
To: Finance, Resources and Customer Services Policy Board

On: 30th March 2023

Report by: The Chief Executive and The Director of Finance and Resources

Heading: Postal Services – Hybrid Mail (RC-CPU-22-260)

1. Summary

- 1.1 The purpose of this report is to seek approval of the Finance, Resources and Customer Services Policy Board to award a Contract for Postal Services – Hybrid Mail to Critiqom Limited.
- 1.2 The recommendation to award a Contract follows a procurement exercise which was conducted in accordance with the Scottish Procurement Framework Agreement for National Postal Services Framework (SP-19-035) under Lot 2 – Hybrid, Scheduled Bulk/Planned (Print & Post) and Digital Mail Services and the Renfrewshire Council's Standing Orders Relating to Contracts for an above Threshold Services Contract.
- 1.3 The contract strategy document was approved by the Head of Finance and Business Services and the Strategic Commercial & Procurement Manager on the 7th March 2023.

2. Recommendations

It is recommended that the Finance, Resources and Customer Services Policy Board authorise:

- 2.1 The Head of Corporate Governance to award the Contract for Postal Services - Hybrid Mail which is a direct award Call-off Contract made under the Scottish Procurement Framework Agreement for National Postal Services Framework (SP-19-035) – Lot 2 – Hybrid, Scheduled Bulk/Planned (Print & Post) and Digital Mail Services to Critiqom Limited, subject to the Framework Call-off procedures.
 - 2.2 The initial period of contract of two years with the Council's option to extend the Contract for one year on two separate occasions. It is anticipated the Contract Commencement Date will be 14th April 2023, however the actual Commencement Date will be confirmed in the Council's letter of Acceptance and the Contract will be awarded in accordance with the Buyer's Guide and Call-Off Procedures issued by Scottish Procurement.
 - 2.3 The Contract will be up to a value of £480,000 excluding VAT for the first two years of the Contract and up to a total value of £960,000 excluding VAT, where both extension periods are utilised.
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3. **Background**

- 3.1 Renfrewshire Council has a requirement for the provision of a hybrid mail solution for the printing, addressing, enveloping and delivery of high-volume mail items such as Council Tax billing.
 - 3.2 A direct award Call-off Contract can be made from the Scottish Procurement Framework Agreement for National Postal Services Framework (SP-19-035) Lot 2 – Hybrid, Scheduled Bulk/Planned (Print & Post) and Digital Mail Services. Only one supplier has been appointed to Lot 2 - Critiqom Limited.
 - 3.3 The Call-off Contract will be formed following the Framework's Buyer's Guide and completion of the Framework Agreement - Schedule 5 Lot 2.
 - 3.4 Critiqom Limited has committed to work in partnership with the Council to deliver a range of community benefits as part of this Call-off contract.
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Implications of the Report

- 1. **Financial** – The financial status of Critiqom Limited was assessed and confirmed that the organisation satisfied the Council's requirements in relation to financial stability.
- 2. **HR & Organisational Development** – There are no HR & Organisational Development implications.

3. **Community/Council Planning – Working together to improve outcomes** - throughout this contract, we will continue to modernise our services, taking advantage of new technologies to deliver better, more accessible and more efficient services.
4. **Legal** – The procurement was carried out in accordance with the SP-19-035 framework requirements and Renfrewshire Council Standing Orders Relating to Contracts for an above Threshold Services Contract using an existing Framework Agreement.
5. **Property/Assets** – No property/assets implications have arisen or are anticipated.
6. **Information Technology** – The framework's Cyber Security Requirements have been reviewed by Council Officers and also Critiqom Limited's Cyber Security accreditation. Both have been found to meet the Council's Cyber Security requirements.
7. **Equality & Human Rights -**
 - (a) The Recommendations contained within this report have been assessed in relation to their impact on equalities and human rights. No negative impacts on equality groups or potential for infringement of individuals' human rights have been identified arising from the recommendations contained in the report.
8. **Health & Safety** – No Health and Safety implications have arisen or are anticipated.
9. **Procurement** –The procurement procedure outlined in this report ensures that the Council meets its statutory requirements in respect of the procurement procedures, efficiency and modern Government.
10. **Risk** – Critiqom Limited's insurance cover meets the Council's requirements.
11. **Privacy Impact** – A Data Protection Impact Assessment has been carried out and Critiqom Limited will be required to confirm to agree with Data Protection requirements as noted within Schedule 5 Standard Terms of Supply - Lot 2
12. **Cosla Policy Position** – No Cosla policy position implications have arisen or are anticipated.
13. **Climate Risk** - The level of impact associated with provision of this service has been assessed using the Scottish Government Sustainability Test and is considered low risk.

Carbon – The supplier will be required for the duration of the contract to ensure that all products and services are performed with consideration of conservation of energy, resources, and water, the reduction of carbon and GHG emissions, and the transition to a more circular economy

Waste and Circular economy - The specification in the Framework Agreement includes sustainability requirements for the products. Envelopes supplied for mailing must have at least 60% recycled content and of the remaining content, any virgin fibre shall be sourced from a sustainably managed forest. Protective (padded) envelopes must be non-plastic type that have 100% recycled filler materials. Copier paper that has 100% recycled material content and is unbleached, totally chlorine-free (TCF) or elementary chlorine-free (ECF).

List of Background Papers

None

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