

Request for Quotations

Provision of Postal/Parcel Services in Port St Mary (PO/2021/RFQ29)

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.

IOMPO are seeking a partner to maintain counter, postal and bill payment services ('Counter Services') in the Port St Mary community through the provision of a counter and/or a parcel collection point ('Parcel Collection Services').

IOMPO's preferred outcome would be to select a single preferred supplier covering both the Counter Services and Parcel Collection Services for a limited period, until 31st December 2022. However, consideration will be given to submissions from interested parties who could provide one or both of the services. IOMPO will also consider Counter Services being delivered on reduced hours, although this would affect the remuneration package

IOMPO believe this opportunity would need to complement an existing business that is looking to increase its footfall and generate an incremental additional income.

Requirements for Counter and Parcel Collection Services
<p>The location:</p> <ul style="list-style-type: none"> • must be within the Port St. Mary community • must demonstrate easy accessibility • must be within close proximity to a bus route • adequate parking should be available on or close to the premises • must be easily accessible in a medium/large sized van • within close proximity of parking suitable for disabled customers
<p>The premises:</p> <ul style="list-style-type: none"> • must be of sound construction and in good order • must have adequate public liability insurance • should have suitable access into the building for deliveries and collection of postal items • must offer suitable disabled access • must have public counter • should be capable of receiving a 4G signal within the building but may also have suitable Wi-Fi installed for use with devices requiring connectivity • should have a secure fit for purpose storage area, which is dry and has suitable access for large items • must have an intruder alarm which is functional, maintained and in good order • must maintain a CCTV system covering the counter and other high risk areas • should not contain (at the outset and for the period of the contract) another business that is likely to conflict with any activities of IOMPO • must be owner occupied or on a tenancy with security of tenure for the period of the contract
<p>Hours of business:</p> <ul style="list-style-type: none"> • the premises should be able to accept items from IOMPO, that may be dropped off as late as 6pm Monday to Friday, and 4pm on a Saturday during busy periods
<p>Staffing:</p>

- staff should provide excellent customer service in the provision of the services
- all staff should be of smart appearance at all times
- all staff should receive training in manual handling

Counter Services

Transaction types relating to Counter Services (grouped as non-postal and postal) are provided below.

Counter Transactions	
<i>Non-Postal</i>	Friends of Manx National Heritage subscription payment
	Manx Utilities bill payment
	Manx Gas bill payment
	Manx Telecom – bill payment
	TV Licences (savings and payment card)
	TV Licences
	Foreign Exchange
	Ellan Vannin Fuels bill payment
	Cash Transmission
	Cash Exchange
	Banking - Cash deposit (Barclays)
	Banking - Cheque deposit (Barclays)
	Banking – Withdrawals (Barclays)
	Banking - Change giving (Barclays)
<i>IOM Government</i>	Pension and Benefit payments
	Driving Licences
	Fixed Penalty Notice payment
	Benefit Cheques
	Government Cheques
	Rates payment
	Vehicle Licences
	Vehicle Registrations
	Rent Payments
	Prison Cheques
	IOM Post Cheques
	Repayments to the Department of Health and Social Care
	Number Plates
<i>Postal</i>	Returned parcels
	Parcel collection
	Overseas parcels (BFPO and Globalvalue)
	Parcelforce - Express, 10, 24, 48 and Globalexpress
	Special Delivery items
	International Priority Mail (Tracked, Signed, Tracked & Signed)
	Postage
	PO Savings Stamps (sale and redeem)
	Post - redirection
	Post – Keepsafe (Retain)

IOMPO will provide on-going training documentation relating to all products and services, as well as annually to comply with legislative obligations such as for Data Protection, Anti-Money Laundering and Safe to Fly. IOMPO will also provide reasonable training on the point of sales system and in other relevant policies and procedures to ensure the supplier can successfully provide the Services.

Supplier Responsibilities – Counter Services

In addition to the above, the preferred supplier:

- must have a public counter that can accommodate IOMPO technical equipment (approx. 130cms)
- should have suitable space to accommodate a safe dimensions approx. 61cms x 61cms x 77cms and counter drawer safe (approx. sizes w50cms x d50cms x h90cms)
- Ideally, the post office counter services should be available Mon–Fri 09:00-17:30 and Sat 09:00 -12:30 although extended opening hours at peak periods is desirable. However, IOMPO will also consider post office counter services being delivered on reduced hours although this would affect the remuneration package
- must provide space within the proposed premises for the storage of products, information and forms
- The supplier is held responsible for cash, stock of all kinds and other IOMPO property, papers and documents, which should be held in a place of security within the premises
- The supplier is responsible for any loss of monies and stock and will settle discrepancies monthly
- the supplier must attend service review meetings with IOMPO during the contract term

Staff:

- Supplier must inform IOMPO of any new employees undertaking the Counter Services
- Supplier must not employ anyone under the age of 16 to undertake the Counter services
- Any staff who undertake the Counter Services must comply with any relevant legislation. Compliance to legislation, policies and procedures is a vital element of the service for both IOMPO and its commercial customers. Any knowledge or suspicion of non-compliance must be reported to the IOMPO Compliance Department for investigation.
- Staff will ensure they suitably identify all customers collecting items in line with IOMPO policy before handing over items
- Staff should be background checked and the interested party must comply with relevant legislation

