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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