



[REDACTED]
[REDACTED]

Date
11 April 2025

Post Office
100 Wood Street
London EC2V 9ER

Your Ref:

Classification:
Public

Dear [REDACTED],

Freedom of Information Request – FOI2025/00098

We are writing in response to your emails received by Post Office Limited (“**Post Office**”) on 13 February 2025 which was in respect to the 1 year extension of the Horizon Services Agreement and 19 February 2025, in respect to payments made to Fujitsu, which have been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

An update letter sent to you on the 13 March extended our response date to 11 April, as we were still considering the s43 exemption.

In your email dated 13 February, you requested the information shown verbatim in bold below:

“I am writing to request information relating to the following statement in the Post Office's 2024 [annual report](#):

At the point of approving these financial statements, the support contract with Fujitsu, who manage the Horizon IT system, has been extended to 31 March 2026 with work ongoing to extend the contract further to allow appropriate time to roll out a replacement.

According to [Computer Weekly](#), the value of this contract's extension is £12m, but I have not been able to confirm that on your annual report. Please could you confirm that that is correct or, if it is inaccurate, if you could provide me with the

actual value of the contract's extension.

The above extract also states that work is ongoing to extend the contract further to allow appropriate time to roll out a replacement. If the contract has already been further extended, please provide me with information on how long it has been extended by and the value of that extension. If not, please provide me with information on how long the contract is forecasted to be extended by and what the estimated cost of that extension is.

We can confirm that Post Office does hold the information you have requested above. The information that you have requested is available from 'Find a Tender' where public procurements and contracts notices are published. The webpage for the 1 Year Extension of the Horizon Services Agreement can be found here: <https://www.find-tender.service.gov.uk/Notice/009521-2025>.

As the information is reasonably accessible to you by other means, under section 21 of the FOIA, Post Office is not required to provide a copy of the information with this response.

In your following email dated 19 February, you additionally requested the information shown verbatim in bold below:

Please provide me with information on all payments made to Fujitsu, including contracts, day-to-day spending for its services or products, or any other payments made to the firm, by the Post Office, between 2023 and the present (as recent as possible).

Please break this data down by month and outline what each payment was for."

We have provided monthly Purchase Order totals to Fujitsu for Horizon services on the document attached, which details the day to day spend at a monthly spend level paid to Fujitsu from January 2023 to 12 March 2025.

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/>

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