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Pathway Response

1. Service Principles

Pathway will supply all the Office Platform Service equipment which is required for testing, acceptance and training for those POCL Services which are provided by Pathway under this Contract. The charges for such equipment are included in the Service prices. If additional Office Platform Service equipment is required by POCL for other purposes, including for example the testing of Services or systems that are not supplied by Pathway, then Pathway shall supply such equipment under the normal commercial terms and prices which are prevailing at the time.

It should be noted that title to all equipment which is provided as a part of the contracted POCL Services remains with Pathway and the equipment will be reassigned to operational use by Pathway when it is no longer needed for testing.

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The following paragraphs provide further details of this "service principle" as it applies to the examples raised by POCL.

2. Acceptance Testing:

Pathway will supply the Office Platform Service equipment that is reasonably required to test and accept new Office Platform Services provided that it is:

a) required in support of the POCL Services provided exclusively by Pathway and
b) required to satisfy the Acceptance Criteria

3. Destructive Testing:

Upon request by POCL, Pathway will supply sample units of the Office Platform Service Equipment for destructive testing. The first sample of each generic type of unit will be provided at no charge to POCL and any subsequent units will be supplied at normal commercial prices.

4. Other Testing by POCL:

POCL may require additional Office Platform Service equipment to support in-house testing or for testing third party applications, systems or services. Pathway will provide such Equipment under normal commercial terms and prices.

5. Training:

ICL Pathway will carry out classroom training only. ICL Pathway will provide the equipment for class room training as part of national Rollout.

If additional equipment is required by POCL or third parties to support training which is not undertaken by ICL Pathway then such equipment will be supplied on normal commercial terms and prices.

6. Demonstration & Marketing:

Pathway will provide Office Platform Service equipment which is required to demonstrate and market new Office Platform Services to clients and prospective clients. The equipment that is required will be set out in marketing plans which are agreed jointly between POCL and Pathway.

Pathway Comment

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Nil

Reference No 464

Pathway Response
It is agreed that Services which utilise the OPS and TMS may only be provided subject to the express agreement of POCL.

Pathway Comment
Nil

Reference No 465

Pathway Response
1. Equipment Livery

Pathway will agree with POCL the standards for equipment livery to be used within OPS. These standards will reflect the POCL Style Guide for Post Offices and will be used as the basis for all equipment installed in all outlets which provide the OPS.

2. Equipment Appearance

The effort required to maintain the OPS equipment will be minimal and capable of being undertaken by the local post office staff. It will be comparable to the cleaning required of any desk-based office computer system and will typically consist of occasional dusting and screen cleaning.

3. Cleaning Materials

Pathway proposes that any cleaning materials that are required shall be supplied in the same way as for other Consumables.

Pathway Comment
In order to take account of the costs of the livery within the Tender we shall need early access to the POCL Style Guide for Post Offices. Pathway anticipates that one aspect of the standards for equipment livery will be the colour of equipment casings. Whilst this presents no problems in principle the earliest definition of the preferred choice will be important in order that equipment lead times are not affected. Pathway would wish to supply standard colour equipment into the Operational Trial phase should post office livery equipment not be available at that time.

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Reference No 466

Pathway Response
Pathway's solution is as set in Schedule B04.

Pathway Comment
Nil

Reference No 467

Pathway Response
1. Connection of OPS to TMS

The Pathway solution for OPS is based on a PC configuration at every counter. Each counter configuration is linked to a Local Area Network within the post office. Each post office configuration is linked to TMS over an ISDN Wide Area Network.

This connection supports the transfer of authorised data files and messages in both directions.

2. Data Transfer

The Pathway solution for TMS uses data replication and synchronisation techniques to ensure that data transfer between post office counter positions within OPS and between instances of OPS and the TMS are secure, complete, accurate and robust. In addition techniques including Cyclic Redundancy Checks, Digital Signatures and Encryption are used to ensure data integrity.

2.1 Secure Data Transfer

Once a transaction has been settled at a counter position the full transaction details are committed to that users journal. These details are automatically replicated to all other PC's in the post office to ensure that the data has been securely captured. In addition these transaction details are automatically replicated to a remote server within TMS. Data and message transfer may originate from an individual counter PC (e.g. a bill payment) and be replicated to TMS or from a POCL Client system (e.g. APS Host) which then uses TMS to distribute data to OPS.

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The OPS PCs and TMS servers are known as nodes which are logically grouped into a number of work groups.

All messages from a single node are generated in a strict numbered sequence and with a unique node identification. Any attempt to introduce a fraudulent message will be detected and rejected.

This approach is resilient to either network or node failure since a TMS node and an OPS node will be always aware of each others state. When the failure condition is resolved the nodes will automatically synchronise and complete any data or message transfers that are required to ensure both nodes are in a consistent state.

2.2 Data Integrity

Three techniques are used to ensure data integrity within the OPS and as part of data/message transfer between OPS and TMS.

These are CRCs used for all node journal messages, DSA based Digital Signatures used for all data where assurance of content and source are required and Data Encryption used selectively on certain data fields.

All messages have a CRC applied when they are initially committed to the journal and this is checked every time the message is accessed. This protects against accidental corruption and casual tampering. Any failure of a CRC check will cause the message to be rejected and retrieved from an alternate node.

When authentication of the origin of data is important, a digital signature is applied to the data prior to transmission and then checked upon receipt. A CRC is generated for the data contents, then one-way encrypted and the result encrypted using a DSA private key. Upon receipt the CRC is recovered using the public DSA key and compared with the newly encrypted checksum from the received data. If the results match then the data content and its origin are assured.

Data encryption may be used selectively to protect the values of certain data items.

Thus any attempt to alter the data will be automatically detected and logged for subsequent investigation.

3. Status of TMS data collection

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The Pathway solution for TMS and OPS automatically replicates in the TMS all of the transaction data which is created using the OPS. The data is then available for processing by the relevant client system which may include Pathway, POCL or POCL client systems.

The replication period between OPS and TMS is configurable and will be defined according to the urgency of the transaction data. Data replication will also take advantage of connections that are established between TMS and OPS for other purposes. E.g. An OBCS transaction etc.

This process runs automatically throughout the day and is optimised to take advantage of any connections that TMS might make to OPS. The exact status of transactions from one moment to the next may be different. Consequently a report identifying the status of transaction data is felt to have little business value.

Pathway believes that the key requirement is to ensure that end-of-day procedures provide TMS with data in a known state at each post office and enable Client processing to proceed on a consistent dataset.

The Pathway solution for EPOS will initiate a connection to replicate the final end-of-day balances and this process will also enable the replication of any outstanding transactions that have not previously been sent to TMS.

Pathway Comment
Nil

Reference No 468

Pathway Response
Pathway's solution draws upon the experience gained by delivering field services to Camelot's National Lottery terminals which are often sited in locations where space is very limited.

The hardware platform and associated peripherals have been chosen with minimum maintenance in mind. All faults will be diagnosed with the aid of expert systems by the Horizon System Helpdesk and it is anticipated that fewer than 25% of calls will require a visit by a field engineer to replace an unserviceable component. It is our experience that the majority of visits will be completed within 20 minutes of arrival. If

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the maintenance or repair operation is predicted to take longer than 20 minutes then Pathway will replace a whole unit or module to minimise disruption at the counter.

Optionally, a postmaster may elect to defer a visit to a time which he believes is more convenient for himself and his customers. For example, in a larger crown office, if a fault occurred at the busiest time of day and the postmaster preferred that the engineer arrived later, or even on a different day, then he could request a deferred visit. In these circumstances, the request for service would be diagnosed fully but then suspended until the preferred appointment time. Clearly the time in suspension will not count towards down-time for the purposes of service measurement and performance targets.

Pathway Comment
Nil

Reference No 469

Pathway Response
1. General

The OPS is provided by a suite of software procedures which are invoked by an Application Programming Interface, and a set of counter applications which perform specific business functions. These are all run on a hardware infrastructure provided at each post office counter.

Pathway will provide the following OPS technical documentation.

2. The OPS Architecture Document

A document which describes the overall systems architecture of Pathway's solution and the functionality of the various sub-systems which comprise the suite of software. This includes a description of the Counter Applications Architecture which describes how counter applications utilise the OPS.

3. The OPS API Document

A document which describes the full set of API's provided by the OPS. Some of these are used by the counter applications.

4. The Counter Hardware Specification Document

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A document which provides a technical specification of the equipment provided in a post office as part of the OPS.

5. Change Control

It is important that the Contractor exercises his own management control over the technical design of the POCL Services so that the operational effectiveness and efficiency of the POCL Services can be maintained and improved through time. All changes to the documentation will be passed to POCL for their agreement however Pathway believes that the final design authority for technical documentation and changes to them must reside with the Contractor. Pathway is prepared to discuss particular essential properties of the technical design which POCL believe must be preserved through changes to the documentation if this is considered helpful.

Pathway Comment
The requirement only identifies the need for technical documentation, it does not directly address the related implications of developing and using third party applications or hardware on the Contractor's service platform. The Contractor must ensure that the technical and operational integrity of the OPS is not compromised by third party applications or hardware. It will therefore be necessary for any third party applications or hardware to be verified and approved by Pathway before installation or connection to the OPS. In addition to the provision of the technical documentation, Pathway will support the procurement of third party Applications or Hardware by offering a design, Integration, Test and Approval Service. The operational implications of third party applications and hardware must also be considered since they will utilise resource capacity of the OPS and perhaps other related POCL Services. Implementation and ongoing service management for third party hardware and applications may be required from the Contractor in many cases. Pathway is prepared to offer commercially attractive services to meet all of these requirements.

Reference No 470

Pathway Response
1. Technical Documentation

The TMS is provided by a suite of software procedures which enable counter applications and Client systems to securely communicate and exchange data in support of a specific set of

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business functions. Counter applications invoke the TMS through the TMS applications Programming Interface. Client systems invoke the TMS functionality through Agent software.

Pathway will provide the following TMS technical documentation.

2. The TMS Architecture Document

A document which describes the overall systems architecture of TMS and the functionality of its various software sub-systems . This includes a description of the Agents which describes how Client systems utilise the TMS.

3. The TMS API Document

A document which describes the full set of API's provided by TMS. Some of these are used by the Client Agents in support of Client systems.

4. The TMS Hardware Specification

A document which provides a technical specification of the equipment provided in data centres in support of TMS.

5. Change Control

It is important that the Contractor exercises his own management control over the technical design of the POCL Services so that the operational effectiveness and efficiency of the POCL Services can be maintained and improved through time. All changes to the documentation will be passed to POCL for their agreement however Pathway believes that the final design authority for technical documentation and changes to them must reside with the Contractor. Pathway is prepared to discuss particular essential properties of the technical design which POCL believe must be preserved through changes to the documentation if this is considered helpful.

Pathway Comment
The requirement only identifies the need for technical documentation, it does not directly address the related implications of developing and using third party applications which utilise the TMS. The Contractor must ensure that the technical and operational integrity of the POCL Service is not compromised by third party applications. It will therefore be necessary for any third party applications to be verified and approved by Pathway before connection to the TMS. In addition to the provision of documentation, Pathway will support such connections by offering a Design, Integration, Test and

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Approval Service. The operational implications of third party applications must also be considered since they will utilise resource capacity of the TMS and perhaps other related POCL Services. Implementation and ongoing service management for third party applications may be required from the Contractor in many cases. Pathway is prepared to offer commercially attractive services to meet all of these requirements.

Reference No 471

Pathway Response

1. Broadcast facilities

Pathway will provide a Broadcast facility which will enable short messages to be sent to all or a subset of outlets from a central location. The message will be input into an application running on the central TMS servers and will be replicated to post offices as required. At the local post office each counter position can access these messages and selectively open and view the message. Once a User has read a message this fact is recorded in the journal.

The user will be prompted that a message is outstanding by an indicator on the top of their screen. On selecting the Office Message icon the user will be presented with a list of messages with an indicator showing their status (read or unread). The message can be printed as required.

Pathway will need to agree with POCL the precise mechanisms for enabling messages to be input into the TMS application and on the method of grouping PO outlets in order to optimise outlet selection.

2. Access to electronic information

Subject to the comment below, Pathway is able to provide an electronic information facility so that counter staff using the OPS are able to gain access to information in support of counter transactions and for general education and information. Such information may comprise or be derived from sources including Counter News, Regional Bulletins or Operations Manuals.

Pathway will provide a facility which will enable these and other documents to be distributed to outlets and viewed locally. The documents would need to be supplied to Pathway in an agreed format (e.g. HTML). These would be distributed

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together with an updated index using Riposte. Access to these documents would be via an appropriate HTML viewer operating within the users Riposte desktop.

Pathway will agree with POCL or other Clients the retention periods for these documents.

Pathway will agree a charging structure for this service which is expected to be based on file size and incidence of distribution.

Pathway Comment
Pathway believes that the second part of the requirement (paragraph 2 above) is complex both for the Contractor and for POCL who would need to originate the information of electronic access. It is pointed out that for contingency & fallback purposes the service documentation must be provided in paper format anyway and thus two sets of information need to be maintained incurring additional costs. Pathway would like further discussions with POCL regarding the business needs. At present Pathway does not believe the facility is cost effective.

Reference No 472

Pathway Response
1. Introduction

Pathway's solution for the OPS is based on a set of counter applications running on processors at every counter position. The counter applications all operate under Riposte, a suite of software which provides mechanisms for ensuring data security and integrity within the OPS and across the network to TMS. In addition Riposte ensures this distributed architecture is fully resilient by replication of data across the OPS and TMS together with effective algorithms for synchronisation whenever the replicates are out of step.

2. Accurate and Robust Data Capture

The design of the counter applications and the menu structures have been designed to minimise data input and to ensure that only valid and accurate data is captured at the relevant point within a counter transaction.

The counter applications will be invoked by an event driven process wherever possible. This will typically be a card

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swipe, a bar code read or optionally a single touch on touch screen panel. The data associated with these actions will be captured automatically. Some transactions will require no further data input and the transaction will be completed by invoking a Receipt (where required) and the Settle function.

Supporting data may be required for some transactions including quantity, value or transaction specific details such as account number. Check-digits will be used where this used by a particular client transaction.

A running total showing quantity and value of each transaction is visible on the screen, and any errors can be reversed where the transaction type allows.

3. Integrity and Security of Data

Once a transaction has been settled the full transaction details are committed to that users journal and Riposte then replicates these details to all other PC's in the post office. In addition the transaction details are replicated to a remote server within TMS. These PC's and servers are known as nodes which form a Riposte workgroup.

All messages from a single Riposte node are generated in strict sequence and with a unique node identification. The introduction of an additional stream of messages will be detected by Riposte and rejected.

Three techniques are used by Riposte to ensure data integrity. These are CRCs (Character Redundancy Checks) used for all Riposte journal messages, DSA based Digital Signatures used for all data where assurance of content and source are required (i.e. AP records) and Data Encryption used selectively on certain data fields.

All messages in Riposte have a CRC applied when they are initially committed to the journal and this is checked every time the message is accessed. This protects against accidental corruption and casual tampering. Any failure of a CRC check will cause the message to be rejected and retrieved from an alternate node.

When authentication of the origin of data is important (i.e. for AP records), a digital signature is applied to the data prior to transmission and then checked upon receipt. A CRC is generated for the data contents, then one-way encrypted and the result encrypted using an DSA private key. Upon receipt the checksum is recovered using the public DSA key and compared

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with the newly encrypted checksum from the received data. If the results match then the data content and its origin are assured.

Data encryption mechanisms are available and will be used selectively to protect the values of certain data.

Reference is also made to Pathway's responses to Risk 65 and supplementary questions (PWAY065 to PWAY065c inclusive) which concern security of data from OPS to TMS, and the Security Functional Specification.

4. Audit trail

All data captured at a post office counter either as part of a counter transaction or as an administration function (user log-on, teller balance) will form part of a unique transaction which is given a unique reference number by Riposte. The format of this journal entry will vary according to the transaction type but will typically contain :-

Post Office ID
Counter Position ID
Unique Transaction ID
Date
Time
User ID
Application
Transaction Details

Each counter PC contains a journal and all journal entries are automatically replicated to all other members of the workgroup. This will include all the counter PC's in the post office and one of the remote Servers (known as Correspondence Servers) that form part of the TMS. This Correspondence Server will in turn replicate all its transactions to two other Correspondence Servers located on different sites.
Once data is stored in the journal it is never altered. New transactions are always appended to the journal. Retrieval of data using a particular key field will retrieve all entries containing that field and logically determine the overall state of the transaction data.

A complete audit trail of all transactions and other significant events is maintained within the post office systems and is automatically available for analysis by both audit access facilities and value added services which are linked to TMS.

5. Data Security and Integrity following failure

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The Pathway solution for OPS ensures that data security and integrity is maintained in the event of failures of the OPS. Riposte provides synchronisation facilities which will automatically check the status of the journal for a node when it is re-established following failure. Should the journal be out of step (e.g. through failure of the counter PC) Riposte will automatically synchronise the journal and any data files to the same state as all other journals in that workgroup. Synchronisation may occur from another counter PC (in a multi-counter office) or from one of the Correspondence Servers (in a single counter post office).

The data security features described above are not affected by this process and no user intervention is required to effect synchronisation.

Pathway Comment
Nil

Reference No 473

Pathway Response
1. Remote Access to OPS

Users may only log-on to the OPS in their local post office. Any access to data or services outside of the local post office is controlled exclusively by the relevant counter application.

2. User Access to OPS

Authentication of all users logging on to the OPS in the post office is undertaken by the OPS operating system. Full access control and password management facilities are provided. The OPS uses this information to ensure that only authorised staff are allowed access to applications, and then only to those applications for which they have permission. Each user is identified by a unique password. The procedure for logging-on to the OPS is described in the Counter Operations Procedures manual.

In order that a specific role for POCL Auditors can be created Pathway will need to understand the specific functions that are required to be associated with this role and where these are different from the Post master. The normal user hierarchy would place the Postmaster as the most privileged user with a series of roles and lesser permission levels subservient to this.

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If specific functions are required for Audit that are not available to the Post master, then the Audit user would require an independent method of setting the password. In this situation the approach outlined below for lost password and linked to the Audit user would be used.

3. Restricted Functionality

Agreement will be required on the POCL Services (e.g. AP etc.) that are to be provided at an outlet. Where it is known that a POCL Service will never be required in an outlet, then the counter applications reference data will not include that POCL Service. Where an existing POCL Service might be required in particular outlets in the future, access to the applications will be disabled from the user desktop by means of reference data.

In addition it will be possible to restrict certain transaction types in an outlet (e.g. no MVL sales). This will be achieved by disabling the appropriate entry within the desktop through reference data.

Pathway understand that service or functionality provision / non-provision is determined at the outlet level, and is not directly related to User Access.

4. Lost Password

The OPS will provide facilities to enable the Postmaster to establish new users and set an initial password for all users in his/her post office. Should a user forget their password the Postmaster can reset the password. The same procedure applies at single counter position post offices and multiple counter position post offices.

For situations where the sole user (e.g. Postmaster in a single counter office) has lost his password, the OPS will provide the facility to generate a unique key as part of the log on to a specific username (e.g. user SETUP). This will be phoned to the Horizon System Helpdesk who will provide the corresponding key which when input to OPS will allow access to the administration facilities. The user may then reset his user password.

5. Suspend and Resume

A facility which enables users to securely suspend their current session and then to resume the session is provided as

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part of the overall OPS functionality. The suspend function is invoked by the user using a specific keystroke (e.g. Control + Key) and may be performed at any time providing that there is no counter transaction in progress, or where the transaction integrity may be compromised by allowing a suspension (e.g. part way through a smart card transaction). The suspended session may be resumed by the user entering his password.

Further details on secure timeout are now covered in response to requirement 921.

Pathway Comment
None.

Reference No 474

Pathway Response
1. Health, Safety and Legal on OPS equipment.

1. All OPS Equipment will be continuously rated and capable of functioning safely and reliably, attended or unattended, for an indefinite period in outlets.

2. Each installation of OPS will be physically and electrically safe and in compliance with relevant legislation and recognised best practice. It will not cause interference with other devices. It is noted that the equipment may be installed in premises that would be classified as residential.

2.1 This includes all relevant UK Regulations and Council Directives (that is, Directives of the Council of the European Communities) which are implemented by HMG. The equipment will be maintained as demanded by subsequent legislation.

2.2 This includes mandatory standards, including all relevant UK Regulations and Council Directives (that is, Directives of the Council of the European Communities) which are implemented by HMG. The equipment will be maintained as demanded by subsequent legislation including mandatory standards.

2.3 OPS equipment will comply with BS EN60950 : 1992 (BS7002 :1992) and any subsequent amendments will be applied there after to any new OPS equipment deliveries or any repaired and subsequently re-introduced OPS equipment.

2.4 All OPS equipment comprising AC power adapters will comply with BS EN60065 : 1993 (BS7002 :1992).

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2.5 The workstation aspects of all OPS equipment will comply with the Health and Safety (Display Screen Equipment) Regulations 1992, which implement Council Directive 90/270/EEC on working with display screen equipment.

2.6 Any OPS equipment containing laser emitters will comply with BS EN 60825:1992. (Examples laser printers and laser barcode scanners).

2.7 Any OPS telecommunications equipment will comply with Council Directive 91/263/EEC (the Telecommunication Terminal Equipment Directive) and have a current BABT certificate or equivalent for connection to the public telephone network.

2.8 All OPS equipment defined as Machinery will comply with the Supply of Machinery (Safety) Regulations 1992, which implement the Machine Directive 89/392/EEC as amended by 91/368/EEC.

2.9 All OPS equipment will comply with the Electrical Equipment (Safety) Regulations 1994, which implement the Low Voltage Directive 93/23/EEC as amended by 93/68/EEC.

2.10 All OPS equipment will meet the requirements of the Non-automatic Weighing Instruments (EEC Requirements) Regulations 1992 Schedule 3 Applications.

2.11 All OPS visual display terminal equipment will comply with the relevant requirements of either BS 7179:1990 or ISO 9241:1992 (applies to keyboards).

2.12 All Equipment which falls within the scope of The Electromagnetic Compatibility (EMC) Regulations 1992, which implement Council Directive 89/336/EEC (as amended by 92/31/EEC), will comply with these regulations.

2.13 All OPS Equipment will meet the minimum EMC requirements of both residential and commercial installations, including compliance with BS EN 50081 and BS EN 50082 with the following amended test severity levels and with no degradation of performance:
IEC 801 part 2 class 3, 6kV contact discharge
IEC 801 part 3 3V/m
IEC 801 part 4 +/- 1kV injected onto mains AC supply
IEC 801 part 5 +/- 2kV.

2.14 All OPS equipment covered by EN45501:1992 will comply with clause A4.5 (voltage variations) and Annex B of that standard.

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2.15 All items of OPS equipment will have an Index of Protection rating of IP3X as defined in BS EN 60529:1992.

3. The OPS equipment and its installation will not constrain POCL and its agents from meeting their legal safety responsibilities as employers.

4. Pathway will prove compliance with legislation or mandatory standards as and when necessary.

Pathway Comment
1. With respect to those requirements at paragraph 2 above, which require adherence to "subsequent legislation and standards", we have slightly modified the wording to make it clear that the requirement to modify any existing installed equipment would apply only in circumstances that the subsequent legislation demanded such action. We believe that this is the intended meaning.

2. To support the commitments set out above the Contractor must be empowered to make changes to the equipment and specifications in line with changing legislation and standards.

Reference No 475

Pathway Response
1. Style Guide

Pathway will produce the Horizon OPS Style Guide which will set out the general guidelines for the Human Computer interface, including screen layouts, systems navigation routes and help and manual entry facilities.

All counter applications developed for POCL by Pathway will conform to the Horizon OPS Style Guide.

Any changes to the Horizon OPS Style Guide documentation will be agreed with POCL.

2. Human Computer Interface

The HCI for the Pathway OPS is designed to be intuitive and easy to use. The design principles and user interface functionality are drawn from the successful operational experience of An Post. Key facilities that underpin all counter applications are :-

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An efficient and intuitive method of transaction selection exploiting touch-screen and function-key driven techniques

A menu hierarchy based on "most used" transactions

Transaction selection which can be invoked by peripheral events e.g. card swipe

A seamless link between transaction selection and counter application

A common and consistent User Interface for transaction selection and counter applications

These facilities will greatly assist in achieving the objectives of minimising errors and optimising transaction time.

Pathway Comment
none

Reference No 476

Pathway Response
1. Terminology

For control purposes Pathway believe, that the definition of reference data should be refined to discriminate between Business Reference Data which is essential to the POCL businesses and Operational Reference Data which is controlled by Pathway and is relevant to the management of the Contractors Services.

