

## Appendix 1

### EVALUATION OF TENDERS FOR THE PROVISION OF POSTAL SERVICES TO THE LONDON BOROUGH POSTAL BOARD

#### The Process

The nine suppliers appointed to the Lot 1 Collection and Delivery of the Crown Commercial Services Framework RM1063 were invited to tender using the CCS eSourcing tendering portal.

The nine suppliers were:

1. DX Network Services Ltd
2. Financial Data Management Plc
3. Opus Trust Marketing Ltd
4. Postal Choices Ltd (TA One Post Ltd)
5. PostalSort Limited
6. Royal Mail Group Ltd
7. The Mailing House Group Limited
8. UK Mail Ltd
9. Whistl UK Ltd (Previously known as TNT Post UK Ltd)

Tenders were invited on 20/06/2016.

The deadline for submissions was 09/07/2016.

One supplier submitted a tender by 09/07/2016.

The evaluation panel members were drawn from several of the participating boroughs and included staff from the postal service areas as well procurement. It consisted of:

| <b>Name</b>       | <b>Role</b> | <b>Organisation</b> |
|-------------------|-------------|---------------------|
| Terry Brewer      | Procurement | LB Harrow           |
| Steve Adams       | Service     | LB Tower Hamlets    |
| Amanda Allen      | Procurement | LB Barnet           |
| Philippa Brewin   | Procurement | LB Brent            |
| Peter Farebrother | Service     | LB Camden           |
| Rupinder Hardy    | Service     | LB Ealing           |
| Helen Irvine      | Service     | LB Enfield          |
| Sue King          | Service     | RB Greenwich        |
| Amanda Lamming    | Service     | LB Enfield          |
| Richard LeDonne   | Service     | LB Camden           |
| Daniel Ossei      | Service     | LB Ealing           |

The method statement scoring was conducted according to the following methodology:

| Score | Criteria   |
|-------|--|
| 4     | Excellent response suggesting the specification will be satisfactorily met in all relevant respects with added value.      |
| 3     | Good response suggesting the specification will be satisfactorily met in all relevant respects.                            |
| 2     | Weak response suggesting there may be shortcomings of a less serious nature in the relevant aspect of service.             |
| 1     | Poor or unsatisfactory response showing limited evidence of ability to meet requirement – omissions/weakness in key areas. |
| 0     | No response or totally inadequate. None of the evaluation points have been covered within the response.                    |

The pricing was scored using a relative scoring methodology, whereby the lowest price achieves 100%, and other prices are scored in proportion to this.

The quality and price scores were then weighted 60% quality and 40% price.

### **The Outcome**

The detail of the rates and pricing is in Appendix 2. As only one tender was received, this price was allocated the maximum price score.

The detail of the scoring against the criteria is shown below, along with the total scores:

| Criterion  | Weighting | Royal Mail Group Ltd |                |
|--|-----------|----------------------|----------------|
|  |           | Raw Score            | Weighted Score |
| 1. Provision of Goods and/or Services: Demonstrate a good understanding of the Goods and/or Services required to meet the Contracting Body requirements. | 10%       | 75.00%               | 7.50%          |
| 2. Methodology: e.g. a clear demonstration of how the Goods and/or Services will be fulfilled and delivered.   | 12.5%     | 100.00%              | 12.50%         |
| 3. Technical assistance: a clear demonstration of the technical assistance that will be provided during implementation                                   | 2.5%      | 75.00%               | 1.875%         |

|  |      |         |        |
|--|------|---------|--------|
| 4. Implementation plan proposed for delivering the required Goods and/or Services including lead times.                              | 10%  | 75.00%  | 7.50%  |
| 5. After sales service – demonstrate a robust after sales support structure is in place.   | 5%   | 75.00%  | 3.75%  |
| 6. Security: demonstrate that all the security requirements of the Contracting Body can be met.                                      | 7.5% | 75.00%  | 5.625% |
| 7. Environmental characteristics: what support can be offered to help the Contracting Body achieve any environmental considerations? | 2.5% | 75.00%  | 1.875% |
| 8. Service Levels and Key Performance Indicators (KPIs): demonstrate a clear commitment to meeting the SLA's and KPI's.              | 10%  | 75.00%  | 7.50%  |
| Total Quality Score  |      |         | 48.13% |
| Price Score  | 40%  | 100.00% | 40.00% |
| Overall Total Score  |      |         | 88.13% |

Royal Mail Group Ltd was therefore selected by the panel as the preferred supplier.