IOMPO Responsibilities – Counter Services

- IOMPO will provide technical equipment (computer, screen, keyboard, mouse and printer).
- Access to the IOMPO point of sale system for delivering/handling all Services
- Initial and on-going training on IOMPO products, services and the point of sale system
- Marketing displays and advertising material
- Provision of product ranges and stock
- All IOMPO stationery associated with completing transactions
- Mail delivery and collection
- Cash collection and delivery services
- Official IOMPO date stamps
- Handle any IOMPO technical/software faults reported by the preferred supplier
- Counter drawer safes and bulk safe for IOMPO money in the Location

Parcel Collection Services

IOMPO always attempts to deliver items as addressed, where this is not possible, they will leave a card for the customer to use to collect their parcel when convenient. Parcel Collection Services involve 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 secure storage will be required for items until they are collected by the customer.

Items will be monitored and controlled via an easy to use app on a handheld device. IOMPO will provide the necessary equipment and training to the preferred supplier. However, any further staff training will be the responsibility of the supplier. The number of items a collection site will receive will depend partly on the catchment area. Items can vary in size, with the maximum weight of one item not expected to exceed 30KG.

Supplier Responsibilities – Parcel Collection Services
<p>Responsibilities:</p> <ul style="list-style-type: none"> • 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 updated • the supplier will agree to interact with IOMPO Customer Services over any issues with items • the supplier will accept deliveries of any items IOMPO wishes to offer for customer collection • 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 • the supplier will ensure that all collection cards provided by customers are gathered and made ready for collection by IOMPO on a weekly basis • 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 • the supplier must attend service review meetings with IOMPO during the contract term

IOMPO Responsibilities – Parcel Collection Services
<ul style="list-style-type: none"> • Parcel delivery and collection
<ul style="list-style-type: none"> • Handle any IOMPO technical faults reported by the preferred supplier
<ul style="list-style-type: none"> • Associated telecoms to connect handheld device to the main IOMPO network/systems
<ul style="list-style-type: none"> • Initial training on the hand held device that will track items into the premises/to customer

Remuneration Package

Parcel Collection Services - The fee paid to the supplier will be £0.20 per item collected.

Counter Services – The fee paid to the supplier will be based upon a fixed payment and transaction commissions. Further financial and transactional information will be made available upon completion of a non-disclosure agreement, which can be obtained from the below contact.

IOMPO will pay this monthly in arrears via online bank transfer.

IOMPO cannot guarantee the income of third party services (non-postal) during the period of the contract as third parties may provide notice during the contractual period; in addition, transactions and postal volumes may also decline, this is out of IOMPO’s control.

Potential suppliers must include how they plan to comply with the above requirements, including:

1. Provision of References *
2. Completion of Form of Acknowledgement *
3. Completion of Schedule of Confidential Information *
4. Completion of Supplier Questionnaire *
5. Completion of Supplier Assurance – Policy Declarations *
6. Confirmation of acceptance of proposed contract and service level agreement *
7. Any proposed variations in the specification of requirement

* These documents can be obtained from the below contact.

Quotation Evaluation Criteria

The quotation responses will be evaluated by an approach that takes into account the quality aspects.

Weighting - Each question is allocated a weighting that contributes to the 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
1	Mandatory Pass/Fail	There are a number of requirements that relate to the location of the proposed premises (within Port St. Mary community) to meet the needs of the IOMPO. The response must cover all the below points: <ul style="list-style-type: none"> • postal address of building • ease of accessibility for customers on foot and by car • adequate parking available on or close to the premises • must be easily accessible in a medium/large sized van • complement a viable business
	Weighting 30	
2	Mandatory	There are a number of requirements, such as disabled access, that relate to the proposed premises. Describe how you plan to meet these.
	Weighting 30	
3	Mandatory	A key attribute to the success of the proposed service is providing customers with access to IOMPO services and/or collection of their parcels, both in and outside of normal working hours. Please describe your current and proposed hours of business, for each day of the week. The response should also cover, what proposed hours per day customers can access IOMPO service and/or collect their parcels and which services you propose to offer.

	Weighting 30	
4	Mandatory	The proposed premises must be able to accept items from IOMPO, which may be dropped off as late as 6pm Monday to Friday, and 4pm on a Saturday during busy periods. Please confirm that your proposal will comply with this requirement or identify any proposed variations if you are offering reduced opening hours.
	Weighting 30	
5	Mandatory	There are a number of staffing requirements described above, for example annual training and customer service standards. Please describe how you plan to meet these.
	Weighting 30	
6	Mandatory	IOMPO is proposing to offer the successful supplier a contract from November 2021. Provide an indicative date for when you could commence the proposed service.
	Weighting 20	

Indicate below, which services you propose to offer:

Counter Services	YES / NO
Parcel Collection Services	YES / NO

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.

If you need to seek further information, please do not hesitate to submit your request by email (to procurement@iompost.com).

The quote will remain available for Expressions of Interest until noon on Friday 22nd October 2021.

Should you wish to respond to this opportunity, your response must be returned by **noon Tuesday 26st October 2021**, electronic responses are acceptable. Late responses will not be considered.