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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): ocids-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](mailto:ProcurementTeam@placesforpeople.co.uk)

#### **Telephone**

+44 1772897200

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.placesforpeople.co.uk](http://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

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**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>

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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: 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



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## **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