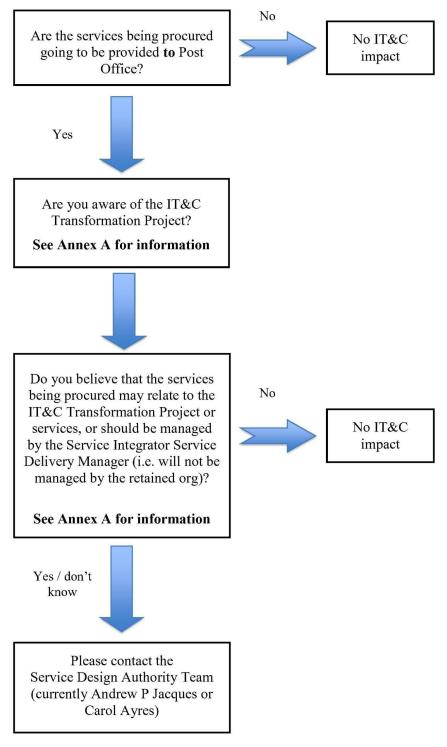
## Post Office IT&C Transformation Project Procurement Guide



# Annex A IT&C Transformation Project

Post Office is undertaking a comprehensive information technology and communications transformation project ("IT&C Transformation Project"). This involves the provision of five main types of IT services provided by separate service "tower" suppliers ("Service Towers"). Post Office contracts with the Service Towers directly and the Service Integrator Service Delivery Manager (the "SISD") manages the Service Towers to ensure that Post Office receives effective, stable and operable IT services from its suppliers.

In addition to the Service Towers, approximately 23 "incumbent suppliers" ("Incumbents") of IT services to Post Office will remain. Post Office also has three panels of "framework" suppliers ("Framework Suppliers") from whom Post Office can ask to provide services without having to procure them through a public procurement process. Services provided by the Incumbents will eventually be run off and replaced by the Service Towers or the Framework Suppliers.

The IT&C Transformation Project structure is set out below. Please use this chart to identify if any of the services that you are procuring relate to any of the services provided through the IT&C Transformation Project and may need to be managed by the SISD.

### **Service Tower Structure Chart**

## **Post Office**

#### **SISD**

(Manages the Service Towers, Incumbents and Framework Suppliers)

#### Roles include:

Providing management and coordination for the delivery of all IT services; Logging IT problems and coordinating resolution by suppliers; Monitoring and measuring performance to ensure that all suppliers meet their contracted levels of performance; Managing changes to ensure that they are made with minimal disruption; Supplier invoice checking.

(Post Office desktop computers and physical IT assets)

(Data storage) Data Centres

Network

(Telecoms networks connecting Post Office's corporate and retail (Software licensed from third Applications and Infrastructure locations)

party vendors and IT)

(Post Office PoS equipment) Point of Sale (PoS)

IT Consultancy Framework Suppliers

IT Products Framework Suppliers IT Solutions Framework Suppliers

(e.g. CSC, Fujitsu, Ingenico, etc.) Incumbent Suppliers

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End User Computing