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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

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

02154540

Internet address(es)

Main address

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

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

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

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

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom

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