



Courier Services

Customer guidance (RM3798)



Crown
Commercial
Service

working in partnership



This Customer Guidance Document has been developed by Crown Commercial Service (CCS) to help public sector and charitable/third sector organisations understand how best to use the Courier Services (RM3798) framework agreement.

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Introduction

The Courier Services framework agreement (RM3798) acts as one third of a courier services solution provided by Crown Commercial Service (CCS) and YPO for the use of public sector organisations.

This framework is complemented by the Specialist Courier Services framework agreement (RM3799) that CCS awarded in late summer 2017. Together the two agreements will provide a route to market for a wide range of courier requirements that include straightforward collection and delivery contracts to highly complex requirements that require the movement of items and substances that are subject to stringent regulation or control.

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What services are available through this framework agreement?

Suppliers on the Courier Services framework agreement provide courier services for parcels, packages and documents. An overview of the lot structure and the services available from each lot is provided below. For a more detailed description of the services available under each framework lot, download a copy of the Framework Specification of Services from the Courier Services (RM3798) webpage.

Lot 1: Collection and Delivery of Documents and Parcels

The following services are classed as mandatory for all Suppliers on Lot 1 to provide:

- Next day delivery
- Economy delivery (within 2-7 days of collection)
- Delivery to business or residential addresses

The following services are classed as 'additional' and only some of the Suppliers on Lot 1 are also able to provide them:

- International delivery
- Same day delivery
- Bulk courier deliveries

Lot 2: Secure Collection and Delivery of Sensitive Documents and Parcels (including High Value Items)

Suppliers on Lot 2 provide a more secure collection and delivery service for items that are considered as high value, cherished or contain sensitive information.

The following services are classed as mandatory for all Suppliers on Lot 2 to provide:

- Secure same day delivery
- Secure next day delivery
- Double-manned delivery vehicles
- Proof of delivery
- Tracked delivery
- Delivery to business or residential addresses

The following services are classed as 'additional' and only some of the Suppliers on Lot 2 are also able to provide them:

- Secure international delivery
- Secure bulk courier deliveries
- A lockable caged area secured to the vehicle for the sole use of your delivery
- Tamper resistant seals

Lot 3: Secure Collection, Storage and Delivery of Examination and Test Papers and Materials

Lot 3 suppliers offer services that have been structured around the movement of examination papers and associated materials from printing through to final delivery of completed scripts back to the awarding organisations.

The following services are classed as mandatory for all Suppliers on Lot 3 to provide:

- Scheduled, ad hoc and time-critical delivery
- Package identification solution (e.g. barcoded labels)
- Helpdesk provision
- Address verification
- Tracked delivery
- Delivery to business or residential addresses

Lot 5: Dedicated Network Vehicle Movements and Sortation

Suppliers on Lot 5 are able to provide a fleet of vehicles that will perform a collection and delivery service within a closed loop of addresses.

The following services are classed as mandatory for all Suppliers on Lot 5 to provide:

- Scheduled / ad hoc dedicated vehicle delivery on a same day, next day and economy basis (2-7 days)
- Tracked delivery
- Securely segregated mail sorting
- Delivery to business or residential addresses

Lot 6: Security Screening of Inbound Mail Documents and Parcels

Lot 6 suppliers offer security screening services to ensure that your organisation's inbound mail does not contain any dangerous or hazardous items that may pose a threat.

The following services are classed as mandatory for all Suppliers on Lot 6 to provide:

- Off-site screening for threat objects, bulk materials, and white powders
- Safe disposal of threat items
- Canine screening
- X-ray screening
- Collection of all mail items from the carrier

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Suppliers on the Courier Services framework

The table below indicates which framework lots the suppliers have been awarded to:

Supplier	Lot 1	Lot 2	Lot 3	Lot 5	Lot 6
CitySprint (UK) Ltd.	✓	✓	✓	✓	
CTS GB Ltd.		✓			✓
DX Network Services Limited	✓	✓	✓		
Eagle Couriers Ltd	✓	✓			
Royal Mail Group Ltd.	✓	✓	✓	✓	✓
Speed Couriers Northern Ltd	✓	✓			
Speedlight Ltd.	✓	✓			
Swiss Post Solutions Ltd.					✓
The Paragon Group (UK) Ltd.	✓	✓			
Topspeed Couriers Limited		✓		✓	
Wallington Cars & Couriers Ltd.	✓				

