Community Healthcare

Public Procurement Organisation Number: N/A

21 Bailey Drive, Gillingham Business Park

Gillingham

ME8 0PZ

United Kingdom

Email: kmpt.procurement@nhs.net

Website: <https://www.medwaycommunityhealthcare.nhs.uk/>

Region: UKJ41 - Medway

Organisation type: Community Interest Company

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The Contract term may be extended for a further period or periods up to a maximum of two (2) years, subject to performance and the absolute discretion of the Contracting Authorities. The duration of this Contract shall be no longer than five (5) years in total.

Main procurement category

Services

CPV classifications

- 98311100 - Laundry-management services
- 98311200 - Laundry-operation services
- 39291000 - Laundry supplies
- 98311000 - Laundry-collection services
- 39518000 - Hospital linen
- 39512000 - Bed linen

Contract locations

- UKJ41 - Medway

- UKJ4 - Kent

Submission

Enquiry deadline

28 November 2025, 12:00pm

Tender submission deadline

28 November 2025, 12:00pm

Submission address and any special instructions

The Contracting Authorities are utilising an electronic Tendering system ("E-Tendering Portal") to manage this procurement and communicate with Tenderers. Accordingly, there will be no hard copy documents issued to Tenderers and all communications with the Contracting Authorities, including the submission of Tender responses will be conducted solely via the following link: <https://health-family.force.com/s/Welcome>

A user guide can be found at the following link:

https://services.atamis.co.uk/docs/Supplier_User_Guide.pdf

For any technical queries, please contact support-health@atamis.co.uk or via telephone on 0800 995 6035 (08:00-18:00 Monday-Friday excluding public holidays).

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

2 February 2026

Recurring procurement

Publication date of next tender notice (estimated): 31 March 2029

Award criteria

Name	Type	Weighting
Price Evaluation	Price	60.00%
Quality Evaluation	Quality	30.00%
Net Zero & Social Value Evaluation	Quality	10.00%

Other information

Payment terms

The 'Total value (estimated)' figure stated within this notice represents an overall estimated contract value. This value reflects the potential scale of the contract and takes into account optional extension periods. This figure does not however take into account:

- (i) the application of indexation; or
- (ii) potential increases or decreases in the demand for services during the Contract term as detailed within the tender documents. The Contracting Authority does not guarantee

any volume or value under this contract or in association with this notice.

Description of risks to contract performance

Contract Performance:

The Contracting Authorities have identified the following risks as risks that satisfy the criteria of Schedule 8 sub-paragraph (6)(a) of the Procurement Act 2023 i.e. that the risk/s could jeopardise the satisfactory performance of the contract but, because of its/their nature, cannot be addressed in the contract as awarded:

(i). increased demand for the services during the Contract term due to changes to the organisational structure, or services offered by, any of the Contracting Authorities.

The Contracting Authorities has concluded that there is a possibility that the contract may have to be modified as a result of a materialisation of the known risk at a later date in accordance with Schedule 8 paragraph 5 of the Procurement Act 2023

Exclusions:

If at any time during the procurement, or post award, it comes to the attention of the Contracting Authorities, by whatever means, that a Supplier has become 'excluded' or 'excludable' as per Sec 57 of the PA2023, the Contracting Authorities, after compliance with its obligations under the PA 23, reserves the right to exclude said Supplier from the procurement procedure or terminate any contract they have been awarded.

Reservations of rights and disclaimers of liability:

The Contracting Authorities expressly reserves the right:

(i). not to award any contract as a result of the procurement process commenced by publication of this notice;

(ii). to make whatever changes it may see fit to the content and structure of the tendering Competition; and

(iii). in no circumstances will the Contracting Authorities be liable for any costs incurred by candidates

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Justification for not publishing a preliminary market engagement notice

Preliminary market engagement has not been undertaken due to a compressed procurement timeline driven by the expiry of the current contract, the need to maintain uninterrupted linen and laundry services, and internal governance deadlines. The Trusts have a clearly defined service scope and performance expectations based on historical usage data and stakeholder input. Given the limited supplier market capable of delivering these specialised services, market engagement was considered unlikely to yield additional value and would risk delaying the tender unnecessarily.

Contracting authorities

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Organisation type: Public authority - central government

Contact organisation

Contact [Kent and Medway Mental Health NHS Trust](#) for any enquiries.