

## Request for Quotations

### Provision of Counter Services and/or Parcel Collection Services in Governors Hill (PO/2023/RFQ40)

IOMPO has the largest retail network on the Island with 19 post office locations, which offer customers the opportunity to post letters and parcels, pay bills, renew licenses and undertake a range of banking services. Within the community, we also operate a number of kiosks to provide local residents with the opportunity to buy postage and pay bills, accepting both cash and cards. Online postal solutions are currently in development.

Due to the Sub Postmaster giving notice to terminate his contract, IOMPO are seeking to maintain counter, postal and bill payment services in the Governors Hill community through the provision of a counter ('Counter Services') 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. However, consideration will be given to submissions from interested parties who could provide one or more of the services.

This opportunity is for a fixed period, until 31<sup>st</sup> March 2025, with the option to extend one year.

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

##### The location:

- must be within the Governors Hill 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 (for IOMPO collections/deliveries)
- within close proximity of parking suitable for disabled customers

##### The premises:

- 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 (*parcel collection*)
- 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 able to demonstrate owner occupancy or on a tenancy with security of tenure for the period of the contract

##### Collection/delivery of mail and parcels:

<ul style="list-style-type: none"> <li>the premises should be accessible to IOMPO for collections and deliveries, as late as 4:30pm Monday to Friday, and 12:30pm on a Saturday during busy periods</li> </ul>
<b>Staffing:</b> <ul style="list-style-type: none"> <li>staff should provide excellent customer service in the provision of the services</li> <li>all staff should be of smart appearance at all times</li> <li>all staff should receive manual handling training from their employer. Additional compliance training would be necessary to deliver a counter service *</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>

## I Counter Services

IOMPO cannot guarantee the transaction commission income during the period of the contract as third parties agencies may provide notice during the contractual period; in addition, transactions and postal volumes may also vary.

Grouped transaction types relating to Counter Services are provided below:

<b>Counter Transactions</b>	
<i>Non-Postal</i>	Manx Utilities bill payment
	Manx Gas bill payment
	Manx Telecom – bill payment
	TV Licences (savings and payment card)
	TV Licences
	Foreign Exchange on request
	Ellan Vannin Fuels bill payment
	Cash Transmission
	Cash Exchange
	IOMG - Pension and Benefit payments
	IOMG - Driving Licences
	IOMG - Fixed Penalty Notice payment
	IOMG - Benefit Cheques
	IOMG - Government Cheques
	IOMG - Rates payment
	IOMG - Vehicle Licences
	IOMG - Vehicle Registrations
	IOMG - Prison Cheques
	IOMG - Post Cheques
	IOMG - Repayments to the Department of Health and Social Care
	IOMG - Number Plates
<i>Postal</i>	Returned parcels
	Parcel collection
	Overseas parcels
	Parcelforce – UK and International
	Special Delivery items
	International Priority Mail (Tracked, Signed, Tracked & Signed)
	Postage
	Post - redirection
	Post – Keepsafe (Retain)

### **Supplier Responsibilities – Counter Services**

In addition to the above, the preferred supplier:

- must have a public counter that can accommodate IOMPO technical equipment (approx. 2m)
- should have suitable space to accommodate a safe dimensions approx. h75cms x w58cms x d60cms and counter drawer safe (approx. sizes w50cms x d50cms x h90cms)
- Ideally, Counter Services should be available Mon–Fri 09:00-17:30 and Sat 09:00 -12:30.
- 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. Any discrepancies are automatically deducted each month, as agreed with the National Federation of Sub Postmasters
- 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 relevant 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

\* all staff should receive annual training in data protection, anti-money laundering and safe to fly

### **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
- Associated telecoms to connect to the main IOMPO network/systems
- Initial and on-going training on IOMPO products, services and the point of sale system
- Initial and annual compliance training - data protection, anti-money laundering and safe to fly
- 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

**2 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 (up to 61cm x 46cm x 46cm), with the maximum weight of one item not expected to exceed 30KG.

<b>Supplier Responsibilities – Parcel Collection Services</b>
<p>Responsibilities:</p> <ul style="list-style-type: none"> <li>• the supplier should offer maximum flexibility for customers to collect parcels during opening hours</li> <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 updated</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 with IOMPO during the contract term</li> </ul>

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

**Remuneration Package**

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 for the location upon completion of a non-disclosure agreement, which can be obtained from the below contact.

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

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

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 Enhanced 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	There are a number of requirements that relate to the location of the proposed premises (within the boundary of Governors Hill community) to meet the needs of the IOMPO. The response must cover all the below points: <ul style="list-style-type: none"> <li>• postal address of building</li> <li>• ease of accessibility for customers on foot and by car</li> <li>• adequacy of parking available on or close to the premises</li> <li>• ease of accessibility in a medium/large sized van</li> </ul>
	Pass/Fail	
	Weighting 30	
2	Mandatory	Provide an overview of the complementary business activities at the proposed location and security of owner occupancy/tenancy period.

	Weighting 30	
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3	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	

4	Mandatory	A key attribute to the success of the proposed service is providing customers with access to Counter Services and/or Parcel Collection Service, 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 the Counter Services and/or the Parcel Collection Services.
	Weighting 30	

5	Mandatory	The proposed premises must be able to accept items from IOMPO, which may be dropped off as late as 4:30pm Monday to Friday, and 12:30pm 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	

6	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	

7	Mandatory	Provide an indicative timescale for when you could commence the proposed service(s).
	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](mailto:procurement@iompost.com)).

Should you wish to respond to this opportunity, your response must be returned by **noon Friday 14<sup>th</sup> April 2023**, electronic responses are acceptable to the above email address. Late responses will not be considered.