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Contract

Government Support Services - Face to Face Identity Verification

Post Office Limited

F03: Contract award notice

Notice identifier: 2023/S 000-023131

Procurement identifier (OCID): ocids-h6vhtk-03ee0b

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Section I: Contracting authority

I.1) Name and addresses

Post Office Limited

100 Wood St

London

EC2V 7ER

Email

elinor.hull@postoffice.co.uk

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

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

Buyer's address

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

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

Government Support Services - Face to Face Identity Verification

Reference number

C102450

II.1.2) Main CPV code

- 75131000 - Government services

II.1.3) Type of contract

Services

II.1.4) Short description

Government Support Services - Face to Face Identity Verification

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: £32,000,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

In-branch face to face and verification services to allow customers who cannot get verified via other online channels to successfully verify themselves using an offline face-to-face channel in Post Office branches.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

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 services can be provided only by a particular economic operator for the following reason:
 - absence of competition for technical reasons

Explanation:

Post Office had four weeks to respond to an invitation to tender (for a contract in respect of which Post Office will act as the supplier), in which it had to name our sub-contractor(s) and provide full details of our solution. Post Office was therefore not in a position to undertake a full procurement exercise nor would any supplier, other than Yoti, be in a position to build and supply an appropriate solution (in particular one which could be operable within Post Office branches and which involved data processing only in the UK) to Post Office within the relevant timeframes. The business concluded that Post Office could only meet the commitments in the service contract it has tendered for by directly awarding a subcontract to an existing partner to utilise its existing solution.

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

The procurement is covered by the Government Procurement Agreement: Yes

Section V. Award of contract

Contract No

C102450

Title

Government Support Services - Face to Face Identity Verification

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

25 July 2023

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

V.2.3) Name and address of the contractor

Yoti Limited

London

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £32,000,000

Section VI. Complementary information

VI.3) Additional information

The Contract is for an initial period of 36 months with options to extend for up to a further 24 months. The forecast spend is the maximum forecast based on utilisation of all optional extensions and based on extrapolation beyond year 3 as Post Office does not have precise forecasts for that period. This forecast might therefore overstate the likely spend.

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

Country

United Kingdom