



Post Office Next Generation Self-Service

CCS SPARK Market Engagement

15:00, Tuesday 21st July 2020

Introduction to the Post Office

CARE

BETTER FOR CUSTOMERS



- Post Office has thrived for over 370 years
- We're one of the country's most trusted brands and care passionately about providing essential services to customers across the whole of the UK

CHALLENGE

BETTER FOR AGENTS



- UK's largest retail network and financial services chain, with more branches than the whole of the country's banks and building societies put together
- supporting a total of 11,500 agents across the UK

COMMIT

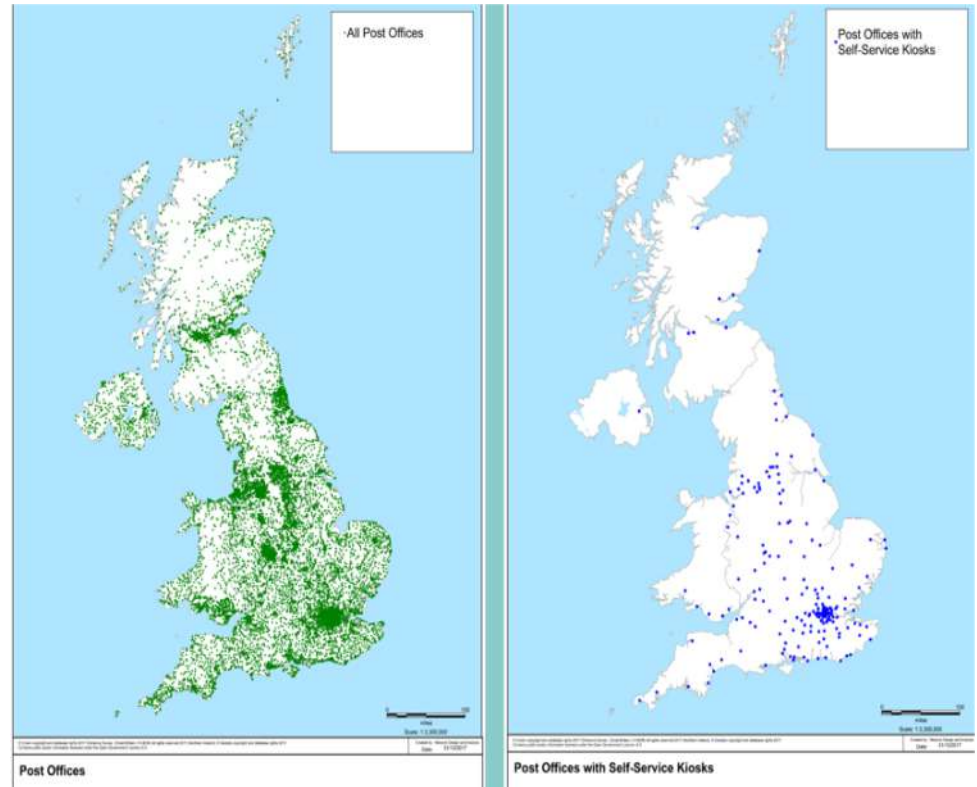
BETTER FOR POST OFFICE



- We have a range of over 170 products and services, from personal financial services such as banking, insurance, payments and travel money through to telecoms and, of course, mails

The Current Self-Service Network - overview

- The Post Office estate includes around 650 self-service machines (Kiosks) across 230 branches. Currently 69 are directly managed branches (DMBs) and 160 are Agency branches, the mainstay being WH Smiths with 121 branches with 121 branches
- 619 are card and cash (SSKs or Self-Service Kiosks) and 33 are card only (SFKs or Small Format Kiosks)
- The bulk of the equipment is around 7 years old, the newest around 6 months



The Current Self-Service Network – Strengths & Weaknesses

Strengths

- Provides a good portfolio of products – mails and returns, stamps, bill payment, E-top ups, POL Retail sales for Directly Managed Branches
- Reliable and robust hardware capable of taking the knocks of a retail environment
- Fairly intuitive journeys leading to good migration percentages from Post Office counters
- Solid and reliable integration into the Post Office network infrastructure and back-end systems

Weaknesses

- Relatively old technology and user interface, relatively slow systems, many of which are approaching end-of-life
- High maintenance costs
- High system purchase costs
- High costs to modify current services or add new services
- Physically large systems swallowing valuable retail product space
- Reliant on Post Office colleague interaction for some services (Special delivery, tracked items, recorded items) leading to higher than necessary operating costs
- Unsuitable cost profile to offer new agents an attractive self-funded leasing option
- Limited opportunities for improvement or to exploit newer technology, high costs to add improvements

