
From: Tony Jowett [GRO]
Sent: Wed 15/07/2020 7:03:56 AM (UTC)
To: Mark Underwood [GRO]; Liam Carroll [GRO]
Cc: Rodric Williams [GRO]; Graham Hemingway [GRO]; Barbara Brannon [GRO]; Ben Foat [GRO]; Kenneth Garvey [GRO]
Subject: Computer Forensics and Digital Investigations - Background for info

Hi all

Just as background I thought I would let you know what we are trying to achieve.

We are setting up a forensic investigation team in IT to support GLO to be staffed by Post Office FTCs and Permanents. Whilst we recruit the team the secret plan is jump start the team by getting a consultancy partner skilled in this area to in part second people and give us the wisdom of their experience to help shape the investigation approach and target operating model. Once we are up to speed (3 months or so estimated) we will then need external support to perform forensic and legal evidence level investigations as and when required – which will be the subject of a second procurement.

This is less about advice and more get your sleeves rolled up and help us.

Hope that helps

Tony

From: Mark Underwood [GRO]
Sent: 14 July 2020 19:19
To: Liam Carroll [GRO]
Cc: Rodric Williams [GRO]; Graham Hemingway [GRO]; Barbara Brannon [GRO]; Ben Foat [GRO]; Tony Jowett [GRO]; Kenneth Garvey [GRO]
Subject: RE: Computer Forensics and Digital Investigations

Thanks Liam,

I don't think you necessarily need to exclude suppliers at this stage but once you have a preferred supplier / shortlist - prior to appointment, I would check with the GE and Board that they are comfortable with the appointment if that preferred supplier has been involved historically with the GLO and or its predecessors. Looking at the below list Deloitte, Fujitsu and PA have.

I have read the requirements document but it wasn't entirely clear what service the successful firm would be providing. Are you able to set this out in a couple of sentences? Depending upon the nature of the work, it may be that the business will be more / less comfortable appointing the firms mentioned above.

I also noted that it include the following statement which I'm not sure is entirely correct as the GLO was settled in December 2019.

"POL currently has an ongoing, and public legal case underway. Much of the work around this tasking interfaces with that legal case as such all information supplied by either of us to the other relating to

this process will be treated in confidence and you are asked to sign the standard non-disclosure agreement accompanying this letter, as it is specific to this purpose. Any information we supply will be given in good faith, but the Post Office will not accept any liability for its accuracy, adequacy or completeness. We would not expect to bear costs and expenses incurred in connection with responding to this invitation, nor should you assume that a contract will be entered into".

Tomorrow is difficult but if you want to chat through, I have good availability on Thursday afternoon.

Mark



Mark Underwood

Legal, Compliance & Governance
Operations Director

Ground Floor
20 Finsbury Street
London EC2Y 9AQ

Mobile number: [REDACTED] GRO

On leave: 2, 8 & 22 July

From: Liam Carroll [REDACTED]

Sent: 13 July 2020 17:59

To: Mark Underwood [REDACTED] GRO

Cc: Rodric Williams [REDACTED] GRO Graham Hemingway

[REDACTED] GRO Barbara Brannon [REDACTED] GRO Ben Foat

[REDACTED] GRO Tony Jowett [REDACTED] GRO Kenneth Garvey

[REDACTED] GRO

Subject: Computer Forensics and Digital Investigations

Mark

Please find attached the latest version of the requirements document for the proposed mini competition via lot 1 of the HTE Digital Consultancy Solutions and Advisory Services Framework for the supply of professional services in connection with the Post Office's Computer Forensics and Digital Investigations partner selection exercise. Under the terms of the framework we should now contact all of the suppliers who have been identified from the capability matrix who are able to meet our requirements, see table below:

Atos IT Services UK Limited
BDO LLP
Berkshire Consultancy Limited
Deloitte LLP
Fujitsu Services Limited

KPMG LLP
Liaison Financial Services Limited
Linea Partners Limited
Mason Advisory Limited
The Boston Consulting Group UK LLP
NHS Arden GEM CSU
Nous Group (UK) Limited
PA Consulting Services Limited
The Boston Consulting Group UK LLP

I will need to make a case to HTE who administer the framework as to why we want to exclude some suppliers at this stage, this should be fairly straight forward for Fujitsu as they are the supplier who services will be subject to audit from the service but I need a robust argument to exclude any other supplier. We can of course add to the requirements that no person involved in who has advised any party involved in the GLO case should be included in the supplier tender or to deliver the services.

It is worth noting the PA Consulting are amongst the market leaders in this field and provide similar services for many parts of government including the National Counter Terrorism Security Office.

Can you give me a call to agree how we move forward with this.

Thanks

Liam

Thanks

Liam



Liam Carroll

Head of Procurement - IT

1st Floor,
20 Finsbury Street,
London EC2Y 9AQ

Mob: GRO

From: Ben Foat

Sent: 13 July 2020 11:32

To: Liam Carroll [GRO] Mark Underwood [GRO] Tony Jowett [GRO] Kenneth Garvey [GRO]
Cc: Rodric Williams [GRO] Graham Hemingway [GRO] Barbara Brannon [GRO]
Subject: RE: Deloitte

Understood and fair challenge but the board and shareholder has raised this issue and strong preference given the optics etc.

