



Peter Howard
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Date
7 September 2023

Post Office
100 Wood Street,
London, EC2V 7ER

Classification:
Public

Dear Peter Howard,

Freedom of Information Request – FOI2023/00329

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 9 June, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”). Thank you for your patience whilst we have been processing your information request.

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

“In your reponse to FOI2023/00173 you stated that "Post Office is in the process of replacing Horizon and a number of companies are being procured to support this work". You also stated no ITT has been issued.

Please could you provide whatever papers or presentations exist and were presented to or agreed by the Exec or Board, which describe the strategy being used for the procurement of a replacement of Horizon, including the planned timetable, proposed high level architecture/technical shape, and the companies being used.”

We can confirm that Post Office does hold information within scope of your request. However, we want to be as open as possible in answering requests for information and the FOIA itself also requires us to provide reasonable advice and assistance to those seeking to make such a request.

Unfortunately, your request is very broad and covers an enormous amount of information and gathering it together would therefore involve a significant cost and diversion of resources from the organisation's other work.

It may be helpful to explain why your request would involve a significant cost. Your previous information request (FOI2023/00173), to which you reference in this current request, asked for information that related to a contract that was originally awarded by Post Office in 2015. We have therefore used this year as the start point for searches that may contain information responsive to your request.

Whilst we have found potentially responsive information, it is clear that there are numerous documents which may contain relevant information amongst other irrelevant material. We therefore have to carry out a manual review of each document to locate any relevant information within these documents. Carrying out this manual review has already taken over in excess of 18 hours and to complete the exercise will involve significant further resource.

Section 12(1) of the FOIA allows Post Office to refuse a request for information if we estimate that the cost of complying with the request would exceed the appropriate fees limit, which currently stands at £450. This represents the estimated cost of one person spending 18 hours in determining whether we hold the information, and in locating, retrieving and extracting the information. As outlined above, we have already hit this limit and, as such, we are unable to process your request further.

However, if you were to make a new request for a narrower category of information, it may be that we could comply with that request within the appropriate limit, although we cannot guarantee that this will be the case. It is also worth noting that any modified request may be subject to either the cost limit or to other relevant FOIA exemptions.

The best way we can help you is to ask you to consider narrowing down your request to focus more clearly on the precise information you are seeking. You could, for example, narrow the date range of your search to a specific 12-month period of your choosing, or perhaps to ask for documents established in 2020 or later, which is the time period that shapes the current environment. You may also wish to further explain the exact information you are requesting which will then enable us to carry out more focused searches.

Please note that if you modify your request, we will handle it as a new request and so the 20-working-day deadline for responding to requests would then commence from the date that we receive the modified request.

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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