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Tender

## **Royal Mail Quality of Service Audits**

OFCOM

F02: Contract notice

Notice identifier: 2023/S 000-003869

Procurement identifier (OCID): ocds-h6vhtk-03868b

Published 8 February 2023, 1:44pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

OFCOM

Riverside House, 2a Southwark Bridge Road

London

SE1 9HA

#### **Contact**

Alex Lindsay

#### **Email**

[alex.lindsay@ofcom.org.uk](mailto:alex.lindsay@ofcom.org.uk)

#### **Telephone**

+44 2079813000

#### **Country**

United Kingdom

**Region code**

UKI - London

**Internet address(es)**

Main address

[www.ofcom.org.uk](http://www.ofcom.org.uk)

Buyer's address

<https://ofcom.bravosolution.co.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://ofcom.bravosolution.co.uk/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ofcom.bravosolution.co.uk/>

Tenders or requests to participate must be submitted to the above-mentioned address

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

Body governed by public law

**I.5) Main activity**

Other activity

UK Communications Regulator

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## **Section II: Object**

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

#### **II.1.1) Title**

Royal Mail Quality of Service Audits

Reference number

C20221470

#### **II.1.2) Main CPV code**

- 79212000 - Auditing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Ofcom is the communications regulator in the UK. We regulate the TV and radio sectors, fixed line telecoms, mobiles, postal services, plus the airwaves over which wireless devices operate.

Ofcom operates under a number of Acts of Parliament. In accordance with Ofcom's functions under the Postal Services Act 2011, Ofcom has imposed a Designated Universal Service Provider Condition (DUSP Condition) on Royal Mail Group Limited (Royal Mail).

Among other things, this condition imposes certain Quality of Service standards on Royal Mail in connection with its provision of the Universal Postal Service.

These standards include, for example, delivering:

- 93% of first class letters within one working day;
- 98.5% of second class letters within three working days;
- 99% of special delivery letters by 1pm one working day after collection; and
- Within certain postcode areas, 91.5% of first class letters within one working day

Ofcom has a requirement for the monitoring of Royal Mail's Quality of Service

performance to be audited in line with the specifications of Standards EN 13850:2020 (E) and EN 14508:2016 (E).

The audit would involve critically assessing Royal Mail's testing methodology for monitoring its performance in respect of the measurement of the transit time of end-to-end services for single piece priority (First Class stamped and metered) mail and non-priority (Second Class stamped and metered) mail, in line with the Standards.

#### **II.1.5) Estimated total value**

Value excluding VAT: £480,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

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

- 79200000 - Accounting, auditing and fiscal services

#### **II.2.3) Place of performance**

NUTS codes

- UKI - London

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

Ofcom will run a procurement exercise for Royal Mail Quality of Service Audits, to be awarded to a single provider.

The procurement will be undertaken in line with the Open Procedure as set out in the Public Contracts

Directive (and as implemented in the UK by the Public Contracts Regulations).

The total value of the services is estimated in the range £420,000 - £480,000 ex VAT over a five-year contract term.

Interested parties can access the full tender documentation and guidance via the Ofcom eTendering portal, hosted by BravoSolution at the following link:

[www.ofcom.bravosolution.co.uk](http://www.ofcom.bravosolution.co.uk).

Tenderer's will need to be registered on the portal for access to the documentation. Once registered tenderers should locate 'itt\_1339 - C20221470 - Royal Mail Quality of Service Audits'.

#### **II.2.5) Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6) Estimated value**

Value excluding VAT: £480,000

#### **II.2.7) Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months

60

This contract is subject to renewal

No

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **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

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## **Section III. Legal, economic, financial and technical information**

### **III.1) Conditions for participation**

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

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## **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: No

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2022/S 000-032805](#)

#### **IV.2.2) Time limit for receipt of tenders or requests to participate**

Date

10 March 2023

Local time

12:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English

**IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date

10 February 2023

Local time

12:05pm

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

The High Court

The Royal Court of Justice

London

Country

United Kingdom

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

The High Court

The Royal Court of Justice

London

Country

United Kingdom