Kind regards
Ben



Ben Foat

Group General Counsel
Ground Floor
20 Finsbury Street
LONDON
EC2Y 9AQ

Mobile : [GRO]

From: Liam Carroll [GRO]

Sent: 12 July 2020 14:04

To: Mark Underwood; Ben Foat; Tony Jowett; Kenneth Garvey

Cc: Rodric Williams; Graham Hemingway; Barbara Brannon

Subject: RE: Deloitte

Mark

I think we need to be careful about excluding suppliers from participating in procurement exercises of previous involvement in Post Office activities related to the GLO, no matter how indirectly, otherwise we will open ourselves up to challenge.

Where there are conflicts of interest we should of course look to exclude them but we need robust reasoning that will stand up to challenge. Do you have a list of suppliers who this would apply to together with the reasoning for that decision. I have copied Ken into the email as he may have a view from a PCR perspective.

Thanks

Liam



Liam Carroll

Head of Procurement - IT

1st Floor,
20 Finsbury Street,
London EC2Y 9AQ

Mob: [GRO]

From: Mark Underwood

Sent: 11 July 2020 07:01

To: Liam Carroll GRO Ben Foat GRO Tony Jowett

GRO

Cc: Rodric Williams GRO Graham Hemingway GRO

Subject: RE: Deloitte

Hi Liam,

PA Consulting were heavily involved in the Complaint Review & Mediation Scheme (one of Group Litigation Predecessors) and as such, if this piece of work ties back to the litigation at all, it may be better – purely from an optics points of view – to use an alternative firm.

Mark



Mark Underwood

Legal, Compliance & Governance
Operations Director

Ground Floor
20 Finsbury Street
London EC2Y 9AQ

Mobile number: GRO

On leave: 2, 8 & 22 July

From: Liam Carroll

Sent: 10 July 2020 15:01

To: Mark Underwood GRO Ben Foat GRO Tony Jowett

GRO

Cc: Rodric Williams GRO Graham Hemingway GRO

Subject: RE: Deloitte

Mark

Depending on the final requirements we may use either lot 1 or 6 of the framework:

Lot 1 - Business Consultancy Solutions and Advisory Services

BDO LLP
Deloitte LLP
PA Consulting Services Limited

Lot 6 - ICT and Digital Consultancy Solutions and Advisory Services

Deloitte LLP
Moorhouse Consulting Limited
PA Consulting Services Limited
Software Box Ltd

Please give me a call if you would like to discuss.

Thanks

Liam



Liam Carroll

Head of Procurement - IT

1st Floor,
20 Finsbury Street,
London EC2Y 9AQ

Mob:

From: Mark Underwood 

Sent: 10 July 2020 14:58

To: Liam Carroll ; Ben Foat ; Tony Jowett

Cc: Rodric Williams ; Graham Hemingway

Subject: RE: Deloitte

Thanks Liam – can I ask who is, as there are optics issues with a number of firms.

If you are able to share the list, I can let you know if there are any issues with them




Mark Underwood

Legal, Compliance & Governance
Operations Director

Ground Floor
20 Finsbury Street
London EC2Y 9AQ

Mobile number:

On leave: 2, 8 & 22 July

From: Liam Carroll 

Sent: 10 July 2020 14:57

To: Mark Underwood [GRO] Ben Foat [GRO] Tony Jowett

[GRO]

Cc: Rodric Williams [GRO] Graham Hemingway [GRO]

Subject: RE: Deloitte

Mark

Thank you, KPMG are not on the short list of suppliers for the framework we are looking to use for this requirement.

Liam



Liam Carroll

Head of Procurement - IT

1st Floor,
20 Finsbury Street,
London EC2Y 9AQ

Mob: [GRO]

From: Mark Underwood [GRO]

Sent: 10 July 2020 14:55

To: Ben Foat [GRO] Tony Jowett [GRO]

Cc: Liam Carroll [GRO] Rodric Williams [GRO] Graham Hemingway [GRO]

Subject: RE: Deloitte

Hi Tony,

If it is helpful, the relationship partner at KPMG is [Ian.Smith](#) [GRO]



Mark Underwood

Legal, Compliance & Governance
Operations Director

Ground Floor
20 Finsbury Street
London EC2Y 9AQ

Mobile number: [GRO]

On leave: 2, 8 & 22 July

From: Ben Foat

Sent: 10 July 2020 14:49

To: Tony Jowett [GRO]

Cc: Liam Carroll [GRO] Mark Underwood [GRO]
Rodric Williams [GRO] Graham Hemingway [GRO]
Subject: Re: Deloitte

Hi Tony!

Deloitte were previously involved in GLO historically. I would prefer we didn't given the conflict and PR challenges accordingly. kPMG would be well placed.

Ben Foat
General Counsel
Post Office Limited

[GRO]

From: Tony Jowett [GRO]
Sent: Friday, July 10, 2020 11:32 am
To: Ben Foat
Cc: Liam Carroll [GRO]
Subject: Deloitte

Hi Ben
Hope all's well

Liam and I are helping Jeff with a GLO-related procurement for services connected with investigations and forensics. Is there any reason (optical or otherwise) why we cannot include Deloitte in this subject to a successful procurement?

Many thanks
T



WE'RE STRONGER TOGETHER

Tony Jowett
CISO

Cyber Security
20 Finsbury Street,
London,
EC2Y 9AQ
[GRO]