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Contract

Learning and Development Managed Services

OFCOM

F03: Contract award notice

Notice identifier: 2023/S 000-018312

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

Published 27 June 2023, 5:30pm

Section I: Contracting authority

I.1) Name and addresses

OFCOM

Riverside House, 2a Southwark Bridge Road

London

SE1 9HA

Contact

Mark Lundy

Email

mark.lundy@ofcom.org.uk

Telephone

+44 2079813204

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main 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

Learning and Development Managed Services

Reference number

C20221270

II.1.2) Main CPV code

- 80500000 - Training services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of learning and development managed services

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.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: £335,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

London

II.2.4) Description of the procurement

Provision of learning and development managed services

II.2.5) Award criteria

Quality criterion - Name: Technical solution / Weighting: 50

Quality criterion - Name: environmental, sustainability and Equality and Diversity / Weighting: 10

Quality criterion - Name: comply with all relevant legislative requirements / Weighting: 10

Quality criterion - Name: Social Value / Weighting: 10

Quality criterion - Name: Price / Weighting: 20

Price - Weighting: 100

II.2.11) Information about options

Options: Yes

Description of options

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

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

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-016910](#)

Section V. Award of contract

Contract No

ECM928

Title

Provision of learning and development managed services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

30 March 2023

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 4

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

V.2.3) Name and address of the contractor

KPMG LLP

15 Canada Square, London, E14 5G

London

E145SG

Country

United Kingdom

NUTS code

- UKI - London

National registration number

0C301540

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £335,000

Total value of the contract/lot: £335,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Court of Appeal of England and Wales

3 Lloyds Avenue, London

London

Country

United Kingdom