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Contract

## **Operational IT Service Desk Assessment**

Post Office Limited

F03: Contract award notice

Notice identifier: 2023/S 000-011595

Procurement identifier (OCID): ocds-h6vhtk-03c368

Published 22 April 2023, 9:06am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

Post Office Limited

Finsbury Dials, 20 Finsbury Street

London

EC2Y9AQ

#### **Email**

[procurement@postoffice.co.uk](mailto:procurement@postoffice.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

## **Companies House**

02154540

## **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**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Operational IT Service Desk Assessment

#### **II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

An operational IT Service Desk assessment that will deliver a report that will identify issues, provide comparative analysis and context, define recommendations and include an improvement plan.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

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

Value excluding VAT: £41,500

## **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

An operational IT Service Desk assessment that will deliver a report that will identify issues, provide comparative analysis and context, define recommendations and include an improvement plan.

### **II.2.5) Award criteria**

Price

### **II.2.11) Information about options**

Options: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

xxx

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract**

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

16 December 2022

#### **V.2.2) Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

ImprovIT Consulting Limited

Amersham

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

07373640

The contractor is an SME

Yes

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

Total value of the contract/lot: £41,500

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom