

## Request for Quotations

### Assisted Postal Services in the Ballasalla Community (PO/2020/RFQ21)

Isle of Man Post Office (IOMPO) has over 46 years of experience in the mailing industry. As the single postal authority for the Isle of Man, we carry almost 23 million letters and parcels each year and deliver to each household and business on the Island.

Due to the resignation of the Ballasalla Sub Postmaster, IOMPO plan to maintain standard postal and bill payment services in the Ballasalla community through the provision of a touch-screen kiosk (with face to face support for utilisation and guidance on completion of forms), and a parcel collection point.

IOMPO's preferred outcome would be to select a single preferred supplier covering both the parcels and kiosk requirements. However, consideration will be given to submissions from interested parties who could provide one or both of the services.

#### Parcels

As our parcel volumes increase, a key part of our strategy is to provide convenient locations for our customers to collect their parcels, if they weren't in when we tried to deliver it. We are seeking a partner to provide a parcel collection facility in the Ballasalla community. IOMPO believe this opportunity would need to complement an existing business that is looking to increase its footfall and generate an incremental additional income.

The service involves the receipt of items from IOMPO and the handover of items to our customers both activities have been timed to take under one minute. Suitable storage will be required for items until they are collected from the customer.

Items will be monitored and controlled via an easy to use ST-Pod system on a handheld device. IOMPO will provide the necessary equipment and training to the successful supplier. However, any further staff training will be the responsibility of the supplier.

IOMPO estimate that volumes are in the region of 2000 per year (based upon notice left items dropped at Ballasalla Post Office in 2019), with further growth likely as we commence our Click and Collect trial with customers having the opportunity to choose this location as they order online. Items can vary in size, with the maximum weight of one item not expected to exceed 30KG.

The fee paid to the supplier will be £0.20 per item collected. IOMPO will pay this monthly in arrears via online bank transfer.

<b>Requirements - Parcels</b>
<p>The location:</p> <ul style="list-style-type: none"> <li>• must demonstrate easy accessibility for Ballasalla residents</li> <li>• must be within close proximity to a bus route</li> <li>• adequate parking should be available on or close to the premises</li> <li>• must be easily accessible in a medium sized van</li> </ul>
<p>The premises:</p> <ul style="list-style-type: none"> <li>• must be of sound construction and in good order</li> <li>• must have adequate public liability insurance</li> </ul>

<ul style="list-style-type: none"> <li>• must offer suitable disabled access</li> <li>• should have suitable access for deliveries and collection of postal items</li> <li>• should be capable of receiving a 4G signal within the building but may also have suitable Wi-Fi installed for use with the device. The preferred supplier will accept that IOMPO will have its IT team run tests for signal strength</li> <li>• should have a <b>secure</b> storage area at least 2m X 2m which is dry and has suitable access for large items</li> <li>• Within the secure storage area space for a small locker to be used for Special Delivery letters/packages</li> <li>• should have a security system which is functional, maintained and in good order</li> <li>• should not contain another business that is likely to conflict with any activities of IOMPO</li> <li>• must be the owner or on a tenancy with security of tenure for the period of the contract</li> </ul>
<p>Hours of business:</p> <ul style="list-style-type: none"> <li>• a key attribute will be customer access in and outside of normal office hours</li> <li>• the premises must be able to accept items from IOMPO, that may be dropped off as late as noon on a Saturday</li> </ul>
<p>Staffing:</p> <ul style="list-style-type: none"> <li>• staff should provide excellent customer service in the handing out of parcels to our customers</li> <li>• all staff should be of smart appearance at all times</li> <li>• all staff should be background checked and the interested party must comply with relevant legislation</li> <li>• staff will be willing to be trained to use, and will agree to use, the provided hand held device that will track items into the premises, and obtain signatures on collection of items</li> <li>• staff will ensure they suitably identify all customers collecting items in line with IOMPO policy before handing over items</li> <li>• some postal items, such as a Special Delivery of foreign currency being collected, will require staff to check the purchase email, verify their identity and obtain a signature from the customer on collection</li> <li>• staff should receive training in manual handling</li> </ul>
<p>Responsibilities:</p> <ul style="list-style-type: none"> <li>• the supplier will make certain that all items are scanned into the premises to ensure that the online tracking system on the IOMPO website is up to date</li> <li>• the supplier will agree to interact with IOMPO Customer Services over any issues with items</li> <li>• the supplier will accept deliveries of any items IOMPO wishes to offer for customer collection</li> <li>• the supplier will accept responsibility for any items in their care that become damaged, lost, or handed to the wrong person (this will include any equipment provided by IOMPO). If found to be at fault, the supplier will be expected to cover the cost of replacement or repair</li> <li>• the supplier will ensure that all collection cards provided by customers are gathered and made ready for collection by IOMPO on a weekly basis</li> <li>• the supplier will ensure that any items in their care, not collected within 21 days will be made available for IOMPO to collect and return to sender</li> <li>• the supplier must attend service review meetings during the contract term</li> </ul>
<p>Customer Services:</p>

- any customer complaints about IOMPO made while visiting the supplier’s premises must be directed to IOMPO Customer Services
- any complaints made regarding the supplier will be investigated thoroughly by IOMPO

**Kiosk and assisted postal services**

IOMPO are seeking a partner to host a self-service postal kiosk and provide assistance to customers in the Ballasalla community. We believe this opportunity would need to complement an existing business that is looking to increase its footfall and generate an incremental additional income.

The kiosk provides local residents with the opportunity to buy postage and pay bills, accepting both cash and cards. The partner would also accept parcels and other postal items from the kiosk or customers, holding them in a secure area until collected by IOMPO.

The fee paid to the supplier will be:

- kiosk hosting fee £500 (fixed per year or part, paid monthly in arrears)
- customer support fee £4,000 (fixed per year or part, paid monthly in arrears)
- kiosk utilisation bonus (paid annually in arrears). If annual settlement volumes are:
  - 1,399 or less – no additional payment
  - 1,400 to 1749 - £0.25 (for every settlement over 1399)
  - 1750 to 1999 - £0.50 (for every settlement over 1749)
  - 2000 to 2249 - £0.75 (for every settlement over 1999)
  - over 2250 - £1.00 (for every settlement over 2249)

Notes:

1. aggregate fees payable in any 12 month period will be capped at £10,000
2. 2018/19 average kiosk settlement volume is 1,436 (excluding kiosk with highest utilisation)
3. a 'settlement' is a single cash or card payment for service (volume determined by kiosk data)
4. IOMPO will pay this via online bank transfer

<b>Requirements – Kiosk and services</b>
<p>The location:</p> <ul style="list-style-type: none"> <li>• must demonstrate easy accessibility for Ballasalla residents</li> <li>• adequate parking should be available on or close to the premises</li> </ul>
<p>The premises:</p> <ul style="list-style-type: none"> <li>• must be of sound construction and in good order</li> <li>• must have adequate public liability insurance</li> <li>• must offer suitable disabled access</li> <li>• should be capable of receiving a 4G signal within the building but may also have suitable Wi-Fi installed for use with the device. The preferred supplier will accept that IOMPO will have its IT team run tests for signal strength</li> <li>• should have a security system which is functional, maintained and in good order</li> <li>• should not contain another business that is likely to conflict with any activities of IOMPO</li> <li>• should have unobstructed floor space for the equipment, as well as for the customer operating the kiosk (approximately 1.2m x 1m), and space for wall mounting stocks of standard forms</li> <li>• the location of the kiosk must be near to electricity mains and data point</li> <li>• should have floor space for a mail drop bag and frame. This will need to be in a secure area for accepting parcels and other postal items from the kiosk or customers</li> <li>• must have suitable space for IOMPO customer forms</li> <li>• must be the owner or on a tenancy with security of tenure for the period of the contract</li> </ul>

