

Question	Answer
Will the slides be shared after the session?	Yes they will
Won't digital receipt provision be required? Seems essential...	Provision of digital receipts is seen as a benefit to customers and a method of saving valuable resources by avoiding the production of printed receipts. It is specified as a 'must' in the functional requirements specification but will need to be coordinated with some form of identity recognition which could hold the 'profile' of the customer including their email address. This will need detailed discussions with suppliers to ascertain the best method of achieving it as the Post Office are endeavouring to ensure there are no personal information items held within the self-service environment to minimise any potential GDPR issues
Is there any particular technology you want to avoid?	There are no constraints over the technology to be employed providing the solution meets the desired requirements in the most cost-effective manner. Current Post Office technology tends to utilise Windows platforms and Android platforms so there is a good level of technical knowledge on these platforms within the Post Office. This, however, should not constrain the most appropriate solution.
Does the Confirmation of works case study have to be a UK customer.	The confirmation of works case study does not have to be from a UK customer but should be from GPA countries only. See: https://www.wto.org/english/tratop_e/gproc_e/memobs_e.htm for guidance
Is the scope of the procurement bounded by the self-service devices, or are you open to including end-to-end digital services that - for example - start on a customer's mobile device and end at the self-service device?	We are open to including end-to-end digital services. Self-service is just the project name. It doesn't have to be like for like.
How does spark work with consortiums?	You can submit a request to participate as a single legal entity. Alternatively you can work together with other legal entities to form a Group of Economic Operators. If you do, we ask the Group of Economic Operators to choose a lead member who will submit the bid on behalf of the Group of Economic Operators and you will have to identify what each of the parties is contributing to the bid. You can do this in your Request to Participate. Further details are provided on page 4 of the DPS Needs document in the Spark DPS Bid Pack.

<p>Are the Post Office considering a loyalty scheme?</p>	<p>No this is not something we have at present or something we are considering at the moment.</p>
<p>Could Slide 10 be amended to make it clearer as to the parts that the PO will deliver and that expected of the supplier?</p>	<p>Yes this slide has been amended</p>
<p>In regards to payments, has the payment gateway and acquiring bank been chosen or is this element of the project open? There was a reference on one of the slides to Ingenico Axis and Ingenico payment terminals.</p>	<p>As presented in the Webinar, we need to have a hybrid environment until the Next Generation solution is fully deployed. This will encompass current self-service devices and the current payment gateway (Worldpay) with payments via Ingenico payment terminals and Ingenico Axis. We are open to considering alternative payment gateways / acquiring bank but this would have to co-exist alongside current payment solutions and there would need to be a method of integrating the two payment platforms to give a seamless solution rather than two payment process without consolidation</p>