2. Control of Releases

2.1 Release Principles

POCL require that the Contractor shall undertake the delivery of the POCL Services to meet demanding business requirements. Failure to meet contracted performance targets will incur performance penalties. In order to deliver POCL Services which meet the contracted requirements and performance levels at an economic price it is essential that the Contractor is empowered to manage the all aspects of POCL Service delivery and this must include the control of new releases. Pathway recognises that POCL has a legitimate interest in the business functions that are provided by the POCL Service and needs to be assured that the quality of the delivered systems meets the contracted requirements. The processes, tests and quality reviews which are required will be open to POCL and Pathway will particularly seek active participation in tests of business functionality

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and the Human Computer Interface. It is recommended that Pathway takes complete responsibility for the management of releases in line with the contractual commitments requested by POCL

This section continues with further explanation of the above principle as it applies to the headings provided in the requirement.

2.2 Release Contents

Pathway recommends that the content of a release should require the agreement of POCL with respect to the introduction of new POCL Services or the deletion of existing POCL Services or changes to existing POCL Services which affect the essential business functions of POCL. All such changes to POCL Services should be initiated through contract change control.

For the reasons which are set out above Pathway should retain clear responsibility for all other changes to release contents. Such changes may be justified for many reasons but including for example: contract compliance, quality, technical strategy and cost control.

2.3 Release Distribution Timing

Pathway believes that there is only one circumstance when POCL should determine the timing of the distribution of new releases. That is when a new Client is connected to the POCL Service for the first time. In all other circumstances the control of the distribution of releases should be at the discretion of the Contractor.

2.4 Release Activation Timing

Pathway recommends that the timing of release activation should require the agreement of POCL with respect to the introduction of new POCL Services or the deletion of existing POCL Services or changes to existing POCL Services which affect the essential business functions of POCL. This includes the release of the Business Reference Data which is referred to in Section 1 above. All such changes to POCL Services should be initiated through contract change control and it is anticipated that any particular favourable or unfavourable times for the activation of releases will be declared in the change request.

Pathway believes that in all other circumstances the responsibility for the timing of the activation of new releases should be at the discretion of the Contractor.

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3. Release Testing

Pathway will provide evidence that the each release has been tested so that it is shown to meet the Service requirements and service levels. POCL will be invited to participate in those tests associated with proving business functionality and Human Computer Interface aspects of new releases. Other evidence will be provided in the form of written test reports and invitations to attend quality review meetings. Evidence of testing for major releases of new software and functionality will be provided at the levels of:

Unit Tests
System Test
Representative combinations of hardware and software.

The release testing strategy above is too heavy for testing minor releases of software or for reference data and appropriate procedures will be defined for different classes of release.

4. Preparation For Release

Pathway will complete the testing of major new releases in three steps prior to full distribution of major new releases. These are:

A Test conducted in a simulated post office and operated by real and representative POCL users.

A test of implementation and live operation in a limited number of post offices for a limited period before general distribution.

A test of reversion to the previous release.

The release testing strategy above is too heavy for testing minor releases of software or for reference data and appropriate procedures will be defined by Pathway for different classes of release.

5. No Disruption to Users and the Working Environment

Releases of software and and/or reference data will be distributed across the network and therefore will require minimal user involvement and no significant disruption to users or to the working environment.

6. No Corruption to POCL Data

The data within software and/or reference data is protected at source by a CRC check key which is applied by the Riposte

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system. Following distribution of the release, the CRC is checked to ensure that no corruption of the data has taken place. The release of software and/or reference data will not cause any corruption to data held on behalf of POCL.

7. Record of Releases

A record of the release of software and reference data which is in use at each post office will be maintained under configuration control within an asset data base which is maintained by Pathway.

Pathway Comment
In responding to requirement at paragraph 2, item (b) we have assumed that "the upgrade path for any release " means new releases beyond the next release. It is apparent that other interpretations of the meaning are possible.

Reference No 477

Pathway Response
Pathway will support the management of the POCL Services using an OPS asset register which will record all of the physical system components. The OPS asset register will identify all of the Equipment which is installed at each site. A list of the assets at each site will be made available to POCL upon request.

The OPS asset register will contain essential operational information that will support the management and control of both rollout and Operational Services. Including for example:

site address and contact information
site implementation status details
system configuration details
equipment types and serial numbers
software versions
applications versions.

The OPS asset register will be an integral part of a wider Management Information System that supports help desk functions and the management of rollout schedules and Operational Services.

Pathway Comment
None

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Reference No 478

Pathway Response

1. The Pathway solution for TMS will link into each instance of OPS that is to be used for production work using an ISDN network.

2. TMS supports links into other computer systems through client-specific TMS software Agents. These Agents will reside on the TMS servers and will manage any client specific data manipulation and communications links. Pathway will provide those Agents required to support those host systems provided as part of the overall Pathway solution.

The specification for additional Agents required to provide links from TMS to other computer systems, including POCL's own systems and those of POCL's clients, will be agreed jointly between Pathway and POCL.

3. Data file collection and delivery

3.1 TMS supports the distribution and collection of electronic data to and from the OPS. This is achieved by the automatic replication of transactions from the OPS in a post office to a TMS server. Similarly data provided to TMS from a host system is replicated to a set of OPS systems in post offices.

3.2 These processes may be initiated by :-

Operator action - This will comprise the normal operational activities in managing the data transfer from Pathway host systems to TMS, or will comprise the normal actions of the counter clerk in carrying out transactions on OPS.

Once a datafile has been passed to TMS or a counter transaction has been committed within OPS the collection/delivery of this data is automatic.

Time - The time interval between data replication from OPS to TMS may be set according to the urgency of the transaction. Pathway's solution will optimise any network connection made from TMS to OPS in a post office by replicating any accumulated transactions to TMS.
External message - The requirement for an attached computer system to initiate a data file collection or delivery will be met by the functionality specified within the relevant TMS Agent.

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TMS initiated - The Pathway solution for TMS automatically provides data collection / delivery to and from OPS.

3.3 The Pathway solution for TMS automatically replicates data between TMS and OPS, and between individual PC's within a post office OPS. Following a failure of either a TMS node or an OPS node, TMS will automatically synchronise the restored node to an up-to date state. This will include any data file or transaction collection/deliveries that are outstanding.

The recovery facilities available for file transfer between TMS and an attached computer systems will be dependent on the precise method of connection and the protocols and file transfer standards that are used. These will be jointly agreed between Pathway and POCL as part of the specification for connecting an attached computer system.

3.4 A TMS node contains a configuration file which specifically defines the OPS nodes with which it can exchange data. File transfers to/from attached computer systems will be controlled by Pathway operational procedures and by the facilities provided in the jointly specified file transfer method.

4. Messaging capability

4.1 Messaging Switching

TMS will generally provide the facility to pass messages from one attached computer system to another. Such message transfer will be predefined in that message format, source and destination, verification and service levels will have been previously agreed between Pathway and other appropriate organisations.

Pathway anticipate that this requirement is principally aimed at enabling communication between OPS and other attached Client host systems in support of future counter applications (e.g. links between post offices and DNS to support a savings product).

Subject to the comments below, Pathway is able to develop a facility which enables messages created in one post office to be sent via TMS to another post office. A counter application will enable authorised Users to create messages and address them to another post office using the FAD code / name. A TMS agent will periodically extract these messages and forward them to their destination using a centrally managed directory.

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4.2 Message non-delivery

The TMS message Agent would monitor all message-read messages that are created by post offices and at periodic intervals (typically at end of day) reconcile messages sent with messages read. Any non-read messages would result in an advisory message being sent to the originator.

4.3 File processing

Pathway's solution for TMS separates the generic functions of secure and highly resilient transaction management from the client specific requirements for data file processing.

The former are provided as generic facilities for all transactions. The latter are provided in the form of TMS software Agents which are designed to perform specific functions in support of the links and data processing required for individual host systems.

To facilitate the development of these Agents Pathway will supply a set of generic Agents which will form the basis for different forms of host system interaction.

These will include :-

File Distribution - the acquisition of data from client systems and the creation of files for distribution

Client Processing - the collection and formatting of transactions for host systems and the transfer of data to/from host systems

On-Line - enabling an on-line connection to be made from OPS via TMS to a host system

The generic facilities provided by the Pathway Agents will be customised for each specific host system link and will provide the following facilities :-

- validation of data files
- consolidation of many data files into one data file
- generating many data files from one data file
- reformatting the contents of a data file
- generating control totals through access to the contents of data files
- reconciliation of control totals
- produce reports summarising financial transactions

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5. All events that occur either in TMS or in OPS are written to a journal. These journal messages include all the data required to uniquely identify the user, the location, the transaction and the date/time of the transaction. Data, once written to the journal, can never be altered. Information in the journal is available for analysis as required.

6. The facilities that ensure data transfer in TMS is secure, complete, accurate and robust are described in Pathway's response to requirement 467.

Pathway Comment
Pathway believes that the post office-to-post office messaging capability (paragraph 5 above) expressed in this requirement is complex having many characteristics in common with a full E-mail service, including for example the need for directory services. The requirement could incur significant costs when applied to 20,000 offices. We believe that the Message Broadcast facility which is described at requirement 471 may meet many of the POCL needs. Pathway would like further discussion with the POCL regarding the business needs. At present Pathway does not believe the facility is cost effective.

Reference No 479

Pathway Response
1. Connection of Computer Systems to TMS

Pathway will not connect any computer system to TMS without the express authority of POCL.

2. Authorised Connections

2.1 TMS connections to OPS

The Pathway solution for TMS is based on a network of servers which connect to the Pathway OPS equipment in each post office using ISDN or frame relay. Configuration files are initially established on each TMS server which restrict its connection to a fixed set of other computer systems. These will be the other TMS servers to which data is replicated and a defined set of post office gateway PC's. These form the servers workgroup. Data replication and message transfer will only occur within this workgroup.

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The TMS server configuration files may only be accessed by authorised personnel within Pathway.

Data encryption mechanisms are available and will be used selectively to protect the values of certain data items.

Reference is also made to Pathway's response to Risk 65 and supplementary questions (PWAY065 to PWAY065c inclusive) which concern security of data from OPS to TMS, and the Security Functional Specification.

2.2 TMS connections to Host Systems

Systems which are provided as part of the overall Pathway solution including for example MIS and System Management will be connected to the TMS using network links. Pathway will establish these systems in secure areas and no unauthorised hosts system will be connected to these networks.

The physical network addresses of these host systems will be contained in the configuration files of the TMS servers to prevent unauthorised access. It is Pathway's intention to exploit Closed User Groups when these become available from the network supplier.

3. Identity Authentication

The authentication of computer systems connecting to TMS is dependant on the protocol used to support the connection to each Client system and the security facilities that it supports.

The Pathway solution for linking TMS to OPS uses ISDN. The TMS and OPS systems will use Call Line Identification to provide assurance that the calling system is from a valid number.

Pathway will be pleased to work with POCL to design solutions for Identity Authentication as new Client systems require connection to TMS.

4. Reports

Pathway will provide reports to POCL of any rejected attempts of other computer systems to link to TMS on request.

Pathway Comment
Nil

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Reference No 480

Pathway Response
The TMS is logically discrete from other POCL Services such that, in extremis, the service could be separately procured.
Pathway Comment

None

Reference No 481

Pathway Response
Pathway will provide a set of PPDs that define the OPS operating procedures for use by staff at post offices. The PPDs will include processes for transactions, accounting, balancing, stock taking and action to be taken in the event of an emergency such as a system failure.

Pathway will cooperate with POCL to allow POCL to include instructions from the PPDs in the POCL operations manuals and other operational instructions for Users.

Pathway Comment
None

Reference No 482

Pathway Response
Pathway will agree the PPD format as part of the PPD production process.

Pathway Comment
1. Pathway urgently requests a copy of the POCL identity and communications standards documents be provided well before ITT so that compliance can be assured and correctly priced within the Tender.

2. Pathway is in discussion with POCL to determine the appropriate Identity standards for the Pathway services. We believe that this is important with respect to the Services provided directly to POCL's User community.

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Reference No 484

Pathway Response
None.

Pathway Comment
None.

Reference No 485

Pathway Response
The PPDs will be updated when necessary to reflect the new releases of the software so that the information is always current.

Pathway Comment
None

Reference No 486

Pathway Response
None.

Reference No 487

Pathway Response
Pathway confirms that it will carry out a survey of outlets to ascertain what modifications are needed to install the POCL Service Infrastructure.

Pathway Comment
Nil

Reference No 488

Pathway Response
Pathway confirms that the installation and acceptance of the office platform at outlets will be undertaken in one day.

Pathway Comment
None.

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Reference No 489

Pathway Response
Pathway confirms that it will disconnect and remove to an agreed location existing automated equipment as specified in the CCD entitled "Installation Strategy". This service will be provided at no additional charge to POCL.

Reference No 490

Pathway Response
None.

Pathway Comment
None.

Reference No 491

Pathway Response
Pathway confirms that it will carry out internal office modification work at all outlets necessary to enable the installation of the office platform.

The work that will be undertaken at each outlet will be determined during the survey at each outlet and will include as necessary the:

installation of electrical wiring back to the outlets power distribution box
installation of local area network cables and connections
installation of wide area network cables and connections
any carpentry required at counter positions required to position and connect the OPS equipment.

Pathway Comment
None

Reference No 492

Pathway Response

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Pathway confirms that it will conform to all legislation while carrying out modification work to outlets.

Pathway Comment
None

Reference No 493

Pathway Response
Subject to the limitations defined in Annex 5 of Schedule A12, Pathway will provide these POCL Services in accordance with Operational Business Change.

Pathway Comment
None.

Reference No 494

Pathway Response
Subject to the limitations defined in Annex 5 of Schedule A12, Pathway will provide these POCL Services in accordance with Operational Business Change.

Pathway Comment
It should be recognised that the price of the service charge will depend upon the response time required as well as the number of change requests.

Reference No 495

Pathway Response
Pathway confirm that the equipment will be provided in accordance with the limits set out in Annex 5 to Schedule A12. Deployment of such equipment will be as defined by POCL.

Pathway Comment

Reference No 496

Pathway Response

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Pathway believes that it is supplying an OPS POCL Service to POCL and not just equipment. Pathway will supply the equipment at all post offices and other outlets designated by POCL as a part of an OPS POCL Service.

Pathway has proposed to supply equipment for training services in the response to catalogue requirement 463.

Pathway Comment
None.

Reference No 497

Pathway Response
Pathway confirms that it will install the office platform equipment in post office outlets.

Pathway Comment
None

Reference No 498

Pathway Response
Pathway confirms that the existing systems APT, ECCO+, ALPS and the agreed manual processes will be migrated from current POCL platforms. Pathway will work closely with POCL personnel to plan how best to achieve effective migration. The plans will aim to minimise the work required by post office staff and any necessary discontinuity of the service to customers or clients. In office data migration shall be carried out in accordance with the Migration Specification.

Pathway Comment
None

Reference No 499

Pathway Response
Pathway confirms that installation will not take place until the POCL Service Infrastructure and associated support services are in place.

Pathway Comment

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None

Reference No 500

Pathway Response
Pathway proposes to obtain the agreement of the local postmaster at each outlet and also the Landlord of the premises at each outlet. If agreement is unreasonably withheld then the matter will be referred to the Horizon Implementation Manager for resolution.

Pathway Comment
1. It has been assumed that the modifications referred to here are to the post office outlets.

Reference No 501

Pathway Response
Pathway will ensure that there is a process in place to ensure that all outlets and regional liaison points are aware of and agree the times and dates of all visits to post offices and other outlets. Any disagreements will be referred to the Horizon Implementation Manager for resolution.

Pathway Comment
None.

Reference No 502

Pathway Response
Pathway confirms that it will be careful to minimise any impact upon the post office and retail operations at outlets while carrying out site survey activities. However because the work is required to be undertaken within normal working hours and because many offices are small and congested it would be unprofessional for a Contractor to offer absolutely no degradation of service during a survey. A low level of service degradation must be anticipated on some occasions and expectations set accordingly. Pathway is confident that it can obtain the co-operation of local post masters through its awareness campaign without setting misleading expectations.

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In accordance with the Installation Service Level Agreement, (Req 945) Pathway agree to achieve an 85% User Satisfaction level based on an agreed approach and format, to include public reaction where appropriate.

Pathway Comment
None.

Reference No 503

Pathway Response
Pathway confirms that it will be careful to minimise any impact upon the post office and retail operations at outlets while carrying out site modification activities. However because the work is required to be undertaken within normal working hours, and because many offices are small and congested it would be unprofessional for a Contractor guarantee no degradation of service during a survey, particularly in a single counter position office. A low level of service degradation must be anticipated on some occasions and expectations should be set accordingly. Pathway is confident that it can obtain the co-operation of local post masters through its awareness campaign without setting misleading expectations.

In accordance with the Installation Service Level Agreement, (Req 945) Pathway agree to achieve an 85% User Satisfaction level based on an agreed approach and format, to include public reaction where appropriate.

Pathway Comment
None

Reference No 504

Pathway Response
All existing equipment which matches the specification of the proposed OPS equipment, or which can economically be made to match the specification of the proposed OPS equipment will be utilised by Pathway.

Pathway Comment
None

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Reference No 507

Pathway Response
Pathway will meet this requirement in accordance with the CCD entitled "Implementation Strategy".

Pathway Comment
None.

Reference No 508

Pathway Response
Pathway notes POCL's intentions with respect to the suspension of rollout.

Pathway Comment
None

Reference No 509

Pathway Response
Pathway will meet this requirement in accordance with the CCD entitled "Horizon Counter Infrastructure Roll Out Survey Requirements Specification (IM/REQ/005)". It is anticipated that the Horizon Implementation Manager would be the decision maker in exceptional cases where agreement could not be obtained from the local outlet manager.

Pathway Comment
None

Reference No 510

Pathway Response
None.

Pathway Comment
None

Reference No 511

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Pathway Response
Pathway confirms that it will be careful to minimise any impact upon the post office and retail operations at outlets while carrying out OPS equipment installation activities. However because the work is required to be undertaken within normal working hours and because many offices are small and congested it would be unprofessional for a Contractor to offer absolutely no degradation of service during installation. A low level of service degradation must be anticipated on some occasions and expectations should be set accordingly. Pathway is confident that it can obtain the co-operation of local post masters through its awareness campaign without setting misleading expectations.

In accordance with the Installation Service Level Agreement, (Req 945) Pathway agree to achieve an 85% User Satisfaction level based on an agreed approach and format, to include public reaction where appropriate.

Pathway Comment
None.

Reference No 512

Pathway Response
Pathway confirms that rollout will be undertaken as quickly as possible subject to the over-riding requirement to:

(i) maintain service and client continuity
(ii) maintain the quality of service delivery to clients and customers
(iii) appropriate support systems including training - being in place
(iv) avoidance of damage to POCL's brand, reputation and integrity
(v) demonstrate the robustness of the approach to rollout in the context of uncertainty and risks
(vi) treat POCL's staff and agents professionally and with respect.

Pathway Comment
None.

Reference No 513

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Pathway Response
Pathway would ordinarily expect to agree any future upgrades of the OPS equipment with POCL. However, it should be recognised that the Contractor is required to deliver service outputs against demanding service descriptions, service levels and liquidated damages. It is possible that at some future time that the substitution of equipment is required either to meet the contracted requirements or to achieve cost reductions. It is not consistent with the proposed form of contract that POCL should retain a right of veto over the substitution of equipment by the Contractor and Pathway requests that such agreement shall not unreasonably be withheld.

Pathway Comment
Pathway's response is consistent with the assumption that POCL require a complete managed service contract which is under written by remedies. If this remains the POCL objective then it is critical that the Contractor be empowered to manage the contract so as to deliver the contracted service outputs. If on the other hand POCL require to participate in the day to day operational management of the POCL Services then other contractual arrangements should be considered and discussed between Pathway and POCL.

Reference No 514

Pathway Response
Pathway proposes that acceptance criteria for the OPS equipment at post offices shall be defined and agreed. Pathway will install the equipment in line with the agreed plan, schedule and acceptance criteria. If subsequently POCL requires to modify these, then such modifications shall be agreed under the Change Control Procedure.

Pathway Comment
None.

Reference No 516

Pathway Response
Pathway proposes that it shall produce a rollout plan and schedule for implementation at post office outlets which will be agreed by POCL. If subsequently, POCL wishes to change this plan, then agreement will not unreasonably be withheld by Pathway. If such changes incur additional costs or delay the

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achievement of revenue then Pathway proposes to make a charge to POCL to compensate for the loss.

Pathway Comment
Nil

Reference No 517

Pathway Response
The modifications will be completed in one visit to the Outlet. BT ISDN lines installation may be carried out separately and with prior notification to the Horizon Implementation Manager and / or Outlet Manager (approval not required for ISDN installation provided that it is carried out during the normal working hours of the relevant office).

It is recognised that modification work in larger offices, i.e. those with more than six (6) counter positions may need to span one day. In these, or other exceptional circumstances, arrangements to complete such work over more than one day will be subject to mutual agreement between the Contractor, Horizon Implementation Managers and / or Outlet Managers, but such agreement shall not be unreasonably withheld.

Pathway Comment
None

Reference No 518

Pathway Response
Pathway confirms that post office modifications surveys will be completed in one visit to the outlet.

Pathway Comment
None

Reference No 519

Pathway Response
During Operational Services, Pathway understands that changes will be required by POCL to the configuration of post offices. Changes will include the provision and installation of

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equipment both to completely new outlets and to existing outlets at counter positions that were previously unequipped.

Pathway will undertake these changes in accordance with Operational Business Change.

Pathway Comment
None.

Reference No 520

Pathway Response
Pathway confirms that all agreed support services will be available from day 1 in line with agreed service levels.

Pathway Comment
None

Reference No 521

Pathway Response
1. Pathway intends that the Horizon System Helpdesk will be provided with a single telephone number.

2. The telephone number will provide multiple line access to its help desk in accordance with observed and predicted demand for service.

3. The Horizon System Helpdesk will be served by dedicated Automatic Call Direction (ACD) equipment which will ensure that calls are directed to an available help desk operator and answered in accordance within agreed service performance times.

Pathway Comment
Pathway recommends the lower cost option of providing one telephone number for the help desk, served by ACD equipment controlling multiple lines.

Reference No 522

Pathway Response
Pathway will employ an '0345' local call for telephone access to the Horizon System Helpdesk.

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Pathway Comment
None.

Reference No 523

Pathway Response
1 Pathway's support services will provide all appropriate support necessary to ensure the continuous and efficient operation of the POCL Infrastructure Service at all times from day 1.

2 Pathway will ensure that its services are capable of providing agreed levels of support to all users that may contractually have access to its systems.

3 The support services will cover all aspects of Pathway's solution from end to end, including the operational interfaces from Pathway's systems to those of POCL and their clients.

4 Pathway will provide agreed levels of support to all other help desk operators contractually nominated by POCL that may require assistance to resolve problems associated with Pathway's operational services.

Pathway Comment
1 POCL to confirm the identity and contractual requirements for the operation of systems interfaces between Pathway and POCL and their clients.

2 POCL to confirm the identity and contractual requirements for the Horizon System Helpdesk to provide service support to other help desk facilities.

Reference No 524

Pathway Response
1. The Horizon System Helpdesk service will deal with all calls relating to the operation, configuration and end-user support of counter terminal equipment, their operating systems software, application software and processes.

2. Requests for support will be categorised according to type such as hardware, software, network, advice & guidance, configuration, etc.

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3. The Horizon System Helpdesk service will provide problem and fault diagnosis and will control any necessary hardware or software maintenance activities.

4. Each call will be logged and progressed to its successful resolution within agreed service levels.

Pathway Comment
1. A complete list of 'call types' will be agreed with POCL so that accurate and meaningful descriptions of all calls may be made.

2. Requests for support services and their resolution will be analysed regularly so that service problems may be quickly identified and actions taken to eliminate them. The analysis will also readily identify the need for any end-user skills or awareness training.

Reference No 525

Pathway Response
1. From day 1, throughout the roll-out period and beyond, the Horizon System Helpdesk service will provide access to additional agreed services as necessary.

2. These services will include access to training facilities, training materials and operational support documentation.

3. If POCL contracts to procure consumables from Pathway, then Pathway will provide supplies of consumables such as special stationery and post office printer supplies which may be ordered through the Horizon System Helpdesk.

4. If POCL contracts to procure consumables from Pathway, then small, emergency supplies of consumables will be provided by ICL Pathway optionally at extra cost. These may be ordered through the Horizon System Helpdesk for delivery by courier within 24 hours.

Pathway Comment
1. Pathway proposes that post masters should be responsible for maintaining an adequate stock of consumable materials.

2. Pathway will analyse post office transactions in order to develop algorithms, for use by post masters, which can help them to predict future usage of consumable stock.

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Reference No 526

Pathway Response
1. Pathway will ensure that all reported incidents are resolved within agreed service performance levels and in conformance with agreed operational procedures.

2. A comprehensive analysis of all incidents, their cause and resolution and the service levels achieved will be produced at agreed intervals for review jointly by POCL's and Pathway's service managers.

Pathway Comment
None

Reference No 527

Pathway Response
1. Pathway will provide a help desk service that encompasses all of the support requirements of POCL.

2. The Horizon System Helpdesk will be staffed by fully trained, qualified and experienced personnel operating according to agreed procedures and within agreed service performance levels.

3. All of the Horizon System Helpdesk services will be provided for the exclusive use of POCL.

Pathway Comment
None

Reference No 528

Pathway Response
In the circumstances that a caller makes an inappropriate call to the Horizon System Helpdesk the call will be answered in accordance with the Service Levels set out in Schedule G10 and the caller will be informed and re-directed to the correct destination.

Pathway Comment

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None

Reference No 529

Pathway Response
The Horizon System Helpdesk service will comply with agreed standards of procedure and behaviour.

Pathway Comment
POCL are requested to document their contractual requirements for help service behavioural standards.

Reference No 530

Pathway Response
Pathway has proposed to implement EPOS as previously requested by the Authorities. However if POCL need to defer the use of EPOS then Pathway will implement the OPS software so that this can be achieved.
POCL will have the ability to suppress EPOSS functionality such that it cannot inadvertently be used/misused to the detriment of customer service and POCL accounting needs. POCL can determine the products and functionality accessible to the counter clerk by POCL Reference Data and by menu hierarchy changes.

Pathway Comment
It is not possible to underwrite the operational implications of this approach without discussion and clarification. For example, stock accounting and cash accounting are understood to be of operational importance to the post office and are dependant upon the EPOS to collect data from the individual transactions. In deferring the EPOS do the Authorities intend to defer the availability of these operational features? Discussions with POCL are needed to understand the business requirement more clearly and to clarify the solution.

Reference No 531

Pathway Response
ICL Pathway's solution for training is defined in the Training and User Awareness Baseline Document, reference BP/TRN/001.

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Users who fail a competency test during Live Trial and national Rollout will attend a remedial training event. This is defined in ICL Pathway's Remedial Training document reference SU/TRN/006. This applies to Outlets up to site acceptance i.e. up to 2 days from installation. Remedial training after installation and Outlet go live will be the responsibility of POCL.

All POCL target audiences, job roles and user groups have been identified by POCL and have been defined in ICL Pathway's Training Needs Analysis document reference SU/TRN/0001.

Pathway Comment
None

Reference No 532

Pathway Response
ICL Pathway has proposed to train POCL's own trainers in the use of the OPS service for new and existing staff and for minor new Releases. ICL Pathway will undertake additional training for major new Releases which will be subject to the Change Control Procedure.

Pathway Comment
None

Reference No 533

Pathway Response
Pathway confirms that the solution for training includes the capability to train users on the live system using a training mode of operation, which can be invoked at any time, and is a permanent feature of the system. Training mode operation is protected by user names and passwords which are separate from those of live operation. While using the training mode both the users and system are prevented from interfering with live data transfer and data integrity.

Pathway Comment
None

Reference No 534

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Pathway Response
Pathway confirms that its solution for training takes account of automated products and experience of existing system platforms. The Training Needs Analysis document, ref SU/TRN/0001, takes account of the different kinds of user and their different propensities to learn new skills. The proposal includes ongoing training requirements for POCL to fulfil using their own trainers, and support for individuals who change their roles up to two weeks before attending an ICL Pathway training course. This is detailed in the Training and User Awareness Baseline Document, ref BP/TRN/001.

Pathway Comment
None

Reference No 536

Pathway Response
1. Pathway confirms that peripheral input devices supplied as part of the OPS will be reliable, robust and easy to use.

2. Pathway confirms that peripheral and input devices supplied as part of the OPS will be capable of detecting contention, premature removal and swapping of tokens as appropriate.

Pathway Comment
None

Reference No 537

Pathway Response
The Pathway strategy for System Management will comprises a set of services as follows:

Software repository - the storage and maintenance of records identifying what software versions are stored on what machines.

Software distribution - the scheduling of software upgrades to a defined set of machines.

Event management - the notification of significant events to a central source.

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Asset management - the storage and maintenance of information on the existence / type of machines and associated peripherals.

Configuration management - the non-static configuration parameters that drive the applications and operating system. This includes Resource Monitoring and Network Management

In the delivery of these System Management activities as applied to services provided to POCL, the operational procedures developed and the technology applied will be exploited to achieve the required quality attributes including consistency, accuracy, reliability, speed and agility in responding to failures.

For example some of these services provide dynamic information on the state of operating entities - such as applications and operating systems. Event management is such a service. Coherence and consistency within a homogenous set of applications and operating system is achieved through standard naming conventions for the identification of applications and standard methods of invoking the event are obeyed. This will allow for example selected events to automatically raise help calls pro-actively thus initiating a corrective action response.

Furthermore a consistent approach to event management populates the Help knowledge database with reliable information such that further similar incidents can be recognised and resolved.
By contrast other services manipulate by comparison various static data such as the existence of machines and software packages stored on these machine against the current configuration parameters associated with these packages. Again a common naming standard for this persistent data will be adopted to achieve consistency and coherency.

As such we have opportunities to engineer coherence and consistency at a meta level above, for example, specific types of operating systems. The delivery of this information will be in databases at the central systems. These will contain a consolidated central view of the overall system and from this logical view we can derive (and automatically deliver) the parameters required to drive the applications and sub-systems that work together to deliver the required functionality.

Pathway can thus ensure that if a common configuration is required for all instances of an application then that configuration is uniquely defined in the central database or where the configuration of different applications share common

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information that common information is again derived from a common source.

Pathway Comment
None

Reference No 538

Pathway Response
1. The overall Pathway solution comprises a set of central host systems together with a number of TMS servers. These servers will be installed in two data centres, each having the capability to provide all the services. The post office network comprises a PC configuration at every counter position.

When the central systems are installed rigorous operational procedures will ensure that all system data, including date and time, are consistent. The systems management service will have the facility to interrogate all servers to check for a consistent date/time. This will typically be done whenever there is a need to replace equipment, whenever a general clock change occurs, and as part of regular system housekeeping.

The counter PC's will have their date/time set prior to installation in a post office, or prior to any replacement. Upon installation a link will be established to the central TMS and System Management Service to download configuration details and other data.

Facilities within TMS will automatically synchronise the time between TMS servers and also with the counter PC's.

2. Time changes due to British Summer Time

The TMS and OPS systems will be based on Windows-NT. This operating system has automatic algorithms for handling clock changes due to BST. No user action is required.

3. Local Time and GMT

Pathway understand that the requirement for using local time may arise with certain AP transactions. In this case any adjustments for particular AP transactions would be handled within the AP application. Pathway will require a description of which transactions are affected and the nature of the adjustment.

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Pathway Comment
None

Reference No 539

Pathway Response
1. Maintenance of reference data

Pathway will support and maintain both system and application related reference data for an outlet. System related data comprises information that relates to the state of the outlet and its associated software base (e.g. event management details, software version numbers).
Application related data comprises information that relates to particular transactions
(e.g. price of a stamp, check digit algorithm for an AP client).

1.1 Maintenance of System related reference data

The Pathway Systems Management Service will use Tivoli TME to provide the functions required to store and maintain reference data and to manage its distribution and activation. This will comprise a single Asset and Configuration database which provides a central logical view of which systems are associated with which versions of various files, including reference data. Pathway will use rigorous change management processes to control the rate and nature of changes to the software inventory and these will involve a co-ordinated approach with the originator of any external data including POCL and external clients.

The Tivoli supports a central repository, which will contain various objects including reference data, together with a supporting distribution infrastructure.

The distribution infrastructure comprises the components that move those files that constitute a single software package and also the instructions that prescribe how the package is to be installed.

The software package is stored on a number of TME Management servers at each Pathway central site. A Tivoli Software Distribution job will invoke the distribution of data, such as new reference data to those sites that require it, and Tivoli Client Software residing on the client system will interpret

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the instructions from the Management server and install the software as required.

1.2 Maintenance of Application related reference data

Reference data supplied to Pathway by POCL and/or POCL clients will be stored and maintained in Pathway's Central Reference Data Base system. Agreement will be required on the process and form by which reference data is supplied to Pathway and the supporting control and validation processes.

In addition each item of reference data will need to be associated with a class of post offices, which will have previously been defined, in order to support the distribution process.

This information will then be processed, as determined by the effective date of the new or changed reference data, and introduced to TMS. TMS will then distribute the data where it will be activated and held within the outlet as a permanent object.

2. Use of external reference data

Pathway recognise that some reference data will be provided from external systems (e.g. TIP and client systems). Pathway will agree the precise form and process by which this information is made available to Pathway's software distribution services with the relevant owner. Operational and technical procedures will be agreed which will ensure the integrity of data transfer, data verification and activation procedures.

3. Implementation timescales

Pathway recognise that some reference data items may be subject to a fast implementation (e.g. as required by a Budget change). Pathway do not anticipate any significant difficulties with distributing and activating these changes, as the normal process would achieve this overnight. Agreement will be needed on the method of providing such changes to Pathway.

Pathway Comment
An indication of the different forms of reference data and their owners would assist in the development of the operational procedures.

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Reference No 540

Pathway Response

1. Environmental Considerations

An important factor in Pathway's selection of equipment suppliers for OPS has been their approach to environmental considerations particularly in the materials policy, production processes and recycling.

Key considerations are that the products should not contain materials that endanger the user when used in the post office environment, and that the manufacturing process avoids the use of toxic emissions and has the capability to recycle as much of the product materials as possible.

One of the key components in the OPS is the PC and Pathway have selected ICL as the supplier. ICL is committed to protecting every part of the environment by compliance with existing environmental legislation and anticipating future moves such as the TCO 6E scheme. Some examples include :-

ICL stopped using PVC many years ago in favour of ABS for the plastic casings. This avoids the problem of hydrochloric acid formation when the PVC plastic is burnt. Other components such as the keyboard also use ABS for the plastic casing and all components are selected for their ability to be recycled.

Brominated flame retardants have not been used since 1989.

Only capacitors that do not contain PCB and batteries that are cadmium-free are used.

The majority of the components of the PC can be recycled and used for making other goods. All plastic parts are labelled with the type material they are composed of.

Where ICL has responsibility for equipment disposal, the following process is followed. All parts suitable for spare parts are removed and reprocessed. The scrap is roughly sorted into metals, precious metals , glass and plastics. Batteries and some other items are sent for special treatment. All metals are processed by specialist firms. ABS plastics are stored at present awaiting the development of suitable re-cycling process. All cathode ray tubes go to an aluminium factory for crushing and, after washing, the crushed glass is dumped.

The production process for the electronic circuit boards requires that the PCB's are washed to remove metal chips and chemical residues. This process does not use either CFC compounds or Freon based detergents due to the environmental harm these chemicals can cause. All PCBs are washed in mild

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detergent prior to component soldering. The precious metals are separated from the soldering machine tin ash for reuse.

The equipment is packed in cardboard boxes with styrox packaging which can be burnt without harmful effects. A self closing box eliminates the need for glue, tape or staples.

2. Duty of care

Pathway will comply with all relevant environmental legislation and will generally exercise a responsibility for "Duty of Care".

Pathway Comment
None

Reference No 541

Pathway Response
1. TMS scalability

Pathway have submitted a paper to POCL which addresses Risk 9 - the scalability of the central TMS facilities. Ref: Risk : PWY000009 - Part 3, version 2 dated 158/12/95.

The analysis in this paper shows that there are no constraints on the scaling of the central TMS service or of the underlying network infrastructure to meet the workload volumes projected. The modular nature of TMS and the network enables additional system resources to added to accommodate any workload growth.

Monitoring of traffic patterns and actual system resource usage will be undertaken during operational trials and early system usage. This will be used to ensure the optimum deployment of the TMS components.

2. Future transaction requirements

Pathway recognise and support POCL's strategy to introduce new business transactions and understand that these may require access to central host systems for authorisation or data access/update. An example of this type of transaction is in operation now in An Post (an on-line Savings system) and Pathway would implement such links using a TMS agent to provide the specific Client data exchanges.

Pathway Comment
None

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Reference No 542

Pathway Response
Pathway will provide support for all software running on Pathway computer systems whilst they are supporting services provided to POCL.

These support services will be managed by Pathway and will be sub-contracted to a variety of Pathway service providers.

Support to Pathway for core operating systems (e.g. Windows-NT) will be provided by ICL Sorbus and other specialists within the ICL group. Recourse to Microsoft where required will use current well established support routes.

Support for middleware (e.g. TMS and TMS Agents) will be provided by Pathway's own support and development resources.

Support for applications software will be provided to Pathway by the software development sub-contractor. This will include Oracle and Pathway's own support and development resources.

Pathway Comment
None.

Reference No 543

Pathway Response
Pathway confirms that the APS will support the following range of tokens:

1. Landis & Gyr PISCES smart Card
2. GEC Meters WATERCARD smart card
3. Schlumberger Smart Card for the water industry
4. Schlumberger Smart Card for the electrical industry
5. Magnetic stripe card
6. British Gas Quantum smart card
7. Bar coded documents.

It is pointed out that some of the tokens listed above operate to proprietary standards and specifications also the device driver software is not currently available to Contractors.

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Support for these tokens is dependant upon receiving the specifications and the availability and licensing of the necessary device driver software.

Pathway Comment
None.

Reference No 544

Pathway Response
1. The Pathway APS will provide support for all the current transactions required by POCL's AP Clients within the counter application and in the TMS Agent for AP data extraction.

2. The Pathway APS can support the addition, modification or removal of Clients or Client Service Types. A generic In-Pay data capture screen is provided which supports the capture of the specific Client transaction details. Transactions that support new Client Service Types (i.e. a new OCR bill type, a new barcoded bill type) can be quickly introduced through a simple parameterised process which will define details such as format, validation etc.

Entirely new AP Client transactions (new token type or additional data items to be processed) may require the development of additional data capture screens.

3. Pathway will provide reasonable assistance to POCL in the implementation of interfaces to additional third party applications or tokens.

4. Pathway will provide reasonable technical assistance in support of POCL's relationship with Clients and potential Clients.

5. The Pathway APS provides a generic method of defining peripheral types and transaction types. The counter application is developed using Microsoft Visual Basic. These techniques enable additional Client Service Types to be added in a cost effective and efficient manner.

Pathway Comment
None

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Reference No 545

Pathway Response

1. Pathway confirms that it will provide technical and overview documentation describing the APS. The documentation will be of sufficient detail so as to allow POCL to market the POCL Service to Clients and potential Clients and to consider the suitability of additional services.

Pathway together with POCL will agree the content of the documentation prior to its production and also prior to introducing any subsequent changes. Pathway will require the active participation of POCL to support the production of the documentation.

2. Pathway confirms that it will produce an Automated Payments Client specification which specifies the details of each AP Client and Client Service type of the APS, including the Client interface specification, the presentation of information on the OPS, the data involved and any necessary timings.

Client identity and overview

Identifies the client for whom a specific instance of the APS is to be provided and provides an overview of the business objectives.

The respective responsibilities of Pathway, POCL and the Client organisation.

Tokens and Methods of payment

A description of the token(s) that the client requires its customers to use and the method(s) of payment that are acceptable to the client.

Technical Specification

Identification of the service and system boundary between the Pathway service and system and the other services and systems.

Specification of telecommunications links and associated protocols.

Transaction data
Contents
Validation
Customisation
Batching
Transfer
Other Data
Contents
Validation
Availability
Operations

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Operational hours
Operational procedures
Fault diagnosis procedures
Operational review procedures
Service Levels

Pathway will require the active participation of POCL and the Client organisations to support the production of the documentation.

Pathway Comment
None.

Reference No 546

Pathway Response
1. Pathway confirms that it will deliver the APS using the POCL Strategic Infrastructure, that is the OPS and the TMS.

2. Pathway confirms that the APS shall be available at all counter positions where the OPS is installed to meet or exceed the requirement as specified by POCL in the ITT. Subsequent changes to the initial requirement will require commercial negotiation and change control. Pathway's intention will be to install equipment at the outset which will have as long a useful life as possible to minimise obsolescence costs and disruption in post offices.

3. Pathway shall ensure that the availability of each Client Service Type at each Outlet is individually controllable via Reference Data records.

Pathway Comment
1. In order to Price the APS service transactions within the Tender, the Contractor will need to assess future transaction types and the respective volumes also the number of counter positions.

2. Pathway may propose limits on the volume of individual APS components to reflect the defined or assumed business need.

Reference No 547

Pathway Response

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1. Pathway confirms that data will be captured correctly, accurately and securely.

2. Pathway confirms that the APS will validate data read from Tokens or entered by the User in accordance with a set of rules identified in the AP Client Specification document.

3. Pathway confirms that the APS will check data read from Tokens or entered by the user against any valid Client Data or reference data for the Client Service Type (e.g. stop lists) and take the action prescribed in the AP Client Specification or Token Technology Specification.

4. Pathway confirms the APS shall enable the display of user instructions specific to a Client Service Type as identified in the AP Client Specification.

Pathway Comment
1. The POCL meaning of the word "robustly" in the context of data capture is not understood and therefore it has not been committed.

Reference No 548

Pathway Response
1. Transaction committal

AP transactions using smart tokens will be committed to the local journal as soon as they have been completed. Other AP transactions will be committed at the end of the customer session which may include other non-AP transactions.

A non-smart AP transaction once completed may not be voided within the session in which it took place even though it is not committed to the journal until the end of the session. This is because a receipt will have been printed at the time of the transaction. Should it be necessary to reverse the transaction then this may be achieved using ordinary reversal facilities in a subsequent session.

This process will occur when :-

(i) monies have been accepted
(ii) a transaction has been reversed. It should be noted that the original transaction is never altered and that any subsequent and related transactions are added to the journal.
(iii) a Token has been issued

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(iv) a Smart Token has been accessed (including an abandoned or enquiry transaction).

Pathway Comment
None

Reference No 549

Pathway Response

1. Transaction Reversals

The Pathway solution for AP provides the facility to reverse eligible transactions. This process may only take place at the post office where the original transaction took place.

The behaviour described in response to requirement 804 will also apply to AP transactions.

The transaction details from the original receipt (principally the account number) will be used to identify the relevant transaction.

There will be a limited time within which a reversal can take place and this is expected to be contained within one business day for the post office.

The process will operate to the rules described in :-

POCL APS Generic Rules
Token Technology Specifications
AP Client Specification

All transactions are progressively replicated to TMS for processing by the TMS AP Agent. The end-of-day marker from a post office is used as the trigger for accumulating Client specific transactions and forwarding them according to the rules in the above, last-listed document. The net results of any transaction reversals will be determined and the relevant details passed to POCL/POCL Client.

2. Audit capabilities

All transactions that occur at every post office are recorded in the User local journal which is replicated within the post office and to the central TMS. A journal entry, once written is never altered. Details can be retrieved from the journal by

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suitably authorised personnel to provide a full audit trail of all activities including transaction reversals.

Pathway Comment
1. The provision of specifications for each class of Token (Bar-code, Magnetic Card, Smart Card, Smart Key) is a POCL responsibility. Pathway will agree these specifications, such agreement not to be unreasonably withheld.

Reference No 550

Pathway Response
1. The Pathway AP system will write data to APS Tokens in accordance with the rules identified in the appropriate Token Technology Specification, AP Client Specification and POCL APS Generic Rules.

Pathway Comment
Pathway understand that the software required to support access to the PISCES and WATERCARD smart cards and the SCHLUMBERGER Smart Key will not be provided to the Contractor until after contract award. The earliest availability of the specifications of this software would ensure the precise requirements of POCL and their Clients are met in a timely manner.

Reference No 551

Pathway Response
1. A receipt will be produced for each committed transaction.

2. The receipt will contain information as specified in the appropriate AP Client Specification and Token technology Specification.

3. The reversal receipt will be identified as such and will contain the account number of the original transaction together with details of the date and time when the original transaction took place.

4. The AP counter application displays details of the transaction on the counter terminal. These include transaction type, method of payment, value and account number. In the event of counter printer failure these can be transcribed onto a manual receipt. Where the transaction is supported by a

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magnetic card, these details would be transcribed using a card imprinter.

5. Welsh/English receipts will be produced in all relevant outlets.

6. The Pathway solution for OPS will retain all transaction information in the local post office for up to two Cash Account periods. This will enable information retrieval to take place by suitable authorised personnel.

Pathway Comment
1. The precise types of information retrieval in the post office will need to be discussed and agreed with POCL in order that the appropriate facilities can be provided.

2. The provision of specifications for each class of Token (Bar-code, Magnetic Card, Smart Card, Smart Key) is a POCL responsibility. Pathway will agree these specifications, such agreement not to be unreasonably withheld.

Reference No 552

Pathway Response
1. Pathway confirms that the APS shall maintain and deliver committed transactions to POCL and Clients in accordance with appropriate AP Client Specification.

2. The provision of specifications for each class of Token (Bar-code, Magnetic Card, Smart Card, Smart Key) is a POCL responsibility. Pathway will agree these specifications, such agreement not to be unreasonably withheld.

Pathway Comment
None

Reference No 553

Pathway Response
1. Pathway confirms that Data Files from POCL and Clients will be either collected or received and validated in accordance with the relevant AP Client Specification.

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2. Pathway confirms that Data Files from POCL and Clients will be available to all groups of outlets or specific outlets in accordance with the appropriate AP Client Specification.

Pathway Comment
The provision of specifications for each class of Token (Bar-code, Magnetic Card, Smart Card, Smart Key) is a POCL responsibility. Pathway will agree these specifications, such agreement not to be unreasonably withheld.

Reference No 554

Pathway Response
1. APS fallback strategy

The Pathway solution for the Automated Payments Service comprises a counter application and supporting peripherals which operate within the overall OPS counter applications environment. Each post office counter is equipped with a PC configuration and each configuration runs its own copy of the AP application and has its own set of supporting peripherals.

The failure conditions that will affect the ability of a post office to provide the AP service are limited to the failure of a PC at a single counter post office, and the failure of the Smart Card / Smart Key reader at a counter.

The distributed nature of the Pathway solution means that a single counter failure in a multiple counter post office will not affect their ability to provide an AP service from the remaining counters. the provision of the AP service is not affected by a failures that may occur in either central systems or the network.

1.1 Single Counter PC failure

A single counter PC failure will result in the post office providing a manual AP service for transactions supported by magnetic card or by a paper bill. Magnetic card supported transactions will be recorded by a card imprinter (zip-zap) onto a two-part AP voucher. Paper supported transactions will be recorded by retaining the paper bill.The post office copy of this voucher will be used by the post master to enter the transaction using a suitable data entry facility when the post office counter is restored to service.

1.2 Smart Card/Smart Key failure

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No Smart Card/Key transactions can take place until the failed unit is replaced.

1.3 Failure probability and impact

Failure Incidence Impact
Total loss of PC at single counter post office. The failure rate of the PC is 4 hours outage every 1200 days, assuming the PC is not turned off. This equates to one failure per counter every four years. Manual AP vouchers will have to be produced using the zip-zap system or manual transcription. Data from the post office copy of these vouchers will be used to enter the transaction details locally.
Loss of Smart Card reader at a counter. The failure rate of the Smart Card reader is one fail every 300,000 reads or 4 hours outage every 1800 days. This equates to one fail per counter every six years. See note below.(assuming 50k reads per counter per year - Scenario 3 year 2000/01 - Workload Brief version 1.2) No Smart-Card transactions can take place while the reader is awaiting replacement.

Note: The scenario described is that of a combined Magnetic card/Smart card reader, such that any fail will require a whole unit replacement.

Applying these failure rates to the workload volumes provided in the Workload Brief gives the following.

PC failure Smart Card failure
Year 1996/97 Scenario 1: 76 manual vouchers produced per day; 0.0022 % of total / day; 59 transactions not possible; 0.0009 % of total / day.
Year 2000/01 Scenario 5 (BA) and Scenario 4 (POCL): 367 manual vouchers produced per day; 0.0075 % of total / day; 422 transactions not possible; 0.0019 % of total / day.

2. Recovery to a known state

The Pathway AP counter application does not complete a transaction until the data is known to have been committed to the local journal. The User is always fully aware of whether a transaction is complete or not. All transactions, once committed to the Users local journal are replicated to all other PC's in the post office and to the central TMS server. When a failed unit is replaced it will automatically synchronise with other nodes in its workgroup and restore all previous transactions.

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3. Data Corruption

All transaction details are recorded in the users local journal and are appended with a CRC. This is checked every time the record is accessed and in the event that the record has become corrupt it will be discarded and retrieved from another node within the post office or from the TMS servers.

4. Lost transaction data

It is not possible for transaction data to be lost within the Pathway solution for OPS or any of the applications it supports. Transactions once committed to a users local journal are automatically replicated to other nodes in the post office and the central TMS system. Any nodes which have to be replaced are automatically re-synchronised from other nodes within the post office or the central TMS service.

5. Re-Input of transaction data

The Pathway solution for AP will only require manual transactions to be created should a single counter configuration fail. Manually recorded AP transactions will be input to the AP system once the OPS is re-established.

Magnetic Card supported transactions may be input using details from the receipt. They would be recorded as a keyed entry.

Smart Card/Key transactions cannot take place when a single counter PC has failed.

6. Data Recovery

Data recovery, or synchronisation, takes place automatically following the replacement of a counter PC. There will be no loss of service on any of the other configurations in the post office while this takes place.

7. Receipts for recovered transactions

The AP system need not produce a receipt for any recovered transactions.

8. Validation Rules for recovered transactions

The AP system will conform to the POCL APS generic rules.

Pathway Comment
None

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Reference No 555

Pathway Response

1. OPS initial implementation facilities

1.1 All OPS outlets will have the capability to read track 2 magnetic cards complying with ISO 7811 parts 1-4.

1.2 All OPS outlets will have the capability to read/write to Smart Cards complying with ISO 7816 parts 1 and 2, and/or ISO 7816 parts 1,2 and 3. Future support for ISO 7816 part 4 will be provided.

1.3 Support for non standard cards may be possible and will be assessed on an individual basis. Pathway would require specific examples of any Cards which POCL require to be supported in order to provide a complete impact assessment, but they are not expected to be very significant. General areas such as non standard embossing may impact the design of the manual AP voucher. Non standard data on the magnetic stripe would need to be reflected in the data validation definition of the relevant application.

1.4 Pathway will supply a hand held bar code scanner capable of reading at least 10.9 cm bar codes at 9mils resolution. The codes supported will be at least Code 128, EAN8, EAN 13, code 39.

2. EPOS initial implementation facilities

Pathway confirm that in all outlets where EPOS is required the Pathway EPOS solution
will :-

2.1 Provide support for manually fed pre-printed forms at the counter by using an impact slip printer mechanism provided at the counter as part of the counter PC configuration. The slip printer will print Girobank summary forms G4631, G4632 and G4633.

2.2 Provide support for Cheque printing together with a range of other forms at the counter using the same slip printer mechanism.

2.3 Support the printing of existing Client reports which are currently printed at the counter including the Girobank Daily

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Record forms. Support is provided for multiple font sets and 90 degree rotation printing so that the Girobank forms referred to at 2.1 above can be printed.

2.4 Support the connection of the electronic weigh scales including the Avery Berkel D104 and A702. These will be connected via RS-232 connection to one or two counter PC configurations.

2.5 Support the printing of reports to enable POCL to meet existing Client commitments. This will be carried out on an A4 cut-sheet feed printer which will be installed as part of the OPS.

2.6 Support the printing of cash accounts and plain paper summaries using the above printing facility.

2.7 Support the printing of PDF417 two dimensional barcodes as part of the back office cash account production process. This will be done using the above printing facility.

2.8 The counter printer proposed by Pathway is a dot addressable printer which can support the printing of barcodes on forms and the tally roll.

Pathway will require further discussions with POCL to discuss the particular applications or POCL Services that require barcode printing and the types of paper stock that are expected to be used.

2.9 The back office printer can support the printing of barcodes and will support code 128, EAN 8, EAN 13 and code 39.

Pathway Comment
Pathway would appreciate any examples of non-standard Cards which POCL wish to be supported.

Reference No 557

Pathway Response
1. Pathway confirms that the OPS will have the flexibility for additional peripheral types to be added in future including input devices and printers.

2. Pathway confirms that at least 4 additional RS-232 connected peripherals may be added to a counter configuration subject to commercial considerations.

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3. OCR capability

Pathway has been notified that such a facility is not required.

4. Two-dimensional barcode capability

Pathway has been notified that such a facility is not required.

5. Teller Cash Dispensers

The Pathway OPS can physically support a connection to a teller cash dispenser via an RS232 port. The introduction of new peripherals will be subject to an agreed contract change control processes.

Pathway Comment
Peripheral connectivity

Pathway currently intend to provide an 8-port serial card on every PC. This together with two ports on the PC provides connectivity for 10 RS-232 devices. The following devices are the maximum that any one counter is currently expected to require :-

Touch Screen, MSR/SCR from keyboard, Wand, Counter printer, APPU, Scales

Total = 6.

With the minimum three spare ports required by POCL, Pathway will have one additional port available (i.e. a total of 4 spare peripheral ports on a fully configured counter configuration).

OCR and Two-dimensional barcode capability

Pathway has been notified that these options are not required.

Reference No 558

Pathway Response
1. Pathway fully appreciates the importance of transaction times to POCL. We believe that we have demonstrated to POCL that the Pathway OPS does keep transaction times to a minimum.

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2. Pathway confirms that the OPS is capable of supporting all of the defined business transactions at the current and projected volumes of business.

Pathway Comment
None.

Reference No 559

Pathway Response
1. Pathway confirms that the OPS will be provided at each of the POCL's outlets.

2. Pathway confirms that the OPS will support the automation all POCL transactions in due course.

3. Pathway confirms that the initial implementation of OPS will be capable of supporting APS, OBCS and EPOSS.

Pathway Comment
None.

Reference No 560

Pathway Response
Pathway recognises that technology will change during the period of the contract and both POCL and Pathway will wish to take advantage of this.

1. Pathway is required to deliver services outputs to POCL against the stated service requirements, against demanding performance targets and against associated performance penalties. In order to deliver the POCL Services the Contractor must exercise operational control over all aspects of service delivery (the service inputs).

This includes the selection and replacement of the equipment which is required to meet the POCL service requirement. Pathway requires the right to replace equipment at outlets or to substitute different equipment during implementation in order that the contracted requirements can continue to be met.

Pathway recognise that POCL will require assurance that any technology changes do not adversely impact the usability or functionality of the OPS. Pathway will provide advance notice

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to POCL of any changes that are required to OPS and review any associated introduction or replacement plans. POCL will not unreasonably withhold their support for such changes.

2. Pathway confirms that it will periodically review with POCL the specification of the equipment being used and installed to ensure that the most appropriate technology is deployed.

Pathway welcomes these reviews as a mechanism to ensure that the OPS continues to meet Pathway's service obligations, and to consider the impact on the OPS specification of any future Service extensions required by POCL.

Pathway Comment
In a contract lasting many years there are numerous possible reasons why the Contractor
may need to replace or substitute equipment and not all of the possible reasons can be foreseen now.
However, Pathway is not obliged to refresh the technology.

Reference No 561

Pathway Response
Pathway confirms that it will indemnify POCL against any dispute of its or POCL's right to utilise the hardware, software or information used for any of the supplied POCL Services including third party challenges with reference to licensing or intellectual property rights. In the event of any dispute Pathway will use all reasonable endeavours to ensure that there is no impact on service.

Pathway Comment
None

Reference No 691

Pathway Response
1. EPOSS functions shall support the LFS and SAPADS, thus allowing the management of cash and Stock.

2. EPOSS shall allow an authorised User to declare Stock and cash levels and shall support the recording of Transfers into and out of the Outlet.

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3. EPOSS shall support the recording of physical Stock and cash received in the Outlet.

Pathway Comment
None

Reference No 692

Pathway Response
1. In general, the outstanding customer session balance can be settled by a single MoP or a combination of two or more MoPs (e.g. part cash and part cheque).

EPOSS will be capable of enforcing a set of rules for a transaction which will determine whether that transaction must be settled and committed in its own right. For example, a DNS savings account deposit transaction can be considered to be committed when the passbook entry is made and stamped. This suggests that the settlement should be an intrinsic part of the DNS transaction.

EPOSS will be able to enforce a set rules for any transaction which will determine the MoPs allowed for that transaction.

2. EPOSS will allow the introduction of new types of MoP by implementing the MoPs in a generic manner similar to other products/transactions. As such, EPOSS will allow new MoPs to be introduced dynamically via reference data.

3. EPOSS will be capable of implementing EFTPOS, handling debit cards, as a method of payment. EPOSS will have the inherent capability to handle both debit and credit cards from the start of the EFTPOS service.

The volumes quoted, while not surprisingly high, are nevertheless high in absolute terms and will generate considerably higher daytime telecommunications costs for the contract services as a whole.

It is understood that cashback will not be required initially but might become a requirement in the future. EPOSS will ensure that cashback can be implemented as and when it is required.

Pathway recommends Girobank as the preferred supplier of the "Merchant Acquirer" services for EFTPOS. On-line authorisation

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will be routed via TMS and EFTPOS transactions and summaries will also be transmitted via TMS.

EPOSS will provide daily reconciliation of its EFTPOS transactions against information from the banking/financial clients.

Pathway will consider the storage and access requirements for signed receipts and will propose a preferred approach shortly. Currently, Pathway favours the storage of signed receipts centrally by Girobank as an additional service to the Post Offices. The storage and retrieval procedures will take into account the 0.2% receipt retrievals anticipated.

The options for the implementation of EFTPOS are currently under consideration and will be presented separately on finalisation.

The general benefits of transactions involving EFTPOS are expected to include:

increased average value of transactions and increased value of single transactions such as catalogue (e.g. Argos) sales

increased number of transactions - due to attraction of cashback

increase number of customers from higher socio-economic group

earlier payment of MVLs, bills etc.

payment of bills at counters which currently require cash at the counter or a cheque by post. E.g. Giro transcash foils with "Cheque NOT Acceptable at PO Counter"

reduced handling costs (compared to cheques)

reduced clearing time (compared to cheques)

Pathway Comment

70% (at £15 floor limit) on-line authorisation seems high and may result in annoying delays and lengthy queues. Girobank state that £15 limit is a Switch rule and that VISA and Mastercard are higher.

Girobank state that card scheme rules preclude cash withdrawal at retail counters (including post office counter) but cashback is allowed.

Pathway seeks to understand if POCL expects to be or to nominate the "Merchant Acquirer".

Reference No 693

Pathway Response

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1. EPOSS will allow a VAT style customer receipt to be produced at the end of the customer session. The receipt will be optional and will be printed if requested by the operator.

2. Some transactions will automatically produce a customer receipt.

3. The format of all receipts will be agreed with POCL and set out in the CCD entitled "Horizon OPS Reports and Receipts - ICL Pathway Horizon Office Platform Service".

4. The header/footer will be printed in Welsh and English or English as required.

5. The facility will be provided for the printing of one or more copies of a receipt following the end of one customer session and before the beginning of the next customer session. The second and subsequent copies of a customer receipt will be marked as "duplicate".

Pathway Comment
None

Reference No 694

Pathway Response
1. All transactions will be recorded using a Point of Sale function. This function will provide a consistent method for invoking fixed price product sales, simple open value transactions and complex transactions. The recording of information for all transactions will be handled in a consistent manner.

2. Transaction data captured during other POCL Services will be recorded via EPOSS.

3. EPOSS will allow the manual entry of weight values where the scales are not linked. In fact, EPOSS will allow manual entry of any information that is normally captured via a peripheral to cater for the cases where the peripheral is not connected, or has failed, or is unable to read for other reasons (e.g. illegibility).

4. Where transaction data will be captured through a peripheral reading device, the invocation of the transaction will be event-driven.

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5. EPOSS will be able to read data from any appropriate input device which is part of the OPS.

Pathway Comment
None

Reference No 695

Pathway Response
1. EPOSS will provide a function for declaring actual cash and stock on hand as part of the stock unit balancing process. Cash will also be declared as part of the daily cash locked up function or an electronic ONCH form.

2. The number of stock units and their setup will be under the control of the manager of the Outlet as part of the office administration functions. EPOSS will provide facilities for creating and deleting stock units as well as setting stock unit "sharable" attribute to cater for local working practices.

3. The stock unit management facility will allow changes to stock unit options and assignments.

4. EPOSS will allow stock unit sharing where a stock unit is attached to more than one user at the same time. This will be optional so that sharable and non-sharable stock units can be used within the same Outlet.

5. EPOSS will allow each stock unit to be balanced as often as is required within a cash account week. Balancing will involve the declaration of cash and stock by denomination.

Sharing a stock unit results when it is attached to more than one user at the same time. When sharing a stock unit, a group of users will be able to divide the administrative functions amongst themselves. For example, the declaration of cash and stock on hand can be carried out by each user. Each declaration will represent that user's proportion of the total for the stock unit. The aggregated total for the stock unit will be used for subsequent balancing operations on the stock unit.

6. EPOSS will allow an office balance to be produced at the end of the week by amalgamating the stock unit balances.

The system will provide an office level snapshot, at any time, of transactions, cash and stock levels across all stock units.

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The same facility will be available to provide an instant snapshot of the transactions and contents of any single stock unit.

7. EPOSS will produce an office cash account (conforming to the approved format) which will include information regarding manual voucher transactions, automated voucher transactions, suspense account position, and cash and stock totals. An office balance brought forward value will be derived for inclusion in the next accounting period.

8. EPOSS will control access to a stock unit by using an access level attribute. This will restrict its use to only those users with an appropriate privilege level. If it is not sharable then a stock unit can only be accessed by one user at a time. In addition, each user will be restricted to using only one stock unit at a time selected from a defined set.

Pathway Comment
None

Reference No 696

Pathway Response
1. EPOSS will produce a daily report showing the cash held in the office. The format of the report will be agreed with POCL, although it will show cash held by denomination of bank note and coin.

2. EPOSS will provide daily and weekly summaries of transactions by stock unit for those transactions that require such reporting.

3. EPOSS will print on client cut sheet stationery using the counter printer or, if the physical size or layout of the stationery demands it, the A4 Outlet printer.

4. Pathway understands that the range of clients and their stationery varies considerably.

5. The format of all receipts will be agreed with POCL and bilingual Welsh/English printing of these will be provided as required.

6. The facility will be provided for printing more than one copy of a receipt following the end of one customer session and before the beginning of the next customer session. The second

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and subsequent copies of a customer receipt will be marked as "duplicate".

7. EPOSS will provide daily and weekly summaries of transactions by stock unit for those transactions that require such reporting.

8. EPOSS will print on client cut sheet stationery in support of Girobank and the PDR summarisation.

9. EPOSS will produce reports using the counter printer and the A4 Outlet printer as appropriate to the physical printing requirement. The reports will conform to client specifications and will be produced at stock unit and office level as required.

10. EPOSS will allow reports and summaries to be previewed on screen as well as (or instead of) printed.

Pathway Comment
None

Reference No 697

Pathway Response
The clause 801 and schedule A03 applies to this requirement.

Pathway Comment
None.

Reference No 698

Pathway Response
Pathway shall use all reasonable endeavours to minimise and control liabilities to itself and POCL.

Pathway will set up an organised security infrastructure covering:

- security policy
- allocation of security responsibilities
- security education and training
- reporting security incidents
- physical security control
- virus control

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- business continuity
- control of proprietary software
- safeguarding POCL records
- information classification
- compliance with data protection and other legislation
- information exchange control
- external contractors and suppliers
- compliance with security policy
- the management of fraud and risk within the solution during service operation

Pathway confirms that it will comply with BS7799.

For details of Pathway's approach to providing for integrity and privacy assurance in services refer to requirement response 952.

Pathway Comment
None

Reference No 699

Pathway Response
The audit trail comprises information corresponding to the POCL Infrastructure Service together with its Systems Management function. The Systems Management function provides the audit trail with a record of operational events, inventory, distribution and remote operations.

Consistent identity of file, record and field will be maintained.

The POCL Infrastructure Service element of the audit trail

1. All transactions that pass through TMS are recorded in the journal. The journal will be maintained on magnetic media within TMS for a period currently planned to be 90 days. Following this the journal data will be archived to optical storage. The current or archived TMS journals can be accessed to provide an audit trail of all TMS transactions.

Some fallback scenarios will still be capable of recording a transaction in the TMS journal, e.g. keyed entry of card. Other scenarios will require data capture by alternate means and subsequent introduction to the TMS journal (e.g. manual AP

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transactions due to equipment failure). In these situations the transaction details will be entered by the postmaster locally when the OPS is restored to service. Data captured during such fallback situations in the TMS journal can be accessed to provide an audit trail.

The distributed nature of the Pathway TMS enables an Audit trail to be maintained and accessed during any recovery of a TMS server.

2. The audit trail provided by the TMS journal will record all file transfers, messaging or transactions, and the processing that originated these messages.

3. Transactions recorded in the TMS journal will contain some standard information and then variable data depending on the process that originated them.

Standard data will include :-

Post Office ID	- The unique ID of the Outlet
Position ID	- A unique ID of the counter within the Outlet
Session ID	- A unique ID that identifies an individual customer session
Transaction ID	- A unique ID within the Outlet for a transaction that forms part of a customer session
Date	
Time	
User	- A unique user name of the counter clerk initiating this transaction
Application	- An OPS application service

Variable Data will include :-

Transaction details 1

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Transaction Details n

4. Activities that use more than one POCL Service may be traced from start to finish with certainty, or from an intermediate POCL Service.

A typical customer session in an Outlet may comprise the use of APS (pay bill) and EPOSS (purchase stamp). All these transactions will be recorded in the local outlet journal and

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each will contain the same unique session ID to identify that they occurred as one set of customer transactions at the counter. Each transaction will also record data specific to that transaction.

Transactions are then replicated to the central TMS and are subsequently extracted for processing and dispatch to a variety of host systems (e.g. POCL, POCL-Client systems). Each transaction will retain the attributes that enable its source and any associated transactions to be identified (e.g. transaction ID, session ID etc.). This data may be interrogated, subject to agreed procedures with Pathway, at any point in this process from
transaction origination in an Outlet to Client specific datafiles just prior to dispatch.

5. Data recorded in the journal will be sufficient to allow a transaction to be recreated. Pathway will be pleased to discuss the recording of any specific data items that may be required by POCL.

6. The content of the audit trail will be agreed between Pathway and POCL.

7. Audit trail records will provide information for a period consistent with the Companies Act .

8. Pathway will provide POCL with reasonable access to the audit trail provided by the TMS journal.

9. Once transactions are written to the TMS journal they can never be altered or deleted.

10. TMS comprises a number of servers separated across two geographically remote sites. The service is resilient against the loss of individual servers or of a complete site.

Data within TMS is replicated within the local data centre and to the remote datacentre. When failed servers or a complete site is restored, all transactions are synchronised to bring each server up to date. The TMS service continues operating during this process.

Should both data centres supporting the TMS servers fail, the Outlets would continue largely unaffected. Transactions (OBCS, AP and EPOS transactions) would continue in each Outlet and be recorded in the local journal. When the central TMS is restored synchronisation would take place with each Outlet to bring the central TMS up to date.

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11. It will be possible to provide a suitable legal assurance as to the integrity of the audit trail.

12. Any changes to the POCL Services provided by Pathway will be the subject of discussion and agreement with POCL. Technological change may be one of the implications of a service change (e.g. the introduction of a new counter peripheral). The ability to maintain the facilities associated with audit will be one of the acceptance criteria governing the introduction of any change. In the event that the audit trail medium becomes obsolete it will be securely copied to a medium that will be serviceable for the required lifetime of the content.

The Systems Management function

The Systems Management Service provides a repository for the recording of all physical events affecting the platforms which support the POCL Infrastructure Service, that is TMS and the OPS. All these environments operate under Windows NT and are managed from the Tivoli Management Servers. Tivoli provides, in conjunction with the native Windows NT and messaging middleware services, a comprehensive facility for trapping, recording and interrogating audit events relating to the operational status of the hardware, software and applications running within the POCL Infrastructure Service.

Tivoli auditing features enable the recording of events such as which users access which objects, what type of access in being attempted and whether or not the attempt was successful. Administrative privilege is required for controlling and accessing audit files within Tivoli.

Audit events may be viewed through a Tivoli interactive bulletin board with appropriate access security measures, or may be accessed by applications to undertake routine bulk audit analysis. Events related to the router network are similarly forwarded to the network management server, for storage for audit or operational planning purposes.

Pathway Comment
None

Reference No 799

Pathway Response

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Pathway can in principle provide a facility to manage the receipt and subsequent issue of APS tokens as directed by POCL. The introduction of such a facility will be subject to the Change Control Procedure.

Pathway Comment
Before a final solution can be defined it will be necessary for POCL and Pathway to agree the overall token issue process and any links to the issuing client organisations.

Areas that will need to be covered include :-

Method of dispatch and receipt of tokens to post offices and subsequent error handling.
Reconciliation of expected and actual token receipt and subsequent error handling.
Method of issue to customer, verification processes and subsequent exception handling.
Other exception conditions (e.g. token withdrawal, token non-collection, token non-arrival).
Information feedback to POCL and / or Clients.

Reference No 800

Pathway Response
1. EPOSS will record details of all transactions between the customer and the clerk. The information recorded will include any stock and cash items issued or received.

2. All transactions carried out whilst serving a customer will be recorded within that customer session.

Corrections to a transaction within the current customer session will normally involve a simple modification applied directly to the transaction. But, if the transaction is of a type (e.g. on-line financial) that has already been committed then it will corrected by:
a) the reversal of the original incorrect transaction.
b) the addition of the correct transaction.

If a correction needs to be applied to a transaction in a previous customer session then the following procedure will be used:
a) identify the customer session.
b) identify and reverse the incorrect transaction
c) insert the correct transaction.

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Corrections to transactions will not be possible after the cut-off and despatch of those transactions to the appropriate client, processing centre or accounting report.

A refund is assumed to be distinct from a reversal to correct errors. It is considered to be a transaction in which a customer returns an item bought and is given back cash or is credited the amount. A refund must be supported by proof of purchase, such as a receipt, which provides a reference to the original customer session and the transaction.

3. EPOSS will uniquely identify each transaction and each customer session.

4. EPOSS will provide an explicit "end customer" event which will only be valid following the settlement of the customer session. The provision of a running session balance and change calculation should encourage the use of one session per customer. Consideration should be given to the provision of information messages triggered by the number of transactions in the session.

5. EPOSS will indicate the change due to the customer when the cash taken from the customer exceeds the session balance. This will be implemented such that the session can be ended as if the balance was zero.

Pathway Comment
None

Reference No 801

Pathway Response
1. EPOSS will support the current range of business transactions. Pathway understand that these are generically grouped as:- Value Stock product; Method of Payment (MoP); Loss and Gain transaction; Retail sales product; Receipt and Payment transactions.

2. EPOSS will support fixed price products and variable price products which may have a default value.

3. EPOSS will support variable price products where:- the value is entered by the clerk; the price is one of a defined set. In each case, variable price products can include a default value derived by look up from reference data or by an "intelligent" guess based on context. Rules will be allowed

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for the validation of the value (this would include check for zero value).

4. 'Composite' products will be implemented using product categorisation and grouping. This will allow the sale and declaration of products by denomination.

Pathway Comment
None

Reference No 802

Pathway Response
1. EPOSS will record the issue and receipt of any stock and cash items associated with a transaction against a stock unit. This will result in the increase or decrease of stock and cash levels within the stock unit as appropriate. This will allow the current stock position for a stock unit to be reported on request.

2. Discrepancies between the actual stock and cash on hand and the system's view of stock and cash in a stock unit will be resolved by the stock and cash on hand declaration function. This will synchronise the system's view of a stock unit's contents with the actual stock unit's contents. This will take care of these types of discrepancies (compensating or otherwise) without carrying out a transaction or a reversal.

Pathway Comment
None

Reference No 803

Pathway Response
EPOSS will implement mechanisms to safeguard against recording one-sided transactions.

EPOSS will maintain a disk-based log of transactions within a customer session. Each transaction is added to this session log as it is completed. At the end of the session all of the transactions will be transferred (committed) to the journal. When all transactions have been safely committed the session log is cleared.

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If failure occurs after the session has ended but before all transactions have been committed a cleanup procedure will use the (uncleared) session log to complete the commit process.

A transaction that requires it will be settled and committed when it is completed (i.e. before the end of the session). Obviously, this type of transaction does not need to be transferred and committed to the journal at the end of the session. For the purposes of recovery this type of transaction is treated as a session in its own right. It is marked "committed" after it has been successfully committed but is not cleared until the end of the session.

If failure occurs before the end of the session, none of the transactions will have been committed except for those that had been committed on completion as described above.

The implementation of these measures will ensure that a balanced status is maintained in the event of interruption or failure.

Pathway Comment
None

Reference No 804

Pathway Response
1. EPOSS will maintain a journal of all transactions and a facility will be provided to allow the user to search and "browse" previous transactions. The user will be able to restrict the scope of the search.

2. All transactions will identify the stock unit and the balance period to which they apply.

3. It must be stressed that transactions, once committed to the journal, are NEVER deleted or modified by counter or office functions. The original transaction is always maintained and a reversal transaction negates the effect of the original. The transaction reversal process is described for the following scenarios:

Scenario 1. The transaction is in a previous customer session within the current stock unit balance period. The transaction has not yet been despatched (i.e. client cut-off) from the office.

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The user will be able to browse the transaction journal in order to find and select the transaction for reversal. A loss or gain transaction may need to be generated to account for any cash (or other MoP) involved in the transaction. Any client summary will need to be re-printed to reflect the reversal.

