

## Request for Quotations

### Consultancy Services for a review of IOMPO Customer Services (PO/2020/RFQ22)

Isle of Man Post Office (IOMPO) employs around 320 people and has 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. IOMPO has the largest retail network on the Island with 19 post office locations, which offer customers the opportunity to post letters and parcels, renew licenses and undertake a range of other services. Supplemented by self-service kiosks and parcel collection sites.

The Customer Services (CS) team based at Post Office Headquarters (Spring Valley Industrial Estate, Douglas Isle of Man, IM2 1AA), comprises of 12 staff and is often the first point of contact for customers, through face-to-face, telephone and electronic communication methods.

The CS team handles a wide variety of work from general customer enquiries, complaints, compensation claims, redirection requests, notice left items, re-delivery requests, foreign exchange orders and posted items. The counter is open to the public from 08:00 until 19:00 (Monday to Friday) and 09:00 until 12:30 (Saturday) excluding IOM bank holidays.

<b>Requirements</b>	
<b>Scope</b>	<p>The IOMPO would like to undertake a detailed process review in the CS team. This review is to examine and evaluate the efficiency and effectiveness of current end-to-end processes/procedures and develop process maps, if they are not already in existence.</p> <p>The scope for the review is:</p> <ol style="list-style-type: none"> <li>a) Processing redirection of mail</li> <li>b) Collection and processing of Parcelforce items, including reporting to business partners</li> <li>c) Handling customer compensation claims for all mail products/services</li> <li>d) Customer enquiries and how they are tracked and monitored</li> <li>e) Handling customer complaints</li> <li>f) Processing an application for a PO box</li> <li>g) Dealing with a request for a Business Reply</li> <li>h) Handling a customer request for Freepost application for cheque authority</li> <li>i) Arranging redelivery of notice left item(s)</li> </ol> <p>The engagement covers the end-to-end process, which will cover activities in other areas of the business e.g. Mails Operation, Finance, Compliance, etc.</p> <p>The CS team uses a number of IT systems (Phoenix EPOS system, Microsoft Dynamics Navision, Microsoft applications and web services). The replacement of these systems are excluded from the review, however, their use and data processed is within scope of the review such as reducing duplication.</p> <p>Some of the above products/services can be initiated from a Sub Post Office, however, this review focuses on the CS team responsibilities and any interfaces with Mails Operational areas.</p>

	The work should be carried out using a lean process review methodology.
Reporting to	IOMPO Head of Projects
Deliverables	<ol style="list-style-type: none"> <li>1. Onsite meetings with staff involved in the processes</li> <li>2. Time and motion study of the CS team</li> <li>3. Produce and agree work plan with weekly progress updates</li> <li>4. Production or updating of current end-to-end process maps</li> <li>5. Propose efficiencies to the current processes to improve productivity and/or customer experience</li> <li>6. Develop definition guidance for complaint types for reporting purposes</li> <li>7. Undertake requirements analysis to determine resource requirements for each product or service within the scope of the review</li> <li>8. Deliver presentation of proposed recommendations to the key stakeholders</li> </ol>
Completion date	IOMPO envisage that the work should be completed no later than 10 <sup>th</sup> November 2020 to avoid Christmas pressures on the CS team/counter.

<b>IOMPO Responsibilities</b>
Provision of work instructions and any existing process maps/forms
Access to IOMPO resources to facilitate the service

In their response potential suppliers must include how they plan to comply with above requirements, including:

1. Provision of References \*
2. Completion of Form of Acknowledgement \*
3. Completion of Schedule of Confidential Information \*
4. Completion of Standard Supplier Questionnaire \*
5. Confirmation of acceptance of standard terms and conditions for goods/services  
[https://www.iompost.com/uploads/iompo\\_standard-terms-and-conditions-for-goods-and-or-services.pdf](https://www.iompost.com/uploads/iompo_standard-terms-and-conditions-for-goods-and-or-services.pdf)
6. Confirmation of acceptance of Non-disclosure agreement \*
7. Any proposed variations in the specification of requirement(s)

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

### Quotation Evaluation Criteria

The quotation response will be evaluated by an approach that takes into account both the price and quality in order to determine the “most economically advantageous quotation”. The weighting split used to evaluate the responses will be Price 50% and Quality 50%.

*Weighting* - Each question is allocated a weighting that contributes to the 50% quality element of the quotation evaluation. The weighting, represents the significance and importance of the quality question to the service provision/evaluation team.

*Scoring* - In order to ensure the evaluation of quality is applied consistently, requirements are marked using a scoring system of zero (0) to five (5).

Score	Criteria for awarding score
0	Completely fails to meet required standard or does not provide a proposal
1	Proposal significantly fails to meet the standards required, contains significant shortcomings and/or is inconsistent with other proposals
2	Proposal falls short of achieving expected standard in a number of identifiable respects
3	Proposal meets the required standard in most material respects, but is lacking or inconsistent in others
4	Proposal meets the required standard in all material respects
5	Proposal meets the required standard in all material respects and exceeds some or all of the major requirements

In order to ensure that your response has the best chance of success, please answer all of the questions. It is the answers to these questions that will determine the mark awarded for the quality element of your response.

Service Requirements		
Req. No.	Mandatory or Desirable	Scope
3.1	Mandatory	Clear demonstration of how, your company or as individual, meets the above requirements.
	Weighting 20	
3.2	Mandatory	Describe your experience of producing end-to-end process maps and documenting operational procedures.
	Weighting 30	
3.3	Mandatory	Describe an example of where you have analysed a business process that led to efficiency recommendations, which were subsequently adopted. The response should cover whether the recommendations were relating to cost, quality, training issues, etc.
	Weighting 30	
3.4	Mandatory	Describe your experience of undertaking a time and motion study of processes, services or products to determine resource requirements.
	Weighting 20	
3.5	Mandatory	Provide a high-level plan for delivery of the service, with indicative dates for completion of the presentation/recommendation report.
	Weighting 20	

### Quotation Price

Description	Total £ (excluding VAT)
<i>Charge for the provision of the services defined above</i>	
<b>Amount over Term</b>	

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 the lowest or 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 top three highest scoring organisations to deliver a presentation in the Isle of Man based on their submission. Allocated presentation dates/times will be confirmed in writing after the closing date for responses has passed, although provisionally, presentations will take place in week commencing 24<sup>th</sup> August 2020.

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 10<sup>th</sup> August 2020.

Should you wish to respond to this opportunity, your response must be returned by **5pm on Wednesday 12<sup>th</sup> August 2020**, electronic responses are acceptable. Late responses will not be considered.