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**United Kingdom-Chester: Office-support services
2020/S 106-258355**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) **Name and addresses**

Official name: Countess of Chester Hospital NHS Foundation Trust

Postal address: Liverpool Road

Town: Chester

NUTS code: UKD63 Cheshire West and Chester

Postal code: CH2 1UL

Country: United Kingdom

E-mail: info@coch-cps.co.uk

Telephone: +44 1244365143

Internet address(es):

Main address: www.coch.nhs.uk

I.1) **Name and addresses**

Official name: The eligible users of the proposed framework agreement are available for unrestricted and full direct access, free of charge at: <https://www.coch-cps.co.uk/our-services/our-frameworks/>

Town: UK

NUTS code: UK UNITED KINGDOM

Country: United Kingdom

E-mail: info@coch-cps.co.uk

Internet address(es):

Main address: www.coch-cps.co.uk

I.2) **Information about joint procurement**

The contract involves joint procurement

The contract is awarded by a central purchasing body

I.4) **Type of the contracting authority**

Body governed by public law

I.5) **Main activity**

Health

Section II: Object

II.1) **Scope of the procurement**

II.1.1) **Title:**

National Framework Agreement for Managed Office Administration Services and the Supply of Office Equipment and Consumables

Reference number: F/068/CORP/20/IB

II.1.2) **Main CPV code**

79500000 Office-support services

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The Countess of Chester Hospital NHS Foundation Trust, through its Commercial Procurement Services, has awarded a multi-supplier national framework agreement with two lots:

Lot 1: the provision of managed office administration services;

Lot 2: the supply of office equipment and consumables.

II.1.6) **Information about lots**

This contract is divided into lots: yes

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

Value excluding VAT: 5 400 000.00 GBP

II.2) **Description**

II.2.1) **Title:**

Lot 1: the Provision of Managed Office Administration Services

Lot No: 1

II.2.2) **Additional CPV code(s)**

30190000 Various office equipment and supplies

72512000 Document management services

79500000 Office-support services

79571000 Mailing services

79800000 Printing and related services

79990000 Miscellaneous business-related services

II.2.3) **Place of performance**

NUTS code: UK UNITED KINGDOM

II.2.4) **Description of the procurement:**

Lot 1 of the framework will be for the provision of managed service for office administration to public sector organisations, excluding NHS organisations in England. NHS organisations in England are provided for by NHS Supply Chain and are outside the scope of this specification.

Suppliers appointed to lot 1 must be able to meet all aspects of the lot 1 framework specification. Client organisations will, however, be able to contract for individual service elements of the service as required. Call-off contracts will be for a managed service containing one or more of the service elements detailed below, provided predominantly on a fixed fee cost basis rather than on a cost per transaction basis.

The provision of a fully secure managed service will include the following service elements:

- 1) provision of a managed service for office supplies including all items for daily use and special sourcing for ad hoc requests, including; purchasing, storage and consolidation of deliveries for specific requests;
- 2) provision of a fully managed print service, to include provision of print equipment service, maintenance and consumables;
- 3) provision of a secure document disposal service;
- 4) provision of hybrid mail services, to include printing, franking, post and email;
- 5) provision of on-line ordering system to support the provision of the above four services, that is adaptable to individual client organisations standing financial instructions, including authorisation processes and ability to encompass service line reporting and fully transparent audit trail.

II.2.5) **Award criteria**

Quality criterion - Name: Service specification / Weighting: 30 %

Quality criterion - Name: Managed service / Weighting: 20 %

Quality criterion - Name: Added value, sustainability and innovation / Weighting: 10 %

Cost criterion - Name: Commercial evaluation / 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

II.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Lot 2: The Supply of Office Equipment and Consumables

Lot No: 2

II.2.2) **Additional CPV code(s)**

22000000 Printed matter and related products

22111000 School books

22830000 Exercise books

22832000 Exercise papers

30000000 Office and computing machinery, equipment and supplies except furniture and software packages

30100000 Office machinery, equipment and supplies except computers, printers and furniture

30125100 Toner cartridges

30125110 Toner for laser printers/fax machines

30125120 Toner for photocopiers

30190000 Various office equipment and supplies

30192000 Office supplies

30192113 Ink cartridges

30192700 Stationery
30197000 Small office equipment
30197600 Processed paper and paperboard
30197642 Photocopier paper and xerographic paper
30197643 Photocopier paper
30199000 Paper stationery and other items
30199230 Envelopes
30199710 Printed envelopes
30230000 Computer-related equipment
30234000 Storage media
30237200 Computer accessories
32000000 Radio, television, communication, telecommunication and related equipment
33141623 First-aid boxes
37800000 Handicraft and art supplies
38112100 Global navigation and positioning systems (GPS or equivalent)
38650000 Photographic equipment
39000000 Furniture (incl. office furniture), furnishings, domestic appliances (excl. lighting) and cleaning products
39113700 Footrests
39130000 Office furniture
39162000 Educational equipment
39162110 Teaching supplies
39220000 Kitchen equipment, household and domestic items and catering supplies
39800000 Cleaning and polishing products

II.2.3) **Place of performance**
NUTS code: UK UNITED KINGDOM

II.2.4) **Description of the procurement:**

Lot 2 of the framework will be for the transactional provision of office supplies to public sector organisations, excluding NHS organisations in England. NHS organisations in England are provided for by NHS Supply Chain and are outside the scope of this specification.

The supplier shall provide some or all of the product groupings shown below. The examples quoted are not restricted. The scope of lot 2 shall be any product covered by those CPV codes included in the OJEU award notice.

Office stationery — general office stationery products such as pens, pencils, desktop accessories, filing, presentation items, diaries and associated office supplies.

Office paper — office paper products such as cut paper and board.

Educational stationery – such as art supplies, teaching supplies, exercise books, school books, exercise papers, water based ink pens, wood free colouring pencils.

Janitorial products — janitorial cleaning products such as washroom supplies, blue roll, washing-up liquid and refuse sacks.

Office machines – such as printers, copiers and other multifunctional devices, paper shredding machines, label making machines and laminators.

Personal protection equipment – personal protection equipment such as safety clothing, hard hats, first aid kits, fire extinguishers and eye protectors.

Electronic office supplies — electronic office supplies such as ink and toner printer cartridges, electronic storagemedia and peripherals.

Catering goods and consumables – such as tea, coffee, napkins, mugs, cups, teapots, glasses and cutlery.

The supplier shall provide branded (products which contain a manufacturer brand name) and/or own brand/ unbranded (products which contain the supplier's own brand name or products available as an alternative to a manufacturer's branded product).

II.2.5) **Award criteria**

Quality criterion - Name: Ordering process / Weighting: 35 %

Quality criterion - Name: Delivery / Weighting: 35 %

Quality criterion - Name: After-sales service / Weighting: 10 %

Cost criterion - Name: Commercial evaluation / Weighting: 20 %

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**

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

IV.1.6) **Information about electronic auction**

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 in the OJ S: [2020/S 061-146755](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Lot No: 1

Title:

Provision of Managed Office Administration Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

27/05/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

Official name: Banner Group Ltd

Town: Sheffield

NUTS code: UKE32 Sheffield

Country: United Kingdom

The contractor is an SME: no

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

Total value of the contract/lot: 5 400 000.00 GBP

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 20 %

Section V: Award of contract

Lot No: 1

Title:

Provision of Managed Office Administration Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

27/05/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

Official name: Clares Office Supplies Ltd

Town: Portsmouth

NUTS code: UKJ31 Portsmouth

Country: United Kingdom

The contractor is an SME: yes

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

Total value of the contract/lot: 5 400 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 1

Title:

Provision of Managed Office Administration Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

27/05/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

Official name: Ricoh UK Ltd

Town: Northampton

NUTS code: UKF24 West Northamptonshire

Country: United Kingdom

The contractor is an SME: no

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

Total value of the contract/lot: 5 400 000.00 GBP

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 30 %

Section V: Award of contract

Lot No: 2

Title:

Supply of Office Equipment and Consumables

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

27/05/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

Official name: Banner Group Ltd
Town: Sheffield
NUTS code: UKE32 Sheffield
Country: United Kingdom
The contractor is an SME: no

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

Total value of the contract/lot: 5 400 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 2

Title:

Supply of Office Equipment and Consumables

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

27/05/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

Official name: Bates Office Services Ltd
Town: Rochester
NUTS code: UKJ4 Kent
Country: United Kingdom
The contractor is an SME: yes

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

Total value of the contract/lot: 5 400 000.00 GBP

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 2

Title:

Supply of Office Equipment and Consumables

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

27/05/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

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

V.2.3) **Name and address of the contractor**

Official name: Ricoh UK Ltd
Town: Northampton
NUTS code: UKF24 West Northamptonshire
Country: United Kingdom
The contractor is an SME: no

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

Total value of the contract/lot: 5 400 000.00 GBP

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted
Value or proportion likely to be subcontracted to third parties
Proportion: 100 %

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Countess of Chester Hospital NHS Foundation Trust
Town: Chester
Country: United Kingdom

VI.4.2) **Body responsible for mediation procedures**

Official name: Royal Courts of Justice
Town: London
Country: United Kingdom

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

The Countess of Chester Hospital NHS Foundation Trust incorporated a standstill period at the point information on the award of the framework agreement was communicated to tenderers. That notification provided full information on the award decision. The standstill period, which ran for a period of 13 calendar days, provided time for unsuccessful tenderers to challenge the award decision before the framework agreement was entered into. The Public Contracts Regulations 2015 provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the rules to take action in the High Court (England, Wales and Northern Ireland).

VI.4.4) **Service from which information about the review procedure may be obtained**

Official name: Countess of Chester Hospital NHS Foundation Trust
Town: Chester
Country: United Kingdom

VI.5) **Date of dispatch of this notice:**

29/05/2020