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Contract

SPPD - Postal Services Framework

Scottish Government

F03: Contract award notice

Notice identifier: 2025/S 000-036374

Procurement identifier (OCID): ocds-h6vhtk-04925d

Published 1 July 2025, 12:17pm

Section I: Contracting authority

I.1) Name and addresses

Scottish Government

5 Atlantic Quay, 150 Broomielaw

Glasgow

G2 8LU

Contact

Amy Smith

Email

amy.smith@gov.scot

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<http://www.scotland.gov.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10482

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

SPPD - Postal Services Framework

Reference number

SP-24-009

II.1.2) Main CPV code

- 64110000 - Postal services

II.1.3) Type of contract

Services

II.1.4) Short description

The Scottish Ministers wish to award a Framework Agreement for the provision of Postal Services for users throughout the public sector in Scotland. The Framework Agreement will comprise of 2 Lots with one supplier appointed to each:

Lot 1 – One Stop Shop for Physical Mail, Hybrid Mail, Scheduled/Regular Bulk Mail (Print & Post), Software and Digital Mail, and Mail Security Screening

Lot 2 – Hybrid Mail, Scheduled/Regular Bulk Mail (Print & Post), Software and Digital Mail Services

Lot limiting - Tenderers may bid for all Lots, however, a Tenderer may only be successful in one of these Lots. For Lots 1 and 2, we will undertake the evaluation in sequence and evaluate Lot 1 first. The Tenderers with the most economically advantageous tender in Lot 1 will be the preferred Tenderers for Lot 1. If the preferred Tenderers for Lot 1 also bid for Lot 2, they will be eliminated from consideration for Lot 2. From the remaining bids in Lot 2 the Tenderers with the most economically advantageous tender will be the preferred Tenderers for Lot 2.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.2) Description

II.2.1) Title

Lot 1 - One Stop Shop for Physical Mail, Hybrid Mail, Scheduled/Regular Bulk Mail (Print and Post), Software and Digital Mail and Mail Security Screening

Lot No

1

II.2.2) Additional CPV code(s)

- 64110000 - Postal services
- 64112000 - Postal services related to letters
- 64113000 - Postal services related to parcels

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Lot 1 of this Framework Agreement is for the provision of a One Stop Shop for the following postal services - Physical Mail, Hybrid, Scheduled/Regular Bulk Mail (Print and Post), Software and Digital Mail Services, and Mail Security Screening

Physical Mail - The collection and delivery of mail from Framework Public Bodies throughout Scotland, including the Highlands and Islands. It is prepared for posting by the Framework Public Body and collected by the Contractor from Framework Public Body sites. It is sorted by the Contractor and either delivered directly to recipients by the Contractor if they operate an end to end process, or injected into the Royal Mail network 'downstream' for final mile delivery by Royal Mail.

Off Site Hybrid - The Contractor shall provide an off site hybrid mail service via a web-based or cloud hosted solution allowing a fully digital process up to the point of print;

Scheduled/Regular Bulk mail - The production and delivery of planned or bulk mailings including includes, but is not limited to health screening service letters, generic health messaging, appointment letters and reminders; council tax notices and reminders, bursary notices, prospectus packs

Digital e Communications - The provision of additional and alternative options to physical print of mail items, including but not limited to SMS (text messaging) communications, Email communications, Secure web-based communications.

Software - The Contractor shall be permitted to deliver the required Hybrid, Scheduled Regular/Bulk (Print & Post) and Digital Mail services and/or solutions to Framework Public Body through the provision of the following: desktop solution and/or supporting software, web-based solutions and/or supporting software, development of a Framework Public Body portal or via a contractor's website interface.

Mail Security Screening - The Contractor shall be capable of fulfilling a broad range of Framework Public Body requirements this shall include security screening services for a variety of inbound mail items; which shall include documents and parcels; and the security screening shall be 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

The Authority accepts that Down Stream Access (DSA) may be a solution offered by Contractors under this Framework Agreement. Where this is the case, tenderers should be in possession of an access agreement with the universal service provider, Royal Mail, and if required to, be prepared to provide the Authority with evidence of this agreement.

II.2) Description

II.2.1) Title

Lot 2 - Hybrid Mail, Scheduled/Regular Bulk Mail (Print and Post), Software and Digital Mail

Lot No

2

II.2.2) Additional CPV code(s)

- 64110000 - Postal services
- 64112000 - Postal services related to letters

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

Lot 2 of this Framework Agreement is for the provision of the following postal services - Hybrid Mail, Scheduled/Regular Bulk Mail (Print and Post), Software and Digital

Mail Services.

Off Site Hybrid Mail - The Contractor shall provide an off site hybrid mail service via a web-based or cloud hosted solution allowing a fully digital process up to the point of print.

Scheduled/Regular Bulk Mail - The production and delivery of planned or bulk mailings including includes, but is not limited to health screening service letters, generic health messaging, appointment letters and reminders; council tax notices and reminders, bursary notices, prospectus packs.

Digital e Communications - The provision of additional and alternative options to physical print of mail items, including but not limited to SMS (text messaging) communications, Email communications, Secure web-based communications.

Software - The Contractor shall be permitted to deliver the required Hybrid, Scheduled Regular/Bulk (Print & Post), and Digital Mail services and/or solutions to Framework Public Body through the provision of the following: desktop solution and/or supporting software, web-based solutions and/or supporting software, development of a Framework Public Body portal or via a contractor's website interface.

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

The Authority accepts that Down Stream Access (DSA) may be a solution offered by Contractors under this Framework Agreement. Where this is the case, tenderers should be in possession of an access agreement with the universal service provider, Royal Mail, and if required to, be prepared to provide the Authority with evidence of this agreement.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2025/S 000-003953](#)

Section V. Award of contract

Contract No

SP-24-009

Lot No

1

Title

Lot 1 - One Stop Shop for Physical Mail, Hybrid Mail, Scheduled/Regular Bulk Mail (Print and Post), Software and Digital Mail and Mail Security Screening

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V. Award of contract

Contract No

SP-24-009

Lot No

2

Title

Lot 2 - Hybrid Mail, Scheduled/Regular Bulk Mail (Print and Post), Software and Digital Mail

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.3) Additional information

The estimated total value of 96,000,000 GBP advised at II.1.5 is a genuine estimate, which may be exceeded for services within scope, up to a value of 120,000,000 GBP.

The Framework agreement will be available for use by the Scottish Ministers (including Agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish Administration which are not ministerial offices, cross-border public authorities within the meaning of section 88(5) of the Scotland Act 1998, the Scotland Office, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, bodies regulated as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loan Company Limited, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, Scottish Futures Trust, Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, further or higher education institutions being fundable bodies within the meaning of Section 6 of the further and Higher Education

(Scotland) Act 2005, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing. In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisation.

Information about agencies of the Scottish Ministers, Scottish Non-Departmental Public Bodies and offices in the Scottish Administration which are not ministerial offices are listed at:

<http://www.scotland.gov.uk/Topics/Government/public-bodies/about/Bodies>

(SC Ref:803110)

VI.4) Procedures for review

VI.4.1) Review body

Edinburgh Sheriff Court and Justice of the Peace Court

27 Chambers Street

Edinburgh

EH1 1LB

Telephone

+44 1312252525

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

An economic operator that suffers or risks suffering loss or damage attributable to a breach of duty under Public Contracts (Scotland) Regulations 2015 may bring proceedings in the Sheriff Court or Court of Session.

