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Fujitsu Services Ltd COMMERCIAL TERMS	CT NO: 1031
CT TITLE: Portable Appliance Testing Branch Roll Out	CP NO: 5247 (0690) POL REF: N/A
RELEASE: Release Independent	OFFER EXPIRY DATE: 14 th November 2011
CT RAISED BY: Rolph Daniels	RAISED DATE: 20 th October 2011
FUJITSU SERVICES SPONSOR: Leighton Machin	
POST OFFICE BUSINESS OWNER: David Wright	
SUBMISSION TO POST OFFICE DATE: 24 th October 2011	

Part A - Fujitsu Services Offer

Fujitsu Services Limited ("Fujitsu Services") offers to provide, on the Commercial Terms referred to above, the goods and/or services described in the Work Package or Work Package Element detailed below (the "Work Package (Element)").

<i>Signed for and on behalf of Fujitsu Services Limited:</i>	
Name	Tim Healy
Title	Senior Commercial Manager
Date of Signature	24 th October 2011

Part B - Post Office Ltd Acceptance

Post Office Ltd accepts Fujitsu Services' offer and agrees to purchase the Work Package Element on the Commercial Terms referred to above.

Purchase Order Number <i>(For PO Ltd Use)</i>	
<i>Signed for and on behalf of Post Office Limited:</i>	
Name	
Title	
Date of Signature	



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DEVELOPMENT LIFECYCLE STAGE: <i>(strike through as not applicable)</i>	
Stage 1: Strategic Approval	Stage 4: Solution Specification
Stage 2: Start Up & Feasibility	Stage 5: Solution Build & Test
Stage 3: Requirements Analysis	Stage 6: Implementation
Not Applicable	
Scope of Deliverables: <i>(strike through as not applicable)</i>	
Hardware	Documentation
Software	SIP Resources
Services	Other
CONTRACT ELEMENT <i>(strike through as not applicable)</i>	
Horizon	
HNG	
Both	
COMMENTS: N/A	
SUMMARY OF WORK:	
As part of the ongoing maintenance of the Hardware equipment held within all 11,365 (as at 15/08/11) Branches, Fujitsu is to carry out Portable Appliance Testing (PAT) on the equipment held within each Branch. The PAT is included within the price of the current contract and needs to be carried out within the financial year 2011/12 (Project scheduled to complete in March 2012).	
Description of Change Proposed:	
As part of the ongoing maintenance of the Hardware equipment held within all 11,365 (as at 15/08/11) Branches, Fujitsu is to carry out Portable Appliance Testing (PAT) on the equipment held within each Branch. The PAT is included within the scope and price of the current contract and needs to be carried out by 31 st March 2012.	
The proposed testing of in scope equipment (see list below) is scheduled to be completed between August 2011 and March 2012. There will be a mid roll out break in November and December 2011 to coincide with Post Office Ltd's peak trading period.	
The following items of kit within the branch are within scope and require Portable Appliance Testing and will be tested by EAW Energy Ltd:-	
<ul style="list-style-type: none"> • Base Unit • Base Unit IEC Lead • Base Unit Y Cable (left) • Base Unit Y Cable (right) • Pin Pad PSU • CTX PSU • Epson Printer • Epson IEC Lead • Oki Printer • Oki IEC Lead • Hub PSU 	



The PAT requirement is restricted to the items listed above, and does not take into account performing PAT on any AEI equipment, Kiosks, Note Dispensers, Scales, Branch Routers or any other item that is connected to the Horizon sockets within a branch. The Branch Router is to be excluded due to the impact on the ability of a Branch to trade and the increased risk that will result from taking a Branch Router down at the Branch whilst the cable is tested. In addition the Branch Router is considered to be a new item within the estate hence is not included within the testing this time round.

These visits will be scheduled by EAW Energy Ltd and take place between the hours of 08:00 - 18:00 Monday to Friday, whilst retaining the option to extend to Saturday visits where it is mutually beneficial to both EAW Energy Ltd and to the Branch involved.

Visits will be scheduled by EAW Energy Ltd with the Branch directly, and a suitable date and time will be agreed between the two parties with branches being given reasonable notice of a proposed date. Where an agreed time and date can not be reached, details of the Branch involved will be logged and escalated by EAW Energy Ltd to Fujitsu and subsequently to Post Office Ltd in order that suitable arrangements can be made with the Branch to allow access.

