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Tender

Combined Facilities Management Services

Post Office Limited

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062302

Procurement identifier (OCID): ocds-h6vhtk-050fcf

Published 3 October 2025, 4:29pm

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Scope

Description

Combined Facilities Management Services

- Summary

The chosen contractor for this procurement shall have responsibility for all planned & reactive maintenance including, where required, compliance. In addition, it shall have partial (mainly reactive) responsibility for some of the equipment operated in and limited signage at Post Office's agency outlets. They shall have responsibility for all maintenance of it's Regional Offices 'Admin Centres' and Secure Warehouses (Cash Operations), including some of the specialist equipment. As a non-exhaustive summary, responsibilities shall include, but not be limited to the below core services.

- Core Scope:

- Planned and reactive maintenance services including, but not limited to:

- Heating, Ventilation and Air Conditioning (HVAC) Systems and Services

- Mechanical and Electrical Systems and Services
- Building Fabric Services
- Water Systems Services
- Secure Warehouse Services
- Business Support Services
- Lifts Services
- Energy and Utilities Services
- Motor Transport Support Services
- Vacant Property Services
- Soft FM services including:
 - Cleaning
 - Office Managed Services
 - Waste Management
 - Catering
 - Vending
 - Grounds Maintenance
 - Window Cleaning
 - Pest Control
 - Removals/Site Clearance

Total value (estimated)

- £70,800,000 excluding VAT

- £84,960,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 6 August 2026 to 5 August 2031
- Possible extension to 5 August 2036
- 10 years

Description of possible extension:

The contract is broken down into an initial period of 60 months, with two optional extensions:

Extension 1 - 36 months

Extension 2 - 24 months

Main procurement category

Services

CPV classifications

- 79993100 - Facilities management services

Contract locations

- UK - United Kingdom

Justification for not using lots

Post Office opted not to break the requirement into smaller lots (for example: splitting Hard and Soft FM) on the basis that, as the property portfolio reduces, the overhead to manage two separate contracts would lead to inefficiencies.

Participation

Legal and financial capacity conditions of participation

Financial Requirements (including details of insurances required by the proposed commencement date) are included within the PSQ documents.

Technical ability conditions of participation

Technical ability standards are as set out in the PSQ documents.

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

21 October 2025, 11:59pm

Submission type

Tenders

Tender submission deadline

10 November 2025, 12:00pm

Submission address and any special instructions

Suppliers can access the Procurement documents via <https://postoffice.wax-live.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

30 April 2026

Recurring procurement

Publication date of next tender notice (estimated): 1 October 2035

Award criteria

Name	Description	Type	Weighting
Technical Evaluation	60% of the Evaluation Criteria has been allocated to Technical Responses. 10% of the 60% is assigned to Social Value	Quality	60%
Commercial Evaluation	40% of the Evaluation Criteria is assigned to Commercial Evaluation	Cost	40%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Competitive flexible procedure

Competitive flexible procedure description

- Through the PSQ Process, Post Office intends to down select the number of Bidders that it intends to invite to submit a response to the ITT to 5*. The process for awarding the Contract is set out in the Draft ITT which is provided as part of this PSQ document.

- Prior to completing or responding to The PSQ, Post Office require that all suppliers register with the Government Central Digital Platform ('CDP'). Information on the CDP, including details of how to register, can be found on <https://www.find-tender.service.gov.uk/>.
- Bidders must fully complete all elements of the PSQ in order for their response to be considered valid. Only valid responses shall be evaluated.
- Bidders who self-certify that they meet the requirements of the PSQ will be required to provide evidence of this if they are successful at contract award stage.
- The PSQ also requires that Bidders demonstrate their technical and professional ability (Part 3). Bidder's answers to this Section will be evaluated by Post Office in accordance with paragraph 8.2 (Technical and/or professional capability) of the PSQ.
- Following PSQ evaluation, Post Office intends to invite the top 5* ranked Bidders that have met all mandatory/minimum requirements from the PSQ phase to complete and return the ITT documents. Whether Post Office proceeds to a further Invitation to Submit Final Tender (ITSFT) stage, shall be determined by the outcome of the evaluation of the ITT - the criteria for this are set out in the draft ITT documents which form part of the PSQ documentation.

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*Should there be a tie for 5th place between two or more Bidders in the PSQ or for 2nd in the ITT, Post Office reserves the right to invite more than 5 Bidders to respond to the ITT or 2 Bidders to the ITSFT.

Documents

Associated tender documents

<https://postoffice.wax-live.com>

Suppliers who are interested in this requirement will need to register on the Post Office e-sourcing portal and access the following project Property CFM Services. They will need to complete and submit a PSQ response on the Post Office e-sourcing portal.

To do this please access the portal using this link :

<https://postoffice.wax-live.com>

This will take you to a log on screen.

Click on the "Register Here" button.

This will take you to a registration form to complete and submit which will result in an email giving log in/activation details.

NOTE: that the log on/activation email may appear in your Spam folder.

The Instructions can also be found at the following link

<https://corporate.postoffice.co.uk/media/fcgegvzb/web3-user-guide-supplier-log-on-and-register.pdf>

If there are issues logging in please email procurement@postoffice.co.uk for assistance - providing as much detail as possible (screenshots etc).

It is anticipated that the Service Commencement date shall be 6th August 2026.

Technical specifications to be met

<https://postoffice.wax-live.com>

Technical Specification can be found within the Draft Agreement, which is attached to the Tender documentation.

All Tender documentation, including Proposed Agreement (in draft) and the Specification (found within the Proposed Agreement) can be downloaded by following the link above and completing the registration process.

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 undertaking (commercial organisation subject to public authority oversight)