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Contract

Customer Experience Platform

MONEY AND PENSIONS SERVICE

F03: Contract award notice

Notice identifier: 2025/S 000-085329

Procurement identifier (OCID): ocds-h6vhtk-05fb64

Published 22 December 2025, 11:37am

Section I: Contracting authority

I.1) Name and addresses

MONEY AND PENSIONS SERVICE

Money & Pensions Service Borough Hall

Bedford

MK429AB

Contact

adrian curtis

Email

adrian.curtis@maps.org.uk

Country

United Kingdom

Region code

UKH24 - Bedford

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.maps.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Experience Platform

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

To Provide a Cloud based - Customer Experience Platform subscription, Licensing and support for the contract duration

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: £615,119

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

II.2.4) Description of the procurement

To provide a Customer Experience platform.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

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:

G Cloud 14 Framework used

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 December 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

Capricorn Ventis Limited

Anglesey

Country

United Kingdom

NUTS code

- UKL - Wales

Companies House

06959816

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £615,119

Total value of the contract/lot: £615,119

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Money and Pensions Service

Bedford

Country

United Kingdom