A process has been put in place with Post Office Ltd so that Fujitsu can escalate details of these Branches and Post Office Ltd will arrange a suitable date and time on behalf of Fujitsu and EAW Energy Ltd with these Branches.

When more than 24hrs notice is given by a Branch for any cancellation of a planned visit to that Branch by EAW Energy Ltd then no excess charges will apply. In the event that a Branch does not allow access at the agreed time or cancels providing less than 24hrs notice then Fujitsu will charge the Post Office Limited £54.37 for a revisit.. Due to the anticipated relatively low numbers of these they will be grouped together and charged to Post Office Ltd via the CT process at project completion. In addition, where additional costs are incurred for travel by boat/plane to a Highland or Island, then these additional costs will also be passed on to Post Office Ltd if access is denied or less than 24hrs notice of cancellation is provided resulting in the engineer being required to make a return journey to the Branch concerned. If there are multiple cancellations/refusals at the same Branch, then each of these will be charged accordingly to Post Office Ltd should the cancellation period be breached. Fujitsu will use reasonable endeavours to mitigate such occurrences.

If an item fails the PAT, then EAW Energy Ltd will replace plugs, fuses and IEC leads in order to restore service to the counter. They will also replace both CTX and Pin Pad PSU's should they fail the PAT.

If a base unit or printer fails the test then a call will be logged with the Horizon Service Desk (HSD) and it will receive the appropriate service level for that reported instance. For example, a 3hr response for any branch that is unable to trade, and Next Business Day for any counter affecting problems.

At the point that the engineer discovers that either the base unit or printer have failed the test, that counter position will be deemed to have failed the PAT and will not be able to be used until an engineer has been to site and replaced the item(s). Where an engineer attends a Branch to replace a failed item, the counter can then be used once the engineer hardware exchange has



been completed. A revisit to the Branch to test the newly installed item will not be carried out as the kit is sent out from repair in a safe manner.

All engineers working on this project will have undertaken the security clearance process and be certified by Post Office Ltd as being suitable to attend a Branch and be allowed access to the equipment. For all visits, a PAT Testing Record Sheet will be completed and consolidated within 10 working days by EAW Energy Ltd and provided to Fujitsu.

Reporting will be provided to Post Office Ltd on a weekly basis by Fujitsu via a report that contains the following items:-

- Jobs scheduled for the previous week (Branches + Counters)
- Jobs signed off as complete from the previous week (Branches + Counters)
- Non completions for previous week, with breakdown of reasons (Point Of Failure)
- Replaced items in previous week (by part)
- Total Jobs scheduled to date
- Total Jobs completed to date
- Non completions to date, with breakdown of reasons - where the failure was due to a branch not allowing access or the equipment not being available within 20 minutes, the scheduled time of arrival plus the actual time of arrival will be included.
- Replaced hardware to date
- Tracker to show progress against latest schedule

There is a requirement as outlined in the schedule of work between Fujitsu and EAW Energy Ltd, for the Branch to have equipment available within 20 minutes of EAW Energy Ltd attending site and identifying themselves to the Branch. If an engineer is not able to get access within this timeframe or unable to get to the equipment because of other items preventing him from obtaining access then an aborted visit may occur, and additional charges of £54.37 will be charged to Post Office Ltd for a revisit. The calculation of charges for such incidents are to be agreed by all parties, EAW Energy Ltd, Fujitsu and Post Office Ltd and Fujitsu will use reasonable endeavours to mitigate such incidents. . Additional charges for travel and/or hotels required for a subsequent revisit will also be charged to Post Office Ltd.

As part of the process Fujitsu will carry out User Satisfaction interviews with Branches using the Horizon Service Desk on a daily basis and make the aggregated findings available to Post Office Ltd on a monthly basis. Fujitsu will use reasonable endeavours to obtain feedback from 10% of all Branches attended during the lifespan of the PAT project.

Where a counter is inaccessible due to the Branch layout, this will be escalated to Post Office Ltd who will have the full responsibility to work with the Branch concerned to correct the access and allow for an engineer to re-attend and successfully carry out the work required. Where a counter is deemed as being unreachable to test, it will be deemed to have failed the PAT and as such, should not be used again until such point that testing has been able to have taken place.