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How to use this agreement

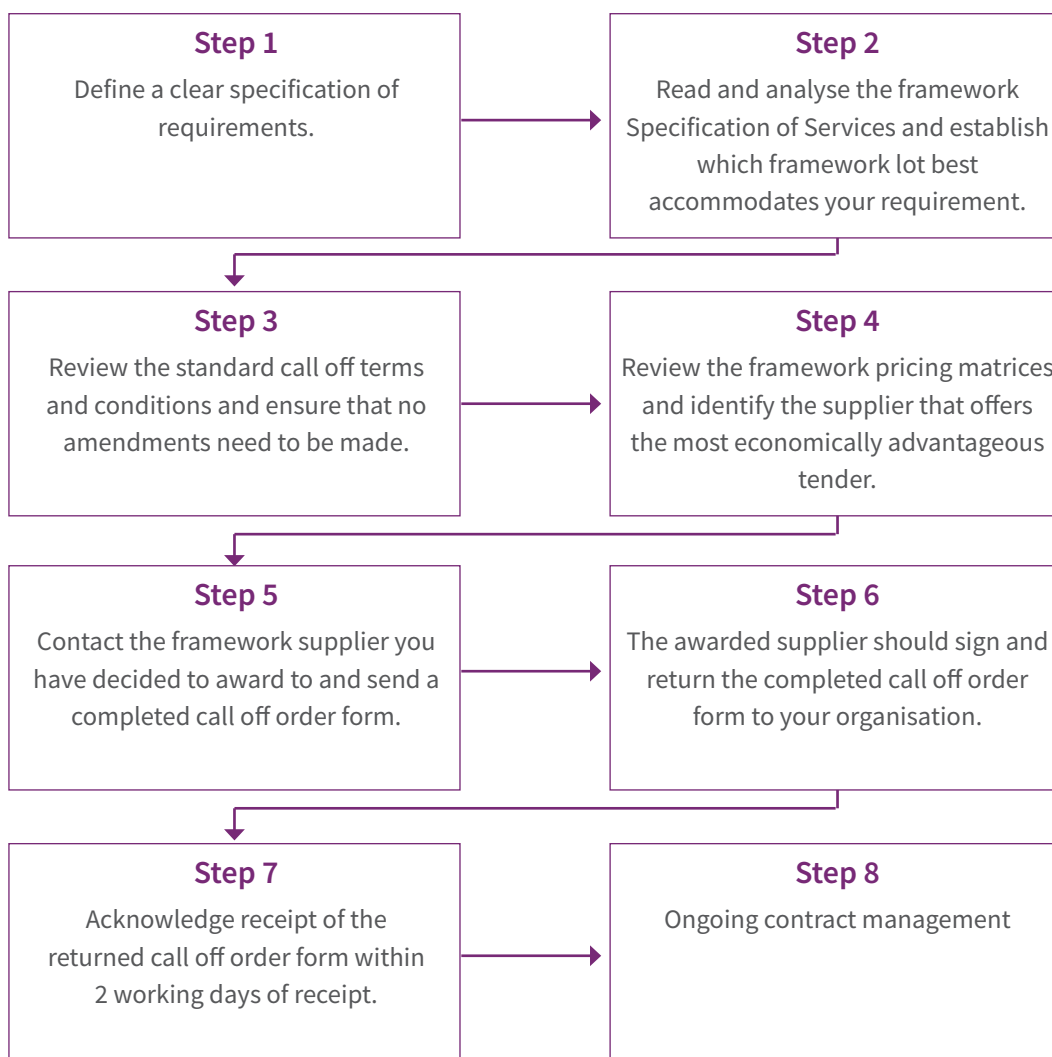
Customers are able to award to a framework supplier using:

- A direct award to a framework supplier, or
- A further competition

An explanation of how best to award using each method is included below:

Directly awarding without further competition

Direct award procedure process map



When to directly award a contract without further competition

The direct award procedure is available and is best applied when the services required can be sourced directly from the Framework Specification of Services.

A contract can be directly awarded if:

- You are satisfied that only one framework supplier is capable of meeting your particular requirement
- Based purely on the information given in the Framework Specification of Services and pricing matrices, you are able to determine which supplier's offering provides the most economically advantageous solution.

As contracts awarded directly are based on the framework information already publicly available customers using this procedure are not permitted to amend the standard terms and conditions, nor accept any offers of reduced or bespoke pricing from the framework suppliers.

