

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Hybrid Mail Contract
2. **SERVICE AREA:** Resources Directorate - Revenues and Benefits
3. **PURPOSE OF DECISION**
The report outlines Oldham Council's requirement for a hybrid mail provider; the expected annual expenditure and the options available.
4. **DECISION MADE BY:** Chief Executive
5. **DECISION:**
 1. Approval is given to agree a new contract for Hybrid Mail with Xerox for 5 years.
 2. Approval is given to increase the digitalisation of our communications where consent is given and digital by default wherever possible. NB the option for correspondence by post will remain for the foreseeable future.

6. **REASON FOR DECISION:**

The Council's current contract for Hybrid mail ends in May 2026 so a request is being made to agree a new contract for Oldham Council with a Digital and Postal Mail solution (Hybrid Mail) company.

7. **ALTERNATIVE OPTIONS CONSIDERED:**

Option 1 – Approve the direct award of the contract to Civica for a further 3 or 5 years.

The move to Civica mail involved the setting up of every mail item that we issue in each service using the contract. This involved a substantial amount of staff time and resources. Making a direct award to Civica for 3 or 5 years will mean that the improvements that have been made in the last 4 years can continue and we can increase the digitalisation of mail as planned. Details of the proposal are contained at Appendix 1.

Option 2 – Approve the direct award of the contract to Mail Metrics for 3 or 5 years.

The move to Civica mail involved the setting up of every mail item that we issue in each service using the contract. This involved a substantial amount of staff time and resources. Making a direct award to Mail Metrics for 3 or 5 years will mean that the improvements that have been made in the last 4 and we can increase the digitalisation of mail as planned. Details of the proposal are contained at Appendix 1.

Option 3 (preferred Option) – Approve the direct award of the contract to Xerox for 3 or 5 years.

The move to Civica mail involved the setting up of every mail item that we issue in each service using the contract. This involved a substantial amount of staff time and



resources. Making a direct award to Xerox for 3 or 5 years will mean that the improvements that have been made in the last 4 years can and we can increase the digitalisation of mail as planned. Details of the proposal are contained at Appendix 1.

Option 4 – Conduct a mini tender exercise using one of the available frameworks.

The move to Civica mail involved the setting up of every mail item that we issue in each service using the contract. This involved a substantial amount of staff time and resources. Running a mini-tender exercise would take time and significant resources and the benefits would not be significant as the most significant cost of hybrid mail is postage costs which apply to all suppliers.

Option 5 – Conduct a full new tender for the service.

The move to Civica mail involved the setting up of every mail item that we issue in each service using the contract. This involved a substantial amount of staff time and resources. Running a full new tender for the service would take time and significant resources and the benefits would not be significant as the most significant cost of hybrid mail is postage costs which apply to all suppliers.

9. **PRINCIPAL GROUPS CONSULTED:**

Not applicable.

10. **DOCUMENT CONSIDERED:**

Not applicable

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