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Award

Back Office Application Support and Modernisation

Post Office Limited

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-014581

Procurement identifier (OCID): ocids-h6vhtk-0655a0 ([view related notices](#))

Published 18 February 2026, 9:21 am

Scope

Reference

C103850

Description

The Back Office IT services contract covers the end-to-end hosting, operation and maintenance of Post Office Limited (POL) core applications and platforms (excluding the Horizon System and Services). This includes business-critical systems supporting finance and ERP, human resources, master and reference data, management information and reporting, integration services, and process automation. These workloads are primarily delivered from the cloud and include a mix of applications, data, integration, and platform services that collectively underpin POL's day-to-day operations.

The service encompasses responsibility for the secure, resilient, and performant operation of the estate throughout the contract term. This includes the ongoing support of live production services, maintenance of legacy systems where required, operational monitoring, incident resolution, change and release activity, and business continuity arrangements. The service is designed to allow the Post Office to consume these capabilities as a managed outcome, without the need to directly operate or support the

underlying applications or infrastructure.

Alongside steady-state operations, the service includes working in partnership with Post Office to support continuous improvement and technology evolution. This includes platform optimisation, automation, and prepare and conduct application modernisation, migration or decommissioning as POL's business and technology landscape evolves, while ensuring services remain secure, compliant, and fit for purpose.

Contract 1. Back Office Application Support and Modernisation

Supplier

- Accenture (UK) Limited

Contract value

- £45,000,000 excluding VAT
- £54,000,000 including VAT

Above the relevant threshold

Award decision date

18 February 2026

Standstill period

- End: 27 February 2026

- 8 working days

Earliest date the contract will be signed

20 March 2026

Contract dates (estimated)

- 1 April 2026 to 30 June 2029
- 3 years, 3 months

Main procurement category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Procedure

Procedure type

Direct award

Supplier

Accenture (UK) Limited

- Companies House: 04757301

30 Fenchurch Street

London

EC3M 3BD

United Kingdom

Email: PostOffice.CM@accenture.com

Website: <https://www.accenture.com/gb-en>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Back Office Application Support and Modernisation

Contracting authority

Post Office Limited

- Companies House: 02154540
- Public Procurement Organisation Number: PRNP-5883-YMLG

100 Wood Street

London

EC2V 7ER

United Kingdom

Email: Procurement@postoffice.co.uk

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

Region: UKI31 - Camden and City of London

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)