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Contract

Provision of Upholstery Services Framework

COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-073075

Procurement identifier (OCID): ocds-h6vhtk-04eee9 ([view related notices](#))

Published 12 November 2025, 11:01am

Scope

Reference

F/100/UP/25/JH

Description

The objective of this framework is to provide Public Sector Organisations with a comprehensive range of upholstery services to contribute to a more circular economy, aligning with broader environmental goals while promoting cost-effective and resource efficient practices.

Upholstery services covered by this framework agreement will include, but are not limited to:

- Initial inspection
- Consultation with client
- Material options

- Colour and design choices
- Disassembly
- Evaluation of the frame
- Padding replacement
- Repairs to frame or springs
- Cutting and sewing
- Attachment of new fabric
- Finishing touches
- Reassembly
- Final inspection
- Testing
- Guidance on maintenance
- Cleaning
- Warranty or aftercare services

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Framework

Open framework scheme end date (estimated)

22 October 2033

Maximum percentage fee charged to suppliers

1.5%

Framework operation description

The Framework Agreement will be a multi supplier agreement. Award of Contracts will either be by direct award following a catalogue call off process, or by following a further competition process.

All engagement and call-off contracts

The following outlines a high-level process of how parties will engage each other. For a detailed explanation of the process and evaluation criteria to be used as part of this process please see Schedule 7 of the Template Framework Agreement (Document 4 of the ITT Pack).

1. Framework Suppliers will promote the Framework in their marketing to potential Participating Authorities to generate interest.
2. Interested Participating Authorities will be directed to information about this Framework.
3. Participating Authorities can then liaise directly with the Framework Host to satisfy themselves that the Framework meets their need.
4. The Framework Host will issue interested Participating Authorities with a briefing pack including details of how to utilise the Framework.
5. If a Participating Authority opts to utilise the Framework, the Participating Authority will follow the appropriate call-off process (with or without further competition).
6. At the conclusion of the call-off process, the Participating Authority will request a Framework Unique Reference Number from the Framework Host. The Framework Host will issue the Participating Authority with a Unique Reference Number which the Participating Authority can use to call-off the Goods under the Framework Agreement. At this point, the Participating Authority will be referred to as a Framework Host. Participating

Authorities attempting to engage the successful Supplier without the Unique Reference Number are doing so outside of the remit of this Framework and as such the Framework Host can offer no assurance on legal compliance.

7. The Participating Authority awards a Call-off Contract.

8. The Framework Host will send a copy of each completed Call-off Contract to the Framework Host (personally identifiable information may be redacted prior to sending), for the purposes of ensuring that all Charges payable for the Goods are in line with Framework Prices. This is a requirement of NHS England

framework host accreditation; Countess of Chester Hospital Commercial Procurement Services will not be party to the Call-off Contract and will not be involved in contract negotiations.

Award without further competition

Each Framework in the Open Framework scheme will be a multi supplier Framework with a catalogue call-off mechanism. Where the call-off terms do not require any significant amendment or any supplementary terms and conditions other than those permitted by and in accordance with the procurement regulations and the NHS Terms and Conditions for the Provision of Goods, Participating Authorities may call off goods as and when required directly from a successful Framework Supplier following a catalogue evaluation of the information submitted from this tender exercise and using the defined award criteria. Catalogue rates will apply to any Call-off Contract awarded without further competition.

Where these conditions are not met, the Participating Authority will follow the Call for Competition Procedure.

Award following further competition

If Participating Authorities want to allow Framework Suppliers to develop proposals or a solution in respect of their requirement; and/or they need to amend or refine the terms of the call-off contract to reflect their requirements (to the extent permitted by and in accordance with the procurement regulations and the NHS Terms and Conditions for the Provision of Goods, a further competition will be required.

To award a Call-off Contract under a Framework through a further competition Participating Authorities should:

1. Develop a statement of requirements
2. Amend or refine the template call-off form and call-off terms to reflect the services

required.

3. Refine the evaluation criteria and develop a scoring methodology.
4. Develop an invitation to tender pack, along with award criteria and further competition process.
5. Identify the framework suppliers capable of providing the services.
6. Invite all capable suppliers to tender by conducting a further competition in accordance with the regulations.
7. Evaluate tenders, score and provide feedback to bidders.
8. Sign the call-off form with the successful supplier including any supplementary terms or schedules identified in the tender.
9. Publish Contract Award Notice (Intention to Award) on the Find a Tender Service and follow the mandated standstill period.
10. At the conclusion of the standstill period, publish a Corrigendum to the Contract Award Notice (intention to award) declaring that the contract has now been awarded.

The following criteria and weightings shall apply to the evaluation for direct award and of tenders received through the further competition procedure.

Contracting Authorities may apply sub-criteria appropriate to their requirements. Weightings and sub-weightings for the evaluation criteria will be set by the Contracting Authority and shall add up to 100%

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

To promote transparency, The Countess of Chester Hospital NHS Foundation Trust has established a Framework for use by all UK Public Sector (and any future successors to these organisations).

Contracting authority location restrictions

- UK - United Kingdom
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Contract 1

Suppliers (3)

- BATES OFFICE SERVICES LTD
- Patch Perfect Academy
- UPHOLSTERY2U LTD

Contract value

- £5,000,000 excluding VAT
- £6,000,000 including VAT

Above the relevant threshold

Date signed

23 October 2025

Contract dates

- 23 October 2025 to 22 October 2027
- Possible extension to 2 October 2033
- 7 years, 11 months, 11 days

Description of possible extension:

The Term of the Open Framework shall be eight (8) years from the Commencement Date.

It is intended that it will be reopened every 24 months (approximately 90 days before the anniversary of the Framework Commencement Date) as the Framework Host deems necessary. At these points, incumbent framework suppliers will have the opportunity to revise their Tender, or they may leave their offer as per their last framework tender submission.

Main procurement category

Services

CPV classifications

- 50850000 - Repair and maintenance services of furniture

Contract locations

- UK - United Kingdom
- GG - Guernsey
- IM - Isle of Man
- JE - Jersey

Signed contract documents

[F100 Document 4 - Template Open Framework Agreement v1.1.docx](#)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Suppliers

BATES OFFICE SERVICES LTD

- Companies House: 03352929
- Public Procurement Organisation Number: PJNQ-9588-XGRN

Units A1 - A4 Knights Park Industrial Estate

Rochester

ME2 2LS

United Kingdom

Email: tenders@batesoffice.co.uk

Website: <http://www.batesoffice.co.uk>

Region: UKJ41 - Medway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Patch Perfect Academy

- Public Procurement Organisation Number: PZXX-9556-CDJP

45, Andover crescent

Winstanley wigan

WN3 6HP

United Kingdom

Email: Paul@patchperfectacademy.com

Website: <http://Www.patchperfectacademy.com>

Region: UKD36 - Greater Manchester North West

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

UPHOLSTERY2U LTD

- Companies House: 13676037
- Public Procurement Organisation Number: PCHG-5395-ZYGR

Northlight Parade

Nelson

BB9 5EG

United Kingdom

Email: michael@upholstery2u.com

Website: <https://upholstery2u.com>

Region: UKD46 - East Lancashire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

COUNTESS OF CHESTER HOSPITAL NHS FOUNDATION TRUST

- NHS Organisation Data Service: RJR
- Public Procurement Organisation Number: PGCG-2135-TXWL

Liverpool Road

Chester

CH2 1UL

United Kingdom

Email: info@coch-cps.co.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - central government