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Contract

Postmaster Inclusion Framework Evaluation

Department for Business & Trade

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

Notice identifier: 2025/S 000-080782

Procurement identifier (OCID): ocids-h6vhtk-05f124

Published 8 December 2025, 4:30pm

Scope

Reference

CR_5249

Description

The proposed research aims to provide an independent, external 'early insights' evaluation of the ongoing postmaster engagement initiatives implemented by Post Office Limited (POL). These ongoing initiatives will be assessed against government priorities and objectives, different stakeholders' expectations and understandings of what good engagement means. The research aims to generate early insights into what is and isn't working in postmaster inclusion and to understand what success looks like for postmaster inclusion, which will form the basis for recommendations on how to improve the ongoing initiatives or change the current approach.

Contract 1. Postmaster Inclusion Framework Evaluation

Supplier

- TONIC

Contract value

- £86,485 excluding VAT
- £103,782 including VAT

Below the relevant threshold

Date signed

4 December 2025

Contract dates

- 8 December 2025 to 31 March 2026
- 3 months, 24 days

Main procurement category

Services

CPV classifications

- 73110000 - Research services

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Below threshold - without competition

Supplier

TONIC

- Companies House: 06141892

86-90 Paul Street

London

EC2A4NE

United Kingdom

Email: engage@tonic.org.uk

Website: <https://www.tonic.org.uk/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Postmaster Inclusion Framework Evaluation

Contracting authority

Department for Business & Trade

- Public Procurement Organisation Number: PZZJ-6312-QTTD

Old Admiralty Building

London

SW1A 2DY

United Kingdom

Email: DataAndSystems@businessandtrade.gov.uk

Region: UKI32 - Westminster

Organisation type: Public authority - central government