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Planning

Training Delivery Partner for New Branch IT

Post Office Limited

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-019465

Procurement identifier (OCID): ocds-h6vhtk-03dfd2

Published 7 July 2023, 12:41pm

Section I: Contracting authority

I.1) Name and addresses

Post Office Limited

100 Wood St

London

EC2V 7ER

Email

procurement@postoffice.co.uk

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

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

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Training Delivery Partner for New Branch IT

Reference number

NBITTDR-01

II.1.2) Main CPV code

- 80511000 - Staff training services

II.1.3) Type of contract

Services

II.1.4) Short description

Training Delivery Partner for New Branch IT (NBIT) in Post Office Branches

There are approximately 11,500 branches across with around 55,000 personnel using the post office systems.

Post Office is also designing and building training content in-house and has identified the need to secure the services of a training delivery partner to ensure that relevant staff are trained on the new system in line with the deployment plan for the physical implementation of the NBIT solution.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

Main site or place of performance

Mostly remote but potentially UK wide for some delivery.

II.2.4) Description of the procurement

The Post Office is in the process of designing, building and operating a replacement, known as NBIT, for its current point of sale system, which will be rolled out to the entire branch estate and to all postmasters and branch staff.

There are approximately 11,500 branches across with around 55,000 personnel using the post office systems.

Post Office is also designing and building training content in-house and has identified the need to secure the services of a training delivery partner to ensure that relevant staff are trained on the new system in line with the deployment plan for the physical implementation of the NBIT solution.

A smaller number of head office staff will also need to receive the training.

At a summary level, the service Post Office requires is a partner to deliver:

- ?1) Training delivery management, which includes sourcing, onboarding and managing suppliers, largely specialising in various aspects of training.
- 2) Learning administration, which includes scheduling, training delivery, quality assurance, facility co-ordination and reporting.
- 3) A multi-channel helpdesk to support training enquires.

?Post Office is currently considering which route to market is most suitable (i.e. FTS or a Framework) but nevertheless, this PIN is being issued to initiate an early market engagement and to call for expressions of interest.

Should this opportunity be of interest to you, please register your interest by emailing procurement@postoffice.co.uk quoting the following reference - NBITTDR-01, no later than 1700 HRS 28th July 2023. A pre-market engagement seminar will be scheduled for the first week of August.

II.3) Estimated date of publication of contract notice

29 September 2023

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No