

FUJITSU RESTRICTED
COMMERCIAL IN CONFIDENCE

Fujitsu Services Ltd		CCN NO: 1604b	
CHANGE CONTROL NOTE (CCN)			
CCN TITLE: To introduce a new baseline version of the Agreement as at 31/03/2016		CHANGE ADMINISTRATION USE ONLY. CR NO: N/A CP NO: N/A	
RELEASE: Release Independent		EXPIRY DATE: 29 th June 2016	
CCN RAISED BY: Khia Wilson		RAISED DATE: 8 th June 2016	
SUBMISSION DATE: 8 th June 2016			
EMERGENCY CHANGE PROCEDURE INVOKED: YES/NO			
EMERGENCY IMPLEMENTATION DATE:			
ATTACHMENTS: YES / NO : 1			
FUJITSU SERVICES APPROVAL	DATE	POST OFFICE LTD APPROVAL	DATE
SUMMARY and REASON FOR CHANGE: Reason:			

CCN1604b

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Ref: PGM/CHM/TEM/0002

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Version: V2.0

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To provide an updated and conformed Agreement that reflects changes specified in those CCNs approved by the parties between 24/07/2015 and 31/03/2016 (as listed below) and updating all Clauses and Schedules to produce the updated and conformed Version 11.0 of the Agreement.

This CCN1604b also incorporates further minor changes to the Agreement to form Version 11.0 of the Agreement.

Summary:

Fujitsu Services provides services to Post Office under an agreement dated 28/07/99 (the "Agreement"). CCN1200 varied and restated the Agreement and comprised the baseline set of the Clauses and Schedules as at 31/08/06.

More recently, CCN1506 introduced a new baseline set of Clauses and Schedules to the Agreement to reflect amendments made by those CCNs approved by the parties between 30/09/2013 and 24/07/2015 and a number of amendments, including contract anomalies and CCD reference updates, to change all Schedules and Clauses to produce the updated and conformed version 10.0 of the Agreement.

This CCN1604b introduces a new baseline set of Clauses and Schedules to the Agreement to reflect amendments made by those CCNs approved between 24/07/2015 and 31/03/2016 and a number of amendments, including contract anomalies and to change all Schedules and Clauses to version 11.0 of the Agreement.

Version 11.0 of the Agreement therefore includes all changes introduced by this CCN1604b together with the changes introduced by the following CCNs:

- 1) CCN1423c
- 2) CCN1424
- 3) CCN1425

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- 4) CCN1427
- 5) CCN1429
- 6) CCN1500
- 7) CCN1501a
- 8) CCN1502a
- 9) CCN1504a
- 10) CCN1505
- 11) CCN1508
- 12) CCN1511
- 13) CCN1512c
- 14) CCN1600

DETAILS OF CHANGE:

Post Office and Fujitsu Services agree as follows:

1. Attachment 1 to this CCN ("Attachment 1") contains the new electronic versions of the Clauses and Schedules of the Agreement (version 11.0) which will replace the existing version 10.0 of the Agreement and include the changes as described in this CCN1604b.
2. Version 11.0 of the Agreement shall comprise as at 31/03/2016 the Clauses and the Schedules set out in Attachment 1.
3. In the event of any inconsistency, the Clauses and the Schedules in Attachment 1 shall prevail over any printed version.
4. In the event of any inconsistency between what is set out in Attachment 1 as being Version 11 and the content of any of the CCN's which feed into Version 11 (as listed above), the content of the CCN's should prevail.

PROPOSED REVISION TO WORDING OF THE AGREEMENT (*including Schedule reference*):

CCN1604b

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Ref:

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As described in the "Details of Change" section above and shown in the changes described below.

The changes below describe the tidy up changes that have been applied to version 11.0 of the Schedules to the Agreement.

CLAUSES:

CCN1600 required a new Clause 76 to be included. However, as a Clause 76 already exists within the Agreement, a new Clause 77 has instead been added.

SCHEDULE 1

CCN1423c states to amend the definition of "Local Failure" as:

"(a) In the period up to 31st March 2015, a failure of the Branch Infrastructure and/or the Branch Telecom Infrastructure;

(b) In the period from 1st April 2015, a failure of the Branch Telecom Infrastructure;"

The amendments were made as per CCN1423c, with two additional changes. The word "and" was added at the end of paragraph (a) after the semi-colon and the semi colon at the end of paragraph (b) was removed and replaced with a full stop.

SCHEDULE A5

CCN1423c states to add an additional paragraph 1.8 as follows:

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“1.8 From 1 April 2015, in relation to Fujitsu continuing to deliver Services which previously had dependencies on the Engineering Service and to facilitate Fujitsu’s delivery of those Services, Post Office will be responsible for:

1.8.1 for planning the timings of Counter Gold Build releases and requesting them, using the Change Control Procedure;

1.8.2 the Next Supplier accepting and resolving Incidents raised in respect of Branch Hardware requiring repair or replacement, identified through pro-active monitoring;

1.8.3 the Next Supplier accepting and fulfilling requests to perform investigation, repair or replacement activities on Branch Hardware (e.g. quiet line test or branch router reset) to support the resolution of Incidents”

The amendments were made as per CCN1423c, with two additional changes. The word “and” was added at the end of sub-paragraph 1.8.2 after the semi-colon and a full stop was added to the end of sub-paragraph 1.8.3.

