

## Request for Information

### Provision of Postal, Parcel or Kiosk Services in Kirk Michael and Laxey (PO/2022/RFQ36)

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 resignation of two Sub Postmistresses, IOMPO are seeking to maintain counter, postal and bill payment services in both the Kirk Michael and Laxey communities through the provision of a counter ('Counter Services') kiosk ('Kiosk Services') and/or a parcel collection point ('Parcel Collection Services').

IOMPO's preferred outcome would be to select a single preferred supplier per location, 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.

Due to the continued uncertainty and on-going commercial discussions relating to two key Government contracts as well as reporting a fall of 12% over the last financial year (21/22) of face-to-face transactions across the counter network, IOMPO cannot provide any potential provider with a guarantee of income over the next few years. Therefore, this opportunity is for a limited period, until 30<sup>th</sup> June 2023.

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

<b>Requirements for Counter, Parcel Collection or Kiosk Services</b>
<p>The location:</p> <ul style="list-style-type: none"> <li>• must be within the Kirk Michael and/or Laxey community</li> <li>• must demonstrate easy accessibility</li> <li>• must be within close proximity to a bus route</li> <li>• adequate parking should be available on or close to the premises</li> <li>• must be easily accessible in a medium/large sized van (for IOMPO collections/deliveries)</li> <li>• within close proximity of parking suitable for disabled customers</li> </ul>
<p>The premises:</p> <ul style="list-style-type: none"> <li>• must be of sound construction and in good order</li> <li>• must have adequate public liability insurance</li> <li>• should have suitable access into the building for deliveries and collection of postal items</li> <li>• must offer suitable disabled access</li> <li>• must have public counter</li> <li>• 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</li> <li>• should have a secure fit for purpose storage area, which is dry and has suitable access for large items</li> <li>• must have an intruder alarm which is functional, maintained and in good order</li> <li>• must maintain a CCTV system covering the counter and other high risk areas</li> </ul>

<ul style="list-style-type: none"> <li>• 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</li> <li>• must be owner occupied or on a tenancy with security of tenure for the period of the contract</li> </ul>
<b>Collection/delivery of mail and parcels:</b> <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 income of third party services (*Non-Postal and 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.

Grouped transaction types relating to Counter Services are provided below:

<b>Counter Transactions</b>	
<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) <i>Laxey community only</i>
	Banking - Cheque deposit (Barclays) <i>Laxey community only</i>
	Banking – Withdrawals (Barclays) <i>Laxey community only</i>
	Banking - Change giving (Barclays) <i>Laxey community only</i>
	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
	PO Savings Stamps (sale and redeem)
	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. 130cms)
- 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, the post office counter services should be available Mon–Fri 09:00-17:30 and Sat 09:00 -12:30. However, IOMPO will also consider post office counter services being delivered on reduced hours although this will 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. 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
- 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

<ul style="list-style-type: none"> <li>• Handle any IOMPO technical/software faults reported by the preferred supplier</li> </ul>
<ul style="list-style-type: none"> <li>• Counter drawer safes and bulk safe for IOMPO money in the Location</li> </ul>

**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>
Responsibilities: <ul style="list-style-type: none"> <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>

**3 Kiosk Services**

IOMPO are seeking a partner to host a self-service postal kiosk in the community. A kiosk would provide local residents with the opportunity to buy postage and pay bills.

<b>Requirements – Kiosk and services</b>
The premises: <ul style="list-style-type: none"> <li>• should have unobstructed floor space for the equipment, as well as for the customer operating the kiosk (approximately 1.2m x 1m)</li> <li>• the location of the kiosk must be near to electricity mains and data point</li> <li>• should have floor space for a mail drop bag and frame. This will need to be in a secure area for accepting parcels and other postal items from the kiosk or customers</li> </ul>

Hours of business: <ul style="list-style-type: none"> <li>a key attribute will be customer access in and outside of normal office hours</li> </ul>
The supplier will be responsible for: <ul style="list-style-type: none"> <li>keeping the kiosk clean, dust and litter free</li> <li>contacting IOMPO immediately if operational issues arise with the kiosk</li> <li>electricity</li> <li>storage of the kiosk consumables provided by the IOMPO</li> <li>on-going help and assistance to customers</li> <li>attending service review meetings during the contract term</li> </ul>

<b>IOMPO Responsibilities - Kiosk Services</b>
Purchase, installation and on-going hardware maintenance of kiosk equipment
Associated telecoms to connect the kiosk to the main IOMPO network
Initial training on the kiosk
stock for kiosk
Insure the kiosk equipment and telecoms
Handle any faults reported
Parcels and other postal items to be collected by IOMPO Mon-Fri
Mail drop bag and frame

**Remuneration Package**

Counter Services – Further financial and transactional information will be made available for each 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.

Kiosk Service – IOMPO would not pay a fee to the supplier, as it would increase footfall to an existing business and generate additional income.

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

**Responding to this Request for Information**

Interested parties should submit:

- a summary of your customer service experience and capability
- proposed premises within the community:

Kirk Michael	Yes / No	Address:
Laxey	Yes / No	Address:

- Indicate below, which service(s) you propose to offer:

1 Counter Services ( <i>Non-Postal</i> )	Yes / No
1 Counter Services ( <i>Postal</i> )	Yes / No

and/or

2 Parcel Collection Service	Yes / No
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and/or

3 Kiosk Service	Yes / No
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- Indicative timescale for when you could commence a service

By responding to this request, it must be understood that at this stage, IOMPO are only exploring options, no commitment is intended or implied and this request may or may not progress through to a competitive exercise.

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.

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 Wednesday 9<sup>th</sup> November 2022**, electronic responses are acceptable to the above email address. Late responses will not be considered.