Scenario 2. The transaction is in a previous stock unit balance period. The transaction has not yet been despatched (i.e. client cut-off) from the office.

The reversal must be carried out by the office manager within the office administration function - accounting adjustments. The manager will select the stock unit balance period and browse the transaction journal in order to find and select the transaction for reversal. A loss or gain transaction may need to be generated to account for any cash (or other MoP) involved in the transaction. The stock unit balance report and any client summary will need to be re-printed to reflect the reversal.

Scenario 3. The transaction is in the previous cash account period (i.e. the stock unit has been rolled over). The transaction has not yet been despatched (i.e. client cut-off) from the office.

As above, the reversal must be carried out by the office manager within the office administration function - accounting adjustments. The manager will select the stock unit balance period and browse the transaction journal in order to find and select the transaction for reversal. A loss or gain transaction may need to be generated to account for any cash (or other MoP) involved in the transaction. The stock unit balance report and any client summary will need to be re-printed to reflect the reversal.

Scenario 4. The transaction has already been despatched (i.e. client cut-off) from the office.

The transaction is not reversible. The error will probably result in the receipt of an error notice from the client.

Note
There is a distinction between a reversal for accounting corrections, such as the loss of a foil or stub, and a reversal due to a transaction refund (e.g. when a customer changes his mind).

4. Use of the transaction journal to resolve enquiries will be supported.

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Pathway Comment
None

Reference No 805

Pathway Response
1. EPOSS will maintain a journal of all events such as logon, attach to stock unit, declare stock and cash and so on. The journal entry information will include the user and the stock unit.

2. The journal entries will identify the stock unit and the balance period to which they apply.

3. A facility will be provided to allow the user to search and "browse" the events in the journal using specified search criteria.

4. Use of the event journal to resolve enquiries will be supported.

Pathway Comment
None.

Reference No 806

Pathway Response
1. The time and date will be maintained centrally and will be transmitted to EPOSS via TMS thus ensuring that all Outlets are synchronised .

Pathway Comment
None.

Reference No 807

Pathway Response
The transfer of stock between stock units will be conducted in the following way:

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a) The requesting user (i.e. the one receiving the stock items) will verbally agree with the sending user that the items can be transferred.

b) The requester will use a Transfer Request function (a form) to identify the sender and the stock items required.

c) The sender will use the "Transfer Out" function to view and confirm the stock items. When this is completed a "Transfer Out" receipt slip is printed by the sender . This process generates transfer out transactions and decreases the stock units stock levels.

d) The requester will use the "Transfer In" function to view and confirm the stock items. When this is completed a "Transfer In" informational slip is printed by the requester. This process generates transfer in transactions and increases the stock units stock levels.

e) The physical exchange of stock is accompanied by the signing of the Transfer Out receipt slip by the requester. The sender keeps the signed receipt as proof.

1. EPOSS will record the movement of stock and cash between stock units (i.e. transfers) within the same post office. The details of each transfer will be recorded in the journal and will identify the stock units and their respective balance periods.

2. Each transfer will comprise a set of one or more stock and MoP products.

3. The mechanism for entering the details of a transfer will resemble a form filling (P119) method rather than a serving session.

4. EPOSS will automatically adjust the stock and cash levels of the corresponding stock units to take into account the transfer.

5. The transfer will be recorded as occurring within the respective balance period of each of the stock units involved.

Pathway Comment
None

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Reference No 808

Pathway Response
1. EPOSS will support the receipt, maintenance, return and issue of serial numbered stock items and tokens. Where the serial numbers are identified at the point of service (i.e. issue) EPOSS will support the recording of "spoiled" items. EPOSS will provide reconciliation functionality for serial numbered items. Reconciliation will be by volume and stock unit as follows:

Number brought forward + Number received
equals
Number on hand - Number issued (or spoilt or returned)

Where the movement of individual serial numbered items is not recorded EPOSS will provide manual bulk entry facilities for reconciliation.

2. EPOSS will support a suspense account mechanism whereby items not cleared during the accounting period will be carried forward to the next.

3. EPOSS will provide a snapshot representing the office balance position derived from all of the stock unit balances completed within the current accounting period. The format of the snapshot report will be agreed with POCL.

Pathway Comment
None

Reference No 809

Pathway Response
1. The EPOSS desktop will provide customer session management which will maintain:
a) a log of all of the transactions performed since the start of the customer session
b) the session balance in the form of an amount to "take in" or "pay out"
c) the allowable methods of payment for settlement

2. Transactions recorded in the journal will be identified by customer session.

Pathway Comment

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None

Reference No 810

Pathway Response
1. EPOSS will allow reversals and refunds. These operations will only be possible if POCL and Client accounting and business rules allow them.

2. The behaviour of transactions will be governed as far as possible by reference data parameters.

3. EPOSS will allow 'rate shopping' for those transactions which involve value-added associated services. For example, insured, registered and recorded delivery services against an inland letter transaction.

In addition, EPOSS will allow a total value to be input against a fixed price product. It will calculate the whole number of items that may be purchased for the amount specified. For example, if £1.00 is entered against second class stamps (19p each) the system will resolve this to 5 second class stamps with a total amount of 95p.

Pathway Comment
None

Reference No 811

Pathway Response
1. The passing of information to TMS is not strictly an EPOSS function. EPOSS will be responsible for recording information to the journal, but the subsequent replication and transmission of that information is then handled by the TMS functions.

2. EPOSS will support the introduction of new Client services. These will be integrated into the EPOSS product set so that they can be invoked by the appropriate event.

In most cases the introduction of a new product will be achieved through the distribution of reference data updates via TMS. In addition to reference data updates functionality can be introduced dynamically using revised versions of EPOSS (or APS) (and again these can distributed via TMS).

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Pathway Comment
None

Reference No 812

Pathway Response
1. EPOSS will allow customer transactions to be reversed. EPOSS will also implement a mechanism to allow corrections to stock and cash transfers within the Outlet or between the Outlet and a remote location.

2. EPOSS will allow reversals to transactions providing that POCL and Client accounting and business rules allow them.

3. EPOSS will allow "accounting adjustments" in the form of correction transactions which are not necessarily mapped to specific transactions in the journal.

Pathway Comment
None

Reference No 813

Pathway Response
1. EPOSS will allow revaluation of fixed price value stock and MoP products. Revaluation of a product would normally be achieved through a reference data change delivered via TMS. The implementation of these types of products will be such that the new version will be distributed to Outlets in advance, and will coexist with the current version, only coming into effect on a specified "activation date". The activation date is part of the reference data (as is the expiry date of the superseded version).

2. Pathway acknowledges the possibility of future alternative currencies and EPOSS will implement MoPs accordingly.

3. The inclusion "uprating" and "downrating" accounting entries will allow for changes in stock product prices to be balanced.

4. EPOSS will implement revaluation of generic stock products in an appropriate and efficient manner.

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5. The reference data for each value stock product will contain information which determines the accessibility (or sellable status) of the product.

Pathway Comment
None

Reference No 814

Pathway Response
1. EPOSS will provide a cash on hand declaration function analogous to the filling of a paper form.

2. This function will allow the cash on hand to be declared by denomination (including coin) for the purposes of daily cash reporting and as part of the stock unit balancing process.

3. The cash on hand declaration can be invoked at any time but will normally be carried at the end of a stock unit balance period and always as part of the end of day process.

4. The EPOSS system only accepts two-sided transactions so that it is always in a balanced state as far as the information it processes is concerned. In reality, the system will sometimes be out of balance due to physical misplacement of cash, value stock or any other transaction related vouchers.

It can also be logically balanced but physically in error as a result of mis-keying (e.g. MoP as cash instead of a cheque). In this case there may be a discrepancy between the system view of total cash and the actual cash on hand, but it will not necessarily result in a loss or gain being generated.

EPOSS will generate a loss or gain when:
Total Receipts (including Opening Stock and Cash)
does NOT equal
Total Payments (including Stock and Cash on Hand)

5. EPOSS will issue an appropriate warning message when the cash on hand declaration total differs from the expected figure as maintained by the system.

6. EPOSS will permit the declaration of a zero value of any (or all) cash denominations.

7. EPOSS will carry forward and default to the denomination values from the last known declaration when no activities have

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occurred to alter these. A message will be issued to ensure that the user is aware of this when the cash on hand declaration function is invoked. Under normal circumstances the values will be set to zero to try and ensure that the user explicitly declares each.

8. In a Team Working office the cash declaration activity could be shared by any (or all) of the users attached to each particular stock unit.

Pathway Comment
None

Reference No 815

Pathway Response
1. EPOSS will allow stock units which have not being used within an Outlet accounting period to be "rolled-over" to the next accounting period.

2. All stock units within the Outlet which contribute to the Cash Account must be rolled-over before the production of the Cash Account. This applies to dormant stock units a well as those that have been used during the period.

3. The office manager will control the roll-over of the dormant stock units.

Pathway Comment
None

Reference No 816

Pathway Response
1. EPOSS will have access to a full set of outlet records for a rolling period of 18 months.

2. Information will be retrieved as complete set of records for the specified outlet account period.

3. The information for the previous two outlet accounting periods will be available for review on demand. Information dating back further than this will be available at 24 hours notice.

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4. EPOSS will record all significant events and all data entries.

5. EPOSS will implement a tiered level of access control. Each facility will have an associated access level and the user will require a corresponding (or better) privilege level to access the facility. Combined with the user logon requirement, this will provide a controlled environment for all users of the system.

6. EPOSS will provide the facility for an authorised user to maintain information about the users. This facility will allow the introduction of new users, the modification of user attributes (including password and privilege level), the deletion of users, and the suspension of a user's access to the system.

There will be a similar facility for stock units.

Pathway Comment
None

Reference No 817

Pathway Response
1. EPOSS will allow discounting for those products which are defined to be discountable in the reference data.

2. EPOSS will implement an appropriate discounting mechanism for each discountable product. In it's most generic form this will take the form of a user specified percentage at the time of transaction. In specific transactions, a percentage will be derived from the reference data as the default. The application of a user specified percentage discount for all discountable products in a customer session will be supported.

3. In a similar way to above, allow a user specified discount value at the time of transaction. In specific transactions, the value will be derived from the reference data as the default. The application of a user specified discount value for all discountable products in a customer session will be supported.

Pathway Comment
None

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Reference No 818

Pathway Response

1. EPOSS will have access to reference data imported from The Reference Data System via TMS. EPOSS will support date and time stamping of reference data in the form of activation and expiry dates. The activation and expiry dates are part of the reference data.

2. EPOSS will produce a report of the reference data in use at an Outlet. The format of the report will allow recent changes to be presented clearly. Changes (and notification) will normally be delivered to the Outlet electronically.

3. EPOSS will maintain reference data used to control the behaviour of most aspects of EPOSS and transactions. EPOSS functions will be driven by reference data parameters whenever the functionality can be generalised. This will allow many aspects of the behaviour of EPOSS to be modified via reference data changes rather than software.

4. EPOSS will maintain the consistency of reference data to report on and warn of errors. Interdependencies between reference data elements will dictate whether reference data record deletions (and other operations) are possible.

The distribution of reference data to other counter workstations is the responsibility of the TMS/Journalising middleware. Similarly, reference data record integrity is handled by the TMS/Journalising middleware.

Pathway Comment

None.

Reference No 819

Pathway Response

1. EPOSS will support the different cash account formats (i.e. standard Outlet format and CRU format)currently used. The use of spare cash account lines to report on new products will normally be facilitated by reference data changes distributed via TMS. The cash account tables and validation rules applying to individual cash account lines will be maintained as part of the EPOSS reference data.

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2. The mapping of the cash account lines to product and transaction data will be maintained as reference data.

3. EPOSS will maintain the cash account period numbers and their associated start and end dates as part of the reference data. A cash account period is normally a week. To cater for those occasions when the Outlet is authorised to combine two or three weeks into a single accounting period EPOSS will produce a single cash account report covering all transactions in the combined period. It is proposed that the cash account week number of the final week is associated with this cash account report.

It is understood that some client reports require the actual cash account week number to be identified. EPOSS will print the actual cash account week number for these reports.

4. EPOSS will initially produce a printed and an electronic version of the cash account report.

5. EPOSS will include a 2D bar-code on the printed report. The format of the data contained within the barcode is to be specified by POCL, but it is anticipated that it will contain a data-compressed set of all of the cash account report.

6. EPOSS will allow trial cash accounts to be produced. Production of the final cash account can be followed by an end-of-week facility which will 'move' the outlet forward into the next accounting period.

Note. Stock units will normally have been rolled-over into the next accounting period before the trial and final cash accounts have been produced. This is necessary in order to allow the staff in the Outlet to continue with their everyday tasks.

Pathway Comment
None

Reference No 820

Pathway Response
1. EPOSS will implement a tiered level of access control. Each facility will have an associated access level and the user will require a corresponding (or better) privilege level to access the facility. Combined with the user logon requirement, this will provide a controlled environment for all users of the system.

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2. EPOSS will not hinder the Outlet's ability to maintain trading if the OPS is not available.

3. Following an Incident, EPOSS will:
a) allow the user to return to a recent trusted position
b) implement appropriate measures to reduce the risk of data corruption
c) resume operation in a controlled auditable way as quickly as possible.

4. Backup of data will be handled by the data replication facilities of the TMS/Journalising middleware. This will allow seamless recovery from Incidents such as localised failure. A return to a known and trusted reference position will be provided by the setting of appropriate data markers.

5. EPOSS will implement measures to provide a robust committal process that reduces the risk of unrecoverable system errors.

6. EPOSS will implement measures to reduce the amount of data re-entry following recovery from a system failure.

7. EPOSS will monitor the integrity of the data and will inform the user of any implications with respect to the state of the data.

Pathway Comment
None

Reference No 821

Pathway Response
1. Pathway recognises that the centralisation of the administration of local schemes is a complex problem and needs extensive investigation to assess whether it is operationally achievable in an efficient manner. Therefore, it is proposed that local schemes will be implemented as a set of blank template products that can be tailored and activated when required. Facilities to account for and report on these transactions will be provided.

EPOSS will be configurable such that it could:
a) restrict the availability of specific transactions for an Outlet.

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b) allow the use of specific transactions to be optional for an Outlet.
c) allow local tailoring of specific transactions for an Outlet.
d) introduce new functionality as agreed with POCL.

2. EPOSS will ensure that transaction data and data derived from transactions is in the appropriate form for use by systems outside of OPS. It will also provide facilities to read and interpret data originating from systems outside OPS.

Pathway Comment
The following information is provided in order to assess the complexity of administering local schemes centrally.

Currently there are seven regions each administering approximately 20-30 schemes as indicated in the following table:

Region	Approx. No. of Clients	Approx. No. of Schemes
North East	25	26
North Wales and North West	24	24
Midlands	18	21
Scotland and Northern Ireland	13	14
South East	22	22
South Wales and South West	27	27
North Thames and East Anglia	22	23
Total	151	157

In general, all post offices within an area will offer the local schemes. A few offices within the area may be excluded from the scheme, and a few offices from neighbouring areas will be included in the scheme.

The FAD code of an office is a seven digit number of the form
OOO AAA C

where OOO = Numeric Office code
AAA = Numeric Area Code
C = Check digit

An analysis of the FAD codes has provided the following information:

1. There are a total of 145 areas in all regions.
2. The largest number of offices in an area is 404.
3. The average number of offices in an area is 135.
4. The smallest number of offices in an area is 4.

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For a centralised administration and reference data distribution function for local schemes to be implemented, with each participating office in each scheme being individually identified, a database estimated at 30,000 to 40,000 records is required.

Each local scheme will consist of approximately 150 records with a maximum of almost 500 records.

Reference No 822

Pathway Response
The Contractor shall provide the Logistics Feeder Service through the medium of the POCL Service Infrastructure such that it can interface to the agreed POCL SAP/ADS system. The POCL Service Infrastructure shall be designed such that, subject to the Change Control Procedure, it can interface into any other POCL inventory management system, and shall have sufficient capacity not to preclude such interfacing.

Pathway Comment
None.

Reference No 823

Pathway Response
1. The storage of EPOSS transaction data and data derived from transactions is the responsibility of the TMS/Journalising middleware. It is the responsibility of this middleware to ensure that the data is made available to other POCL Services which require access to the data.

2. EPOSS will implement appropriate measures in an attempt to maintain the integrity of data in the event of an Incident and avoid corruption of data due to interruption of an incomplete process.

In addition to the actual data to be recorded EPOSS will include information which is used to ensure the integrity of the data. The additional information consists of a message sequence number and a message CRC check digit.

Pathway Comment
None

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Reference No 824

Pathway Response

1. EPOSS will allow the price of posting a mail item to be determined from information including the class of mail, the weight, and (if not inland) the destination. The weight will be provided by a connected electronic scale. Where the scale is shared between counter positions, it will be the responsibility of the scale to handle contention and accept or deny a connection to a counter workstation.

2. EPOSS will ensure that a connection to the scales is only requested when needed by a transaction and will proceed with such a transaction when the connection is made. EPOSS will ensure that the connection to the scale is released promptly when it is no longer required.

Pathway Comment

None

Reference No 825

Pathway Response

1. EPOSS will record all sales. All transactions will be recorded using a Point of Sale function. This function will provide a consistent method for invoking fixed price product sales, simple open value transactions and complex transactions. The recording of information for all transactions will be handled in a consistent manner.

2. Where transaction data will be captured through a peripheral reading device, the invocation of the transaction will be event-driven.

3. Each counter transactions will be maintained within its respective customer session.

4. Transaction data captured during other POCL Services will be recorded via EPOSS.

5. Transactions recorded in the journal will be identified by customer session.

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6. The EPOSS desktop will provide customer session management which will maintain:
a) a log of all of the transactions performed since the start of the customer session
b) the session balance in the form of an amount to "take in" or "pay out"
c) the allowable methods of payment for settlement

7. In general, an outstanding customer session balance can be settled by a single MoP or a combination of MoPs (e.g. part cash and part cheque). In some circumstances a transaction (e.g. savings account deposit) can require settlement in its own right irrespective of other transactions in the customer session. In addition, EPOS will enforce a set rules for a transaction which will determine the MoPs allowed for that transaction.

8. EPOSS will allow the introduction of new types of MoP by implementing the MoPs in a generic manner similar to other products/transactions. As such, EPOSS will allow new MoPs to be introduced dynamically via reference data and applets.

9. EPOSS will support multiple simultaneous customer sessions at the same counter position. It will allow a customer session to be suspended and resumed as required. When one or more customer sessions are suspended the clerk can continue to start and end further sessions for other customers.

10. EPOSS will provide a Void (or cancel) facility for the current customer session. Some transactions in the session may not be "voidable" due to accounting or business rules.

11. EPOSS will allow reversals and refunds. These operations will only be possible if POCL and Client accounting and business rules allow them.

12. EPOSS will support primary products with associated mandatory and optional products. For example, the £1.00 postal order product will have an associated 25p postal order fee product, or the association of a product representing the notional value of an MVL disc for accounting purposes. EPOSS will support the linking of as many associated products to a primary product as is appropriate.

EPOSS will support cross-selling in the form of messages and prompts associated with selected products. For example, the selling of theatre tickets could prompt the question: "And how are you travelling there, sir/madam?" which could result in the sale of a bus or rail ticket.

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13. EPOSS will have the facility to read data from all the input devices (and their storage media) that are part of the OPS.

14. EPOSS will allow the manual entry of weight values where the scales are not linked. In fact, EPOSS will allow manual entry of any information that is normally captured via a peripheral to cater for the cases where the peripheral is not connected, or has failed, or is unable to read for other reasons (e.g. illegibility).

15. EPOSS will support the introduction of new Client services. These will be integrated into the EPOSS product set so that they can be invoked by the appropriate event.

In most cases the introduction of a new product will be achieved through the distribution of reference data updates via TMS. In addition to reference data updates functionality can be introduced dynamically using revised versions of EPOSS (or APS) (and again these can distributed via TMS).

Pathway Comment
None

Reference No 826

Pathway Response
The Pathway solution for OPS is based around a PC configuration at each counter position. Each PC will have a number of spare RS232 ports and these may be used for the connection of future peripherals. Connection to Avery-Berkel Parcel Scales has already been demonstrated.

Pathway confirms that the OPS will be capable of connecting to specialist peripherals which support dual connection. The capability for such peripherals to be dual connected is primarily a function of the design of the peripheral, its physical connections and supporting firmware.

Access to these peripherals will be restricted to those counter PC's which are suitably configured.

Pathway Comment
None

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Reference No 827

Pathway Response
1. The overall Pathway solution can be developed to provide support for a variety of authorisation methods including stop lists, go lists and other forms of authorisation in support of future POCL Products. Detailed discussion would be required with POCL and/or the Client on the form of such authorisation processes and the precise maintenance and usage of all supporting data.

Where such products exploit the "nominated post office" relationship between a customer and a specific post office the design of any authorisation process would seek to hold such data locally to reduce network costs and optimise transaction times.

2. The Pathway solution can support links to external computer systems. Such links are already in existence and are achieved through the use of a service specific TMS agent.

Pathway Comment
None

Reference No 828

Pathway Response
Pathway confirms that it will maintain the confidentiality, integrity, validity and completeness of data throughout all storage, processes and transmissions, including during periods of service failure and recovery from service failure.

The techniques that have been proposed by Pathway in particular circumstances, include physical and personal security measures, file integrity checking, data encryption, digital signatures, CRC checking, disk encryption, systems design for selective management and visibility of data.

Pathway Comment
None

Reference No 829

Pathway Response

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Pathway confirms that it will ensure that all relevant information produced at the request of POCL shall be evidentially admissible and capable of certification in accordance with the Police and Criminal Evidence Act (PACE) 1984 and the Police and Criminal Evidence (Northern Ireland) Order 1989 and equivalent legislation covering Scotland.

Pathway confirms that at the direction of POCL and subject to reasonable regard to the data volumes and storage durations incurred, audit trail and other information necessary to support live investigations and prosecutions will be retained for the duration of the investigation and prosecution irrespective of the normal retention period of that information.

Reference No 830

Pathway Response
1 Contingency plans

Pathway will, in co-operation with POCL establish comprehensive plans that:

will ensure that all POCL Services are supported by contingency plans, including where appropriate, fallback transactions, that will minimise or negate the impact of failure in any part of the POCL Services
will ensure that such plans are compatible with an overall service continuity framework
are based on impact and risk assessments agreed between Pathway and POCL
identify ownership of all plans
include activation procedures and time periods within which contingency measures will be activated
include a testing strategy for both initial testing on implementation and deployment and for regular testing during normal ongoing operations
include:
* prevention measures
* preparedness measures
* contingency measures
* recovery of normal service
* change control procedures
* contact lists
* service levels including contractor liability per associated agreements
be subject to joint review by Pathway and POCL

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Pathway Comment
The Business Continuity Framework will be introduced as a contract controlled document.

Reference No 831

Pathway Response
Reference is made to Interface Specification, POCL Interface Requirements for BA/POCL System.

PATHWAY SOLUTION:

Pathway will develop the necessary systems and operational processes to support the interfaces as specified in this requirement and the POCL Interface document.

Pathway assumes that subject to the comments made below this document will form the basis of the Contract. Following Contract award it will become subject to joint change control between POCL and Pathway.

Pathway recognises from section 1.2.2 of the POCL Interface document that further functionality may be required and will be pleased to discuss the necessary operational and commercial implications as details become known.

The development and implementation of POCL interfaces will principally take the form of TMS Agents that act upon transactions originated within the Outlets or which receive transactions or data from POCL or Client systems.

Transactions from Outlets will be generated as a part of the counter application (e.g. AP, OBCS, LFS).

The detailed formats of all interfaces will be agreed with POCL. Pathway notes the requirement in section 2.1.2 and D5 of the POCL Interface document that the ARTS model will be used where applicable as the standard for record interfaces.

Specific Interface support

1. Logistics Feeder Service (LFS) to/from Outlets via TMS

Interfaces will be provided in accordance with "LFS to SAPADS and SAPADS to LFS Application Interface Specification" (POCL reference JED/LFS/007).

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2. Transaction Information System (TIP) system interfaces from TMS and outlets.

Interfaces will be provided in accordance with Pathway to TIP Application Interface Specification

3. POCL Reference Data system interfaces to TMS and outlets

Interfaces will be provided in accordance with Reference Data to Pathway (Reference Data Project Application Interface Specification) and Application Interface Specification Reference Data to Pathway Non-Automated Type B Data.

4. Interfaces between outlets (via TMS) and POCL Clients

Interfaces will be provided in accordance with Pathway to HAPS Interface Specification. Interfaces will be provided in accordance with AP Client Specifications in respect of individual AP Clients when these are agreed.

5. TIP/TMS interface for authorisation data

The capability for POCL to effect reconciliation between itself and its clients is provided by the TMS outputs to TIP as specified in Pathway to TIP Application Interface Specification.