A Vision of Future Functionality

Current products:

- Mails and returns, stamps, bill payment, E-top ups, POL Retail sales for Directly Managed Branches

Future additions:

- Labels to go – home preparation and Post Office printing for returns labels or postal items
- Pick-up and Drop-off of mails items at Post Offices (PUDO)
- Enhancement of stamp printing giving tracking capability
- Customer identification with journey tailoring
- Automatic proof of posting
- Alternative delivery locations
- Price file-based retail sales
- Barcode-based retail sales

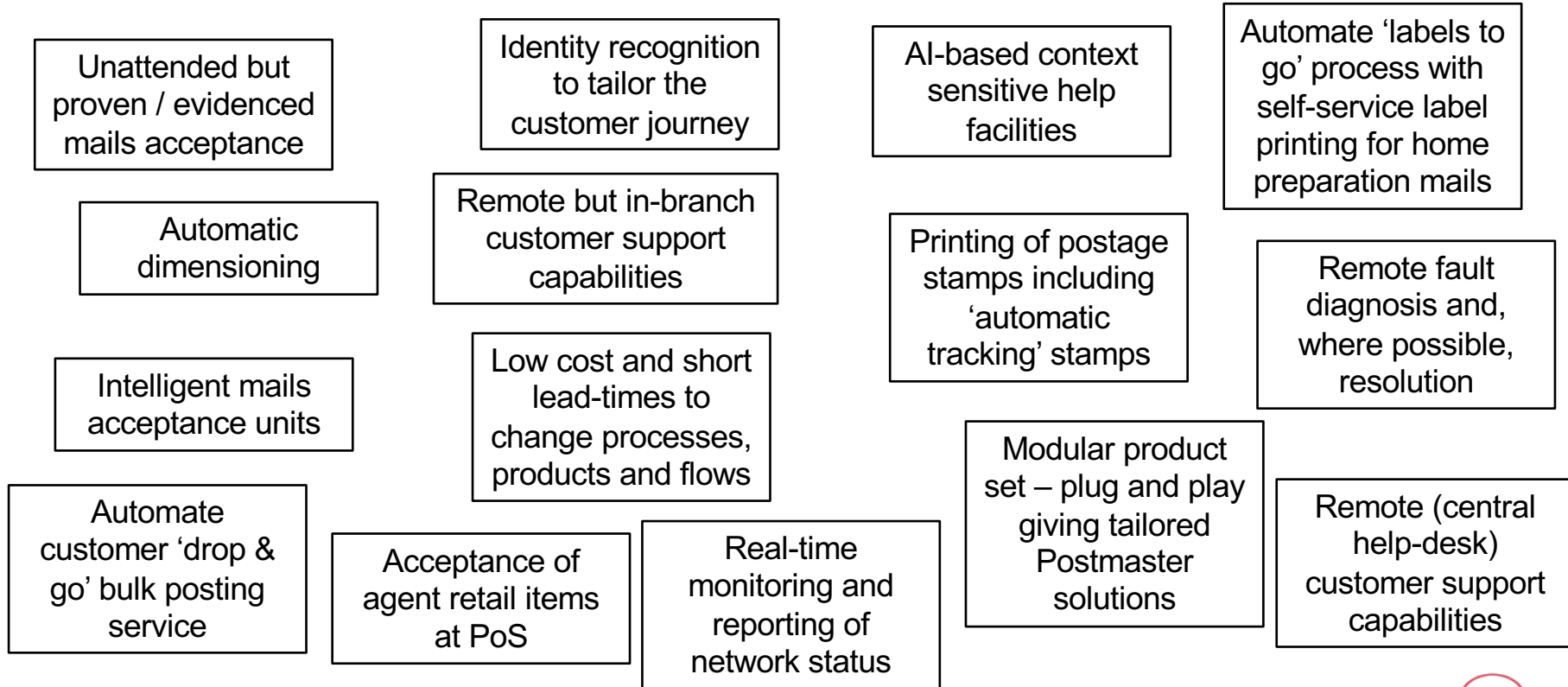
Using:

- Small-footprint devices; Sizing camera capabilities; Intelligent mails acceptance units; Droplockers; Remote customer support facilities (in-branch or centrally)

To give:

- A portfolio of products, driven by customers and unattended to minimise operational costs

A Vision of Future Functionality - Innovation



A view of new opportunities innovation can help in securing

- A modular solution which can be tailored for all individual needs
- A compact solution which will minimise usage of valuable retail space
- An offering to our existing self-service agents which could be leased and increase their profitability without increasing staff operating costs
- A tempting offering to agents without self-service – a device capable of providing profit above the level of its lease charges – without increasing staff operating costs
- An attractive offering giving a good range of services for new location types giving a leased but self-funding solution without the need for Post Office counters
- A comprehensive product set which complements any Post Office counter offerings

FROM THIS:



TO:



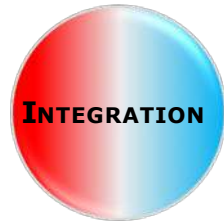
The scope of the need

The new generation of SSK hardware will be more robust, modular, and will have a smaller footprint than its predecessor



Customer experience will be improved by the new interface that will offer a consistent journey logic across all Post Office products and services

All elements of the Next Generation self-service devices will be integrated into POL back office systems which drive the environment



Support will be focused on giving customers (Agents) a proven and reliable solution and giving their customers a product which is a pleasure to use

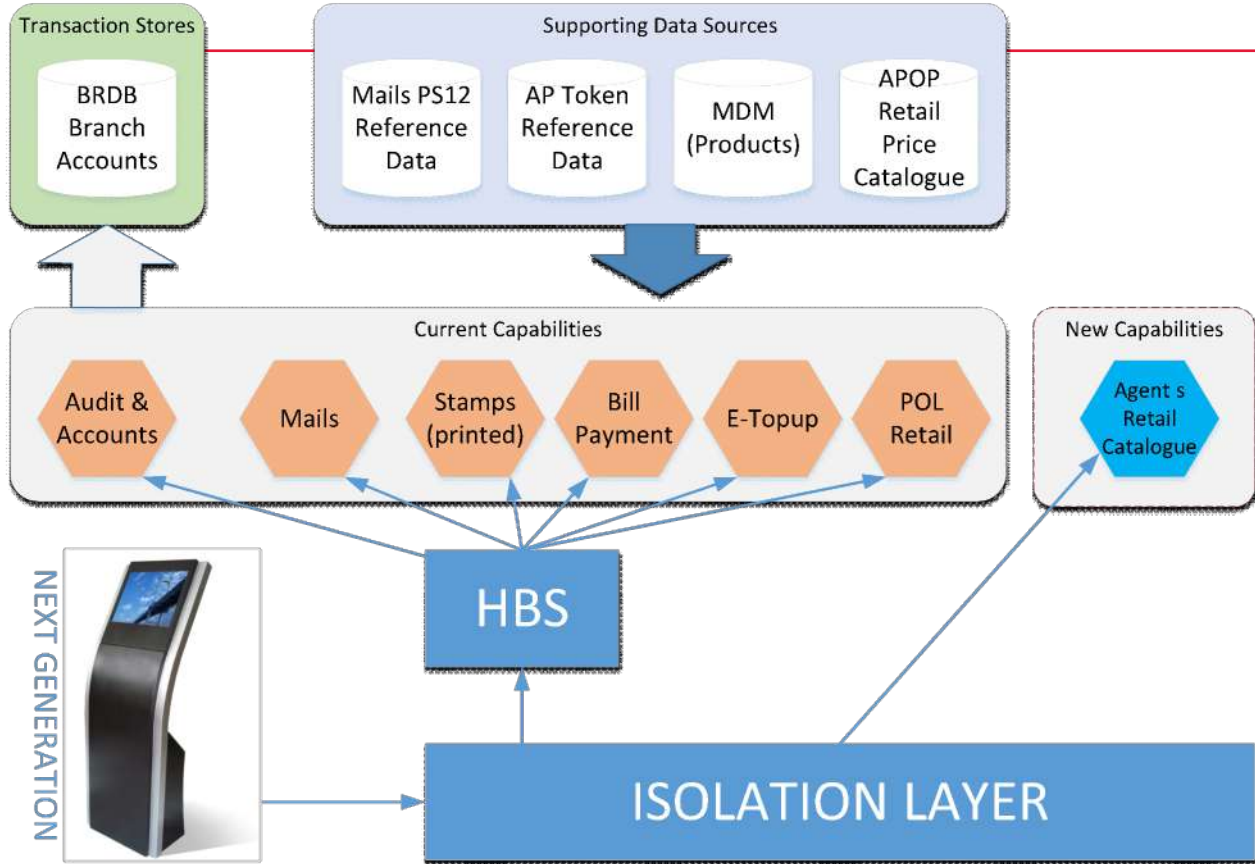


Supply will be via call-off, with Agents leasing products and services from suppliers or appropriate intermediaries for a one-stop shopping experience

**AUTOMATION IS AN ENABLER OF SOLUTIONS,
NOT AN SOLUTION IN ITSELF**

Infrastructure supporting Next Generation self-service

Conceptual Model



Infrastructure supporting Next Generation self-service

Future Model



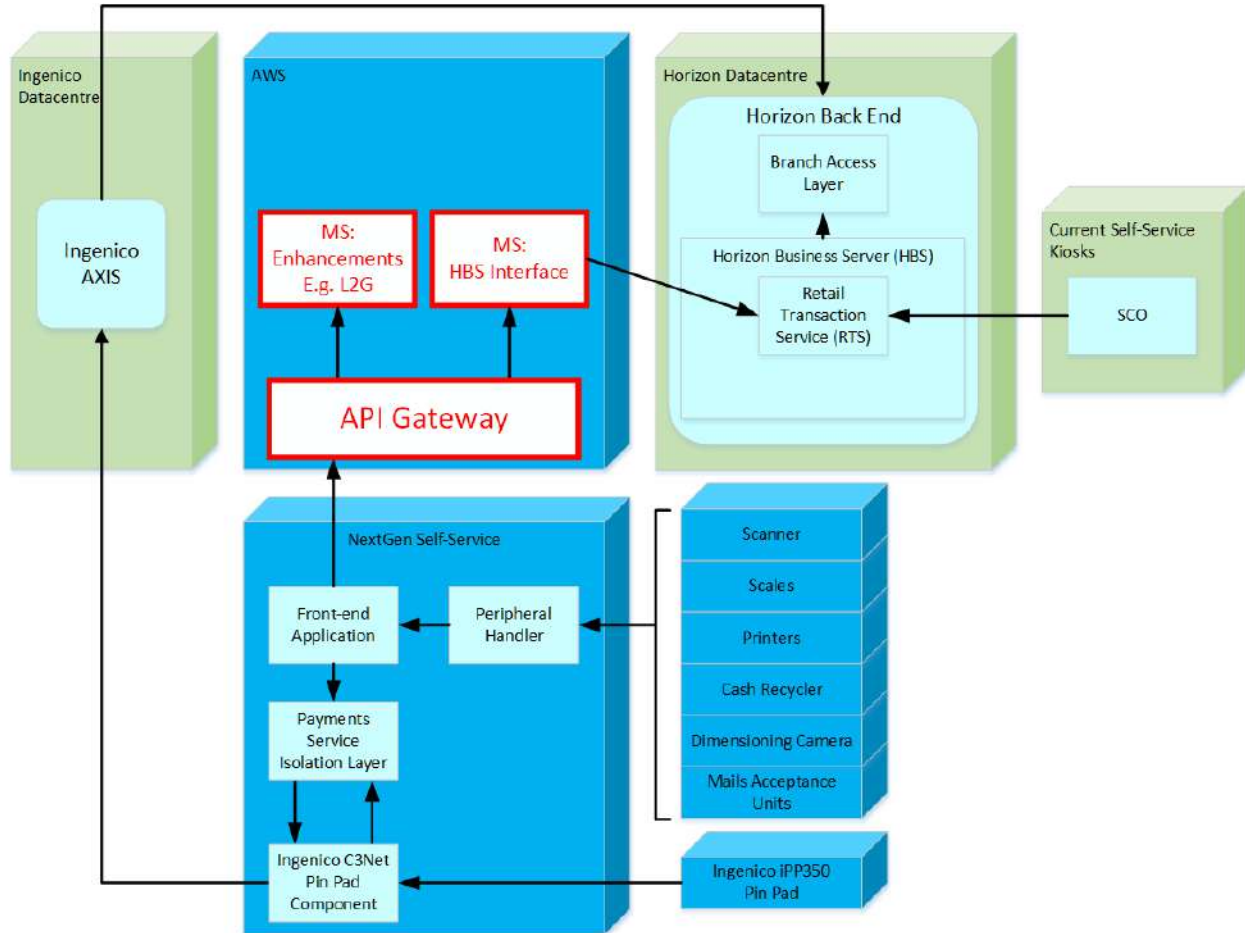
KEY:

Current products

Future Products

Future products to be Post Office created

Future products to be supplier created



Procurement Overview

Lead

William Porter

Plan

- Post Office Ltd remain a Public Body following the Postal Services Act 2011 and subsequent split from the Royal Mail Group.
- Our primary shareholder is the department for Business, Enterprise and Industrial Strategy.
- As such POL is subject to the Public Contract Regulations 2015.
- PCR2015 requires openness, transparency and process rigour. The regulations are best in class but may involve more resources at specific stages than a private sector procurement.
- Subject to internal governance approval POL intend to run this procurement via the Crown Commercial Service Spark framework as a further competition exercise.

Procurement Overview

Lead	William Porter			
Plan	□ Indicative Timelines			
	#	What	Who	When
	1	Publish Market Engagement opportunity on ContractsFinder	POL	Early July
	2	CCS & POL Spark webinar intro to Spark	CCS	Mid July w/c 20 th
	3	Participants (interested parties/potential suppliers) apply to be appointed to the CCS Spark framework	TBC	July 21 st – August 2nd
	4	Evaluate and appoint participants to Spark framework	CCS	August 3 rd – August 21st
	5	Shortlist created via Spark capability filters for Market Engagement activity	POL	August 24th
	6	Host webinar with shortlisted participants	POL	August w/c 24th
	7	Market Engagement activity commences . POL publish SSK requirements on Web3 to shortlisted participants. Questions to be summited via Web3.	POL	August w/c 31st
	8	Q&A sessions are scheduled with shortlisted participants	POL	September w/c 7 th
	9	Market Engagement activity on specification requirements closes with written feedback provide to POL via Web3	ALL	September 18th

3:00 pm, Tuesday, 21st July 2020

Post Office Ltd Self Service
Devices Market Engagement
Supplier Briefing

Spark:

The Technology Innovation Marketplace



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What is Spark:

An initiative to facilitate proven technological creativity and innovation within the public sector marketplace.



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Spark purpose and objectives

“There are no barriers to innovation, only to the exploitation of innovation”

Spark will unlock access to new and innovative technologies that are proven to the government and wider public sector

Spark will aim provide a compliant route to market to improve the ease and speed at which government can access proven new technology

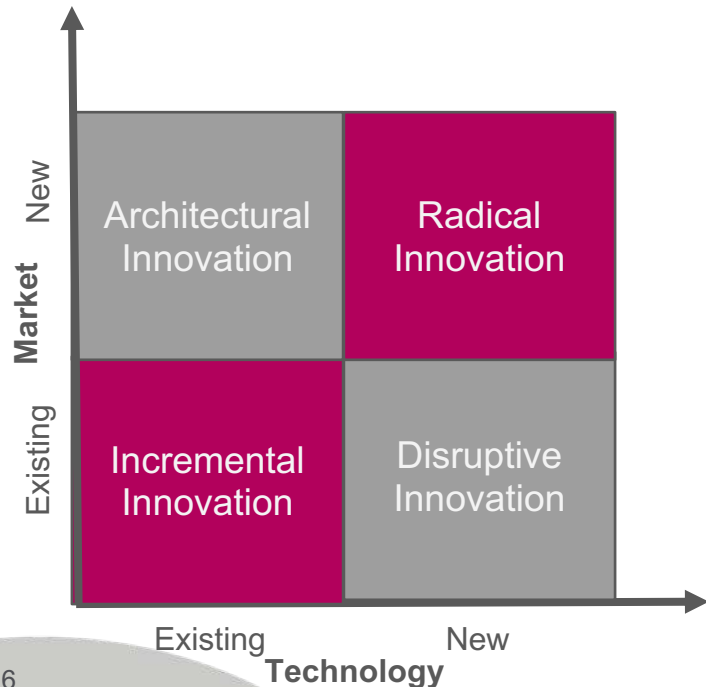
Spark will address issues identified by suppliers and customers:

1. A reliance on free proof of concept which puts SMEs off and favours large suppliers who can swallow the costs.
2. Customers being overly risk averse both commercially and technologically
3. Products created via catalysts or other agents aren't given a route to market, even though they tend to focus on public sector problems

Spark will ease the barriers to entry and help SMEs thrive in government

Defining Innovation

Innovation is production or adoption, assimilation, and exploitation of a value-added novelty in economic and social spheres; renewal and enlargement of products, services, and markets; development of new methods of production; and the establishment of new management systems. It is both a process and an outcome.



Incremental Innovation – Series of small improvements, upgrades or performance enhancements or cost reductions, made to existing products, services, processes or methods. A tactic often found in the consumer technology industry.

Architectural Innovation – Taking the lessons, skills and overall technology and applying them within a different market.

