



Date
20 October 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00690

We are writing in response to your email received by Post Office Limited (**“Post Office”**) on 23 September 2025, which has been dealt with under the terms of the Freedom of Information Act 2000 (**“FOIA”**).

In your email, you have requested the information shown verbatim in bold below:

“Can you please provide names of the companies who have submitted to participate in the Post Office's tender to find a Lot 1 Replacement Service Provider and Lot 2 EPoS Software Provider for its Horizon system.

I believe there is a public interest argument for my request, following the widespread injustices behind the historic Horizon IT system and need to ensure confidence among postmasters.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters.

If the release of any of this information is prohibited on the grounds of breach of confidence, I ask that you supply me with copies of the confidentiality agreement and remind you that information should not be treated as confidential if such an agreement has not been signed.”

We can confirm that Post Office does hold the information you have requested.

The information you requested is being withheld as it falls under the exemption in section 43(2) of the FOIA, which relates to information which would, or would be

likely to, prejudice the commercial interests of any person (including the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. We recognise that there is a public interest in disclosure of information concerning details of procurement exercises as this helps promote transparency in Post Office business and reassurance about the way public money is being spent.

However, there is a strong public interest in withholding the information as it would, if disclosed, prejudice the commercial interests of Post Office as the procurement process for this particular tender is still in progress. Disclosing live tender information may also prejudice the commercial interests of third parties that may be interested in tendering their services for the company in the future as publishing the name of the bidders would compromise the overall procurement process and harm any future competition. The disclosure of this information may also deter companies from bidding on future contracts, if they had reason to believe their names/pricing/bid strategy could be subject to disclosure under a request for information.

It would not be in the public interest to disclose information if Post Office would be unable to operate in a fair marketplace regarding the competitive dialogue procedure and are commercially damaged by the release of the information.

It may be helpful for you to know that once the procurement exercise is completed, a notice will be published on the government Find a Tender service, linked below:

<https://www.find-tender.service.gov.uk/Search>

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing information.rights@postoffice.co.uk.

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire SK9 5AF

Telephone: 0303 123 1113

www.ico.org.uk/foicomplaints

Yours sincerely,

Information Rights Team

information.rights@postoffice.co.uk

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy