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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](mailto: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

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## **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

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## **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](#)

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## **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

OC301540

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

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## **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