Pathway notes the exclusions both in requirement 831 and the POCL Interface document.

From requirement 831

EFTPOS (although stated as not part of the initial procurement Pathway notes the terms of requirement 692).

Reconciliation and exception reporting. Reports will be provided in accordance with Specification for APS Reconciliation Reports (APS) and Pathway to TIP Application Interface Specification.

Operational management information.

Inspection of transaction and event logs for audit and security purposes.

Transitional arrangements in relation to the automated payments/ALPS host. Automated Payments: Pathway will provide interfaces in accordance with Pathway to HAPS Interface Specification. ALPS host: Requirement 899 specifies that the stop lists for OBCS will be transferred from DSS to TMS; Pathway will provide interfaces in accordance with DSS Client Interface Specification \ OBCS.

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Transitional arrangements for cash account processing. Pathway will provide facilities in accordance with Service Architecture Design Document Section 4.1.3.3.4.

From the POCL Interface document (where not stated in requirement 831)

File and message switching interfaces. These are covered in requirements 471 and 478.

Pathway confirms that all interfaces will be agreed with POCL and notes that the associated specifications are subject to change.

Pathway Comment
None

Reference No 832

Pathway Response
The automation of transaction processing at the counter will allow the following business processes:

1) The data captured at the Outlet will be complete and accurate within the context of the activity being recorded. For example, transaction data will include information which uniquely identifies each transaction.
2) The transfer of data will be handled by the TMS/Journaling middleware. It will ensure that the data transfer is secure, complete, accurate and robust.
3) EPOSS will provide validation of transaction data for both format and content. Validation of the format of data will normally be handled at the data entry level by the EPOSS Desktop using information from the product definition reference data. EPOSS will also support the validation of the content of the data in on-line and off-line operation.
4) EPOSS will record transactions and events in a way that is resistant to tampering. In the event of fraud, this information will be used to establish that the POCL Service was operating as intended.
5) EPOSS will support transactions which force the printing of a customer receipt. A copy of the receipt will be printed for retention in the Outlet. All of the transaction details will be recorded in the journal and these can also be used for the resolution of problems.
6) The Outlet, stock unit, and user will be all be identified when recording transactions and any activities involving cash

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and value stock. This will enable accountability to be maintained for the handling of cash, value stock and transaction documentation.

7) EPOSS will record a complete set of transactions for a customer session at the point of sale. This will include all methods of payment.

8) EPOSS will implement a tiered level of access control. Each function will have an associated access level and the user will require a corresponding (or better) privilege level to access the facility. Combined with the user logon requirement, this will provide a controlled environment for all users of the system. EPOSS will also provide the facility for an authorised user to maintain information about the users. This facility will allow the introduction of new users, the modification of user attributes (including password and privilege level), the deletion of users, and the suspension of a user's access to the system. There will be a similar facility for stock units

9) The TMS/Journaling middleware will provide transparent data replication within the Outlet and transmission to TMS. This will provide a robust environment for Outlets with two or more counter positions. For Outlets with a single counter position EPOSS will augment the transmission to TMS with transparent replication of data to an auxiliary storage device (e.g. diskette drive). Recovery will also be free of operator intervention. EPOSS will rebuild the system using the data from TMS and will augment this with information from the auxiliary storage device. The process described above removes the need for staff to perform back ups.

10) Each user, counter position and counter equipment device will be uniquely defined within the Outlet.

11) EPOSS will allow each stock unit to be balanced as often as is required within a cash account week. Balancing will involve the reconciliation of transaction data, cash and stock movements against the actual cash and stock held. The balancing process will provide the opportunity for review and amendment before final review and authorisation.

12) Transaction data will be transmitted to TMS in a timely and efficient manner using a secure method.

13) Transaction data that has not been transmitted to TMS will be clearly identifiable.

14) A recorded transaction will be reconcilable against any supporting vouchers (i.e. stubs, forms, counterfoils) generated or collected during the transaction. Where necessary the vouchers will be made available for central processing and validation.

15) EPOSS will maintain an up-to-date record of each stock unit's contents. It will provide facilities to report the current balance position of each stock unit. It will also

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provide an instant office snapshot facility which will provide a view of the last known office balance position on demand.
16) All movements of cash, stock and other items will be recorded and clearly identified. See responses to requirements 691, 807 and 822.
17) EPOSS will produce all specified summaries when required. If required, summaries will contain only those transactions not already summarised. The process will take into account the client cut-off's such that transactions already reported and despatched prior to the cut-off are not included on subsequent summaries.
18) EPOSS will support and identify items posted to suspense accounts.
19) Pathway will ensure that the system complies with all the appropriate legislation.
20) The Outlet will continue to operate using the fallback procedures following a system failure. This will include the manual recording of all events and transactions, and this can be considered to be an "audit trail". On recovery, the system will record the fact that the system failure took place, and any events (such as transaction entry) which are part of the recovery process will be identified as such.

Pathway Comment
None

Reference No 833

Pathway Response
EPOSS will support a training mode. It will support "trainee" users and "training stock units". Operations on training stock units and any associated transactions will be recorded. Balancing of training stock units will be permitted but this information will be excluded from the office balancing and accounting process.

Pathway Comment
None

Reference No 834

Pathway Response
1. Adequate Contingency

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The Pathway solution and supporting services provide comprehensive contingency arrangements for all outlets. These include :-

A distributed design which insulates the majority of counter transactions from any failures external to the Outlet.

Comprehensive help desk support to provide OBCS transaction authorisation where an Outlet is out of action.

Highly resilient designs for TMS, including multiple servers and resilient local and wide area networks.

Transition of a post office will be undertaken on a "whole office" basis and will be capable of being performed at any point during the weekly cash account cycle. The sooner after the weekly cash account is struck the less the retrospective re-application of transactions will be required, whether this re-application is manual or automated.

Because of this approach, contingency during transition of a post office does not represent a discrete requirement.

Facilities will be provided to enable information from offices with ECCO+, Capture, PO Balancer (and similar programs) to be extracted, converted and used as part of the automation initialisation process. The automated migration of such data will be implemented if sufficient information is available about its storage and the number of offices affected is large enough to warrant the creation of the appropriate migration software.

The extraction of data from the office's existing systems will be carried out in a non-intrusive manner such that the integrity of the systems being replaced will not be is not compromised and will be available for live use until the manager is satisfied that the new system has been adequately established. In particular systems will permit more than one migration sequence to be attempted such that a failed attempt does not compromise the live system.

It is envisaged that all cash account products will be "transactable" (in at least a minimum form) as soon as the office EPOSS automation is operational.

2. Implementation of parent and satellite offices

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The roll-out plan will be agreed with POCL and will take account of relationships between Outlets (e.g. parent/satellite).

Where a post office is automated prior to one or more of its associated satellite offices it will be provided with a facility for the entry of paper-based information received from the non-automated satellite offices.

Where a satellite office is automated prior to its parent office it will be provided with a facility to produce paper-based reports for its parent office.

3. Plain Paper Summaries

Each Outlet will be equipped with a back-office printer capable of producing plain paper summaries. The content of these summaries will require discussion and agreement with POCL.

4. 2-D barcodes

Each Outlet will have the ability to print a 2-D bar code on the plain paper summary. the content of the barcode will require discussion and agreement with POCL.

Pathway Comment
None

Reference No 835

Pathway Response
1. Benefits encashment and other Automated products will be integrated into the EPOSS Desktop and will utilise its customer session management and transaction recording facilities such that:
a) The EPOSS Desktop will automatically record the transaction details.
b) A local transaction record will be stored for summarisation and balancing.
c) The information recorded locally will be consistent with the information provided (via TMS) to other systems.
d) Transaction times will be minimised. The transaction application will be invoked automatically on the peripheral device read event. Transaction data will be obtained during the device read such that manual data entry is reduced.

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2. EPOSS will support the provision of transaction summaries for comparison with other records. It will provide summaries showing detail and totals for the following items:
a) motor vehicle tax discs on hand;
b) milk tokens on hand;
c) cheques;

3. Summaries will be enhanced in the process of automating transactions to show information about items issued, held, received, returned and spoiled. Individual serial numbers will be included where appropriate.

Pathway Comment
None

Reference No 836

Pathway Response
1. Pathway will investigate and assess the level of integration that can be achieved between the CRISP system and EPOSS. In the case where the CRISP system is truly standalone it is anticipated that the sharing of information will be achieved via file or communications media. If the CRISP system is to coexist with EPOSS on the same windows NT platform then integration will take the form of sharing data via OLE automation.

2. There is a very broad range of secondary businesses run by Agents in post office Outlets. This means that it is probably not a good approach to attempt to cater for every type of business as an integral part of EPOSS. The facility will be provided to allow appropriate applications for other business to coexist with EPOSS on the same Windows NT platform. Transactions from these applications will be identifiable as separate from EPOSS transactions particularly with respect to accounting procedures.

3. The information recorded for each transaction will be dependent on the transaction itself. In general, it will include the following:
a) Outlet, clerk, and counter position.
b) Date and time.
c) Unique Product Identifier.
d) Value.
e) Quantity.
f) Product, client and/or scheme reference codes (if applicable) .

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g) Various customer details (if applicable)
h) Methods of payment. In many cases the settlement will be applied to the whole customer session rather than individual transactions.

4. EPOSS will support the introduction of new Client services. These will be integrated into the EPOSS product set so that they can be invoked by the appropriate event. In most cases the introduction of a new product will be achieved through the distribution of reference data updates via TMS. In addition to reference data updates, functionality can be introduced dynamically using applets (and again these can distributed via TMS).

Pathway Comment
We should beware increasing the complexity and therefore the cost of EPOSS to all post offices for the benefit of just a small number of post shops. At present the contractor has very little information on the CRISP system (2 pages in the SSR) and this is not sufficient to formulate a specific response to the requirement. Pathway would like to discuss the CRISP requirement with the Programme to take this forward.

Reference No 837

Pathway Response
1. EPOSS will support the production of the following predefined reports:

a) Transaction level reports by stock unit printed on clients' stationery using the counter printer or, if the physical size or layout of the stationery demands it, the A4 Outlet printer.
b) Transaction level reports by stock unit printed on plain paper using the counter printer or, if the physical size or layout demands it, the A4 Outlet printer.
c) Reports on the current level of value stock products by stock unit.
d) Reports of transaction volumes and values.
e) EPOSS will produce cash account reports.
f) Reconciliation reports.
g) Reports on cash and value stock movements.
h) Ad-hoc MIS reports as agreed with POCL.

2. EPOSS will support the printing of reports in accordance with POCL and Client requirements on frequency subject to the capacity of the printer provided. The printing or output of reports will be at the users discretion. Client reports will

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be produced on a daily and weekly basis and it where appropriate the facility will be provided to print several weekly reports within a accounting period.

Pathway Comment
The contents of these reports will be defined in the CCD entitled "Horizon OPS Reports and Receipts - ICL Pathway Horizon Office Platform Service".

Reference No 838

Pathway Response
1. EPOSS will allow the entry of additional information associated with transactions. It will permit some of this information to be entered at a later time. EPOSS will not permit information to be entered which will compromise the integrity of any balancing or accounting processes. EPOSS will support the post-event entry of transaction information such as the weekly total of inland parcels posted as prepaid by franking meter label.

2. EPOSS will support the entry of data for transactions (including local schemes) where only the volume is recorded for accounting purposes.

Pathway Comment
None

Reference No 839

Pathway Response
EPOSS will provide retail functionality similar to that used in PostShops. This will be available for delivery at a later date to be agreed with POCL. The retail functionality will:

support the existing post shop products
be extendible to allow for the introduction of new retail products and other changes in the product range
allow retail items to be mixed with non-retail transactions at the counter within the same customer session
record the sale of each retail product as a separate transaction against the user and the stock unit
support price (and other information) lookup for retail products

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adjust the office retail stock levels in real-time in response to receipt, return and selling of retail items.
allow office stock level interrogation on demand
support a weekly office "stock-take" activity
reconcile retail transactions as a single line entry in the Receipts table in the stock unit balance, office balance and the cash account

It is understood (from Req 836) that the integration of the CRISP system used in PostShops and the EPOSS system will be assessed. EPOSS will also endeavour to provide the type of retail functionality which will support the following:
a) Till functionality.
b) Discounting.
c) Coupon management.
d) Multibuys.
e) Promotions.
f) Marketing.
g) Reporting.

Note
The retail product set is considered to be separate from the stock unit product set and will be maintained and accounted for on an office wide basis.

Pathway **Comment**
We should beware increasing the complexity and therefore the cost of EPOSS to all post offices for the benefit of just a small number of post shops. At present the contractor has very little information on the CRISP system (2 pages in the SSR) and this is not sufficient to formulate a specific response to the requirement. Pathway would like to discuss the CRISP requirement with the Programme to take this forward.

Reference No 869

Pathway Response
1. Pathway notes that POCL are not concerned with the performance of individual subsystems per se, but that their primary concern is with the overall performance of the service as it impacts upon their own systems, clients staff, agents and customers. Pathway notes that targets for the level of internal performance between its subsystems will therefore not be set by POCL , but that internal subsystem performance will be judged by POCL as it affects overall service performance.

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2. Pathway will specify the internal performance requirements of any subsystem that is re-tendered. Pathway will maintain and report actual measured performance for TMS in respect of its interfaces with other subsystems.

3. Pathway will specify the performance requirements and tolerances for :

3.1 Hours of operation of the TMS

3.2 Response time required between TMS and OPS

3.3 The number of outages of TMS, identifying types of outage monitored

3.4 The availability of TMS.

4. Pathway confirms it will report against all the requirements and tolerances identified in (3) above.

5. Pathway will maintain detailed technical documentation of the interfaces from TMS to, OPS and all attachable computer systems. In the event of any changes to any interface to TMS, this will be notified to POCL in advance with updates to technical documentation made within 10 working days of the change being implemented.

Pathway Comment
None.

Reference No 870

Pathway Response
1. EPOSS will be implemented such that it operates efficiently and accurately with the minimum of user interaction with the keyboard and other devices. It will endeavour to reduce the transaction times wherever possible such that the serving of a customer is not slowed down overall. The system response to peripheral input will be maintained at an acceptable level.

2. EPOSS will provide summarisation and balancing facilities in an efficient manner so as to avoid unnecessary re-processing due to data adjustments.

3. Normally, EPOSS will record the time of completion for each transaction. This means that the time from the end of one transaction to the end of the next can be measured. EPOSS will also record the beginning of a customer session as the point where the first transaction is invoked. Whilst this does not provide a strictly accurate measure of transaction time it can

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used for simple analysis. It is recommended that the analysis of transaction times be carried out centrally using information extracted from TMS. This will allow transaction times to be compared across Outlets so that averages, trends and substantial performance deviations can be reported.

If a higher level of detail is required then mechanisms can be implemented to capture all recordable user and system events (device input/output, keystrokes etc.). It is recommended that this is type of mechanism is only used on a temporary basis for monitoring purposes.

4. EPOSS will perform transactions in a predictable and consistent manner such that the elapsed time from invocation to completion for the same transaction (i.e. same type, similar data entry, similar office size and office load conditions) does not vary to a statistically significant extent. Where the transaction time does not meet this criteria then Pathway and POCL will investigate and agree an appropriate course of action.

Pathway Comment
None.

Reference No 871

Pathway Response
1. EPOSS will be implemented such that the version of any reference data being referenced from outlets will be the latest applicable version of such reference data. The version of such reference data will be considered fully updated when all applicable updates have been applied. If one day's worth of updates have not been applied then the version will be deemed to be one day behind and so on.

2. Transaction data will normally be forwarded to POCL central systems (e.g. TIP) soon after the completion of the business day on which the transactions occurred as part of one or more batch communications transmissions. Transaction data not available for the first transmission will be included in a subsequent transmission.

Data which is included in the first batch transmission to take place after the time of the completion of the business day will be deemed to be in the first batch transmission and so on.

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3. Batch transmission times will be agreed for each POCL central system, but will not be scheduled to complete before 0430 on the morning of the day following the business day in question.

Service levels for the above will be as described in Schedule F08.

Pathway Comment
It will be necessary to define the time or times when the business day is deemed to end.

It will be necessary to define the start and finish times for the first, second and third transmission windows.

Pathway notes that the definition of transmission of batched transaction data does not anticipate transmission to commence before the end of the business day in which the transactions occurred.

Where an outlet does not report end of day by the time the latest time for this signal then Pathway will compile the transaction record on the basis that end of day was signalled at that time. It will be necessary to define the time or times for the signal which may or may not be the same as end of business day.

Reference No 880

Pathway Response
Transaction data from the Outlets and sent to TIP via TMS will follow the specifications defined in the TIP Applications Interface Specification.

Pathway Comment
None.

Reference No 890

Pathway Response
1. AP transactions

All transactions that take place in an Outlet will be automatically and securely replicated to TMS throughout the day. Transactions, once committed locally as part of a

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customer session, will be immediately replicated to any other counter position PCs in the outlet and periodically to central servers in TMS. Each transaction will have a unique and increasing sequence number and TMS facilities ensure that transactions cannot be replicated out of sequence.

The end of day process in each Outlet will transmit any remaining transactions, any end of day control totals and an end of day marker.

TMS Agents will extract information from the central TMS journal and prepare the files (including transaction and value totals) for subsequent dispatch to POCL and their Clients. Any outlets for which an end of day marker has not been received will be identified and investigated.

2. POCL and Client synchronisation

It is anticipated that the AP datafiles will be accumulated during the day by the TMS Agent and that the files for POCL (i.e. for TIP or equivalent) will be generated following Outlet closures.

Transactions for POCL Clients (e.g. AP Clients) and for POCL are all derived from the same source data (in TMS) and will therefore be consistent. File dispatch to POCL and POCL Clients will be determined by the operational windows agreed with these parties but will always occur at least once every 24 hour period.

The agents which extract and transmit TMS data to Clients and TIP act independently and can access the same source data simultaneously. This ensures that the data received by TIP is entirely consistent with the data transmitted to the clients.

In addition to the Outlets' Transaction records, Client cut-off records will be transmitted to TMS from Outlets (by Stock Unit and by Balancing Period). The Client cut-off records will indicate the despatch of foils, stubs and vouchers to the appropriate processing centre. These Client cut-off records can be used to control the extraction and transmission of TMS data by the agents.

Pathway Comment
None

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Reference No 891

Pathway Response

1. General requirements

1.1 Pathway will ensure that all captured data (that is inward data across service interfaces) is complete, and accurately reflected in the appropriate outward interfaces. These specifically to include:

transaction data of all transaction types and modes including stock and money levels

reference data changes, both local (from an individual outlet) and from POCL Reference Data System except for any transient arrangements

such data consistency will be maintained at the levels of interface and across interfaces according to requirement, e.g. data captured in EPOSS is accurately reflected in the interface between OPS and TMS

1.2 Pathway will provide for the synchronisation of data flows and storage, by applying timing data (date and time stamps) and time sentinels (end of day records) as appropriate. This specifically to include:

monitoring data transfers and accounting for data brought forward, received, passed on and carried forward across the service boundaries

monitoring data transfers and accounting for data across interfaces internal to Pathway

for example, EPOSS transaction data transferred to TMS and subsequently transferred to TIP

where a single data stream is "switched" to more than one recipient, Pathway will reconcile or eliminate any differences due to timing between transfers, providing information to each recipient such that they can reconcile with other recipients of the same data even though such recipients may process the data at different times and frequencies

for example, POCL will require (at least) daily volume and value totals of APS transactions sent to its clients, such that POCL may reconcile these against the daily volume and value totals sent to TIP.

1.3 Pathway will ensure that data is consistent between the levels where transaction or stock and money level data is held, maintained or transferred at more than one level. This specifically to include:

transaction data at summary and individual item level

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It should be noted that the Pathway solution maintains transaction data in its original, non-updated and most finely divided form within TMS both at the post office and correspondence server layers, and that all derivations are from this invariant base.

1.4 Pathway will perform daily cut-over reconciliations for any on-line interfaces with external systems, for example between TMS and any EFTPOS merchant acquirer. In particular, interfaces with POCL clients which transfer data up to declared cut off points will contain reconciliation data to check that the data received corresponds with that sent.

1.5 Pathway will report reconciliation results to POCL including any reconciliation exceptions. Reconciliation exceptions will be held in a Reconciliation Exception Database (RED) and the progress to resolution of each outstanding exception will be reported to POCL. These to include reconciliation results:

between Pathway and POCL
between Pathway and other external interfaces (e.g. POCL clients) to enable POCL to maintain its commercial relationships
between Pathway internal service components (to inform/assure POCL on the status of the Pathway system and service)

1.6 Pathway shall apply appropriate integrity controls at all interfaces and provide information demonstrating integrity. For interfaces that are already in place integrity controls shall be as specified in the document titled "POCL Interface Requirements for BA/POCL System, version 1.6, dated 16 April 1996". For new interfaces such integrity controls shall be agreed through a process which is defined in the documents Business Requirements Definition (reference PA/STD/003) and New Service Introduction (reference PA/PRO/007).

1.7a Pathway will control the implementation of configuration changes, including changes to reference data. This to include:

checking and reporting the implementation of changes against instruction
maintaining the integrity of other reconciliation processes across configuration changes, including demonstrating this in testing

1.7b Pathway will meet all reconciliation requirements in contingency situations as well as in normal working.

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1.8 Targets for all reconciliation requirements are:

full reconciliation with 100% of items accounted for

provision of reconciliation reports identifying reconciliation totals at summary level and RED reports for reconciliation exceptions at detailed levels, for example at transaction level for transaction data

Pathway will resolve any reconciliation exceptions produced by its reconciliation processes

Pathway will provide reconciliation reports at summary level and identification of reconciliation exceptions to POCL by 9 am of the day following that in which the reconciliation exception occurred

Pathway will use all reasonable endeavours to resolve reconciliation exceptions promptly

For APS, this is described within Pathway document CR/SPE/005 "Specification for APS Reconciliation Reports - for Release NR2". There is no reconciliation for OBCS.

2. Post Office Outlet Reconciliation Requirements

2.1 Pathway will ensure that stock and money levels are reconciled with transaction data. This will be:

at the transaction level
at the customer session level
at the stock unit level
at the outlet level

Note: the requirements for balancing within an office are defined in the EPOSS requirements, those for stock and money movements between offices will be reconciled by the POCL Inventory Management System using data provided to it from EPOSS via TMS.

2.2 Pathway will provide the fundamental controls for stock and money brought and carried forward, transaction data and transfers to/from suspense as detailed in the EPOSS requirements as well as facilities to allow permitted reversals and rectifications. Such controls will be available in fallback or recovery after failures.

2.3 The reconciliation of stock and money for transactions will be, in effect, instantaneous, with a record of the levels of stock and money within a stock unit being maintained as the transaction is committed.

3. TMS reconciliation requirements

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3.1 Pathway will maintain controls on operations including connection to and loss of communications with offices or with other POCL Service components to alert Pathway operational management to situations and/or events requiring its attention.

3.2 Pathway will apply controls on file and data transfers at all technical levels and, using relevant counts and financial totals, at business levels. Pathway notes that POCL will rely on information provided via TMS interfaces to its TIP and IM systems for reconciliation and control of various office business processes.

3.3 Pathway will ensure that information provided to POCL via TIP makes explicit what transaction data has been sent to its clients.

4. Commercial reconciliation requirements

4.1 Pathway will provide information to enable reconciliation of POCL Services provided by Pathway with charges made by Pathway.
4.2 Pathway will act, and be seen to act, as an agent for POCL in reconciliations with other parties, and provide the necessary information for it to exert appropriate management control over operations performed on its behalf:

Pathway will undertake the operational aspects and take responsibilities as each defined in the Contract
Pathway will ensure that the commercial relationships between POCL and third parties are not compromised.

Pathway Comment
None

Reference No 894

Pathway Response
1. Pathway's Management Information System (MIS) will capture the data necessary to facilitate effective contract and service management. It will employ exception reporting for business performance and monitoring reviews.

1.1 Contractual information presented via the business review route will embrace:
a) Service Level Performance (by event, priority, classification and type)

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b) Service Delivery Analysis (by product, function, outlet and role)

c) Contractual Alerts and Escalations (by Red, Orange and Amber classification)

d) Systems Operation (by type, performance and availability).

1.2 Information relating to business reviews will be analysed via exception reporting during the life of the event. Where this relates to alerts and escalations it will be supplemented by a declared owning problem/project manager. Critical dependent systems will be subject to full SLA monitoring and reporting via the review forum.

2. Requests by POCL for information during the life of the contract, and relating to service management of the contract, will be handled and processed in an effective and efficient manner. Formal requests for information will be via the business review route and delivered against pre-declared agenda requirements. Please note that Pathway does not commit to providing an MIS service after the life of the contract unless provision for this is explicitly made within the Contract.