The direct award procedure

- 1) Develop a clear specification of requirements. Your specification should include as much detail about your requirement as possible. For more information on what to include in your specification please refer to this section in the further competition notes below.
- 2) Review the standard terms and conditions and satisfy yourself that they provide the adequate insurances and coverage needed for your requirement. In a direct award procedure the standard terms may not be amended so it is important that your organisation is certain that no additional clauses, liabilities or insurances are needed.
- 3) Analyse the framework pricing matrices to identify the supplier that offers the most economically advantageous tender. Suppliers should be ranked in order of their ability to provide the required specification from lowest price to highest price.
- 4) Subject to the actions outlined above being completed a contracting body may then contact their chosen supplier to award a call off agreement by sending a completed and signed call off order form which may be downloaded from the CCS webpage for RM3798.
- 5) The awarded supplier shall then sign the awarded call off agreement and return to the contracting body.
- 6) The contracting body should send written confirmation of receipt of the signed call off agreement back to the awarded supplier within 2 working days of receipt.

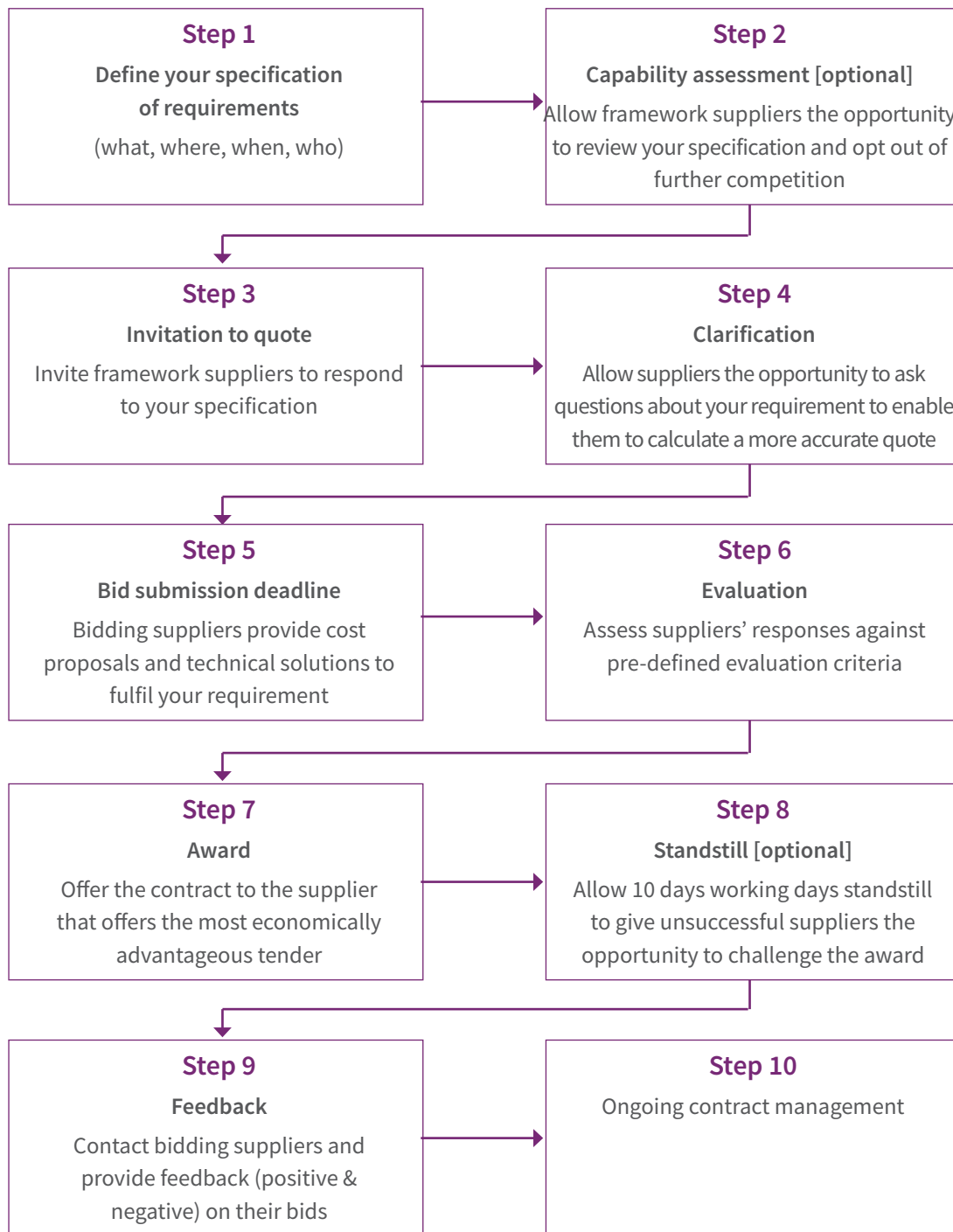
Checklist for direct award

Have you:

- ✓ Developed a statement of requirements that identifies exactly what services you need?
- ✓ Checked the framework specification to establish which lot best accommodates your requirement?
- ✓ Read the standard terms and conditions? Contracts directly awarded without further competition must be made based on the standard terms and conditions.
- ✓ Checked the relevant framework lot pricing matrix to establish the supplier that offers best value for money.

Awarding via further competition

process diagram



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What to include in your Invitation to Quote (ITQ)

The purpose of the specification of requirements is to accurately describe exactly what services are required from the supplier. The specification forms part of the Invitation to Quote (ITQ) documentation that will be sent to the bidding suppliers when inviting them to bid.

Your specification should:

- Communicate exactly what services you require
- Inform bidding suppliers exactly how their bids will be evaluated

Your ITQ should include:

- A specification of requirements, including but not limited to:
 - Collection / delivery addresses (if available) – this provides bidding suppliers with an understanding of the geographical scope of your requirement. Deliveries to more remote or less accessible areas may be charged at a higher rate than urban deliveries.
 - Mail volumes (including any historic MI if applicable) – Ideally, showing the volumes travelling to different locations. If this is the retender of an existing requirement consider providing historic volumes for the last 6-12 months.
 - Delivery timescales – do your deliveries need to reach their location before a timed deadline?
- Security considerations – for both collection AND delivery (if known). Are their specific security protocols that the successful supplier needs to follow in order to make collection and delivery?
- Core requirements and non-core requirements – Are there services that you are considering but are not mandatory?
- Incumbent contract expiry dates and necessary contract commencement dates – This gives bidding suppliers an understanding of when they need to be providing a service for. Depending on the service you are specifying, there may be a need for an implantation time to be factored for.
- Service levels and credits – consider if your call off agreement needs to include service credits. If you feel that service credits are needed, examples of service credits have been provided in the standard terms and conditions. Please review these examples and consider if they are relevant to the value of your contract and increase or decrease as appropriate. Please be aware that inappropriate use of service credits where they are not needed or excessively stringent credits will discourage suppliers from bidding for your requirement.

- Future organisational strategy (if this will impact the requirement) – Is your organisation considering a site move? Will the organisation be changing in any way that will affect the requirement you are competing. If so suppliers may need to understand these changes to factor them into an accurate price.
- Reporting and MI requirements
- Payment and ordering requirements
- Glossary of terms (if needed)
- Pricing / cost model to ensure all bidding suppliers provide cost proposals in the same format
- Further competition timescales
- Evaluation criteria and weightings (suppliers should see everything that will be shared with evaluators)
- Evaluation procedure
- T&Cs that will be used for the contract (incl. any amended insurances, dates, additional clauses or amendments from the standard terms)

The specification of requirements

Contracting bodies should provide bidding suppliers with as much information as possible in their specification to allow them to better understand the service requirements and how these fit into the wider strategy of your organisation. Better informed bidders will be better able to provide prices and solutions that most accurately reflect and fit with the requirements for your organisation.

The pricing/cost model

Contracting bodies have the option of using the template cost models that were used to evaluate the framework suppliers when the framework was tendered. If the framework template cost models do not fit with your requirements, you can use the core requirements to build your own unique cost model.

Contracting bodies should note that bidding suppliers are not permitted to provide prices that exceed the framework maximum payable prices detailed in the framework pricing matrices. Framework prices are obtained by completing the RM3798 Customer Access Agreement, which is downloadable from the Courier Services framework agreement webpage.

Further competition timescales

Your ITQ should include a clear and accurate breakdown of the competition timescales that includes:

Publication of ITQ	Insert date
Deadline for submission of supplier clarification questions	Insert date
Deadline for publication of responses to clarification questions	Insert date
Supplier bid submission deadline	Insert date
Evaluation process	Insert date
Proposed award date	Insert date
Expected contract commencement date	Insert date

To support a transparent process, all clarification questions and responses during the clarification period should be recorded and must be shared with all bidding suppliers in writing.

Evaluation criteria and weightings

Please be aware that questions such as financial standing, business continuity and previous experience have all been previously evaluated when this framework agreement was tendered and therefore should not be reassessed at further competition.

Evaluation criteria should follow the 70% quality, 30% price ratio that was used to evaluate suppliers framework tender submissions. Contracting bodies are permitted to adjust this ratio by 10% either way.

Your ITQ should document:

- The process that your organisation will follow when evaluating supplier bids
- The criteria that will be provided to evaluators to use when evaluating
- The overall basis for determining which supplier is the most economically advantageous tender



Contact details

If you need general advice about the services that CCS offers please contact our customer service helpdesk:

CCS contact details

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