SCHEDULE B3.1 – HNG-X SERVICES AND TRANSITIONAL SUPPORT SERVICES:

CCN1600 states:

“The whole of row 17, relating to POL MI Hosting Service shall be deleted. In paragraph 4, row 47 which refers to the POL MI Service Description, shall be deleted.”

This change has been made, and in addition, any rows proceeding those rows deleted have been renumbered accordingly to follow in succession.

SCHEDULE D1 – CHARGES:

CCN1600 states that paragraph 2.14 should be deleted and replaced. However, paragraph 2.14 did not exist to be deleted and replaced, and therefore a new Clause 2.14 has been added. In addition, it was unclear which Annex B was referred to in paragraph 2.14. Fujitsu Services and Post Office agree that the reference is intended

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to be to Annex B of Schedule D1, which includes Trinity 1 Credit and Invest to Save Credit. For clarity, Version 11 of Annex B of Schedule D1 takes into account amendments from CCN1600, CCN1501a and CCN1512c.

SCHEDULE E- ANNEX 1:

CCN1423c stated that the table contained in Annex 1 should be amended as follows:

Engineering Service	Terminable as an individual Service <u>(Expired as of 31st March 2015)</u>	Signature by both Parties of CCN 1200	Process, toolset, SLT and operational service threshold implications on Service Desk Service and Operational Business Change (Branch Change) Service and on availability SLTs
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The table was then overridden by CCN1600 which did not contain the amendment "(Expired as of 31st March 2015)" from CCN1423c above.

Fujitsu Services and Post Office agree that the table in Annex 1 should be amended to read as set out above, as per CCN1423c.

COMMERCIAL TERMS or CHARGES APPLICABLE IN RESPECT OF THIS CCN (if any):

There is no cost for implementing this CCN1604b but, where applicable, price amendments specified in those CCNs approved between 24/07/2015 and 31/03/2016 inclusive as referenced in this CCN1604b will be applied to the relevant Services delivered by Fujitsu Services.

NEW CCDs and/or CRDs: N/A

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Reference	Title	Approved Version & Date	
AMENDED CCDs and/or CRDs: N/A			
Reference	Title	Previous Version & Date	Approved Version & Date
Policies and Standards: N/A			
Service Levels (including any Service Level relief required): N /A			
<p>P.O. Ltd Responsibilities:</p> <p>There are no Post Office responsibilities related to this CCN1604b, but where appropriate Post Office responsibilities in those CCNs approved between 24/07/2015 and 31/03/2016, as set out in this CCN1604b will be applicable.</p>			
<p>Other: This CCN1604b replaces CCN1604a which was submitted on 19th April 2016 and which is hereby withdrawn by the submission of this CCN1604b.</p>			

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ATTACHMENT 1

Version 11.0 of the Agreement

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CHANGE CONTROL NOTE

ID: PWY_CCN_1604 CCN:1604b Create Date: 08-APR-2016 16:01:43
Status: APPROVED Originator: Ken.Westfield

Title:

To introduce a new baseline version of the Agreement as at 31/03/2016

Main Description:

Related Parts

- 0 PWY:CCN.A;1 Ken.Westfield
 (CHANGE_MANAGEMENT)
 Change Control Notes
- 4 PWY:CD_ATTACH.A;1 Ken.Westfield
 (CHANGE_MANAGEMENT)
 Change Document Attachments

Related Items

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Affected

4 PWY:CCN_1604_2-CDATTACH.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1604_2.zip)
CCN1604a Attachment 1

Affected

4 PWY:CCN_1604_1-CDATTACH.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1604_1.zip)
CCN1604 Attachment 1

Affected

7 PWY:CCN_1604_3-CDATTACH.A-CDATTACH;1 (Affected) Ken.Westfield
(CCN_1604_3.zip)
CCN1604b - Attachment 1

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Related Child Change Documents:
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Related Parent Change Documents:
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Action Messages
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Action Number: 2 Date Apr 11 2016 15:59:37 By: Ken.Westfield

CCB Minutes – Mtg 836 – 11th April 2016

Draft CCN presented to CCB by K Wilson as formalising Baseline 11 and incorporating all the CCNs approved to date (including POLSAP CCN1512c and Trinity - 1600).

Draft CCN had been produced by Commercial and agreed by Finance and Change

Commercial confirmed that the change was being expedited through to provide a clean baseline for both parties and for Fujitsu to be able to progress the RPI CCN (1603) to incorporate the baselined position.

The attachment to the CCN was all the Schedules at v11 and these were being finalised. The draft documentation had been reviewed by POL informally

A Kemp asked whether the CCN contained any clean-ups and C Dunford stated it did not – once baselined a clean-up CCN would be raised and progressed.

