

|                                  |                               |   |   |  |
|----------------------------------|-------------------------------|---|---|--|
| Review Type                      | Opportunity                   |   | Siebel reference number:                  | UKR&RMG-JRU-55315                          |
|                                  | Bid/No Bid                    | X |   |  |
|                                  | Update                        |   |   |  |
|                                  | Bid Approval                  |   |   |  |
|                                  | Contract Approval             |   | Competitive (Yes or No?)                  | Not currently                              |
| Customer                         | Post Office Ltd               |   | Bid Name & Offering                       | Globe (Current Account / Internet Banking) |
| Opportunity Owner                | Andy Startin                  |   | Account Manager                           | Suzie Kirkham                              |
| Total Contract Value (BAR & CAR) | Please reference the Actions. |   | Gross Margin (BAR & CAR) (Value and %age) |  |
| Business Unit                    | RRMT                          |   | Business Unit Director                    | Clive Bailey                               |
| Date of Review                   | 6 <sup>th</sup> July 2009     |   | Date and type of previous review          | BNB 01/06/09                               |

|           |   |
|-----------|---|
| Attendees | Neil Andrew; Clive Bailey; Pippa Cow; Caroline Dabrowska; Robert Devlen; Steve Godson; Tim Jones; Matt Mann; Gareth Pugh; David Roberts; Andy Startin; Nick Tetley; Wendy Warham; Guy Wilkerson; Jeremy Worrell; Kate Wratten |
| Copies    | Business Assurance; Amanda Craib; Andrew Hall; Suzie Kirkham; Maz Kostuch; Peter Rowley; Nigel Sheath   |

| Number                                      | <i>Actions from review held on 06/07/09</i>   | Actionee     | Date Due       |
|---|---|--------------|----------------|
| Info  | David Roberts had Peter Rowley's delegated authority.   |              |                |
| 1.  | <p>We will not be able to meet the latest request from the Post Office to provide a breakdown of previously discussed indicative pricing.</p> <p>A call is planned with Dave Smith, Head of IS, Post Office, and subsequent to this a letter is to be drafted to the Post Office to clarify our current position with regards to our input to their Business Case, and our suggested plan for working together to achieve the required outcomes.</p>  | Andy Startin | W/c July 6     |
| 2.  | <p>We should suggest to the Post Office that we have a weekly meeting with them.</p> <p>RRMT BU Management to review developments by the end of next week (July 17). If there are any major changes to the current position these should be communicated to Divisional Management.</p> <p>A Divisional Update Review should be scheduled by the end of July, subject to developments. Updates to pricing should be approved at an applicable BAR.</p> | Andy Startin | As applicable. |
| <i>Actions from review held on 01/06/09</i> |   |              |                |
| Info  | Amanda Craib had the delegated authority for David Roberts. Steve Godson deputised for Wendy Warham. Kate Wratten to update Gareth Pugh as required.  |              |                |



## PBU Bid Review Actions

|         |  |              |          |
|---------|--|--------------|----------|
| Info    | There is a workshop planned for this Wednesday with Fujitsu members of the HNG-X Development Team to review any potential implications that the Globe opportunity may have for HNG-X, and to start the planning for Globe on the basis that the HNG-X migration testing and stable running, with the appropriate contingency, will be essential before any Globe implementation activities could take place. |              |          |
| 1.      | Andy Startin to discuss the current plan with Mike Wood.   | Andy Startin | Ongoing  |
| 2.      | Andy Startin to discuss the opportunity with Mark Phillips, as we are currently in dialogue with Bank of Ireland, who would be a partner with the Post Office on Globe.<br>Discussion ongoing – POL & Bol relationship under strict NDA  | Andy Startin | Ongoing  |
| 3.      | A Bid Budget of £61,200 was approved for the period to July 10; however Jeremy Worrell to work with Andy Startin to define the Bid Budget that would be required to get to contract. This requirement should be forwarded to Clive Bailey and Kate Wratten in the first instance.  | Andy Startin | Complete |
| 4.      | An Update Review should be scheduled for 3 weeks time to review where we are at that time.   | Andy Startin | Complete |
| Outcome | <p><b>From BNB/BAR Update Review on July 6 please reference the Actions.</b></p> <p><b>Also, Increase of Bid Budget from £61K to £92K approved for Code 141356, to August 31, 2009.</b></p>  |              |          |

The following Bid Budget amounts are approved, where applicable:

|                             |       |                 |               |
|-----------------------------|-------|-----------------|---------------|
| Task 10 – Sales             | £     | Start: dd/mm/yy | End: dd/mm/yy |
| Task 20 – Initial RFI – PQQ | £     | Start: dd/mm/yy | End: dd/mm/yy |
| Task 30 – RFP – ITT         | +£31K | Start:          | End: 31/08/09 |
| Task 40 – BAFO              | £     | Start: dd/mm/yy | End: dd/mm/yy |
| Task 50 – Negotiation       | £     | Start: dd/mm/yy | End: dd/mm/yy |

Please confirm completion of actions to PSD.Bid.Reviews@ GRO