

United Kingdom-London: IT services: consulting, software development, Internet and support
OJ S 105/2020 02/06/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Post Office Ltd
National registration number: 2154540
Postal address: 20 Finsbury Street
Town: London
NUTS code: UK United Kingdom
Postal code: EC2Y 9AQ
Country: United Kingdom
Contact person: Angus McDonald
E-mail: angus.mcdonald@postoffice.co.uk
Internet address(es):
Main address: <https://www.postoffice.co.uk/>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://postoffice.wax-live.com/S2C/>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Postal services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Digital Capability Framework Agreement

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Post Office Ltd (POL) is running this procurement process to establish a panel of digital specialists to support, as may be required, the digital teams in delivering the highest standard of service and digital support to the business.

II.1.5. Estimated total value

Value excluding VAT: 75 000 000,00 GBP

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 4

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

POL is not inviting submissions for lot 5. Lot 5 will be awarded to suppliers who have tendered for and achieved a sufficiently high enough score across lots 1 to 4. Details of the process are set out in the procurement documents.

II.2. Description

II.2.1. Title

Experience Design (Insight, Research, UX, UI, Design)

Lot No: 1

II.2.2. Additional CPV code(s)

72210000 Programming services of packaged software products, 73200000 Research and development consultancy services, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Experience design (Insight, Research, UX, UI, Design).

Understanding customer needs, generating actionable insight and using design thinking methods to create new solutions that are on par with or exceed best practice. This includes brochure ware design as well as sales funnels and formative and summative research.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 13 000 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Initial term of 2 years with two renewals of 1 year each. Renewals are options and at POLs sole discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10 Objective criteria for choosing the limited number of candidates:

As set out in the procurement documents.

II.2.10. Information about variants

Variants will be accepted: no

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**II.2. Description****II.2.1. Title**

Product Management and Ownership
Lot No: 2

II.2.2. Additional CPV code(s)

73200000 Research and development consultancy services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Product management and ownership — generating and gathering requirements for product changes or new product features and campaigns. Running Scrum development teams including planning, creating and grooming backlogs.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 13 000 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Initial term of 2 years with two renewals of 1 year each. Renewals are options and at POL's sole discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10 Objective criteria for choosing the limited number of candidates:

As set out in the procurement documents.

II.2.10. Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Development, Test and Delivery
Lot No: 3

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72422000 Internet or intranet server application development services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Development, test and delivery — development expertise to deliver new solutions, applications, integrations, web pages and features. Providing full stack application management through the product lifecycle, including app and infrastructure support.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 13 000 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Initial term of 2 years with two renewals of 1 year each. Renewals are options and at POL's sole discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10
Objective criteria for choosing the limited number of candidates:

As set out in the procurement documents.

II.2.10. Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Measurement and Optimisation
Lot No: 4

II.2.2. Additional CPV code(s)

73000000 Research and development services and related consultancy services

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Measurement and optimisation — continuous improvement of customer journeys, understanding customer behaviour, conversion rate optimisation, search engine optimisation and implementation of analytics tagging across systems and platforms to understand and meet data goals.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 13 000 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Initial term of 2 years with two renewals of 1 year each. Renewals are options and at POL's sole discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10 Objective criteria for choosing the limited number of candidates:

As set out in the procurement documents.

II.2.10. Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Cover-all Digital Capability Services
Lot No: 5

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 72200000 Software programming and consultancy services, 72210000 Programming services of packaged software products, 72422000 Internet or intranet server application development services, 73200000 Research and development consultancy services, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

Lot 5 is an amalgamation of lots 1 through to 4 and the services to be delivered under lot 5 are those described under each of lots 1 to 4. Further details are set out in the additional information.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 25 000 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Initial term of 2 years with two renewals of 1 year each. Renewals are options and at POL's sole discretion.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 1 Objective criteria for choosing the limited number of candidates:

Please note, the number of envisaged candidates is 0, the form does not allow us to put this as an entry. Not applicable. All decisions relating to lot 5 will be made at contract award stage. Please see the procurement documents for further information.

II.2.10. Information about variants

Variants will be accepted: no

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**Section III: Legal, economic, financial and technical information**

III.1. Conditions for participation**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Restricted procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 25

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

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 01/07/2020 Local time: 13:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 20/07/2020

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Each lot will be treated as a separate contract award procedure. Lot 5 of this procurement process is a combined lot of the services to be supplied under each of lots 1 to 4. POL is not inviting either SQ responses or tenders for lot 5. At contract award stage POL will undertake a process whereby it will identify those suppliers who have tendered for all four lots and determine a cross-lot score which it will use to rank suppliers. The five highest cross-lot ranking supplies will be invited to join the framework on lot 5. This will be instead of appointment of the other lots. POL reserves the right to reduce the scope of lot 5 so that it covers 3 of the four lots, if this is appropriate. Details of the process and the rationale for it is set out in the procurement documents.

Requests to participate will be accepted from groupings of economic operators (consortia). In the event of a successful consortium bid, the contracting authority may specify that the consortium member takes a particular legal form and/or require that a single consortium member takes primary liability or that each member undertakes joint and several liability irrespective of the legal form adopted. Where a subsidiary company is used, the ultimate

parent company may be required to provide a guarantee in respect of the performance of the contract by the subsidiary before acceptance.

The authority reserves the right not to award any or part of this contract, postpone or terminate the procurement process (or part of it).

The authority is not liable for any costs (including third party costs, fees or expenses) incurred by those expressing an interest in or bidding for this contract opportunity and no implied contract is created.

Tenders and all supporting documentation for the contracts must be priced in sterling and written in English. Any agreements entered into will be governed by English law and subject to the exclusive jurisdiction of the English courts.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Post Office Ltd

Postal address: 20 Finsbury Street

Town: London

Postal code: EC2Y 9AQ

Country: United Kingdom

VI.5. Date of dispatch of this notice

28/05/2020