

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/014201-2023>

Contract

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

OFCOM

F03: Contract award notice

Notice identifier: 2023/S 000-014201

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

Published 18 May 2023, 2:20pm

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £470,000

### **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**

Quality criterion - Name: Qualitative / Weighting: 70

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 100

#### **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 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.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

---

## **Section V. Award of contract**

### **Contract No**

ecm\_1036

### **Title**

Royal Mail Quality of Service Audits

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 May 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor**

Analysys Mason

North West Wing, Bush House, Aldwych

London

WC2B 4PJ

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

**V.2.4) Information on value of contract/lot (excluding VAT)**

Total value of the contract/lot: £470,000

---

## **Section VI. Complementary information**

### **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

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

The High Court

The Royal Court of Justice

London

Country

United Kingdom