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Contract

Framework Agreement for Hybrid Mail and Annual Billing

Cannock Chase District Council
Stafford Borough Council

F03: Contract award notice

Notice identifier: 2024/S 000-037418

Procurement identifier (OCID): ocds-h6vhtk-0459d9

Published 19 November 2024, 4:24pm

Section I: Contracting authority

I.1) Name and addresses

Cannock Chase District Council

Beecroft Road

Cannock

WS11 1BG

Contact

Laura Kendall

Email

laura.kendall@staffordshire.gov.uk

Telephone

+44 1785854656

Country

United Kingdom

Region code

UKG2 - Shropshire and Staffordshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.cannockchasedc.gov.uk

Buyer's address

<https://supplierlive.proactisp2p.com/Account/Login#>

I.1) Name and addresses

Stafford Borough Council

Riverway

Stafford

ST16 3AQ

Contact

Laura Kendall

Email

laura.kendall@staffordshire.gov.uk

Telephone

+44 1785854656

Country

United Kingdom

Region code

UKG2 - Shropshire and Staffordshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.staffordbc.gov.uk

Buyer's address

<https://supplierlive.proactisp2p.com/Account/Login#>

I.2) Information about joint procurement

The contract involves joint procurement

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Framework Agreement for Hybrid Mail and Annual Billing

Reference number

IA3169

II.1.2) Main CPV code

- 64216120 - Electronic mail services

II.1.3) Type of contract

Services

II.1.4) Short description

Cannock Chase District and Stafford Borough Councils are shire districts within the County of Staffordshire.

The Councils have shared a number of services since 2011, including Revenues and Benefits, Finance; ICT, Building Control, Legal Services and Human Resources. From April 2023, the two Councils now share a Chief Executive, Leadership Team and all services excluding those funded by the Housing Revenue Account.

The Councils operate a Hybrid Working Model, whereby most staff split their working time between home and office bases. Some remote work is undertaken by visiting officers from customers' homes or places of work.

Having trialled a Hybrid Mail solution within the shared Revenues and Benefits service, the Councils now seek a long-term provider of this service and so provides this opportunity for suitable providers to tender for either or both of the two Lots.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £900,000

II.2) Description

II.2.1) Title

Hybrid Mail

Lot No

1

II.2.2) Additional CPV code(s)

- 72412000 - Electronic mail service provider
- 79571000 - Mailing services

II.2.3) Place of performance

NUTS codes

- UKG2 - Shropshire and Staffordshire

Main site or place of performance

Staffordshire

II.2.4) Description of the procurement

Includes the provision of 'print-ready' output by the Council to the provider. Some merging of multiple documents to a single customer will be needed and some non-personalised enclosures will be required for some documents. All paper documents will be issued in envelopes marked "Private and Confidential - Addressee Only". Options to issue correspondence in alternative formats, such as email or SMS are also required.

The provider must be able to demonstrate compatibility with documents produced by the Civica Open Revenues processing software and Civica Workflow 360 system.

The provider shall provide appropriate cloud hosted software to operate and administer the Hybrid Mail Offsite Solution. Any software will need to be fully compatible with the Windows 10 operating system on both 32-bit and 64-bit devices; the software must also be compatible with the Office 365 suite.

Any web-enabled software will need to be fully compatible with Microsoft Edge

The solution shall provide a hierarchical structure for user accounts. The solution may be used by a number of different departments within the Councils, each with their own users and managers, as well as administrators for the solution as a whole. The user account structure must reflect this setup.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 75

Price - Weighting: 25

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Annual Billing

Lot No

2

II.2.2) Additional CPV code(s)

- 79800000 - Printing and related services

II.2.3) Place of performance

NUTS codes

- UKG2 - Shropshire and Staffordshire

Main site or place of performance

Staffordshire

II.2.4) Description of the procurement

Includes the printing and distribution of the annual Council Tax Bills, Benefit Notifications and Discount Review letters on behalf of both Councils. Data will be provided partly as data files to be interpreted and partly in print-ready format. Merging of multiple documents to a single customer will be needed and some non-personalised enclosures will be required for some documents. All paper documents will be issued in envelopes marked "Private and Confidential - Addressee Only". No alternative, electronic distribution of annual bills is needed from the provider.

The Councils will provide a 4-year Framework Agreement for the printing and distribution of outgoing Annual Council Tax and Business Rates bills and accompanying literature, each March.

The Councils offer no guarantee of exclusivity to the selected providers and cannot guarantee a minimum number of documents that will require distribution. The Councils' continuing priority is to encourage communication by electronic means in order to reduce the amount of hard-copy post. Wherever possible the Councils require multiple documents, relating to the same customer, to be included in a single envelope.

The provider shall provide a method for secure transfer of mail data between the Councils and the provider. This method must include 256bit RSA encryption. This data will then be transformed by the provider into a physical mail item for delivery to a customer address.

The Councils will provide Council Tax bill data in a flat file produced from the Civica OpenRevenues system, mapping documentation will be provided.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Price - Weighting: 70

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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: [2024/S 000-015468](#)

Section V. Award of contract

Contract No

1

Lot No

1

Title

Hybrid Mail

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 October 2024

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Datagraphic Group Ltd

Chesterfield

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Companies House

2913191

The contractor is an SME

Yes

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

Total value of the contract/lot: £400,000

Section V. Award of contract

Contract No

2

Lot No

2

Title

Annual Billing

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 November 2024

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 6

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

V.2.3) Name and address of the contractor

Financial Data Management Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

2827644

The contractor is an SME

Yes

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

Total value of the contract/lot: £240,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Cannock Chase District Council

Cannock

Country

United Kingdom