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Contract

Provision of Benefits Brokerage and Support Services

OFCOM

F03: Contract award notice

Notice identifier: 2025/S 000-056268

Procurement identifier (OCID): ocds-h6vhtk-04de7a

Published 12 September 2025, 3:08pm

Section I: Contracting authority

I.1) Name and addresses

OFCOM

Riverside House, 2a Southwark Bridge Road

London

SE1 9HA

Email

procurementnotice@ofcom.org.uk

Telephone

+44 2079813000

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

<https://ofcom.org.uk>

Buyer's 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

Provision of Benefits Brokerage and Support Services

Reference number

C20242153

II.1.2) Main CPV code

- 75310000 - Benefit services

II.1.3) Type of contract

Services

II.1.4) Short description

Ofcom has a requirement for brokering services and independent external advice for our employee benefits packages. This includes: broker services, design and implementation of our core and flexible benefits including bespoke solutions to suit Ofcom's overall benefits package; and finally horizon scanning, market intelligence and information on best practice in the world of employee benefits, wellbeing and reward.

Tenderers should provide information on how they will meet the below requirements:

Ongoing Scheme management including general assistance with scheme administration of all benefits, account reconciliation and medical underwriting as required, response to ad hoc queries and resolution of issues with providers.

Annual renewal for benefits as required including obtaining relevant claims data, scheme performance data, negotiation with providers and provision of the renewal terms reports. Provision of all relevant scheme collateral for employee engagement.

Benefit scheme management – midyear update including obtaining relevant claims and scheme performance data from providers and high-level reporting and projections back to Ofcom.

Work with Ofcom's benefit platform provider during the window and on an ongoing basis to ensure the system provides accurate information, data and reporting to providers.

Support Ofcom's contract renewal and ITT process for:

Group Life Assurance (employee and any self-funded additional cover) and Group Income Protection (employee and any self-funded additional cover) both due in in 2026 with the tender processes commencing around March 2026, and

Health Assessments and Private Medical Insurance both due in 2027 with tender processes commencing around March 2027 and PMI due in 2027, as well as

any other renewals as and when needed by Ofcom from time to time.

Provide expertise, market intelligence, horizon scanning and advice on best practice that will help to shape and deliver Ofcom's benefit strategy including a full review of our current offering and proposing recommendations.

Provision of insight and education to the Reward team to enhance understanding of what is happening in the market. Help to develop Ofcom's knowledge in key areas of benefits and wellbeing.

Support Ofcom in developing and delivering their wellbeing strategy by producing content for employees, including webinars, and advising on how current benefits can be utilised to their full potential.

Understanding Ofcom's business and the importance of helping us to ensure that we are compliant with any regulations in relation to benefits, including personal and organisational tax implications of all benefits.

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: £387,500

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

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II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

2 options to extend the contract each by 12 months 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 IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-004869](#)

Section V. Award of contract

Contract No

ECM1464

Title

Provision of Benefits Brokerage and Support Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 July 2025

V.2.2) Information about tenders

Number of tenders received: 6

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

V.2.3) Name and address of the contractor

Gallagher Risk & Reward Limited

The Walbrook Building 25 Walbrook

LONDON

EC4N 8AW

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

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

Total value of the contract/lot: £387,500

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of Justice of England and Wales

The Strand

London

WC1 2LL

Telephone

+44 2079476000

Country

United Kingdom

Internet address

<https://www.bing.com/search?q=www.find-court-tribunal.service.gov.uk&form=IPRV10>