

Expressions of Interest

Provision of IT Business Systems and Services (PO/2023/005)

Isle of Man Post Office (IOMPO) employs around 300 people and has over 50 years of experience in the mailing industry. As the designated postal authority for the Isle of Man, we carry over 15 million letters and parcels each year, connecting worldwide and delivering to approximately 44,000 households and businesses on the Island.

IOMPO has the largest retail network on the Island with 19 post office locations, which offer customers the opportunity to post letters and parcels, pay bills, receive pensions and benefits, and renew licenses. Within the community, we also operate a number of kiosks to provide local residents with the opportunity to buy postage and pay bills. Online postal solutions are currently in development.

Our Business Solutions division provides a range of commercial services, which includes printing, fulfilment, mail opening, scanning and franking services. IOMPO holds two ISO certificates: 27001 (Information Security) and 9001 (Quality) covering its commercial activities and supporting functional areas.

The 'Isle of Man Stamps and Coins' brand is the philatelic division of IOMPO. It issues several stamp issues a year, along with marketing a number of collectable and commemorative coins and bank notes.

IOMPO's operational areas are supported by non-operational teams covering HR, Finance, Compliance, Change Delivery, Commercial, Marketing and IT Support. ICT managed services for wide and local area network, broadband/internet, IP telephony, managed Exchange and platform and some security provision are outsourced.

IOMPO invites expressions of interest from suitably qualified and experienced organisations, who are interested in providing a range of IT business systems and services. The elements have been divided into six 'Lots' for the core services:

- Lot 1** Accounting (core accounting and period end management)
- Lot 2** Customer Relationship Management
- Lot 3** HR
- Lot 4** Manx Payroll
- Lot 5** e-Learning

Please be aware that neither the Isle of Man Post Office nor any other part of Government or any other organisation assisting with the procurement process, will accept any charges for expenses or losses incurred by any interested party as a result of responding to this enquiry.

To register your interest in this enquiry, write to Linda Dunwell, Isle of Man Post Office, Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man IM2 1AA or e-mail procurement@iompost.com

The closing date for expressing an interest is **noon Friday 24th November 2023**.