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Planning

Horizon Services Multi-Sourcing - Data Centre Operations

More titles:

Horizon Services Multi-Sourcing - Network Services related to the Data Centres

Horizon Services Multi-Sourcing - Application Support & Third/Fourth Line Support Services

Post Office Limited

F01: Prior information notice
Prior information only
Notice identifier: 2024/S 000-032866
Procurement identifiers (OCIDs): ocds-h6vhtk-04ab7d, ocds-h6vhtk-04ab7e, ocds-h6vhtk-04ab7f
Published 11 October 2024, 4:08pm

Section I: Contracting authority

I.1) Name and addresses

Post Office Limited

100 Wood Street

London

EC2V 7ER

Email

procurement@postoffice.co.uk

Country

United Kingdom

Region code

UKI - London

Companies House

02154540

Internet address(es)

Main address

https://www.postoffice.co.uk/

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

http://redirect.transaxions.com/events/QPt6t

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Horizon Services Multi-Sourcing - Data Centre Operations

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 run a procurement for Horizon Data Centre Operations.

II.1.5) Estimated total value

Value excluding VAT: £45,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

- UKK - South West (England)

- UKN - Northern Ireland

Main site or place of performance

Belfast, Northern Ireland

II.2.4) Description of the procurement

Post Office are looking for a supplier to provision the Horizon Data Centre Operations related to both the two data centres in Belfast, Northern Ireland and some test environments at other locations in the UK (e.g. Stevenage & Bracknell).

Some of the key activities involved with this include onsite support at the primary and secondary data centres in Belfast, Ireland. Data centre building, physical security & Data centre operations e.g. patching, hardware upgrades, incident resolution, Systems management including event monitoring, software distribution, availability management, problem management- Configuration management.

II.3) Estimated date of publication of contract notice

1 June 2026

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Horizon Services Multi-Sourcing - Network Services related to the Data Centres

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 for a supplier to manage and execute the Central Network Services specifically related to the two data centres in Belfast, Northern Ireland and some Test Environments in the UK.

II.1.5) Estimated total value

Value excluding VAT: £10,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

- UKK - South West (England)

- UKN - Northern Ireland

Main site or place of performance

Belfast, Northern Ireland.

II.2.4) Description of the procurement

Some of the key activities involved with the Horizon Central Network Service are Data Centre Network: LAN, security perimeter (firewalls, proxy servers, radius servers) and Data Centre interconnects, Network Management, including Incident Management, Capacity Management and Break Fix support for network hardware.

II.3) Estimated date of publication of contract notice

1 June 2026

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Horizon Services Multi-Sourcing - Application Support & Third/Fourth Line Support Services

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

Horizon Application Support including Third and Fourth Line Support Services.

II.1.5) Estimated total value

Value excluding VAT: £45,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

• UK - United Kingdom

II.2.4) Description of the procurement

Post Office are seeking a supplier to execute Horizon application support and ongoing development.

Some of the key activities involved include Horizon application third and fourth line software support and fix, Incident & Problem Management, manage the development, change cycle and testing for codebase supporting Horizon (primarily Java), Oracle database support and administration and investigation and resolution of new software incidents within branch and/or central Horizon infrastructure

II.3) Estimated date of publication of contract notice

1 June 2026

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

Suppliers will be required to register their interest and sign a standard POL NDA (unamended) before they are granted access to more information.