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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 000-019798

Procurement identifier (OCID): ocds-h6vhtk-050efb

Published 8 May 2025, 3:35pm

### Changes to notice

This notice has been edited. The [previous version](#) is still available.

Updated Lot 1 Description.

### Scope

### Description

This is a single Procurement consisting of two Lots:

Lot 1 - Replacement Service Provider - 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

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### **Submission**

#### **Publication date of tender notice (estimated)**

30 June 2025

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## Procedure

### Procedure type

Competitive flexible procedure

### Above or below total value threshold

Above or equal to threshold

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## 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](mailto:Procurement@postoffice.co.uk)

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

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government