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Contract

Digital Capabilities Framework

Post Office

F03: Contract award notice

Notice identifier: 2025/S 000-007706

Procurement identifier (OCID): ocds-h6vhtk-04a617

Published 3 March 2025, 4:12pm

Section I: Contracting authority

I.1) Name and addresses

Post Office

100 Wood Street

London

EC2V7ER

Contact

Ufuoma Bashorun

Email

ufuoma.bashorun@postoffice.co.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

2154540

Internet address(es)

Main address

<https://www.postoffice.co.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Banking, Retail and Postal Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Digital Capabilities Framework

II.1.2) Main CPV code

- 79400000 - Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Post Office Limited (POL) established a panel of service providers for the provision of Digital related services.

This is a multi-lot Framework Agreement consisting of 4 lots.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £24,000,000

II.2) Description

II.2.1) Title

Experience Design (Insight, Research, UX, UI, Design)

Lot No

1

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Experience Design (Insight, Research, UX, UI, Design) services.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Products Ownership and Management

Lot No

2

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Products Ownership and Management support services.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Measurement and Optimisation

Lot No

3

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Measurement and Optimisation support services.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Cover - All

Lot No

4

II.2.2) Additional CPV code(s)

- 79400000 - Business and management consultancy and related services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This lot is for use where a requirement overlaps across more than one of the other lots on the framework.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Restricted procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-031964](#)

Section V. Award of contract

Lot No

1

Title

Experience Design (Insight, Research, UX, UI, Design) services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 January 2025

V.2.2) Information about tenders

Number of tenders received: 15

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Softwire Technology Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

3824658

The contractor is an SME

No

V.2.3) Name and address of the contractor

Big Motive

Belfast

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

NI051892

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Unboxed Consulting Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

05440833

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Nexer Digital Ltd

Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

06237914

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ve3 Global Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

07343436

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £13,000,000

Section V. Award of contract

Lot No

2

Title

Products Ownership and Management

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 January 2025

V.2.2) Information about tenders

Number of tenders received: 17

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Nexer Digital Ltd

Cheshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

06237914

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

e-Zest Solutions Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09730184

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

CMC Partnership Consultancy Ltd

Newport

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

11458998

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ensono Ltd

Bristol

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03276974

The contractor is an SME

No

V.2.3) Name and address of the contractor

Olive Jar Digital Ltd

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

09668542

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,000,000

Section V. Award of contract

Lot No

3

Title

Measurement and Optimisation

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 January 2025

V.2.2) Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Gate One Limited

Kent

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08585157

The contractor is an SME

No

V.2.3) Name and address of the contractor

Mediaworks UK Limited

Tyne and Wear

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

6309397

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Eclipse Group Solutions Limited

Kent

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

03129950

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,000,000

Section V. Award of contract

Lot No

4

Title

Cover All

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

17 January 2025

V.2.2) Information about tenders

Number of tenders received: 6

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Zensar Technologies (UK) Ltd

Reading

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

04577853

The contractor is an SME

No

V.2.3) Name and address of the contractor

FCamara UK Limited

Hertfordshire

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

12515326

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Accenture (UK) Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

4757301

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £5,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice London

London

Country

United Kingdom