Disruptive Innovation – Creates a new market and value network and eventually disrupts an existing market. Displacing established market-leading firms, products, and alliances.

Radical innovation – New product, service, process or strategy is introduced to a market. Designed to make a significant impact by completely replacing existing technologies and methods.

Where does Spark fit within the CCS Technology Pillar?

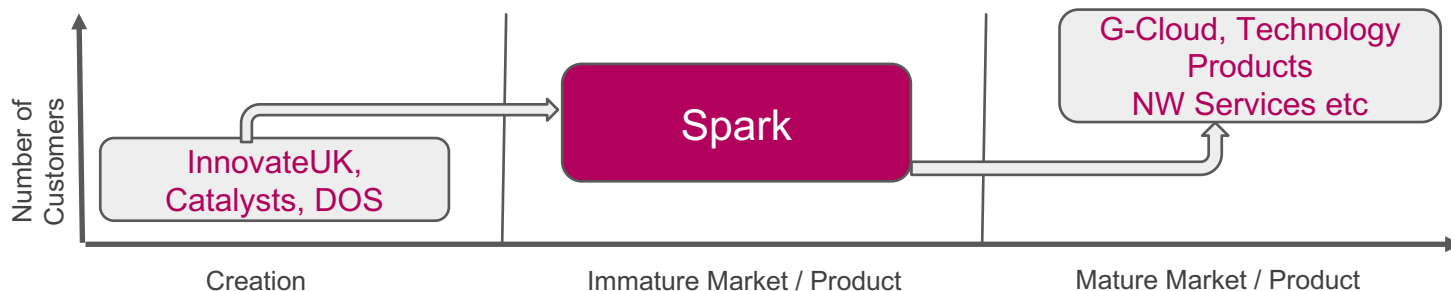


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Scope of Spark

Key Technology Areas within scope:

- Internet of Things
- Artificial Intelligence and Automation
- Engineering and Material Improvements
- Transport
- Simulated and Enhanced Environments
- Data
- Wearables
- Security



Why Spark

	Technology Products 2	DOS	G-Cloud	GovTech & other Catalysts
Scope	<ul style="list-style-type: none"> ● Mature commodity products via resellers and major manufacturers ● Focus on desktop and infrastructure 	<ul style="list-style-type: none"> ● Suppliers provide teams or specialists to develop or deliver digital services 	<ul style="list-style-type: none"> ● Cloud (as a Service) Software, Hosting and associated support and services 	<ul style="list-style-type: none"> ● Problem specific solutions to a public sector problem
Difference	<ul style="list-style-type: none"> ● Different product set ● Spark creates a direct relationship with the IP owner ● Spark has a dynamic supplier list ● Spark has a multi-stage call off 	<ul style="list-style-type: none"> ● Spark is aimed at 'buy' rather than 'make' buying choices ● Spark has product focus ● Spark has a dynamic supplier list 	<ul style="list-style-type: none"> ● Spark evolved from new hardware requirement - not focus on cloud / SaaS ● Spark call-offs via further competition ● Spark has a dynamic supplier list 	<ul style="list-style-type: none"> ● Spark allows other customer to access the solution once developed ● We are not providing funding or focussed on the initial innovation



Dynamic Purchasing Systems



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How is a DPS different to a Framework?

Framework

- Single opportunity for suppliers to join
- Fixed number of suppliers at award
- Pricing determined up front
- Selection and Award questions
- Direct award permitted
- More work required up front

DPS

- Suppliers can apply to join at any point
- Unlimited suppliers
- Pricing developed by the Customer at call for competition stage
- Selection only questions
- No Direct Award permitted
- Less work required up front

The Benefits of Using a DPS

- Flexible
- Simpler, quicker process
- Automated, streamlined electronic process
- Filtering of supplier offering
- Dynamic
- Supports localism and Social Value
- Efficiencies
- Scalability

How to apply?



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The platform

A DPS must to be enabled by an electronic platform

The CCS electronic platform for this DPS is via the GOV.UK Supplier Registration System (SRS)

<https://supplierregistration.cabinetoffice.gov.uk/dps>

The platform aligns with GOV.UK Contracts Finder enabling Suppliers to follow the 'click once to apply' process via Contracts Finder:

<https://www.gov.uk/contracts-finder>

You must also register on the CCS esourcing tool to ensure your organisation is appointed to the DPS and that you are invited to customer call off competitions

<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

Register as a supplier



[Sign in](#) [Register](#) [Help](#)

The Supplier Registration Service for Government

Register as a supplier

Register to increase your visibility to over 6,000 government buyers.