CCB had no further comment and agreed progression of the Change on completion of actions:

Actions:

1. Commercial to provide copy of CCN attachment for formal submission.

Action Number: 4 Date Apr 19 2016 09:22:12 By: Ken.Westfield

CCB Minutes – Mtg 837 – 18th April 2016:

2. CCN1604 - To introduce a new baseline version of the Agreement as at 31/03/2016 ChM reported that POL had now identified further changes required to CCN1604 – which would lead to a re-submission once queries had been addressed and all updates received

ChM presented the change progressed during the week (as a result of actions at previous CCB) to CCB for ratification explaining the background to the changes. CCB had no issue and upheld the submissions.

Action Number: 4 Date Apr 19 2016 09:28:39 By: Ken.Westfield

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CCB Action Updates – Mtg 837 – 18th April 2016:

Action 1 – Attachment supplied and CCN submitted. Action complete.

Action Number: 5 Date Jun 21 2016 14:35:09 By: Ken.Westfield

CCB Minutes – Mtg 845 – 21st June 2016:

Ratifications:

Small Change

3. CT2113 – Additional connections for NCR Hyderabad to Winnersh test SSKs (Updated)
4. CT2114 – Reference Data Management Service – Excess Volume of Changes (1st May to 31st May 2016)
5. CT2100a – Design Study for Trinity Phase 1
6. CCN1607 – To correct the core team discount error in CCN1600

POL Legal Resubmissions

7. CT1948b – Npower SMART Metering - R4 requirements
8. CT2049a – Electronic Know Your Customer (eKYC) for FRES MCC (Multi-Currency Card) - Fixed Price
9. CT2092a – Electronic Know Your Customer (eKYC) for FRES MCC (Multi-Currency Card) – Time and Material
10. CCN1604b – To introduce a new baseline version of the Agreement as at 31/03/2016

CCB Actions

11. CT2089 – Change to source IP address for automating branch file to MS Dynamics
12. CT2107 – POCA on SSK - Payment Service Initiation Consultancy
13. CT2112 – POLSAP Processes Deep Dive to Support KPMG Revenue Reconciliation Project – Consultancy - Continuation
14. CT2117 – Study into extension of Branch Network Service and systems supporting HNG-X counters beyond 31 March 2017

ChM presented the changes progressed during the previous two weeks to CCB for ratification explaining the background to the changes and the rationale for their representation. CCB had no issue and upheld the submissions.

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Action History

- 1 08-APR-2016 16:01:43 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Document created
- 2 08-APR-2016 16:01:57 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from RAISED to COMMERCIAL_REVIEW
- 3 11-APR-2016 15:59:54 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from COMMERCIAL_REVIEW to READY_TO_SUBMIT
- 4 14-APR-2016 10:19:26 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from READY_TO_SUBMIT to SUBMITTED
- 5 20-JUN-2016 08:52:32 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from SUBMITTED to APPROVED
- 6 04-AUG-2016 14:59:46 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from APPROVED to REJECTED
- 7 04-AUG-2016 14:59:59 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from REJECTED to SUBMITTED
- 8 04-AUG-2016 15:00:27 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Actioned document from SUBMITTED to APPROVED

Update History

- 0 08-APR-2016 16:01:43 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Related Design Part PWY:CCN.A;1
- 2 11-APR-2016 15:59:37 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Added action description
- 3 14-APR-2016 10:18:38 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Detailed description edited
- 3 14-APR-2016 10:19:26 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 4 19-APR-2016 09:22:12 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Added action description
- 4 19-APR-2016 09:28:39 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Added action description
- 4 19-APR-2016 10:22:56 Ken.Westfield GRO
WESTFIELDK Chg Mgmt
Detailed description edited
- 4 19-APR-2016 10:24:38 Ken.Westfield 7302 3466

CCN1604b

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- WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 4 17-MAY-2016 10:20:30 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Design Part PWY:CD_ATTACH.A;1
- 4 17-MAY-2016 10:20:30 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1604_2-CDATTACH.A-CDATTACH;1 (Affected)
- 4 17-MAY-2016 10:20:30 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1604_1-CDATTACH.A-CDATTACH;1 (Affected)
- 4 20-JUN-2016 08:52:32 Ken.Westfield
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 5 21-JUN-2016 14:35:09 Ken.Westfield
WESTFIELDK Chg Mgmt
Added action description
- 5 21-JUN-2016 15:09:36 Ken.Westfield
WESTFIELDK Chg Mgmt
Detailed description edited
- 5 29-JUN-2016 09:12:51 Ken.Westfield
WESTFIELDK Chg Mgmt
Request attribute(s) updated
- 7 04-AUG-2016 15:00:18 Ken.Westfield
WESTFIELDK Chg Mgmt
Related Item PWY:CCN_1604_3-CDATTACH.A-CDATTACH;1 (Affected)

Archived Attribute Information
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----- END OF CHANGE CONTROL NOTE PWY_CCN_1604 -----