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Planning

Banking Automation - Managed Services & Supply of ATMs & Deposit Devices

Post Office Limited

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-040157

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

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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 process including ATM switching and driving services.

1. Provision of a managed services solution for ATMs to support both cash dispense and cash deposit including notes and coin for deposit.

2. The scope of the services will include:

a. Provision and management of a suitable and future proofed telecommunications infrastructure to support an ATM / Multi-Function Deposit (MFD) network.

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

iv. Combined Balance and Cash transaction

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

vi. Welsh Language Functionality

vii. Text to Speech Functionality

viii. Multiple Language capability for Visa and Mastercard transactions

ix. Have onscreen marketing ad branding functionality for POL.

x. Contactless services

c. To deliver a solution that is future proofed and enables the introduction of other services including but not limited to, bill payment, staged 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 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
- k. IMAC services to include:
 - i. Device installations
 - ii. Device removals
 - iii. Device relocations
 - iv. Signage
- v. Comprehensive 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 compliance paperwork.
- l. Physical 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 1,000. 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 500 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.

Total value (estimated)

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

Above the relevant threshold

Contract dates (estimated)

- 15 September 2026 to 14 September 2031
- 5 years

Main procurement category

Services

CPV classifications

- 30123200 - Automatic cash dispensers
- 30123600 - Coin-handling machines
- 30123610 - Coin-sorting machines
- 30123620 - Coin-counting machines

- 30123630 - Coin-wrapping machines
- 30213000 - Personal computers
- 30231000 - Computer screens and consoles
- 30232000 - Peripheral equipment
- 30233000 - Media storage and reader devices
- 30234000 - Storage media
- 30236000 - Miscellaneous computer equipment
- 30237000 - Parts, accessories and supplies for computers
- 32510000 - Wireless telecommunications system
- 32520000 - Telecommunications cable and equipment
- 32560000 - Fibre-optic materials
- 32570000 - Communications equipment
- 32580000 - Data equipment
- 44111000 - Building materials
- 44112000 - Miscellaneous building structures
- 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
- 48000000 - Software package and information systems
- 50312300 - Maintenance and repair of data network equipment
- 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
- 50331000 - Repair and maintenance services of telecommunications lines
- 50332000 - Telecommunications-infrastructure maintenance services
- 50334000 - Repair and maintenance services of line telephony and line telegraphy equipment
- 50610000 - Repair and maintenance services of security equipment
- 51100000 - Installation services of electrical and mechanical equipment
- 51300000 - Installation services of communications equipment
- 51500000 - Installation services of machinery and equipment
- 51600000 - Installation services of computers and office equipment
- 64200000 - Telecommunications services
- 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
- 72000000 - IT services: consulting, software development, Internet and support
- 90600000 - Cleaning and sanitation services in urban or rural areas, and related services
- 90900000 - Cleaning and sanitation services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales
- UKM - Scotland
- UKN - Northern Ireland

Engagement

Engagement deadline

29 September 2025

Engagement process description

Post Office is looking to procure a single provider for the Managed Services Lot and up to three providers of hardware (Cash Withdrawal and Deposit Devices Lot) for a term of up to 5 years with an anticipated commencement date of c15th September 2026.

This will be undertaken utilising the Government's Find a Tender Service (FTS) under the Competitive Flexible Procedure route as per the new Procurement Act 2023.

We are therefore seeking providers that can deliver a high standard of products & services to support our current infrastructure with a global insight re innovation and future trends to keep Post Office leading edge for our Customers and Postmasters. This process will give potential suppliers the opportunity to engage with Post Office to discuss and explore and potentially add to our requirements through discussion and feedback, providing additional insight into current market trends, their capabilities, innovation and future strategic direction.

We will be focussing on a number of key areas including, overall proposition, pricing model, cost efficiencies, revenue generating opportunities and innovation delivered through a long term, collaborative relationship.

Post Office will therefore be running a Pre-market Engagement (PME) event face to face with online facilities via Microsoft Teams on 14/08/25, between 11.00 - 13.00 at our London Office (this may be subject to change) to present our high level requirements and future vision for these products and services, and to gain your feedback and input to shape the procurement. Exchanges of information may continue up to issue of initial tenders, which may include additional individual face to face or Teams meetings

Post Office will run this procurement exercise via our e-sourcing tool which will give suppliers the opportunity to express an interest, by self-inviting themselves to attend the event (either in person or via MS Teams) and to seek clarifications following the PME event. The event named as follows: AA1473 Pre-Market Engagement Event - ATMs/Deposit Devices & Managed Services. Please refer to the Questionnaire tab to complete the matrix advising of attendees, which is mandatory. Closing date 08/08/2025.

This event can be found on Post Offices Corporate website <https://corporate.postoffice.co.uk/en/governance/our-suppliers/working-with-us/> , see guidance on how to join the opportunity in our newsletter:

<https://corporate.postoffice.co.uk/media/edup34j0/procurement-newsletter-august-2022.pdf>

After the PME event (c September 2025), Post Office will issue a Tender Notice for suppliers' to "submit a Supplier's request to participate - Procurement Specific Questionnaire (PSQ)". This is the equivalent of the Standard Selection Questionnaire (SQ) operated under the previous Regulations, PCR 2015.

Post Office reserve the right to undertake intermittent tender assessments throughout the process, which may be used to eliminate suppliers failing to meet criteria before later stages. Supplier assessments through audits, site visits, or demonstrations may also be introduced.

Submission

Publication date of tender notice (estimated)

30 September 2025

Contracting authority

Post Office Limited

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- Public Procurement Organisation Number: PRNP-5883-YMLG

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Organisation type: Public authority - central government