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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](mailto: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

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## **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.

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.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.

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

Lot 1 - Finance applications support

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Lot 3 - Customer Service Management support

Lot 4 - Robotic Process Automation support

Lot 5 - Infrastructure and Hosting

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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: 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**

Post Office are looking to procure a new supplier 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

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Lot 3 - Customer Service Management support

Lot 4 - Robotic Process Automation support

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

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31 July 2030

This contract is subject to renewal

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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: 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**

Post Office are looking to procure a new supplier 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.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: 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**

Post Office are looking to procure a new supplier 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:

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### **II.2.5) Award criteria**

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Start date

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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: No

**II.2.11) Information about options**

Options: No

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## **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

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## **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

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## **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](mailto: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