

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/031689-2023>

Awarded contract

## **Postal Services and Solutions**

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice reference: 2023/S 000-031689

Published: 26 October 2023, 5:49pm

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

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

The Minister for the Cabinet Office acting through Crown Commercial Service

The Capital Building, Old Hall Street

Liverpool

L3 9PP

#### **Email**

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

#### **Telephone**

+44 3454102222

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/ccs>

**I.2) Information about joint procurement**

The contract is awarded by a central purchasing body

**I.4) Type of the contracting authority**

Ministry or any other national or federal authority

**I.5) Main activity**

General public services

---

## **Section II: Object**

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

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

Postal Services and Solutions

Reference number

RM6280

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

- 64000000 - Postal and telecommunications services

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

Services

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

Crown Commercial Service (CCS) as the Authority has awarded a Pan Government Collaborative Agreement in the form of a multi supplier Framework Contract consisting of eight (8) Lots for the provision of postal services and solutions to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations. It is intended that this commercial agreement will be the recommended vehicle for all postal services and solutions required by UK Central Government.

This new Framework Contract replaces the existing Framework Contract (RM6017 Postal Goods, Services and Solutions) and includes services that will capture new technologies and innovations to support Buyers in adopting improved communications processes and transforming their mailroom operations to become more digital environments.

#### **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: £1,600,000,000

## **II.2) Description**

### **II.2.1) Title**

Franking Machines, Mailroom Equipment and Associated Consumables

Lot No

Lot 1

### **II.2.2) Additional CPV code(s)**

- 30123400 - Folding machines
- 30124520 - Scanner document feeders
- 30130000 - Post-office equipment
- 30131000 - Mailroom equipment
- 30131100 - Paper or envelope folding machines
- 30131200 - Envelope-stuffing machines
- 30131300 - Addressing machines
- 30131400 - Postage machines
- 30131500 - Mail opening machines
- 30131600 - Mail sealing machines
- 30131800 - Stamp affixers
- 30132000 - Sorting equipment
- 30132100 - Mail-sorting equipment
- 30132300 - Sorters
- 30133000 - Mailing equipment
- 30133100 - Bulk-mailing equipment
- 30144100 - Postage-franking machines
- 30197310 - Letter openers
- 30216130 - Barcode readers
- 38520000 - Scanners
- 39150000 - Miscellaneous furniture and equipment
- 43411000 - Sorting and screening machines
- 48100000 - Industry specific software package
- 48311000 - Document management software package
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50421200 - Repair and maintenance services of X-ray equipment
- 51611100 - Hardware installation services
- 64100000 - Post and courier services
- 64110000 - Postal services
- 64112000 - Postal services related to letters

- 72212311 - Document management software development services
- 72512000 - Document management services

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

NUTS codes

- UK - United Kingdom

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

This lot is capable of providing a full range of low, medium and high volume capacity franking machines, mailroom equipment (including X-Ray machines) and associated consumables and software for both lease and outright purchase. Includes basic maintenance and additional service wrap options.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **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

### **II.2.14) Additional information**

Five (5) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

## **II.2) Description**

### **II.2.1) Title**

Collection and Delivery of Letters, Large Letters and Parcels within UK

Lot No

Lot 2

### **II.2.2) Additional CPV code(s)**

- 60160000 - Mail transport by road
- 60161000 - Parcel transport services
- 64100000 - Post and courier services
- 64110000 - Postal services
- 64111000 - Postal services related to newspapers and periodicals
- 64112000 - Postal services related to letters
- 64113000 - Postal services related to parcels
- 64115000 - Mailbox rental
- 64121100 - Mail delivery services
- 64121200 - Parcel delivery services

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

NUTS codes

- UK - United Kingdom

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

Collection and Delivery of Letters, Large Letters and Parcels within UK Seven (7) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **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

### **II.2.14) Additional information**

Seven (7) suppliers were successfully awarded a framework contract to deliver services for this framework lot

## **II.2) Description**

### **II.2.1) Title**

Collection and Delivery of Letters, Large Letters and Parcels to International Destinations

Lot No

Lot 3

### **II.2.2) Additional CPV code(s)**

- 60160000 - Mail transport by road
- 60161000 - Parcel transport services
- 60411000 - Scheduled airmail transport services
- 60421000 - Non-scheduled airmail transport services
- 64100000 - Post and courier services
- 64110000 - Postal services
- 64111000 - Postal services related to newspapers and periodicals
- 64112000 - Postal services related to letters
- 64113000 - Postal services related to parcels
- 64121100 - Mail delivery services
- 64121200 - Parcel delivery services

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

NUTS codes

- UK - United Kingdom

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

Collection and Delivery of Letters, Large Letters and Parcels to International Destinations  
This lot is capable of providing a collection and delivery service, for letters, large letters and parcels which are collected from buyer site(s) for onward delivery to international EU, Non EU and Rest of World destinations.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **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

### **II.2.14) Additional information**

Six (6) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

## **II.2) Description**

### **II.2.1) Title**

Audits, Efficiency Reviews and Niche Consultancy

Lot No

Lot 4

### **II.2.2) Additional CPV code(s)**

- 64110000 - Postal services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72228000 - Hardware integration consultancy services
- 72316000 - Data analysis services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79410000 - Business and management consultancy services
- 79418000 - Procurement consultancy services
- 79421000 - Project-management services other than for construction work
- 79421100 - Project-supervision services other than for construction work
- 79900000 - Miscellaneous business and business-related services

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



NUTS codes

- UK - United Kingdom

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

Audits, Efficiency Reviews and Niche Consultancy This lot is capable of providing independent audits, efficiency reviews and niche consultancy services specific to mailroom operations and associated document and data management. Suppliers should be aware that if they are bidding for Lot 4 and are successful on Lot 4, suppliers will not be allowed to perform any other services under any other lot.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

## **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

## **II.2.14) Additional information**

One (1) supplier was successfully awarded a framework contract to deliver services for this framework lot.

## **II.2) Description**

### **II.2.1) Title**

Business Process Outsourcing, Mailroom, Document and Data Managed Service

Lot No

Lot 5

### **II.2.2) Additional CPV code(s)**

- 22821000 - Electoral forms
- 30131500 - Mail opening machines
- 30132100 - Mail-sorting equipment
- 30133000 - Mailing equipment
- 48000000 - Software package and information systems
- 48213000 - Operating system enhancement software package
- 48223000 - Electronic mail software package
- 48310000 - Document creation software package
- 48500000 - Communication and multimedia software package
- 63121100 - Storage services
- 64000000 - Postal and telecommunications services
- 64216000 - Electronic message and information services
- 72212223 - Electronic mail software development services
- 72212311 - Document management software development services
- 72212780 - System, storage and content management software development services
- 72412000 - Electronic mail service provider
- 72512000 - Document management services
- 75100000 - Administration services
- 79410000 - Business and management consultancy services
- 79421000 - Project-management services other than for construction work
- 79421100 - Project-supervision services other than for construction work
- 79500000 - Office-support services
- 79570000 - Mailing-list compilation and mailing services
- 79800000 - Printing and related services

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

NUTS codes

- UK - United Kingdom

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

Business Process Outsourcing, Mailroom, Document and Data Managed Service This lot is capable of providing a fully outsourced managed service including either on or off-site mailroom management, digital mailroom management and document and data management services.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

### **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

### **II.2.14) Additional information**

Six (6) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

## **II.2) Description**

### **II.2.1) Title**

Hybrid Mail, Digital and Transformational Communications

Lot No

6

### **II.2.2) Additional CPV code(s)**

- 22821000 - Electoral forms
- 30131000 - Mailroom equipment
- 30133000 - Mailing equipment
- 30133100 - Bulk-mailing equipment
- 48000000 - Software package and information systems
- 48100000 - Industry specific software package
- 48200000 - Networking, Internet and intranet software package
- 48210000 - Networking software package
- 48211000 - Platform interconnectivity software package
- 48213000 - Operating system enhancement software package
- 48214000 - Network operating system software package
- 48219000 - Miscellaneous networking software package
- 48219700 - Communications server software package
- 48223000 - Electronic mail software package
- 48310000 - Document creation software package

