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Contract

Payout Services

Post Office Limited

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-033461

Procurement identifier (OCID): ocds-h6vhtk-0517dc ([view related notices](#))

Published 18 June 2025, 4:23pm

Scope

Reference

C103535

Description

The processing, printing and electronic/digital distribution of Payout Collateral using barcoded payments

Value of up to £960k inc vat Web portal in place, services to be used as an when required

Contract 1

Supplier

- ZUNOMA LIMITED

Contract value

- £800,000 excluding VAT
- £960,000 including VAT

Above the relevant threshold

Date signed

3 June 2025

Contract dates

- 3 June 2025 to 31 May 2026
- 11 months, 28 days

Main procurement category

Services

CPV classifications

- 22450000 - Security-type printed matter
- 79811000 - Digital printing services

- 79820000 - Services related to printing

Justification for not setting key performance indicators

n/a

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

Single supplier - technical reasons

The proposed direct award contract to Zunoma Limited ("ZL") for certain secure print services (the "Services") will be made on the basis of paragraph 41(1) and Schedule 5 paragraph 6 of the Procurement Act 2023. During the period of 6-12 months from 1 June 2025, there is an absence of competition for technical reasons such that only ZL can provide the Services and there is no reasonable alternative to ZL.

It would not be possible to compete the provision of the Services in the immediate short

term. Post Office has competitively procured a contract for the services (the "Procurement"); however, the conclusion of the Procurement has been delayed. ZL is the current provider of the services and is the only organisation that is currently mobilised to provide the services in accordance with Post Office and its clients' business processes. To ensure that the services continue to be provided in the period before Post Office is able to conclude the procurement exercise and mobilise the new contract, Post Office must award a contract to ZL.

ZL is the only organisation capable of providing the Services in the immediate future because it is the only supplier that currently has a portal that is linked to all of the Post Office systems. On conclusion of the Procurement, the new contract would require time to mobilise, including development of a secure portal that links to Post Office's existing systems. In addition, the new contract would need to on board the Post Office's clients. There is no other supplier that currently has the arrangements in place to provide the Services.

There is no reasonable alternative to ZL to provide the Services during the 6-12 month period from 1 June 2025 before the new contract has mobilised

Supplier

ZUNOMA LIMITED

- Companies House: 00352738
- Public Procurement Organisation Number: PLRC-7434-YZZW

45 Brampton Road

East Sussex

BN22 9AH

United Kingdom

Email: sales@zunoma.com

Website: <http://www.zunoma.com>

Region: UKJ22 - East Sussex CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Post Office Limited

- Companies House: 02154540
- Public Procurement Organisation Number: PRNP-5883-YMLG

100 Wood Street

London

EC2V 7ER

United Kingdom

Email: Procurement@postoffice.co.uk

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

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government