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Planning

Back-Office applications support and modernisation

Post Office

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-040474

Procurement identifier (OCID): ocds-h6vhtk-04c868

Published 16 December 2024, 3:12pm

Section I: Contracting authority

I.1) Name and addresses

Post Office

100 Wood Street

London

EC2V 7ER

Email

procurement@postoffice.co.uk

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

2154540

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

<https://postoffice.wax-live.com/S2C/SignIn.aspx>

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

Other activity

Banking, Government and Retail Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Back-Office applications support and modernisation

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 procure a new supplier to provide application management, hosting and support for various existing Back-Office applications and services.

II.1.5) Estimated total value

Value excluding VAT: £65,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 5

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

1) SAP Applications support 2) Database and database application support (Oracle and SQL)
3) ServiceNow support 4) RPA (BluePrism) support 5) Infrastructure and Hosting (Azure)

II.2) Description

II.2.1) Title

SAP Applications support

Lot No

1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Managed support service for various SAP applications used with Post Office these include:

HRSAP

SAP PI

CFS

Blackline

FMI

Web3

II.2) Description

II.2.1) Title

Database and database applications support (Oracle and SQL)

Lot No

2

II.2.2) Additional CPV code(s)

- 72212600 - Database and operating software development services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Managed service to support various Databases and data tools used within the Post Office. Various Oracle and SQL databases.

II.2) Description

II.2.1) Title

ServiceNow support

Lot No

3

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Managed support service for Post Offices ServiceNow environment

II.2) Description

II.2.1) Title

RPA (BluePrism) support

Lot No

4

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Managed support service for Post Offices Blue Yonder application used for Robotic Process Automation.

II.2) Description

II.2.1) Title

Infrastructure and Hosting (Azure)

Lot No

5

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Managed service to support and maintain an Azure infrastructure hosting Applications utilised via other Lots described within this procurement.

II.3) Estimated date of publication of contract notice

17 January 2025

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: Yes