

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/032805-2022>

Planning

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

OFCOM

F01: Prior information notice

Prior information only

Notice identifier: 2022/S 000-032805

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

Published 18 November 2022, 2:21pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

OFCOM

Riverside House, 2a Southwark Bridge Road

London

SE1 9HA

#### **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.3) Communication**

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<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 the Standards.

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 price priority (First Class stamped and metered) mail and non-priority (Second Class stamped and metered) mail, in line with the Standards.

### **II.1.5) Estimated total value**

Value excluding VAT: £480,000

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

This contract is divided into lots: No

## **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 intends to run a procurement exercise for Royal Mail Quality of Service Audits, to be awarded to a single provider. The purpose of this Prior Information Notice is to inform interested service providers about Ofcom's plans and its requirements (see Expression of Interest Form in the Attachments section of the Jaggaer portal).

Subject to the number of Expressions of Interests received it is anticipated 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) and will commence when Ofcom publishes a Contract Notice in the Find a Tender Service. The Contract Notice is expected to be published during January 2021.

The total value of the services is estimated in the range £420,000 - £480,000 ex VAT over the five year term of the contract.

Interested parties should express their interest via the Ofcom eTendering portal, hosted by BravoSolution at the following link: [www.ofcom.bravosolution.co.uk](http://www.ofcom.bravosolution.co.uk)

## **II.3) Estimated date of publication of contract notice**

31 January 2023

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

Interested parties should express their interest via the Ofcom eTendering portal, hosted by Jaggaer at the following link: [www.ofcom.bravosolution.co.uk](http://www.ofcom.bravosolution.co.uk).

Registered suppliers will be able to log-in and locate 'itt\_1313 Expressions of Interest: Royal Quality of Service Audits' for more details.

Suppliers not yet registered will need to visit the link above and click on 'Register Here' to create a profile. Once registered log-in and locate 'itt\_1313 Expressions of Interest: Royal Quality of Service Audits' for more details.