Complete a standard Selection Questionnaire

Start or update an SQ to support your application for government contract opportunities.

Take the Modern Slavery Assessment

Get guidance and demonstrate compliance with the UK Modern Slavery Act

Search for contract opportunities

Find and apply for live government contracts.

Register as a buyer

Gain access to reliable, up-to-date supplier information

Find a supplier

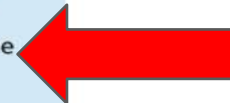
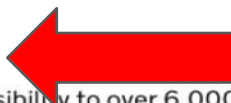
Search over 300,000 supplier profiles and assess suitability

Dynamic Purchasing System

Click [here](#) to see a list and join one of the new Dynamic Purchasing Systems

Sign in to your Dashboard

View and manage your account information



Dynamic Purchasing System Marketplace

The DPS Marketplace provides access to all procurements run by Crown Commercial Service using a Dynamic Purchasing System. Buyers can access framework agreements that meet common purchasing requirements across government.

Fleet

Vehicle Conversions

Technology

HSCN Access Services

Spark



Research

Research Marketplace

Construction

Standby and Portable Generators

Utilities and Fuels

Heat Networks and Electricity
Generation Assets

Learning and Development

Apprenticeship Training Dynamic
Marketplace

Facilities Management and

Print

Spark



Spark

This DPS is for emerging technologies and will enable Central Government and the Wider Public Sector to access genuine technology innovation and provides suppliers a route to market which is adaptable as their capabilities change. The benefits of the DPS are:

- Allows customers access to proven new technology innovations which are useful for solving public sector problems
- Agility and flexibility to meet government's changing technology needs
- Accessible route for suppliers to apply at any time
- A dynamic filtering system, giving customers flexibility based on requirements
- The filter system enabling the right suppliers hear about the right opportunities
- Quality and price can be assessed based on individual customer's requirement
- An efficient structure and approach to finding potential solutions, including the option of using a two-stage competition process and supplier presentations
- Fully compliant with UK and EU regulations.

Suppliers, please click on 'bid pack' below and read the DPS needs document first, prior to commencing your application for the DPS. Customers, please click 'Access as buyer' below to learn more and start using the DPS.

To join this DPS, view current suppliers or access more information, use the links below.

[Bid pack](#)

[Clarifications](#) 40

[View suppliers](#)

[Access as a buyer](#)

[Access as a supplier](#)

The Documents (Bid Pack)

The document suite for a DPS is a hybrid of the Simplified Bid Pack, consisting of the following steps:

- Suppliers must first Register on the system
- Suppliers must read the following:
 - DPS Needs (instructions)
 - Customer Needs (specification)
- Completion of the following attachments:
- Financial Assessment Template, online Selection Questionnaire (a pdf of which is also available in the bid pack)
- Suppliers must provide a letter of confirmation of works from a customer
- T&C's
 - DPS Agreement (Terms and Conditions) between Suppliers and CCS (via the system)
 - The call off order form sign off process will be managed by the customer at competition stage
- Then submit application

The Spark DPS Application

1. Selection Questionnaire (SQ) – Contact details/ Financial details/ Mandatory and discretionary type questions.
1. Dynamic Purchasing System Questionnaire (DPSQ) – procurement specific questions e.g. Spark service filters.

If we are satisfied with the responses you have provided, you will be “appointed” to the DPS.

You will need to re-enter the SRS platform to agree to the terms and conditions electronically before you are officially “appointed”

The Filtering System - top level

Subject Area	Delivery Method	Location	Security
<ul style="list-style-type: none">• Corporate• Transport• Defence/ Security• Health• Local Government• Police/Justice• Fire and rescue• Education• Geospatial and Environment	<ul style="list-style-type: none">• Internet of Things• Artificial Intelligence and Automation• Simulated and enhanced environments• Engineering/ materials science• Data• Wearables• Transport• Security	<ul style="list-style-type: none">• East Midlands• East of England• Greater London• North East England• North West England• South East England• South West England• West Midlands• Yorkshire and the Humber• Wales• Scotland• Northern Ireland• Isle of Man	<ul style="list-style-type: none">• Official• Above Official

The Contract Example

In order to be appointed you must to provide us with a contract example that falls within the scope of the DPS and shows your ability to deliver Radical or Disruptive innovation

Your contract example must have a supporting statement from the customer (refer to Attachment 8 within the bid pack)

Within the contract example you must demonstrate:

- The novelty
- The delivery
- The impact
- The control

Supplier Status with the DPS

There is a **15 day turnaround** for a decision, once an application has been submitted:

Assessing status – this is the status during application, the process maybe be prolonged if the bidder needs to provide further evidence to meet any of the mandatory selection criteria within the SQ, DPSQ such as: financial position and / or failure their contract example and a corresponding customer (buyer) reference

Appointed status – if the bidder successfully meets all the selection criteria within the SQ and DPSQ

Not appointed – the supplier will be provided feedback and may choose to repeat the application process (it is possible to reuse their previous submission)

Asking Questions

Questions – all questions must be clear

Clarification stage – bidders / suppliers may ask questions about the procurement at any time throughout the life the DPS, pre, and post appointment

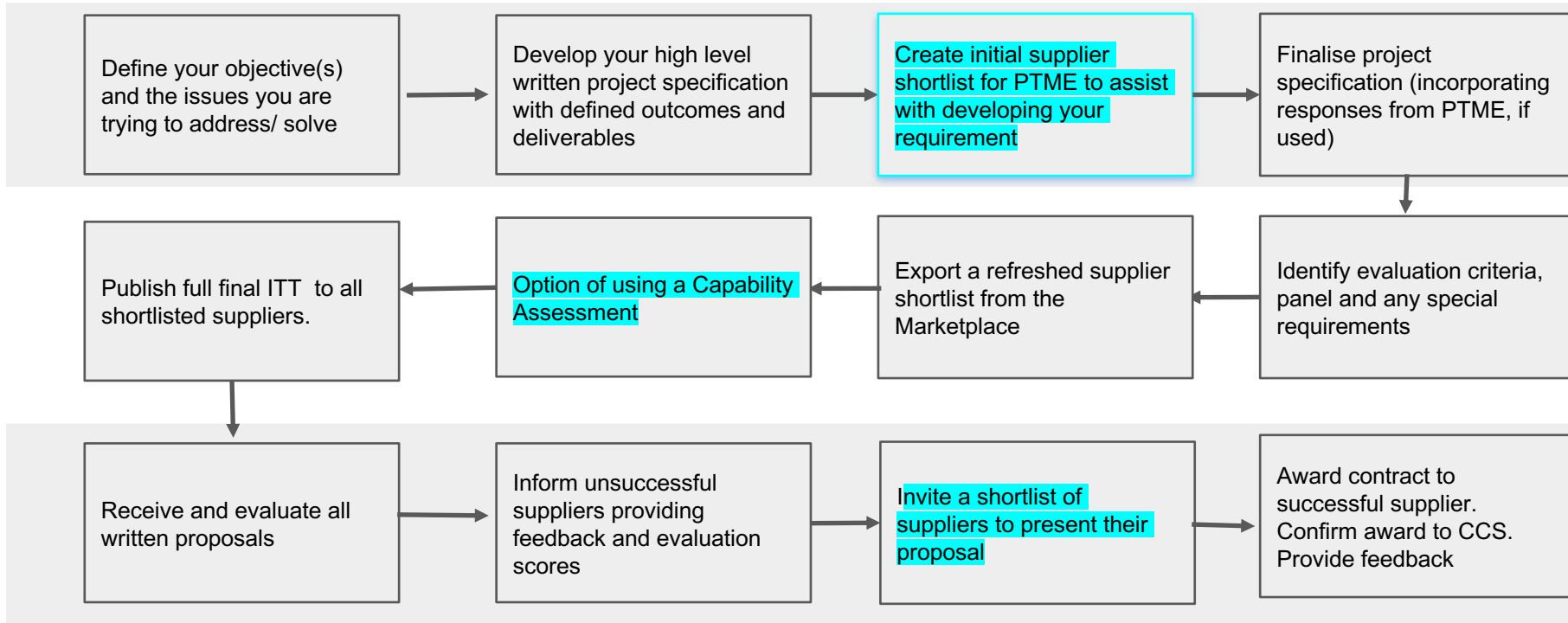
Questions can be submitted via – the SRS supplier messaging system (in the DPS) or the CCS Mailbox address info@crowcommercial.gov.uk and as detailed in the OJEU Contract Notice both options can be used for communication.

Telephone communication is not available

Question Responses – all questions and responses are published on the Supplier Registration System

The call off process

Required
Optional





Keep in touch

info@crowcommercial.gov.uk

0345 410 2222

www.crowcommercial.gov.uk

[@gov_procurement](https://twitter.com/gov_procurement)



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