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Tender

Learning and Development — Managed Service Provider

OFCOM

F02: Contract notice

Notice identifier: 2022/S 000-016910

Procurement identifier (OCID): ocds-h6vhtk-0348b3

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Section I: Contracting authority

I.1) Name and addresses

OFCOM

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London

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Contact

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Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://ofcom.bravosolution.co.uk>

Buyer's address

<https://ofcom.bravosolution.co.uk>

I.3) Communication

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

<https://ofcom.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://ofcom.bravosolution.co.uk>

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

Other activity

UK Independent Communications Regulator

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Learning and Development — Managed Service Provider

Reference number

C20221270

II.1.2) Main CPV code

- 80500000 - Training services

II.1.3) Type of contract

Services

II.1.4) Short description

The provision of a learning and development managed service, throughout England, Scotland, Wales and Northern Ireland as detailed in the procurement documents.

II.1.5) Estimated total value

Value excluding VAT: £400,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75121000 - Administrative educational services
- 80000000 - Education and training services
- 80420000 - E-learning services
- 80430000 - Adult-education services at university level
- 80510000 - Specialist training services

- 80511000 - Staff training services
- 80521000 - Training programme services
- 80540000 - Environmental training services
- 80550000 - Safety training services
- 80560000 - Health and first-aid training services
- 80570000 - Personal development training services

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London, also Birmingham, Baldock (Herts), Cardiff, Warrington, Belfast, Edinburgh.

II.2.4) Description of the procurement

The Supplier shall provide learning administrative support, learning content procurement support as well access to a dynamic pool of best-in-class content suppliers and trainers, facilitators and learning designers from its own resource pool and through subcontracting arrangements and matching to Contracting Authorities exact requirements.

Ofcom's work force is spread throughout the UK and therefore the supplier provision will need to flex around remote and hybrid working, as well as be versed in making adjustments when required to enable the learning to be accessible by all in both delivery and design. (e.g. neurodiverse colleague requirements)

The services (subject to the agreement of corresponding work orders) will include but shall not be limited to;

- Engaging with the market to create a dynamic and agile supply chain through subcontracting arrangements
- Supply chain vetting and selection (financial, capability, stability, quality assurance etc.)
- Managing the gateway spend approvals process
- Reviewing the requirements specification to ensure fitness for purpose
- Running the external procurement process

The Supplier shall deliver customer focused, end-to-end, scalable administration and learner support solutions that are designed to ensure the highest quality user experience whilst streamlining processes and reducing costs.

The services (subject to the agreement of corresponding work orders) will include but shall not be limited to;

- Online booking and registration process
- Planning and schedule management
- Confirmations, joining instructions, transfers, cancellations and amendments
- Delegate management, pre-course administration and communications
- Logistical planning and coordination of trainers, facilitators and learners
- Location sourcing
- Inventory management, course materials printing and distribution
- Content catalogue management
- Evaluation and quality assurance of all aspects of a course or product
- Invoice payments and consolidated invoicing
- Learning administration service desk, telephone and online assistance helpdesk

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £400,000

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

The initial 36 month duration commences after a 2/3 month mobilisation period.

Options available to extend contract by up to a further 24 months, as further detailed in the procurement documents.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

A minimum of 5 candidates will be invited to tender using the selection criteria detailed in the procurement documents.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

There are two options to extend the contract by a fourth and then a fifth year at Ofcom's sole discretion

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 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

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

Agreement will contain service levels and key performance indicators, as stated in the procurement documents.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted 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

21 July 2022

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

21 July 2022

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

Court of Appeal of England and Wales

London

London

Country

United Kingdom