<b>Hours of business:</b> <ul style="list-style-type: none"> <li>a key attribute will be customer access in and outside of normal office hours</li> </ul>
<b>Staffing:</b> <ul style="list-style-type: none"> <li>staff should provide excellent customer service in operating the self-serve kiosk to our customers</li> <li>all staff should be of smart appearance at all times</li> <li>all staff should be background checked and the interested party must comply with relevant legislation</li> <li>staff will be willing to be trained to use the kiosk and to provide guidance on completion of forms</li> <li>staff should be encouraged to promote the use of the kiosk by supporting users and demonstrating the simplicity of transactions. Higher kiosk utilisation will result in enhanced payments to the interest party.</li> </ul>
<b>Responsibilities:</b> <ul style="list-style-type: none"> <li>The supplier will be responsible for:           <ul style="list-style-type: none"> <li>keeping the kiosk clean, dust and litter free</li> <li>contacting IOMPO immediately if operational issues arise with the kiosk</li> <li>electricity</li> <li>storage of the kiosk consumables provided by the IOMPO</li> <li>on-going help and assistance to customers</li> <li>accepting completed forms for IOMPO and agency services which will be collected in a daily pouch by IOMPO</li> <li>providing advice on the type of form to use for appropriate services</li> </ul> </li> <li>the supplier must attend service review meetings during the contract term</li> </ul>
<b>Customer Services:</b> <ul style="list-style-type: none"> <li>any customer complaints about IOMPO made while visiting the supplier's premises must be directed to IOMPO Customer Services</li> <li>any complaints made regarding the supplier will be investigated thoroughly by IOMPO</li> </ul>

<b>IOMPO Responsibilities – Parcels</b>
Parcel delivery and collection
Handle any faults reported by the preferred supplier
Associated telecoms to connect handheld device to the main IOMPO network/systems
Initial training on the hand held device that will track items into the premises/to customer
<b>IOMPO Responsibilities - Kiosk and Services</b>
Purchase, installation and on-going hardware maintenance of kiosk equipment
Associated telecoms to connect the kiosk to the main IOMPO network
Initial training on the kiosk and to provide advice on the correct usage of forms
Product range of forms and stock for kiosk
Insure the kiosk equipment, telecoms and cash content
Handle any faults reported by the preferred supplier
Regularly carry out cash balances and compliance audits on site
Parcels and pouches (for delivery of completed forms) to be collected by IOMPO Mon-Fri
Mail drop bag and frame

IOMPO will expect the preferred supplier(s) to sign a contract, with the services to commence in April 2020, initially for a trial period until 31<sup>st</sup> December 2021, with the option to extend a further two years. The remuneration will be reviewed prior to any extension.

## Remuneration - Illustrative examples

	<b>A</b>	<b>B</b>	<b>C</b>
<i>Parcel collections pa</i>	2,500	2,500	2,500
<i>Kiosk settlement volume pa</i>	1,350	1,800	2,500
Kiosk hosting fee	£500.00	£500.00	£500.00
Customer support fee	£4,000.00	£4,000.00	£4,000.00
Parcel collection fee	£500.00	£500.00	£500.00
Kiosk utilisation bonus	£0.00	£112.25	£648.50
<b>Total annual remuneration</b>	<b>£5,000.00</b>	<b>£5,112.25</b>	<b>£5,648.50</b>

The response must include:

1. Provision of References \*
2. Completion of Form of Acknowledgement \*
3. Completion of Schedule of Confidential Information \*
4. Completion of Supplier Questionnaire \*
5. Confirmation of acceptance of proposed contract(s) \*
6. Any proposed variations in the specification of requirement(s)
7. Clear demonstration of how your company plans to meet the above requirements, including the security measures in place within the premises

\* These documents can be obtained from the below contact.

Failure to address any areas requested above may disadvantage the assessment of your submission.

Please be aware that neither the Isle of Man Post Office nor any other part of Government or any other organisation assisting with the procurement process, will accept any charges for expenses or losses incurred by any interested party as a result of responding to this enquiry.

IOMPO does not bind itself to accept any quotation, and reserves the right to accept a portion of any quotation, unless the supplier expressly stipulates otherwise in their quotation.

IOMPO will evaluate responses to shortlist the highest scoring and look to conduct a site visit of the proposed premises for the top two applications.

If you need to seek further information, please do not hesitate to submit your request by email to ([linda.dunwell@iompost.com](mailto:linda.dunwell@iompost.com)).

The quote will remain available for Expressions of Interest until noon on Monday 9<sup>th</sup> March 2020.

Should you wish to respond to this opportunity, your response must be returned by **noon on Friday 13<sup>th</sup> March 2020**, electronic responses are acceptable. Late responses will not be considered.