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Pipeline

ATM & Deposit Device Hardware Supply and Managed Services

Post Office Limited

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

Notice identifier: 2025/S 000-021017

Procurement identifier (OCID): ocds-h6vhtk-051278 ([view related notices](#))

Published 13 May 2025, 7:30pm

Scope

Reference

AA1473 - PME

Description

A) ATM & Multi-Function Deposit (MFD) Managed Services

To support an existing ATM network (cash dispense notes only) of c.1,400 devices. The volume may increase by up to 500 devices (this is not guaranteed growth).

To support a range of MFDs (cash dispense notes only and deposit of notes and coins). Anticipated volumes are 400 devices by the start of 2028 which may increase by another 400 devices beyond 2028 (this is not guaranteed)

Options for a full turnkey solution for ATM and MFD will be explored throughout the PME process including ATM driving and transaction processing services.

Key services to be included in the procurement are Provision of a fully managed service

solution to support both cash dispense and cash deposit functionality (including notes and coin for deposit).

The scope of the services will include:

a. Provision and management of a suitable and future proofed secure telecommunications infrastructure to support an ATM / Multi-Function Deposit (MFD) network including both wireless and wired solutions. The solution must be capable of supporting transactions at the devices and remote software upgrades.

b. Provision of a suitable software stack and ongoing software upgrades and maintenance to support ATMs and MFDs to include as a minimum the following services

i. Cash withdrawal (with and without receipt)

ii. Cash deposit - notes and coins.

iii. Cash recycling

iv. Balance enquiry / mini statements (scheme dependent) to screen or printed.

v. Combined Balance and Cash transaction

vi. PIN Management Services (PIN Change and Unlock to eligible cards).

vii. Welsh Language Functionality

viii. Text to Speech Functionality

ix. Multiple Language capability for Visa and Mastercard transactions

x. Have onscreen marketing ad branding functionality for POL.

xi. Contactless services (Scheme dependent)

c. A future proofed solution that and enables the introduction of other services including but not limited to, bill payment, staged contactless transactions etc.

d. The software solution must comply with LINK, MasterCard, Visa and PCI regulations (to the extent that the latter's rules apply to the processing of cash transactions), including but not limited to support for Automatic Key Distribution (AKDS), accommodating the key exchange scheme required for each applicable hardware manufacturer (currently Hyosung and NCR) in the host environment.

- e. Provision of a comprehensive hardware maintenance solution to support ATMs and MFDs. This may include differentiated service provisioning based on such criteria as transaction volumes, location etc.
- f. Consumable provision e.g. receipt rolls
- g. Training and training materials including for Postmasters including but not limited to manuals, quick reference guides and videos.
- h. Provision and management of a suitable monitoring and event management system.
- i. Provision of a suitable helpdesk to support inbound queries received from Postmasters and POL employees and to proactively contact Postmasters to ensure that they undertake the required basic first line maintenance (FLM) and cash management tasks.
- j. cleaning services - including regular and ad hoc cleaning.
- k. IMAC services to include:
 - i. Device installations
 - ii. Device removals
 - iii. Device relocations within the same premises or to alternative premises
 - iv. Signage solutions included illuminated signage where required.
 - v. Comprehensive IMAC turnkey service from initial survey to completion of all works (including but not limited to glazing, brickwork, and stonework), management of all contractors on site and provision of all required sign off and the provision of compliance paperwork.
- l. Physical and logical security solutions to prevent theft and fraud. Including but not limited to chains, anchoring solutions, locks, anti-cash and card trapping, anti-skimming solutions etc.
- m. Account management services including the provision of a suitably qualified and experienced Account Director, provision of regular and ad hoc reports, adherence to and attendance at governance forums etc.

B) Supply of ATM and MFD hardware

To supply new ATMs for the Post Office network and for Banking Hubs. (cash dispense notes only) of up to 500 units. This is not guaranteed growth.

To supply new MFDs for the Post Office network and for Banking Hubs (cash and may require coin) of up to 800 units. This is not guaranteed growth.

Outright purchase and other financial models including leasing and for example shared costs and revenue / per click models may be considered.

1. The supply of ATM cash dispensing hardware - including internal free-standing devices (both front and rear servicing) and through the wall models.
2. The supply of MFD hardware for notes and coins including internal free-standing devices (both front and rear servicing) and through the wall models.
3. Where devices are capable of multi-function services these may include cash recycling.

Post Office will issue a Pre-market Engagement Notice in advance of the Tender Notice to engage with interested parties.

Total value (estimated)

- £48,000,000 excluding VAT
- £57,600,000 including VAT

Contract dates (estimated)

- 15 March 2027 to 14 March 2032
- 5 years

Main category

Services

CPV classifications

- 30123200 - Automatic cash dispensers
- 30123600 - Coin-handling machines
- 30123610 - Coin-sorting machines
- 30123620 - Coin-counting machines
- 30123630 - Coin-wrapping machines
- 30145100 - Calculator rolls
- 30213000 - Personal computers
- 30231000 - Computer screens and consoles
- 30232000 - Peripheral equipment
- 30233000 - Media storage and reader devices
- 30237251 - Computer cleaning kits
- 32400000 - Networks
- 32510000 - Wireless telecommunications system
- 32520000 - Telecommunications cable and equipment
- 32560000 - Fibre-optic materials
- 32570000 - Communications equipment
- 32580000 - Data equipment
- 35121200 - Detector for forged money
- 35121300 - Security fittings
- 35121400 - Security bags
- 35121500 - Seals
- 35121600 - Tags
- 44111000 - Building materials

- 44112000 - Miscellaneous building structures
- 44114000 - Concrete
- 44115310 - Roller-type shutters
- 44115800 - Building internal fittings
- 44140000 - Products related to construction materials
- 44190000 - Miscellaneous construction materials
- 44200000 - Structural products
- 44300000 - Cable, wire and related products
- 44421000 - Armoured or reinforced safes, strongboxes and doors
- 44423400 - Signs and related items
- 44520000 - Locks, keys and hinges
- 44800000 - Paints, varnishes and mastics
- 44900000 - Stone for construction, limestone, gypsum and slate
- 45000000 - Construction work
- 48150000 - Industrial control software package
- 48170000 - Compliance software package
- 48200000 - Networking, Internet and intranet software package
- 50312310 - Maintenance of data network equipment
- 50312320 - Repair of data network equipment
- 50312610 - Maintenance of information technology equipment
- 50312620 - Repair of information technology equipment
- 50320000 - Repair and maintenance services of personal computers
- 50334100 - Repair and maintenance services of line telephony equipment

- 50334110 - Telephone network maintenance services
- 50610000 - Repair and maintenance services of security equipment
- 51000000 - Installation services (except software)
- 66112000 - Deposit services
- 66114000 - Financial leasing services
- 66115000 - International payment transfer services
- 66152000 - Financial market regulatory services
- 66172000 - Financial transaction processing and clearing-house services
- 66180000 - Foreign exchange services
- 90650000 - Asbestos removal services
- 90690000 - Graffiti removal services
- 98391000 - Decommissioning services
- 98392000 - Relocation services
- 98395000 - Locksmith services

Contract locations

- UK - United Kingdom

Submission

Publication date of tender notice (estimated)

1 September 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