EAW Energy Ltd have a list of prioritised Branches as defined by Post Office Ltd, and will use reasonable endeavours to ensure that these Branches are given time slots that allow for work on key counters (AEI and hub) to take place before the Branches open to the public - primarily pre 09:00. Should any requirement for additional Branches to be prioritised, then Post Office Ltd can make the request to Fujitsu, who will on a reasonable endeavours basis try and arrange



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with all parties to accommodate the request.

Acceptance Criteria and Methods (*Functional and Non Functional*):

- Production of a weekly report for Post Office Ltd to show the progress of the PAT project, containing the following data which has been agreed to be supplied:-
 - Jobs scheduled for the previous week (Branches + Counters)
 - Jobs signed off as complete from the previous week (Branches + Counters)
 - Non completions for previous week, with breakdown of reasons (Point Of Failure)
 - Replaced items in previous week (by part)
 - Jobs scheduled to date
 - Jobs completed to date
 - Non completions to date, with breakdown of reasons - where the failure was due to a branch not allowing access or the equipment not being available within 20 minutes, the scheduled time of arrival plus the actual time of arrival will be included
 - Replaced hardware to date
 - Tracker to show progress against latest schedule
- Sign off sheets completed by the branch manager or appointed deputy at every office attended to serve as confirmation that the visit has been completed to a suitable standard. These sheets will be made available upon request by Fujitsu and/or Post Office Ltd.

RELATED WORK PACKAGE ELEMENT(S) (IF ANY): N/A
(the "WORK PACKAGE ELEMENT")

RELATED CCN NUMBER (IF ANY): N/A

IMPLEMENTATION TIMETABLE:
The PAT project is to be conducted between August 2011 to 31st March 2012

STANDARD TERMS AND CONDITIONS APPLICABLE (SUBJECT TO VARIATIONS DESCRIBED BELOW) TO THE WORK PACKAGE OR WORK PACKAGE ELEMENT(S) (AS APPLICABLE) (Incorporated by reference):

N/A

(the "AGREED TERMS AND CONDITIONS")

VARIATIONS TO AGREED TERMS AND CONDITIONS: N/A



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CONDITIONS TO WHICH THE CONCLUSION OF WORK UNDER THE WORK PACKAGE OR WORK PACKAGE ELEMENT IS SUBJECT
Acceptance (Acceptance Criteria):

Each Branch visit will be signed off by the Post Master or other member of staff present as complete.

A weekly status report will be sent to Post Office Ltd for reporting purposes. At the end of the project Fujitsu will seek acceptance from Post Office Ltd that the work has been successfully completed in all branches, and will raise an additional CT to charge for the late cancellations and travelling as identified within this CT and as reported to Post Office Ltd by way of the weekly status reports.

Dependencies (e.g. Third Party or Technical):

EAW will schedule the work directly with the branches, provide engineering resource to carry out the work and provide all PAT testing equipment. Proposed schedules will be sent out to Fujitsu two weeks in advance of visit dates and a weekly completion report provided.

Post Office Responsibilities:

- Communicate with all branches to make them aware of the upcoming work via Focus article.
- Provide escalation point where access issues are encountered
- Provide escalation point where major safety or security issues are encountered.

Other: N/A

CONDITIONS OF THE OFFER SET OUT IN THE SIGNATURE SECTION: N/A
PRICE
Resources

Task <i>(Man-days grades are SMPS, SCM, C)</i>	Number of Man-Days	Man-Day Rate	Estimated Task Sub Total
None	0		£0.00
Estimated Man-Day Total	0		£0.00
Task <i>(Man-Hours grades are UL, LSE, SSE, SE)</i>	Number of Man-Hours	Man-Hour Rate	
None	0		£0.00
Estimated Man-Hour Total	0		£0.00
Estimated Total Value			£0.00

Other Charges

Task or Materials	Quantity	Price	Item Sub Total
None	0		£0.00
Other Charges Total			£0.00



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GROSS PRICE	£0.00
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PAYMENT PLAN/TERMS OF PAYMENT:

There is no charge for the PAT activity as covered by this CT since it is within the scope of the Agreement between Post Office Ltd and Fujitsu. However in the case of revisits and cancellations the Post Office may be liable for charges and costs relating to these incidents only.

OTHER: N/A