2.1 Special and ad-hoc information needs would have to be fully understood and sized before contractual commitment can be made. The scope, volume, timing and frequency of such requests would be part of the task activity before such commitment. Currently this is neither defined or qualified.

3. Pathway will provide information that would facilitate infrastructure activities by POCL in matters embracing resource, network and productivity. Where these topics are an integral part of service delivery events they will automatically be included in the business review forum. Additional or supplementary requests would fall under the criteria of paragraph 2.1 above.

3.1 Data will be available that enables service analysis against the key attributes of POCL outlets. Flexibility will be maintained by making data organisationally independent. Thus any organisational based information will be defined and qualified by construct at the time of information search enquiries.

4. Pathway will, via the review forum, provide service delivery information that would facilitate extrapolation for marketing planning activity. Full trend and plan projections against forecasts and budget could result. Pathway EIS would be an enabler for the task but not a deliverer of it; limited by

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current defined requirements. Future needs, by definition, are not known.

Pathway Comment
1. Note the caveat at section 2 relating to MIS service after the life of the Contract. What would be the commercial basis of a service "after contract"?

2. There are one or two areas where apparently "open ended" commitments have been requested.

Reference No 895

Pathway Response
The POCL Service Architecture will be capable of monitoring irregular encashments and reporting on them. Information will be shared with POCL Audit/Security/Operations when it relates to an Outlet in relation to the following pattern.

1. Daily reports of Transactions at a non-live Outlet i.e. one reported to the Contractor as temporarily out of commission

Reference No 896

Pathway Response
Pathway will develop an electronic publishing and communications strategy jointly with POCL to establish the business requirements and feasibility.

You will see by reference to our response to requirement 471, that at first sight that electronic information is not cost effective and does not meet requirements for fallback operation or for situations when staff will wish take paper documentation home to read in their leisure time.

Pathway Comment

None

Reference No 898

Pathway Response

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1. OBCS will be implemented using TMS and OPS and will based on the current ESNS in use in ALPS post offices.

2. The implementation of OBCS will comply with the Horizon OPS Style Guide.

3. Horizon System Helpdesk support will be provided to all users of OBCS.

4. OBCS will be available at every counter position in every automated outlet, at which OBCS is required, during the normal opening hours of that outlet.

Pathway Comment
None

Reference No 899

Pathway Response
1. Local Stop List proposal

Pathway propose that a local stop list strategy be adopted in order that the risks and costs associated with maintaining and accessing the entire stop list at every outlet are removed. Each post office will have a local stop list. Foreign Order Book encashments will be checked against remote stop lists accessible via TMS.

For a full description of the manner in which Stop Lists will be maintained see Service Architecture Design Document, Section 4.1.4.2.2.

2. Pathway understand that the maximum size of the stop list will be 1.5 million entries.

3. Pathway understand that the maximum size of a stop list update will normally be 100,000 entries. The Pathway solution for the OBCS stop list is not as sensitive to the size of the stop list as other solutions, such as that used by ESNS. Pathway would require notification if POCL expected the stop list update size to exceed 100,000 entries.

4. Pathway understand that a null content file may be sent comprising solely of header and footer records.

Pathway Comment

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In proposing this solution to OBCS Pathway have adopted an approach which exploits the distributed architecture of OPS and in addition minimises the volume of data transfer and local processing.

Reference No 900

Pathway Response
The functionality required of OBCS will be provided in a local counter application which will run on OPS and will conform to the same technical architecture as other OPS supported counter applications.

The Pathway OBCS application will provide a facility to deal with barcoded order books presented for payment for encashment of benefits at automated outlets.

For a full description of the manner in which Order Books will be processed see Service Architecture Design Document, Section 4.1.4.2.3.

Pathway Comment
None.

Reference No 901

Pathway Response
1. When an order book with no barcode is presented for encashment OBCS will prompt the clerk to enter the number of vouchers to be encashed. A default of one (1) will be presented which the clerk can override.

2. As part of the end of day process, each outlet will calculate the number of vouchers encashed for non-barcoded order books. This will be replicated to central TMS which in turn will return this information to DSS.

3. This information will be supplied in accordance with the DSS Client Interface Specification \ OBCS

Pathway Comment
None.

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Reference No 902

Pathway Response
The Service Levels will be as described in Schedule H08.

Pathway Comment
None.

Reference No 903

Pathway Response
The Service Levels will be as described in Schedule H08.

Pathway Comment
None

Reference No 905

Pathway Response
The Pathway solution for the OPS system includes a facility for linking associated services and product offerings with any particular transaction type, such that the User is prompted to offer customers such services at the time of transaction.

The extent of such additional services to be provided will be agreed with POCL.

Pathway will accept full responsibility for the accuracy and integrity of data supplied to the User through the OPS. The accuracy and integrity of product information and data supplied by POCL and faithfully represented to the User by the OPS shall be POCL's responsibility and liability.

Pathway Comment
None

Reference No 906

Pathway Response
Pathway's roll-out strategy is based upon a geographic area-by-area approach.

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Pathway's implementation programme effects delivery and installation of counter equipment on the same day unless specifically requested otherwise. This may be the case for example in large offices where we understand that a weekend installation is preferred.

Referring to the text of the requirement, it should be noted that we have not interpreted "new" terminals to mean "unused" terminals. Pathway may supply equipment which has been used in other post offices, particularly in the case of office relocation, upgrade or other changes.

Pathway confirms that Installation covers physical placement, connection to the system and testing.

Pathway Comment
None

Reference No 911

Pathway Response
Pathway confirms that it will maintain accounting and reporting integrity across changes in the versions of operating software and hardware. Such changes will include upgrades or rollbacks of whole POCL Services or other subsystems, changes to software and reference data, operating controls and so forth.

This will include implementation of changes to effect rollback to a previous version, and operation of the whole POCL Service where parts have been updated or rolled back. Reference data shall be upgraded or rolled back in step with the objects or operations to which it refers.

Each transaction will be matched against the version of the product that was active at the time of the transaction. This link will be maintained to allow transactions against different versions of a product to coexist and be correctly accounted for.

Pathway Comment
None

Reference No 912

Pathway Response

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1 Pathway will arrange for the electrical safety testing of all of its equipment installed on POCL's sites enabling POCL and Postmasters to meet their legal obligations under the Electricity at Work Regulations 1989.

2 The Regulations

2.1 The Electricity at Work Regulations 1989 are a statutory instrument arising from the Health and Safety at Work Act 1974. The purpose of the regulations is 'to require precautions to be taken against the risk of death or personal injury from electricity in work activities'.

2.2 The regulations impose duties on employers in respect of 'systems, electrical equipment and conductors and in respect of work activities on or near electrical equipment'.

2.3 To meet the requirements of the regulations, which came into force on 1st April 1990, it is necessary to assess all electrical equipment, including information technology equipment, with a view to eliminating possible hazards. In practice this will usually necessitate a program of recorded inspections and where appropriate, tests.

2.4 Full and accurate records must be kept, if for no other reason than the 'duty holder' can demonstrate that 'all reasonable steps were taken and all due diligence exercised to avoid the commission of an offence under the Act'.

2.5 The onus for compliance is with the employer, who is responsible for the correct use of the equipment and the safety of employees. The regulations define the employer or his nominated employee(s) as the duty holder.

3 Scope of the service

3.1 The Electricity At Work Inspection And Test Service enables Pathway's customers to meet their legal obligations under the Electricity at Work Regulations 1989.

3.2 The service provides for inspection, test and labelling of each item of electrical equipment. Full records will be presented to the customer on completion of the service.

3.3 During the service, the Pathway service deliverer will carry out the following activities:

Visual inspection of all Pathway installed equipment and mains cords on the customer site

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Tests systems on the customer site using appropriate tools and test equipment. Testing of each item is undertaken by application of the relevant test procedure

Attaches a colour coded sticky label to each item inspected and tested to indicate success (of inspection and relevant test) or failure

Replaces faulty detachable mains cords, incorrect value fuses and damaged plugs

Re-terminates plugs where necessary

Renders inoperative any electrical item which fails the inspection and test and brings this to the attention of the customer and arranges for its replacement

Records test results against a unique identifier for each item

3.4 Once these activities are complete the service deliverer provides the Postmaster with the test results. Test results will also be made available to POCL and will be maintained in Pathway's database.

3.5 The service is delivered during normal office hours, however, Pathway may agree to provide the service outside those hours on request. The schedule for safety test visits will be agreed in advance with Postmasters and POCL's Service Managers.

3.6 All remedial maintenance work carried out on site will comply with the standards prescribed and will ensure that the requirements of the Act continue to be met upon return to service.

3.7 Pathway will report on the progress of its safety test schedule at each monthly service review meeting.

Pathway Comment
The regulations apply to all items of electrical equipment on the site. Pathway will be pleased to quote for the extension of this service to cover all other electrical items not supplied by Pathway.

Reference No 913

Pathway Response

1 Introduction

ICL Pathway will provide one paper and one diskette copy of the PPDs to the POCL Self Service and publishing Team covering all

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automated transactions. This will be suitable for incorporation by POCL into the Operations Manual.

2 Availability

2.1 The users of the POCL Services are:-

All Outlets, Head Office, Business Centres, Central Services and Regions (including Regional Helplines) and Retail Network Managers.

2.2 Other Users

The Operations Manual is despatched and readily accessible to all users outlined at 2.1. The Operations Manual is in booklet form and will be available to users at all times.

2.3 Contingency/Disaster Recovery Arrangements

Part of the Operations Manual will contain comprehensive fallback and recovery procedures needed to perform transactions in the event of a system failure.

3 Content of User Documentation

POCL will add the clerical procedures to the ICL Pathway provided automated procedures. To provide a complete set of operational procedures for staff at Post Offices and other outlets. This will be subject to POCL Client Managers approval.

4 Accuracy of Information

Accuracy of content in the existing manual is confirmed by POCL Client Account Managers and in some cases, Clients prior to publication and distribution by the POCL Self Service and Publishing Team. Following receipt from ICL Pathway's Technical Authors, POCL Self Service and Publishing Team will interleave the automated procedures with the current procedures for approval by POCL Client Account Teams. POCL Self Service and Publishing Teams will return amendments to ICL Pathway within an agreed timescale.

5 Design of Document

5.1 Visual Identity

The POCL Self Service & Publishing Team have constructed templates to accommodate inclusion of the ICL Pathway

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"flowchart" style to the operations manual while ensuring the POCL Design Application Guidelines and Visual Identity Policy is maintained. ICL Pathway technical authors will provide the automated transaction data in the format agreed with the POCL Self Service and Publishing Team.

5.2 Communications Policy

The POCL Self Service & Publishing Team confirm documentation produced will conform to the POCL communication policy as outlined in the "A guide to Head Office Communications Team" document. The POCL Self Service & Publishing Team will conform to the POCL Environmental Policy when interleaving ICL Pathway automated transactions to the operations manual.

6 User Documentation for New Product/Service

6.1 Notification of Requirement by POCL

ICL Pathway expect the majority of planned documentation changes to be the subject of a Product or Service Introduction Plan for each new product or POCL Service to be introduced on to the automated platform. The Product Service introduction plan will detail timescales needed for production of new documentation for the automated platform.

6.2 Drafting of Documentation

The final copy of user documentation for a new product or POCL Service shall be provided to the POCL Self Service & Publishing team for notification to all system users, initially by the Counter News medium and subsequently by inclusion in the operations manual.

6.3 Final Approval by POCL

Final Approval of all updated user documentation shall be made a number of days before the implementation of that particular change, the timescales to be agreed by POCL and the contractor at the time of agreeing such changes. For routing additional and changes approval will be required within 15 days of the implementation.

6.4 The POCL Self Service & Publishing Team will provide information of new products and services prior to introduction via the weekly POCL Counter News operational document which is currently used for such purposes.

7 Updating User Documentation

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7.1 Planned Changes

7.1.1 Notification of Changes by POCL
ICL Pathway will be notified of planned changes by the appropriate authority within POCL in accordance with the timescales described in paragraph 7.1.1 of the requirement. This will be carried out in conjunction with POCL Self Service and Publishing Team. All system users will be provided with a change notification in the POCL Counter News medium and subsequent inclusion in the automated operations manual as appropriate.

7.1.2 ICL Pathway will be notified of final updated user documentation a number of days before that particular change, in accordance with the timescales described in paragraph 7.1.2 of the requirement. This will with POCL Self Service and Publishing Team. All system users will be provided with a change notification in the POCL Counter News medium and subsequent inclusion in the automated operations manual as appropriate.

7.1.3 The same procedures as at 6.3.

7.1.4 The POCL Self Service & Publishing Team will provide updated user documentation by the Counter News medium immediately prior to introduction. A subsequent addition to the operations manual will be provided within the agreed timescales. A 10 day lead time for each weekly edition of Counter News.

7.2 ICL Pathway commits to making emergency documentation changes to the PPDs available to POCL within 24 hours of notification. Pathway are able to alert system users by way of 'on screen' messages to consult relevant documentation concerning such changes. This will map the same lead time as Counter News e.g. 10 days notification on a weekly cycle.

8 [Not used]

9 User Satisfaction

9.1 Frequency of Monitoring

POCL Self Service & Publishing Team would recommend the formulation of a user group, formed of ten people from branch and agency outlets to meet at quarterly intervals to review the effectiveness of the new manual, covering the subjects outlined

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at 9.3 of this document. This will be the responsibility of the POCL Self Service & Publishing Team.

9.2 User Satisfaction Targets

Measurements should be made by market research telephony or an equivalent form of data gathering procedure on at least an annual or ideally a twice a year basis. The number of outlets contacted should be statistically valid and recognised as an acceptable vehicle for user satisfaction monitoring. The results of the monitoring must be targeted to produce an acceptable user satisfaction rate of 90%. Notification of results will be provided to ICL Pathway.

9.3 Areas to covered in the User Satisfaction Survey will include:

a) Ease of use of the manual.
b) Effectiveness of the manual.
c) Satisfaction with Layout, Style and Language.
d) Quality and Clarity of text.
e) Quality and understanding of Graphics.
f) Accuracy and comprehensiveness of index/indices and cross references.

Reference No 914

Pathway Response

1 Introduction

1.1 This response documents the key service characteristics of the Horizon System Helpdesk service.

2 Helpdesk Service

2.1 General

2.1.1 The Horizon System Helpdesk will provide a single point of contact providing assistance and fault management to Help Desk Customers. Help Desk Customers will include Users and those of POCL's Clients with access to the POCL Services supported.

2.1.2 The Horizon System Helpdesk service will embrace fault management, advice and guidance and overall operational service management, information and administration. It will

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operate a full call logging service 24 hours per day, 365 days per year (except Christmas Day).

2.1.3 Contact with the Horizon System Helpdesk will be by 'local-call' telephone (e.g. an 0345 number). The average response time will be targeted at 80% of all calls answered within 20 seconds and 99.9% targeted to be answered within 40 seconds. A target of less than 5% of calls during peak hours will be abandoned calls. The percentage of 'calls not answered' shall be less than 1%. This includes calls where the line is busy as well as calls answered but put on the 'waiting queue'.

2.1.4 Three levels of service will be provided extending from Level 1 addressing simple calls through more complex level 2 calls to level 3 calls which involve support from outside of the help desk environment.

2.1.5 Operational Service availability, details of scheduled interruptions and progress towards full service resumption will be communicated by the Horizon System Helpdesk to its customers. The Horizon System Helpdesk management team will assist POCL in negotiating scheduled interruptions to service with the Help Desk Customers.

2.2 Level 1 Service

2.2.1 Level 1 calls may be categorised as those which are relatively simple and straightforward to explain and diagnose and which can be fully resolved in less than 10 minutes by the call taker who will have sole responsibility for the call's progress to resolution.

2.2.2 As end-users become more familiar and experienced with Pathway's systems, the time required to explain simple resolutions will decrease and may approach an average of 5 minutes. Calls taking longer than 10 minutes to resolve will be categorised either as Level 2 or will signify a potential skills problem within the Horizon System Helpdesk or the post office. Calls identifying potential skills problems will be evaluated by Pathway and raised for discussion at the monthly service review meetings.

2.3 Level 2 Service

2.3.1 Level 2 calls will generally be more complex problems and potential faults. The Horizon System Helpdesk will make extensive use of 'Expert Systems' diagnostic tools to assist in their resolution and these may require more detailed and extensive analysis, taking more time.

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2.3.2 Calls are transferred to Level 2 electronically within the same help desk Call Management System. All of the details of the call are preserved and available at Level 2. Calls at all levels are presented to the diagnosticians in the form of a prioritised stack of outstanding work-in-progress.

2.3.3 Typically, Level 2 problems will take less than 30 minutes to resolve but in extreme cases may take longer, up to 45 mins. Much of the diagnosis will be carried out 'off-line' from the originator, and may involve one or more interim telephone calls from the Horizon System Helpdesk to clarify symptoms or elicit extra information.

2.3.4 Level 2 calls will be analysed to identify trends and patterns which may indicate the need for improvements in the diagnostic process. New problems identified will always be analysed to determine whether an appropriate Level 1 solution is possible to save time in future instances.

2.3.5 As for Level 1, Level 2 calls which take longer than 45minutes to resolve will be categorised either as Level 3 or will signify a potential skills problem within the Horizon System Helpdesk or the post office. Calls identifying potential skills problems will be evaluated by Pathway and raised for discussion at the monthly service review meetings.

2.4 Level 3 Service

2.4.1 Level 3 service is invoked when the call can not be fully resolved wholly within the Horizon System Helpdesk but requires escalation either to a higher level of technical support or to an engineer to perform a maintenance visit.

2.4.2 Calls will be transferred to Level 3 support electronically complete with all of the details of progress made at levels 1 and 2. Calls will be prioritised and categorised so that they can be actioned within standard agreed timescales.

2.4.3 All level 3 calls will be monitored to ensure that the Service Level Agreement is met. The call will also continue to be monitored post resolution to ensure that repeat or intermittent failures are identified as quickly as possible.

2.4.4 Level 3 calls will be analysed to identify patterns and trends of failure either within specific Outlets or with system items.

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2.5 Hours of Service

2.5.1 Pathway will provide a continuous call logging service 24 hours per day every day of the year except Christmas day.

2.5.2 A full Horizon System Helpdesk service is required during the POCL Core Day. A skeleton help desk service shall be provided between 05:00 and 08:00 and between 20:00 and 24:00, Monday to Saturday, and between 07:00 and 22:00 on Sundays.

2.5.3 Calls may be received directly from users or from POCL help desks and help lines. Calls received which are outside of the responsibility of the Horizon System Helpdesk will be transferred to the appropriate authority.

2.5.4 The hours of service may be changed on request given 2 working days notice. Emergency cover may be provided at 5 hours notice.

2.6 Problem Management

2.6.1 Pathway will employ a specially developed Problem Management System to log and manage all calls to the Horizon System Helpdesk. The system is an enhanced version of one of ICL's current call management systems.

2.6.2 The system data model is comprehensive and records all of the necessary data associated with calls during their life. Call data is recorded as a collection of 'progress details' each date and time stamped and 'signed' by the call taker providing a complete audit trail.

2.6.3 The system will maintain call details including the following :

Problem Site Identifier
Call serial number (combined with Site ID provides unique call identifier)
Site details such as address, telephone number and Postmaster's name
Site contact name
Date and Time problem occurred
Date and Time problem reported
Horizon System Helpdesk contact
Problem description
Problem Type (such as Hardware, Software, Advice & Guidance etc.)

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Identity of any equipment or software associated with the problem
Reported and assessed impact on the Help Desk Customer's business
Priority of the call
Estimated Fix time (for level 3 calls)
Current actionee within Pathway
Referral details
Progress information (date and time stamped and attributed)
Call resolution actions
Date and Time equipment returned to service
Date and time call closed (accepted by the Help Desk Customer)

2.6.4 The Horizon System Helpdesk system also contains details of engineer schedules. It provides an interface to the 2-way radio paging system used to assign calls to engineers and to the spares system used to control the allocation of spares.

2.6.5 The problem management system will also be used to record and manage incidents relating to systems operational problems including those associated with the uploading and downloading of data to post offices and interfaces to POCL and POCL Client systems.

2.6.6 All calls will be given one of three priority classifications depending upon the impact and urgency of the problem with respect to the caller's business :

A Caller's business is disrupted and cannot continue normal working

B Caller's business is impaired but a work around is available

C Caller's business is suffering only minor inconvenience

2.6.7 Throughout the life of a call, the Horizon System Helpdesk staff will monitor its progress. The Help Desk Customer will at all times know precisely what is expected to happen next by regular updates of progress. The Horizon System Helpdesk will always advise the customer of any changes.

2.6.8 All aspects of the operation of the Horizon System Helpdesk will be comprehensively documented in a manual of procedures which will be agreed with POCL and which will be maintained in accordance with Pathway's objective of registration to ISO9000 quality standards.

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2.6.9 Major incidents, such as the total failure of systems within a post office, will immediately be classified as alerts and will be assigned to a problem manager. All alerts will be managed in accordance with agreed documented procedures covering all aspects of the fallback operation of the Outlet, including the re-allocation of its responsibilities to other Outlets.

2.6.10 A problem will remain open at the Horizon System Helpdesk until agreed with its originator that is has been resolved satisfactorily. The call will continue to be monitored even after closure to ensure that a repeat or consequential problem is not reported.

2.7 Systems and Services Supported

2.7.1 In addition to the problem and call management database, Pathway will create and maintain databases containing user, asset, configuration and change management information.

2.8 Resilience

2.8.1 The Horizon System Helpdesk will operate a fully resilient service across two geographically remote sites with duplexed database servers, networks and telephony systems and separate telephone exchanges and electrical power supplies.

2.8.2 Each site will normally accommodate half of the Horizon System Helpdesk staff and management team but will have spare capacity to accept increased workload in the event of disaster at the other site.

2.8.3 The sites will be served by dual telephony and Automatic Call Direction equipment which will perform call load balancing between them.

2.8.4 Each site will be connected with Pathway's central systems via dual high speed carriers and will be resilient to single network, system or site failures.

2.9 Training

2.9.1 During Roll-Out, Pathway will deliver training to POCL staff. This training documentation and POCL's Horizon User Guide will include guidance on how to make most effective use of the Helpdesk services.

2.9.2 Simple step by step instructions will be documented in the operational procedures manual known as the Horizon User

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Guide, a hard copy of which will be produced and distributed by POCL to each post office.

2.9.3 The Horizon System Helpdesk staff will receive in depth training in all of the operational systems.

2.9.4 The staffing levels at the Horizon System Helpdesk will be set to accommodate peak workload resulting in periods during the shifts where activity is relatively light. These periods will be used by staff for skills development and training.

2.10 Personnel

2.10.1 Pathway will ensure that all Horizon System Helpdesk managers and staff have the appropriate skills and experience. Each member of staff will receive in depth training in Pathway's solution and operational procedures.

2.10.2 All staff will have individual personal development programmes and training plans recording their progress in achieving progressively higher standards of skills.

2.10.3 Staffing levels will be set to accommodate workload peaks, staff absence due to sickness and holidays and natural wastage.

2.11 Service Targets

2.11.1 Pathway proposes that service targets should be established as follows.

80% of calls answered within 20 seconds
99.9% of calls answered within 40 seconds
Calls not answered < 1%
Abandoned calls (where the caller rings off) < 5%
95% of Level 1 calls resolved within 5 minutes
100% of Level 1 calls resolved within 10 minutes
95% of Level 2 calls resolved within 30 minutes
100% of Level 2 calls resolved within 45 minutes

3 SERVICE MONITORING

3.1 Service Performance Statistics

3.1.1 The Horizon System Helpdesk service will be monitored and reviewed over monthly periods. Statistical evidence of its performance against agreed measures will be produced by

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analysis of the data captured by the Horizon System Helpdesk system and by the telephony system.

3.1.2 The analysis will be presented to POCL in an agreed format within 2 working days of the end of the period.

3.1.3 The data upon which the analysis is made will be maintained within a relational database system supporting standard SQL enquiries. This will enable Pathway to view the data in a flexible way and provide reports based on problem type, Help Desk Customer group and location, closure time, etc.

3.1.4 Pathway will make extensive use of this data to identify actions to improve process efficiency and effectiveness.

3.1.5 Help desk records will be maintained for a minimum of 18 months.

3.2 Help Desk Customer Satisfaction Surveys

3.2.1 Pathway will be pleased to participate with POCL in devising and conducting quarterly Help Desk Customer satisfaction surveys.

3.3 On-line Access and Ad-hoc reports

3.3.1 Pathway will be pleased to discuss the provision of on-line access to its problem management systems for named representatives for the purposes of planned audit and inspection.

3.3.2 Reasonable requests for single ad-hoc service reports will be welcomed and will normally receive a response within 3 working days.

Pathway Comment

1 It is not clear from the requirement what is the purpose of POCL's request for on-line access to the Problem Management System.

