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Tender

Back Office Application Support and Modernisation

Post Office

F02: Contract notice

Notice identifier: 2025/S 000-003369

Procurement identifier (OCID): ocds-h6vhtk-04dac8

Published 31 January 2025, 4:43pm

Section I: Contracting authority

I.1) Name and addresses

Post Office

100 Wood Street

LONDON

EC2V 7ER

Email

procurement@postoffice.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

02154540

Internet address(es)

Main address

<https://corporate.postoffice.co.uk>

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://corporate.postoffice.co.uk/en/governance/our-suppliers/working-with-us/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://corporate.postoffice.co.uk/en/governance/our-suppliers/working-with-us/>

I.4) Type of the contracting authority

Other type

Postal Service

I.5) Main activity

Other activity

Banking, Retail and Postal Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Back Office Application Support and Modernisation

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 are looking to procure new suppliers to provide application management, hosting and support for various existing Back-Office applications and services.

Post Office will Lot this tender to cover different service aspects, the proposed Lot structure is:

Lot 1 - Finance applications support

Lot 2 - Databases and database applications support

Lot 3 - Customer Service Management support

Lot 4 - Robotic Process Automation support

Lot 5 - Infrastructure and Hosting

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

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

There are no restrictions on the number of Lots that could be awarded to each supplier.

II.2) Description

II.2.1) Title

Finance applications support

Lot No

1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Post Office are looking to procure a new supplier to provide application management, hosting and support for various existing Back-Office applications and services.

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Lot 5 - Infrastructure and Hosting

II.2.5) Award criteria

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

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

Start date

1 August 2025

End date

31 July 2030

This contract is subject to renewal

Yes

Description of renewals

Option to extend for a further 3 years in total, made up of an initial 24 months and then a single 12 month option.

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The 5 highest scoring potential providers based on the selection questionnaire.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Databases and database applications support

Lot No

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Post Office are looking to procure a new supplier to provide application management, hosting and support for various existing Back-Office applications and services.

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The 5 highest scoring potential providers based on the selection questionnaire.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Customer Service Management support

Lot No

3

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Robotic Process Automation support

Lot No

4

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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II.2.5) Award criteria

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Objective criteria for choosing the limited number of candidates:

The 5 highest scoring potential providers based on the selection questionnaire.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Infrastructure and Hosting

Lot No

5

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

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The 5 highest scoring potential providers based on the selection questionnaire.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

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

Date

31 March 2025

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Further details can be found on Post Office's e-sourcing platform Web3.

Suppliers requesting participation will be required to sign an NDA and, where they are an existing Post Office supplier for relevant services, an Ethical Walls Agreement. Access will only be granted once these are in place.

Responses must be submitted by the 31st March 2025.

Please contact procurement@postoffice.co.uk for more details.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom