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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

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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

Telephone

+44 2079813000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

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.

Tenderers 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

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

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

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