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Contract

## **POL EUC Managed Services**

Post Office Limited

F20: Modification notice

Notice identifier: 2025/S 000-079156

Procurement identifier (OCID): ocds-h6vhtk-05ed8b

Published 3 December 2025, 8:09am

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Post Office Limited

100 Wood Street

London

EC2V7ER

#### **Email**

[procurement@postoffice.co.uk](mailto:procurement@postoffice.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UK - United Kingdom

#### **Companies House**

02154540

**Internet address(es)**

Main address

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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

POL EUC Managed Services

#### **II.1.2) Main CPV code**

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

#### **II.1.3) Type of contract**

Services

### **II.2) Description**

#### **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 at the time of conclusion of the contract:**

Notice of Award of call-off contract from the Crown Commercial Service Technology Services 2 Framework, Lot 3, for Post Office's End User Compute Services.

#### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2017/S 221-459586](#)

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## **Section V. Award of contract/concession**

### **Contract No**

C101412

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

21 September 2021

#### **V.2.2) Information about tenders**

The contract/concession has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor/concessionaire**

Entserv UK Limited

110 Pinehurst Road, Farnborough Business Park

Farnborough

GU14 7BF

Country

United Kingdom

NUTS code

- UKJ3 - Hampshire and Isle of Wight

Companies House

00053419

Internet address

<https://dxc.com/uk/en>

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £23,176,003

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**Section VI. Complementary information**

**VI.4) Procedures for review**

**VI.4.1) Review body**

Royal Courts of Justice

London

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

#### **VII.1.2) Additional CPV code(s)**

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

#### **VII.1.3) Place of performance**

NUTS code

- UK - United Kingdom

#### **VII.1.4) Description of the procurement:**

Provision of End User Compute Services for Branches and colleagues of Post Office Limited.

#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

60

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£48,712,573

#### **VII.1.7) Name and address of the contractor/concessionaire**

Entserv UK Limited

110 Pinehurst Road, Farnborough Business Park

Farnborough, Hampshire

GU14 7BF

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

00053419

The contractor/concessionaire is an SME

No

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

The original contract notice was published on Contracts Finder at <https://www.contractsfinder.service.gov.uk/notice/e07590f9-07d8-4864-957e-dd717acc86b2>.

The Notice stated the value was £23,176,003; this was the value for the initial 3 years term excluding the extended term.

The contract is for a total of 5 years in duration, made up of a 3 year initial term and (optional) 1+1 or 2 year extension. The contract value is £34,709,829 over the full 5 year term.

An initial modification notice was published at <https://www.find-tender.service.gov.uk/Notice/030502-2024>. This modification enacted the 2 year extension option and increased the contract value by £14,002,744. This modification was to enable additional capital works and to account for higher than expected user numbers.

A further modification is now required as it has become necessary that POL replace the in-branch hardware due to technical obsolescence. The most appropriate course of action is for POL's current EUC provider to deliver this work.

The required modification is valued at £16.4m.

The services to be undertaken by DXC are:

- 1) Creation of a counter build
- 2) Physical build of the solution (hardware and software)
- 3) Storage of the counter hardware prior to deployment
- 4) Installation of circa 25,000 branch terminals and PIN entry devices
- 5) Software upgrades
- 6) Disposal of removed terminals

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

It has become necessary that POL replace the in-branch hardware due to technical obsolescence. The most appropriate course of action is for POL's current EUC provider to deliver this work under PCR 2015 Regulation 72(1)(b).

Failure to roll out the Hardware by October 2024 is a material risk to POL's ability to support trading through the provision of counter devices. Without this branches, will cease to be able to trade. Additionally, changing suppliers would cause significant inconvenience and substantial duplication of cost to POL.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £48,712,573

Total contract value after the modifications

Value excluding VAT: £65,112,573