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Tender

Courier Services

Cambridge City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-013958

Procurement identifier (OCID): ocds-h6vhtk-065532

Published 16 February 2026, 3:39pm

Scope

Reference

DN807141

Description

Cambridge City Council requires qualified suppliers to provide courier services for the collection and secure delivery of council mail from the Royal Mail sorting office to designated council site/sites.

Service Requirements

The successful supplier will be required to:

- Collect mail daily from Royal Mail Sorting Office - Clifton Road, Cambridge CB1 7QQ
- Deliver securely to Mandela House, Via Downing Place, Cambridge CB2 3EL
- Provide secure handling in compliance with UK GDPR

- Maintain chain of custody documentation
- Ensure contingency arrangements for missed or delayed collections
- Handle parcels and oversized mail as required

Frequency

- Days of operation: Monday to Friday excluding public/bank holidays
- Collection time window: From 8.00am when sorting office opens
- Delivery deadline: 9.30am

Staff Requirements

- Staff must be identity checked
- Staff must wear uniform/ID
- Staff must be trained in data protection and secure handling

Service Levels (KPIs / SLAs)

- On-time delivery rate: 98%
- On-time delivery rate 100% during elections - dates will be communicated
- Incident reporting timeframe: 4 hours

Data Protection

The supplier must comply with:

- Data Protection Act 2018
- UK GDPR
- Council information security policies

Insurance

- Employers' Liability: £1m

- Public Liability: £1m

Authorisation to Collect from Royal Mail

Supplier must secure all necessary permissions for third-party collection.

The contract duration will be 24 months, with an option to extend for an additional 12 months subject to the agreement of both parties.

Total value (estimated)

- £12,000 excluding VAT
- £14,400 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

continuation of services

Main procurement category

Services

CPV classifications

- 64100000 - Post and courier services

Contract locations

- UKH12 - Cambridgeshire CC
-

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
 - Voluntary, community and social enterprises (VCSE)
-

Submission

Enquiry deadline

26 February 2026, 12:00pm

Tender submission deadline

2 March 2026, 12:00pm

Submission address and any special instructions

<https://procontract.due-north.com/Home/About>

Tenders may be submitted electronically

Yes

Award criteria

Quality - 60%

Price - 40%

Procedure

Procedure type

Below threshold - open competition

Documents

Associated tender documents

[RFQ - Courier Services.docx](#)

Technical specifications to be met

<https://procontract.due-north.com/RFx/RFxSummary?rfxId=ad4c4829-4b0b-f111-813c-005056b64545&projectId=5c9eb07a-4a0b-f111-813c-005056b64545>

Contracting authority

Cambridge City Council

- Public Procurement Organisation Number: PCBT-6819-NDPJ

The Guildhall

Cambridge

CB2 1BY

United Kingdom

Email: procurement@cambridge.gov.uk

Region: UKH12 - Cambridgeshire CC

Organisation type: Public authority - sub-central government