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Contract

Royal Mail Quality of Service Audits

OFCOM

F03: Contract award notice

Notice identifier: 2023/S 000-014201

Procurement identifier (OCID): ocds-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

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.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.

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