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**From:** Georgina Blair [GRO]  
**on behalf of** Georgina Blair  
**Sent:** 15/05/2012 15:47:03  
**To:** Michael Hallinan [GRO]  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Thanks – I've asked Peter Tansley, and apparently they get about 140 reports a year to the Speak Up line.

Georgina

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**From:** Michael Hallinan  
**Sent:** 14 May 2012 15:01  
**To:** Georgina Blair  
**Subject:** FW: InTouch MCS Ltd - Contract Expiry Aug 12

FYI

The schedules at the back have the commercial details

Michael

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**From:** Robin Woodstock  
**Sent:** 11 May 2012 17:29  
**To:** Michael Hallinan  
**Cc:** Corin Mcgrath  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Michael,

As requested, please find a copy of the agreement .  
The contact loaded onto the system is :  
John Wilson

[GRO]


Kind Regards

Robin

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**Robin Woodstock**  
**Royal Mail Group Procurement**  
Senior Procurement Manager (Professional Services)

Office Address: Royal Mail Group Procurement, 1<sup>st</sup> Floor, 35-50 Rathbone Place, London, W1T 1HQ

 Mobile: [GRO] STD: [GRO] Postline: [GRO]

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**From:** Corin Mcgrath  
**Sent:** 11 May 2012 11:19  
**To:** Michael Hallinan; Robin Woodstock  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Robin,

Now that you are back from the offsite of the last couple of days please can you follow up with Michael.

Thanks

Corin

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**From:** Michael Hallinan  
**Sent:** 09 May 2012 12:56  
**To:** Georgina Blair  
**Cc:** Robert J Copeland; Emma Griffiths; Corin Mcgrath  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Hi Georgina,

Corin has informed us that this contract is evergreen (see attached email) and will roll on so there is no immediate risk of interruption to service. However we will still need to decide how long to keep this rolling and then make arrangements for a POL specific contract.

Can I make the following suggestions?

- Corin please can you inform Robin (you didn't mention surname) that I'd like to see the current contract and get appropriate contact details – can he contact me please
- Georgina we should meet to discuss your requirements – please let me know when you have time on Friday or next week
- We can then move on with medium term plans for a transition of service contracts to POL and procurement actions required

Thanks

Michael

GRO

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**From:** Georgina Blair  
**Sent:** 09 May 2012 10:33  
**To:** Michael Hallinan  
**Subject:** Re: InTouch MCS Ltd - Contract Expiry Aug 12

Hi

Haven't heard anything from Graham - please could you chase? And yes, would be most helpful to meet up.

Georgina

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**From:** Michael Hallinan  
**Sent:** Wednesday, May 09, 2012 11:28 AM  
**To:** Georgina Blair  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Hi Georgina,

Have you heard anything back from Graham West in RMG procurement on what they are doing with this contract? If not I'll chase up and I think it would be useful if we can meet up to talk through requirements. I can then explain the procurement process

Regards

Michael

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**From:** Georgina Blair  
**Sent:** 03 May 2012 10:40  
**To:** Mario Michael; Michael Hallinan  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Hi Mario and Michael,

I had a quick chat with Robert yesterday to try and understand how we now work with Group Procurement and how we proceed with this. Just to bring Michael up to speed, we currently share RMG's Speak Up (employee disclosure) line which is provided by In Touch (MCS) Ltd. There is a TSA in place which runs until end March 2013, so RMG are required to provide us with a disclosure reporting line until then.

The Speak Up contract with In Touch (MCS) Ltd expires at the beginning of August 2012, so RMG are probably in the process of extending the current service or arranging a new contract, which should be for a service that we can use until March 2013, if we want to (as specified in the TSA).

What we also need to do is set up our own POL-specific disclosure line (so separate number and reporting route), sometime between now and March 2013 (although the sooner the better). This can either be with the existing supplier (In Touch (MCS) Ltd) or a new supplier (there are several in the market who should be able to provide a similar service).

What I don't know is what procurement process we need to go through – I'm not really sure how much a line would cost – RMG pay about £40k p.a., but I expect the yearly fee for POL would be smaller.

Happy to meet up for a chat if that would help, but I'd love somebody to explain what happens next from a procurement viewpoint.

Thanks,

Georgina

**Georgina Blair**  
Regulatory Risk Business Partner  
**Post Office Ltd**

GRO / Mobile: GRO  
GRO

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**From:** Michael Hallinan  
**Sent:** 02 May 2012 13:39  
**To:** Georgina Blair  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Hi Georgina,

Do you want to talk to me about this, or just kept informed of progress with RMG procurement?

I've only been here 4 days so it's all a bit new!

Regards  
Michael

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**From:** Mario Michael  
**Sent:** 02 May 2012 12:31  
**To:** Georgina Blair; Baljit Sidhu  
**Cc:** Robert J Copeland; Michael Hallinan  
**Subject:** Re: InTouch MCS Ltd - Contract Expiry Aug 12

Hi Georgina

You beat us to it.

Michael in POL sourcing will be picking this up with you and Graham West from Grp Procurment.

It looks like we may go for an extension to assess the best way to go.

Regards

Mario

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**From:** Georgina Blair  
**Sent:** Wednesday, May 02, 2012 01:14 PM  
**To:** Baljit Sidhu; Mario Michael  
**Cc:** Robert J Copeland  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Hi,

Have we made any progress on this? We want to use an external provider – happy to stick with the current provider or there are equally good competitors out there, but we need to take some sort of action. Can somebody tell me who in procurement I should be dealing with and who makes the final decision about who we go with?

Thanks,

Georgina

**Georgina Blair**  
Regulatory Risk Business Partner  
**Post Office Ltd**

GRO or GRO Mobile: GRO  
GRO

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**From:** Baljit Sidhu  
**Sent:** 12 April 2012 17:47  
**To:** Mario Michael  
**Cc:** Georgina Blair; Robert J Copeland  
**Subject:** RE: InTouch MCS Ltd - Contract Expiry Aug 12

Hi Mario

I think this is an IT contract, so have asked my colleague Graham West to look at it and get back to you.

Kind regards

Baljit

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**From:** Mario Michael  
**Sent:** 12 April 2012 13:05  
**To:** Baljit Sidhu  
**Cc:** Georgina Blair; Robert J Copeland  
**Subject:** InTouch MCS Ltd - Contract Expiry Aug 12



Hi Baljit

Hope you are well.

I understand the InTouch MCS Ltd contract for the Speak Up Helpline/website expires in Aug this year and based on the Separation Procurement plan agreed between POL/RMG this is one that yourselves in Group will pick up.

As for Post Office Requirements, in view of the very low volume of calls (under 10 I believe), the stakeholders are considering option eg using our HR Service Centre.

In the meantime could you please keep us in the loop in terms of next steps/POL requirements – the main POL stakeholder is Georgina Blair in our Risk & Compliance team.

Regards

**Mario Michael**

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