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Pipeline

Multi-Sourcing of Horizon IT Services

Post Office Limited

UK1: Pipeline notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-019789

Procurement identifier (OCID): ocds-h6vhtk-050efb ([view related notices](#))

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Scope

Description

This is a single Procurement consisting of two Lots:

Lot 1 - Datacentres Operations and Levels 3 and 4 Application Support and Management including transition and virtualisation to Cloud based technologies. Responsible for:

- take over the existing Horizon Services (as detailed above) on a WITO basis (excluding network interconnections between data centres);
- be responsible for maintaining and supporting IT infrastructure within the data centre;
- manage bespoke applications and integrations;
- stabilise the current Horizon Services; and
- execute key transformations such as cloud migration.

Lot 2 COTS - EPOS - Transformation of POL's technology using COTS software. Responsible for:

- cloud hosted and be a consumption and/or flexible based eCommerce service;
- use event-driven microservice architecture using standards based integration (API) and industry recognised core service;
- include a structured data layer or open standards integration to other COTS data platforms; and
- be a modular service structure that includes:
 - i. journey engine;
 - ii. point of sale (POS), EPOS & mobile POS services;
 - iii. customer engagement & insights;
 - iv. retail and/or retail POS integration;
 - v. counter solutions; and
 - vi. options for pick up and drop off, and self-service kiosks.

Total value (estimated)

- £410,000,000 excluding VAT
- £492,000,000 including VAT

Contract dates (estimated)

- 5 June 2026 to 4 June 2031
- 5 years

Main category

Services

CPV classifications

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

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

30 June 2025

Procedure

Procedure type

Competitive flexible procedure

Above or below total value threshold

Above or equal to threshold

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 authority - central government