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Tender

Outbound Communications, Inbound Mail Services & Hybrid Mail Solution

Places for People

F02: Contract notice

Notice identifier: 2024/S 000-009877

Procurement identifier (OCID): ocds-h6vhtk-044d21

Published 26 March 2024, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Places for People

4 The Pavilions, Port Way

Preston

PR2 2YB

Contact

Lisa Gallacher

Email

ProcurementTeam@placesforpeople.co.uk

Telephone

+44 1772897200

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.placesforpeople.co.uk

I.3) Communication

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

<https://www.delta-esourcing.com/tenders/UK-UK-Preston:-Printing-and-distribution-services./BWBSK3A7UX>

Additional information can be obtained from the above-mentioned address

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

Housing and community amenities

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Outbound Communications, Inbound Mail Services & Hybrid Mail Solution

II.1.2) Main CPV code

- 79824000 - Printing and distribution services

II.1.3) Type of contract

Services

II.1.4) Short description

Places for People require a total printing and fulfilment service on a NATIONAL basis including the following to deliver a personalised service to Places for People portfolio of Customer Correspondence:

- Secure receipt and auto-processing of Places for People data files.
- Production of file receipting MI & automated distribution via email
- Data-streaming (creating separate files for unique fulfilment requirements)
- Printing and enclosing services.
- Mailing Services via approved mailing providers (e.g. Royal Mail or Whistl). Will undertake production of the required mailings from a dedicated print facility

We require a flexible, secure, and cost-effective Business Process Outsourcing partner to cover ALL elements across outbound communications, inbound mail and a hybrid mail solution.

II.1.5) Estimated total value

Value excluding VAT: £3,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79824000 - Printing and distribution services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Places for People require a total printing and fulfilment service partner on a NATIONAL basis. The supplier will deliver a personalised service to Places for People portfolio of Customer Correspondence:

- Secure receipt and auto-processing of Places for People data files.
- Production of file receipting MI & automated distribution via email
- Data-streaming (creating separate files for unique fulfilment requirements)
- Printing and enclosing services.
- Mailing Services via approved mailing providers (e.g. Royal Mail or Whistl). Will undertake production of the required mailings from a dedicated print facility

We require a flexible, secure, and cost-effective Business Process Outsourcing partner to cover ALL elements across outbound communications, inbound mail and a Hybrid Mail solution.

Outbound Communications

Suppliers must be able to provide all of the following services:

- Secure dispatch services, to cover:
- Ability to receive data via API from in-house CRM package
- Processing and dispatch of bulk mailings
- Output to various formats, including, but not limited to; print and postage, email, portal, SMS
- Output to braille and large format translation for print and dispatch
- Bespoke marketing materials for supply and dispatch
- Grouped and distributed with other relevant documentation as and when required
- Full audit tracking (data dispatch confirmation etc.) via API to in-house CRM package

Hybrid Mail Solution

- Secure desktop access to a fully tailored and flexible hybrid mail platform
- Hybrid mail platform must include:
 - Single Sign On (SSO) controlled via Group Policy
 - Drag and drop upload for PDF and Word
 - Single documents
 - Mail-merge documents
 - Address validation
 - 1st and 2nd class
 - C4 up-to 80 images
 - C5 up-to 20 images

Inbound Mail Services

Suppliers must be able to supply all of the following high-level requirements:

- Dedicated PO Box for all incoming mail
- Tailored workflow to distribute documentation to relevant department / people accessed via secure portal or via API to internal workflow tools
- Quarantined documentation accessible via secure portal or via API to internal workflow tools
- Full audit tracking via API to in-house CRM package
- Secure shredding

PLEASE NOTE that Inbound Mail Services will be implemented at a later stage and will look to work with the chosen provider in scoping out the provision and their industry knowledge in successfully mobilising a company where they have not previously had an inbound solution in place.

IMPORTANT: Please note that the supplier is required to deliver outbound mail (system

generated), hybrid mail and inbound mail on a national basis and will be required to meet all the minimum requirements given in APPENDIX C - Minimum Requirements (Technical & Non Technical) in order to apply for the tender.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Pricing / Weighting: 40

II.2.6) Estimated value

Value excluding VAT: £3,000,000

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

Duration in months

24

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

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-esourcing.com/respond/BWBSK3A7UX>

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: Yes

IV.2) Administrative information

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

Date

30 April 2024

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

30 April 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Preston:-Printing-and-distribution-services./BWBSK3A7UX>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/BWBSK3A7UX>

GO Reference: GO-2024326-PRO-25585423

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Royal Courts of Justice

Strand

London

WC2A 2LL

Telephone

+44 2079476000

Country

United Kingdom

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

Crown Commercial Services

1 Horse Guards Road

London

SW1A 2HQ

Country

United Kingdom