- 48311000 - Document management software package
- 48311100 - Document management system
- 48313000 - Optical-character-recognition (OCR) software package
- 48320000 - Drawing and imaging software package
- 48328000 - Image-processing software package
- 48329000 - Imaging and archiving system
- 48500000 - Communication and multimedia software package
- 48613000 - Electronic data management (EDM)
- 48780000 - System, storage and content management software package
- 48781000 - System management software package
- 48782000 - Storage management software package
- 48920000 - Office automation software package
- 60161000 - Parcel transport services
- 64000000 - Postal and telecommunications services
- 64100000 - Post and courier services
- 64110000 - Postal services
- 64112000 - Postal services related to letters
- 64122000 - Internal office mail and messenger services
- 64216000 - Electronic message and information services
- 64216120 - Electronic mail services
- 72212223 - Electronic mail software development services
- 72212311 - Document management software development services
- 72212780 - System, storage and content management software development services
- 72412000 - Electronic mail service provider
- 72512000 - Document management services
- 79570000 - Mailing-list compilation and mailing services
- 79571000 - Mailing services
- 79800000 - Printing and related services
- 79823000 - Printing and delivery services
- 79824000 - Printing and distribution services
- 79900000 - Miscellaneous business and business-related services

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

NUTS codes

- UK - United Kingdom

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

Hybrid Mail, Digital and Transformational Communications This lot is capable of providing hybrid mail, digital and transformational communication services.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

## **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

## **II.2.14) Additional information**

Twenty (20) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

## **II.2) Description**

### **II.2.1) Title**

Inbound Delivery, Mail Opening and Digital Scanning Services

Lot No

7

### **II.2.2) Additional CPV code(s)**

- 64100000 - Post and courier services
- 64110000 - Postal services
- 64122000 - Internal office mail and messenger services
- 79500000 - Office-support services
- 79900000 - Miscellaneous business and business-related services

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

NUTS codes

- UK - United Kingdom

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

Inbound Delivery, Mail Opening and Digital Scanning Services This lot is capable of providing the provision of inbound delivery, mail opening and digital scanning services, which can be carried out either on or off-site or a blend of both.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

## **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

## **II.2.14) Additional information**

Ten (10) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

## **II.2) Description**

### **II.2.1) Title**

Security Screening Services

Lot No

Lot 8

### **II.2.2) Additional CPV code(s)**

- 43411000 - Sorting and screening machines
- 60160000 - Mail transport by road
- 60161000 - Parcel transport services
- 64100000 - Post and courier services
- 64110000 - Postal services

- 64112000 - Postal services related to letters
- 64113000 - Postal services related to parcels
- 64121000 - Multi-modal courier services
- 64121100 - Mail delivery services
- 79571000 - Mailing services
- 79710000 - Security services

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

NUTS codes

- UK - United Kingdom

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

Security Screening Services. This lot is capable of providing security screening services of a variety of inbound mail items, including documents and parcels for a range of hazardous items and materials.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

### **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

### **II.2.14) Additional information**

Two (2) suppliers were successfully awarded a framework contract to deliver services for this framework lot.

---

## **Section IV. Procedure**

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

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

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-008573](#)

---

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

### **Lot No**

Lot 1

A contract/lot is awarded: Yes

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

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

3 October 2023

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

Number of tenders received: 78



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

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

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street.

Liverpool

L3 9PP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £1,600,000,000

---

## **Section VI. Complementary information**

### **VI.3) Additional information**

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

As part of this contract award notice the following can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/93b9e9b3-c90a-41bd-9005-e92e3bad8788>

1) Redacted Commercial Agreement

2) List of Successful Suppliers

3) Approved Customer list

4) Transparency Agenda

On 02/04/2014, Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials

scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent

forms of threat coming from the internet. To participate in this procurement, bidders were required to demonstrate they comply with the

technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

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

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

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

Telephone

+44 3454102222

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/>

#### **VI.4.2) Body responsible for mediation procedures**

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/>