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Contract

Customer Research

Post Office Limited

F03: Contract award notice

Notice identifier: 2025/S 000-058463

Procurement identifier (OCID): ocds-h6vhtk-059ef2

Published 22 September 2025, 12:27pm

Section I: Contracting authority

I.1) Name and addresses

Post Office Limited

100 Wood Street

London

EC2V7ER

Email

procurement@postoffice.co.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

02154540

Internet address(es)

Main address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Postal and Associated Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Research

Reference number

C103475

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

Customer Research via CCS Framework RM6126 Research and Insights

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: £640,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

A tender was completed using the suppliers from a search using the filters on the RM6126 Research and Insights.

Customer Research services

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

optional 2 x 12 month extensions

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 procurement falls outside the scope of application of the regulations

Explanation:

The procurement was done via the CCS framework in place under RM6126.

Suppliers were selected using the Research and Insights DPS,

the requirement to publish an opportunity notice on Contracts Finder does not apply to that procurement.

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

C103475

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 September 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Quadrangle Research Group Limited

London

SE1 1LB

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

08064640

The contractor is an SME

Yes

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

Total value of the contract/lot: £640,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom