

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

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**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: UKI London

Postal code: EC2Y 9AQ

Country: United Kingdom

Contact person: Angus McDonald

E-mail: [angus.mcdonald@postoffice.co.uk](mailto:angus.mcdonald@postoffice.co.uk)

**Internet address(es):**

Main address: [www.postoffice.co.uk/](http://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 electronically via: <https://postoffice.wax-live.com/S2C/>

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

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**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)**

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

Product Management and Ownership  
Lot No: 2

**II.2.2. Additional CPV code(s)**

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

72421000 Internet or intranet client application development services, 72422000 Internet or intranet server application development services, 72200000 Software programming and consultancy services, 72000000 IT services: consulting, software development, Internet and support

##### **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)**

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

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, 72210000 Programming services of packaged software products, 73200000 Research and development consultancy services, 79300000 Market and economic research; polling and statistics, 72421000 Internet or intranet client application development services, 72422000 Internet or intranet server application development services, 72200000 Software programming and consultancy services

### **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 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: 1 Objective criteria for choosing the limited number of candidates:

Please note, there are no candidates being invited to respond to lot 5 however the form does not allow a value of 0. 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

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### 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

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### 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: 14/08/2020 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

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### 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 three 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

Town: London

Country: United Kingdom

##### **VI.5. Date of dispatch of this notice**

28/05/2020