2 The number, nature and frequency of the requirements for ad hoc reports is unclear and needs further clarification.

Reference No 915

Pathway Response

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1. Introduction

The training requirements for POCL training is set out in the document Training Needs Analysis reference SU/TRN/0001 and the Training and User Awareness Baseline document reference BP/TRN/001. As documented in the Training and User Awareness Baseline document the Contractor will provide a maximum of 12,600 courses. Within this limit the Contractor will provide a maximum of 5,504 one day Counter Assistants Course and a maximum of 7,004 one and a half day Managers Courses. The balance of the 12,600 courses are made up of specialist courses. These courses are described in both the Training Needs Analysis document and the Training and User Awareness Baseline document. A further breakdown of course types and allocation are detailed below.

Total training breakdown:

*Managers course	1.5 days	7,004 events
*Assistants course	1.0 day	5,504 events
*Train the trainer	5.0 days	25 events
*Auditors course	2.0 days	34 events
POCL helpline	1.5 days	33 events
Total offering		12,600 events

Key:

*Managers course = Branch managers, Assistant Branch manager (ABM), Postal Officer Assistant Branch manager (POA), subpostmasters, franchise managers, nominee managers, Head of Retail Networks (HORNs), regional support staff, relief or deputy managers, Retail Network Managers, Outlet managers, POCL User acceptance team, POCL staff who perform stock unit balancing, and nominated POCL staff and officers.

*Counter Assistants course = Postal officers, Counter Clerks, subpostmaster's assistants and franchise staff

*Train the Trainer = POCL and agency trainers

*Auditors course = national and regional audit teams, POCL security and investigators

POCL Helpline = POCL Helpline staff and managers

Key measures identified by the Contractor and agreed with POCL will be used to assess the effectiveness of the training programme as a whole. This is documented in the Training Evaluation paper reference SU/TRN/005.

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2. Training Services

2.1 General

The Contractor and POCL shall agree acceptable standards of competencies in the use of the automated platform. The Contractor will be responsible for training POCL and agency trainers to an acceptable standard. However it will be the responsibility of POCL to ensure quality and competence levels are maintained both by non Contractor Trainers and their delegates.

The Contractor will be responsible for designing and developing course materials/training event to POCL's approval. Any Updates to training or additional supporting documentation will be supplied by the Contractor and approved by POCL. This will be provided to those Outlets Rolled Out subsequently as part of national Rollout. Style and layout of training workbooks and supporting materials are documented in the Training and User Awareness Style Guide, reference PATH/PUBS/001.

2.2 Specific Responsibilities

POCL will mandate training for Users i.e. Outlet Managers, Subpostmasters and Counter Assistants or Counter Clerks in accordance with POCL's Policy for Releasing Individuals to Attend Training (CAR response number 531.000.03), document reference BP/PRD/007.

It is not envisaged that "day to day" development of training materials will be required although ongoing quality assessment and maintenance will be undertaken by the Contractor.

The Contractor will ensure that all nominated parties are advised of training activities. Such periods of notification, content thereof and identification of nominated parties shall be POCL's responsibility prior to Contract Award.

Management of training will be the responsibility of the Contractor in liaison with POCL. However Training Invitations, Site selection/preparation and provision of equipment will be the responsibility of the Contractor.

Management information (training) will be the responsibility of the Contractor. Information passed to POCL shall be defined by POCL and subject to change control procedures.

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Attendance of regular training review meetings will be the responsibility of the Contractor and will be part of the overall implementation review process. Training is an integrated part of the implementation and roll-out programme therefore it is not envisaged that the training will be isolated from project reviews.

Agreement and sign off by the Contractor will be part of the implementation plan.

Monitoring and review of performance will be jointly undertaken by the Contractor and POCL. This will be via standard and agreed report formats within agreed timescales.

Identification of improvements to the training programme will be part of an approved quality process and is part of the Contractor's responsibility.

3. Key Measurables

3.1 Timeliness

The Contractor shall ensure that training is delivered in accordance with the Project Plan. Such training will be completed no more than 5 working days before live usage, and be complete no less than 1 working day before live usage.

3.2 Quality

Course delegates will be requested to complete a questionnaire on the training environment, and the Contractor shall achieve not less than 85% satisfaction. Details of processes and procedures to support ICL Pathway training environments are documented in the Training Venue Administration document reference PATH/PRO/0004.

The Contractor shall not be responsible for adverse comments/user dissatisfaction relating to POCL's premises.

The Contractor shall agree positive training matrices with POCL prior to contract award. The Contractor shall ensure 95% compliance with these matrices as measured through satisfaction questionnaires as defined in ICL Pathway's Training Evaluation paper reference SU/TRN/005.

3.3 Cycle Time

Training should take no longer than a period of 1.5 days for Outlet managers, subpostmasters and 1.0 day for counter

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assistants or Counter Clerks. This will be a continuous event held during the day and off site. All trainees are to achieve the minimum standard of competence as described in POCL's document reference BP/PRD/006. It is the Contractor's responsibility to achieve the overall agreed level of competence e.g. 90% for knowledge related areas for transactions of the automated platform relevant to a specific Outlet.

Training will be offered to Users, who do not make up the ratio for minimum training compliance, up to individual site acceptance and during the Horizon Field Support Officer visit. This will be offered on an exception basis at the time of training invitations i.e. 4 weeks from installation. Remedial training will also be offered to Users during this period who fail a competency test and who do not make up the ratio for minimum training compliance. Thereafter all outstanding or ongoing training will be the responsibility of POCL. This training will be delivered to either new or existing Outlet Users. Update training or CSR+ training of existing Users will be the responsibility of POCL. CSR+ training for Users at Outlets which have not been Rolled Out will be the responsibility of Pathway as part of the standard national Rollout training programme. Subsequent updates and new product training will be the responsibility of POCL unless the Contractor takes on this responsibility in accordance with the Change Control Procedure.

3.4 Contingency/disaster recovery

Notification of course cancellations by POCL must be issued within an agreed timescale between the Contractor and POCL. A minimum of 48 hours notice must be provided for 98% of cases. The same will apply if the Contractor cancels a course with notification of an alternative date.

The Contractor shall not cancel more than 2% of the scheduled courses in accordance with the implementation Roll-Out plan. However if an installation is cancelled due to POCL changes then this is the responsibility of POCL and should not be included in the 2% targeted for the Contractor.

It is the Contractor's responsibility to reschedule alternative training venues if a site becomes inoperative at no extra cost to POCL unless a POCL venue has been agreed and an alternative is required.

3.5 Data Accuracy and integrity

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There will be no reduction in system performance as a result of training mode being used. Training mode will be used in the same way as live mode with the exception of "training" stock data.

It is the Contractor's responsibility to ensure there are no factual errors at the time of acceptance and release.

3.6 Competence levels

It is the Contractor's responsibility to meet the agreed objectives/competence level of the course and for delegates to demonstrate this capability as part of an end of course review. A competence test will be carried out at the training event to meet the agreed competence level of 90% for knowledge related areas for transactions of the automated platform.

The Contractor shall agree competence matrices with POCL prior to contract award. The Contractor shall ensure 90% compliance with the matrices as measured through a competence test. The Contractor has the responsibility to meet level 1 of the standard Kirkpatrick model. This will be achieved by the end of course review/appraisal. Level 2 of the standard Kirkpatrick model will be met by the end of course competence test.

4. Communication

It is POCL's responsibility to provide agreed format on performance criteria along with written permission from franchise Outlets that assessments can be carried out on their staff. For POCL staff, subpostmasters and assistants ICL Pathway will notify Users that data will be gathered on individual performance and distributed to POCL for analysis.

It is also POCL's responsibility to certify that managers of franchise, Sub-Post Offices, POCL offices and multiple franchise Outlets, ensure competency of their staff, and to further ensure that their staff apply due diligence and professional standards of care to ICL Pathway systems and services.

POCL Regional reports will be defined by POCL and agreed with the Contractor. Reports will be provided by the Contractor in a timely manner to a nominated contact. These will be distributed within 5 working days for each Region at the end of each month. 24 hour competency failure reports will be supplied to POCL by the Contractor for immediate action by POCL. Response by POCL will be within 24 hours or the next working

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day. This is detailed in ICL Pathway's Training Scheduling and Minimum Training Compliance document reference IM/REQ/014.

It is the Contractor's responsibility to provide training invitations to a nominated contact within the Outlet 4 weeks prior to the proposed training event. It is also the Contractor's responsibility to confirm attendance in writing at least 1 week prior to the training event. This is detailed in ICL Pathway's Training Scheduling and Minimum Training Compliance document reference IM/REQ/014.

5. Monitoring Training Services

Monitoring of training services will be carried out as part of the implementation programme. It is the Contractor's responsibility to supply information to POCL in an agreed format and to agreed measures. This format will be subject to Change Control Procedure.

6. Training Review Meetings

It is the Contractor's responsibility to hold regular management meetings to review progress and performance. This will be carried out on a regular basis and to an agreed timetable.

Regular review meetings regarding implementation should be the responsibility of both the Contractor and POCL.

7. Escalation Procedures

Failures in Service Levels will be the responsibility of the Contractor and POCL's nominated SLA manager to resolve.

Issues or actions which fail to be rectified will be passed to the agreed Contractor and POCL's service management team for escalation.

8. Change Management

Progressing (through the Change Control Procedure) permanent variations to the agreed Service Levels and/or the training services provided will be managed as part of the implementation programme and will be the responsibility of the Contractor.

Pathway Comment
None.

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Reference No 918

Pathway Response

1. Pathway recognises the importance of a partnership approach to communications and we are keen to establish a close working relationship with the POCL Communications team who will be managing this activity.

2. Pathway recognises the strategic need for the partnership to be responsive to events as they occur, and accordingly we recommend that the partnership is empowered to a level agreed between POCL and Pathway.

3. The partnership will need to be comprised of suitable staff from the POCL Communications Team and Pathway.

4. Pathway acknowledges that POCL shall retain the right of veto on all communications, marketing and education for all Customers, POCL employees, Agents and their staff.

Reference No 921

Pathway Response

1. The Pathway solution for OPS will provide a secure timeout facility for counter PC's and Back-Office PC's. This will comprise a user activated timeout which will enable the user to clear the screen and leave the terminal for a short (configurable) period. The user session is reactivated by the user entering their password. Any applications are left active.

2. The clerk will reactivate their session by entering their password.

3. The display presented when the timeout facility is activated will be different to any normal desktop or application screen.

4. Should the clerk who initiated the timeout be unable to re-activate the facility, the following actions may be taken :-

After a configurable period of time during which there is no active session it will automatically log-out. A journal message will be created indicating this.

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. The postmaster may assume responsibility for any uncompleted session, the stock unit or share thereof, by entering his own user name / password.

Once the terminal has logged-out any authorised user may then use that terminal.

All the above events will be written to the journal.

Pathway Comment
None

Reference No 922

Pathway Response
Pathway confirms that the acoustic noise emission of any item of OPS equipment supplied by Pathway will not exceed 60dB(A) measured at a distance of 1 metre.

Pathway Comment
None

Reference No 925

Pathway Response
None

Pathway Comment
None

Reference No 926

Pathway Response
1. Pathway confirms that all rollout plans and changes to the plan will be agreed with POCL but POCL shall not unreasonably withhold consent and shall not in any case withhold consent if so doing would cause Pathway to fail to meet its obligations under the Codified Agreement.

2. Pathway reserve the right to change functionality at its discretion, subject to maintaining contractual obligations and service levels.

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3. Operational change procedures shall be defined for the Rollout programme, which should embrace any expected change to service aspects.

4. Service Level measurement during rollout will be skewed due to instability; suspension of rollout based on failure to meet service levels needs to account for this and POCL should advise which Service Levels will determine rollout suspension prior to contract award.

Pathway Comment
None

Reference No 938

Pathway Response

Pathway responsibilities

Pathway will be responsible for:

Ensuring that any information supplied under the Data Protection Act 1984 (DPA) is accurate and providing assurances to that effect.
Delivering any information requested under the DPA to the requesting body or person as appropriate.

Pathway will:

Comply with changes in the DPA (after 15 May 1996), or related EC laws, or recommendations having the force of law.
In particular, record all written requests for a data protection print from a customer or authorised representative, within five (5) days of receipt of such request and deal with queries raised within a timescale to be agreed with POCL.
Make available for authorised inspection all information provided under the DPA.
Retain records of requests and responses made under the DPA according to requirements of the DPA.

Reference No 941

Pathway Response
Pathway confirm that the dates for Rollout will be agreed with POCL given that POCL will not unreasonably withhold their consent to such agreement.

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Pathway will treat Northern Ireland as a discrete area for the purpose of rollout.

Pathway Comment
None

Reference No 945

Pathway Response
None.

Pathway Comment
During the Rollout we do not wish to and can see no reason why we should provide POCL with the serial numbers of the equipment installed as this is clearly our responsibility. In this respect we could be non-compliant with this part of the requirement. The Contractor is charged with the maintenance and management of all counter equipment supplied under this agreement. Configuration management thereof (including serial numbers) remains the Contractor's responsibility, and the Contractor agrees to make available this information to POCL on a periodic basis.

Reference No 949

Pathway Response
Pathway confirms that it is able to provide a complete training service if required. Currently Pathway is providing Counter staff training and support together with POCL Train the Trainer events.

Clarification is needed to understand what is meant by total training which refers to all of POCL's training requirement and not just those required to support the POCL Services under the Codified Agreement.

Pathway is assuming that although the capability to provide total training is sought the option will be exercised through the Change Control Procedure and the additional costs are not included in the Charges as at the date hereof.

Pathway Comment

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The requirement as stated is very vague and the scope as stated may be greater than was really intended. Prices are not being included within the Charges as at the date hereof.

Reference No 951

Pathway Response
Pathway will develop and maintain a document describing the POCL Service Architecture.

Pathway confirms that it will, as a minimum, specify:

the major components, provided directly or subcontracted, used in providing the services
the functionality within the major components
the interfaces between the major components
the design service levels of those interfaces
all interfaces with POCL's systems and with other parties

Pathway notes that the audience for this document will be technical staff within POCL and that it should be self contained, although probably referencing other documents to provide further levels of detail. Pathway affirms that the level of detail within the document will be such that it gives a thorough background to the construction of the services and the rationale for the approach, and notes that a length of 200-400 pages is anticipated.

Pathway Comment
None

Reference No 952

Pathway Response
The OPS will support a reliable, secure and encrypted means for the transfer of data that may subsequently be used for cryptographic applications at the counter.

The cryptographic services within the Pathway solution can be considered in three groups:

* services covering post office traffic from and to POCL and POCL Clients on the one hand and the Pathway Central Services Layer on the other

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* services covering the authentication of the Point to Point connection between the TMS layer and the post office
* services covering transaction traffic to and from the Central Services Layer and the OPS and at the OPS itself

This requirement response describes the means by which keys are distributed for the last group. The methods described are subject to detailed agreement with HMG (CESG).

The OPS related cryptographic services comprise:

The selective digital signature and authentication of files or transactions to or from the correspondence layer. The purpose here is data integrity - to prevent tampering or non-malign loss or injection of data.

Data will be transmitted in clear. Data will be digested using a CESG-approved hashing algorithm called SHA and this digest used to produce a digital signature using a companion algorithm called DSA which uses asymmetric key pair techniques. It is expected that a key length of 768 bits will be used. The keys used will be session key pairs renewed periodically, probably half-yearly. The session keys will be transported using the CESG-approved modified Diffie-Hellman algorithm and relying on master key encryption. Methods of master key encryption will be agreed with POCL and CESG. The options include secure factory installation into the OPS equipment by Pathway of the initial key protected by Microsoft Windows NT's accredited access control. Alternatively first installation will be via security accredited personnel, using manual keys transported securely or by IC memory card, and input using specific role protection. Renewal of master keys may use similar manual or IC memory card-based methods.

The encryption and decryption of data stored on disk. The purpose here is privacy - to prevent disclosure of sensitive data.

Similarly, the keys used will be single session keys, managed using the same key distribution methods as described above.

Data will be enciphered and deciphered using a CESG-approved symmetric algorithm called RED PIKE.

Note that such data will only be enciphered for OPS journal write and deciphered for OPS journal read. Replication of a journal entry to and from TMS will be in clear.

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Use of cryptographic protection, particularly for transactional data transfers, and transfers requiring digital signature computation at the OPS will require exceptional service level agreements.

Pathway Comment
The Security Functional Specification is a CCD covering agreement on the above.

Reference No 953

Pathway Response
1. The Pathway solution to OPS supports concurrent access to its POCL Services by providing each working post office counter with a PC configuration comprising peripherals and the counter application set required for that outlet.

2. The precise requirements for back office reports have yet to be agreed, but in general terms details including date/time, clerk identifier and transaction number can be included to ensure clarity and status of data printed on back office reports and activity at the counter.

3. The Pathway solution for OPS is based on a PC infrastructure configured such that multiple activities within an outlet do not significantly impact on each other. In particular back office processes (e.g. report production) will be operate on a logically consistent set of data which will not be affected by any concurrent counter transactions.

Pathway Comment
None

Reference No 956

Pathway Response
Business supported across the boundary

Pathway confirms that it will provide the OBCS in accordance with the description given in the Service Architecture Design Document.

Pathway understands that its service responsibilities extend to:

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transport of ESNCS-created data transfers and associated information (e.g. reference data) from the ESNCS service to its own POCL Service (OBCS) along with all subsequent processing. This to normally include detecting the availability of such data transfers and data on the ESNCS service. Pathway interprets this to mean that Pathway will normally "pull" files to itself

provision of all responses to such data transfers where required (e.g. acknowledgements) along with delivery to the ESNCS service . This is interpreted as including the "pushing" of files back to ESNCS

transport of OBCS-created data transfers and associated information from OBCS to the ESNCS service and notification of their availability. Pathway interprets this to mean that Pathway will normally "push" files from itself

Pathway confirms that the technical nature and implementation of the ESNCS to OBCS connection is specified in "OBCS Access Service (VME) Release 0100 System Interface Definitions".

Pathway Comment
None.

Reference No 960

Pathway Response
1. EPOSS will support zero-value transactions to:

a) record volumes of transactions for clients, such as Royal Mail and Parcel Force
b) record the distribution of various forms
c) record customer enquiries, requests, incomplete services and so on. The precise number and types of events associated with a particular product or service will be dependent on its complexity.

2. EPOSS will support zero-value Automated Payment transactions for recording reversed smart card transactions and other cancelled transactions.

3. EPOSS will support zero-value Order Book receipt, re-direct and issue.

4. EPOSS will record the dispatch of items to storage, retrieval and processing facilities.

5. Automated Payments will be supported as currently.

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Zero-value transactions will be designed as services and products in their own right with the normal controls, data flows and interfaces to external systems.

Pathway Comment
The volume of transactions will increase significantly with the increase in the number of "events" and checkpoints which can result in recorded transactions.

Transactions which cannot be substantiated (e.g. cancellation before commit) are open to abuse if they contribute to payment or penalty.

Reference No 971

Pathway Response
Pathway will agree with POCL a strategy to achieve a single stream of unreconciled data to POCL's automated payment clients, from day 1.

Part of the strategy will be a timetable for the absorption of Farnborough's reducing workload by Pathway.

Pathway Comment
None

Reference No 972

Pathway Response
Pathway will develop a rollout plan sympathetic with POCL's requirements as follows:

1. The nominated major conurbations to be done first are: West Midland; Greater Manchester; Merseyside; Leeds/Bradford; Tyne and Wear; Glasgow/Edinburgh; South Wales.

2. The Contractor confirms installation within the M25 area will take place in the second half of the overall timetable.

Pathway Comment
None

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Reference No 973

Pathway Response

Pathway acknowledges that, during the lifetime of the contract or at termination, POCL Services supplied by Pathway may need to be replaced or supplemented with services provided by other suppliers. Pathway further acknowledges that it must be technically viable for its POCL Services to be replaced by and/or interface to services from other suppliers. The commercial viability of such replacements or adjuncts is largely a matter for the other supplier and Pathway can offer no warranty on this.

Pathway has agreed in its response to requirement 951 to provide the service architecture document which will contain, inter alia, the functionality of the major components, the interfaces between them, and their design service levels. These interface descriptions shall cover:

a) a definition of the business processes supported across the service boundary, including who originates the processes;
b) all business transactions supported across the service boundary including responses, associated information, any supporting facilities and any constraints including required timings.

Attention is drawn also to requirement 869 (TMS)and the Pathway response. Pathway will specify the internal performance requirements of any sub-system that is retendered. Pathway reserves the right to modify service targets for overall performance at the contract service boundaries in the event that such a subsystem is retendered and/or let to a third party.

Pathway's costing and charging basis for integration with other suppliers' services will be on strict commercial terms.

Where a service or an upgrade thereof is supplied by another supplier Pathway will require that it conforms to specification as evidenced by a satisfactory test report based on a test specification agreed by Pathway before being put into operational use. In the event of malfunction of Pathway's POCL Services caused by the malfunction of another supplier's service, that service supplier shall be liable for all losses sustained by Pathway including lost revenues and additional operational costs.

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Where the content of the work to be done by Pathway as a result of such service replacement makes for practicality, subcontracts from Pathway will be let following competitive tender. Such tenderers shall be at the sole discretion of Pathway and shall not necessarily include prospective replacement or supplementary service providers or POCL.

Pathway Comment
None

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POCL OBLIGATIONS

Ref.	POCL Obligation
463	1. For all testing required by POCL (including Acceptance, Destructive and other) a co-operatively developed Test Plan should be produced with Pathway. This would include the objectives, timetable, key activities, expected outputs and equipment requirements. 2. POCL should allow appropriate Pathway staff reasonable access to any Test activities. 3. POCL should provide Pathway with the results of the Test and, through a review process, discuss the implications of the Test.
464	None
465	Agreement to a specification of equipment livery which Pathway accept as reasonable in terms of its impact on cost, manufacture and long term support.
466	None
467	None
468	None
469	A co-operative role in the final review stages of the documentation
470	A co-operative role in the final review stages of the documentation
471	1. Agreement as to the scope of the Broadcast facility (including message types and expected usage) such that agreed technical and cost boundaries can be defined. 2. Agreement to the development of an electronic information strategy. 3. Co-operation in the design and specification of the data preparation processes as required to support any electronic information service in a post office.
472	Agree the events that must be logged and the data items that must be recorded
473	1. Specify the precise user types and permissions required for post offices. 2. Co-operation and involvement in the specification and implementation of the processes to handle exceptional events (e.g. lost password) 3. Provide details of which POCL Services are required in each post office
474	1. Process for co-operation and involvement with Pathway in agreeing reasonable responsibilities and subsequent actions as required under current and future Health and Safety legislation.
475	Involvement in the Change Control Procedure as may be required for document enhancements

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Ref.	POCL Obligation
476	1. Agreed involvement and co-operation in the assessment of business functionality and any HCI of new or enhanced application releases through system test and quality reviews 2. Agreement to a change control process which will govern the acceptance of the functionality of new or enhanced POCL Services.
477	Agree a period of notice.
478	1. Agree the method. 2. Agree the data file.
479	1. Specification of the authorised computer systems to which TMS can connect 2. Agree a period of notice.
480	None
481	None
482	None
484	None
485	None
486	POCL is responsible for the agreeing of the documentation review process and adherence to the agreed timescales for review.
487	None
488	1. POCL shall provide a nominated person at each site who can accept the installation works, in accordance with the roll-out schedule.
489	POCL is responsible for defining a site to where the existing automated equipment will be taken.
490	None
491	POCL will facilitate the planning permission process. A process will be agreed to cover cases where planning permission cannot be agreed.
492	None
493	None
494	None
495	POCL shall be responsible for the initial identification of all outlets to which the OPS shall be installed.
496	None
497	POCL is responsible for identification of all sites and Nominated Person so that Pathway may discuss with them their requirements for each installation.
498	POCL will provide personnel who understand the existing systems and manual processes and can work closely with Pathway to plan how to achieve effective migration.
499	None.
500	POCL will facilitate the planning permission process. A process will be agreed to cover cases where planning permission cannot be agreed.

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Ref.	POCL Obligation
501	POCL is responsible for the nomination of Horizon Implementation Manager, together with their interface, operational responsibilities in relation to Roll-out.
502	POCL shall provide post masters who can agree the works required to their own site for which they are responsible for, and who will co-operate with the Contractor during the installation activities.
503	POCL shall provide post masters who can agree the works required to their own site for which they are responsible for, and who will co-operate with the Contractor during the installation activities.
504	POCL is responsible for supplying details of existing equipment so that it may be assessed for future utilisation.
507	POCL is responsible for the timely identification of peak times where roll-out to outlets may not be undertaken (e.g. Christmas etc.)
508	POCL will agree a process.
509	POCL to agree with Pathway normal specifications for the siting of the office platform and will provide outlet managers who can agree the positioning of the office platform within each office.
510	None
511	POCL shall provide post masters who can agree the works required to their own site for which they are responsible for, and who will co-operate with the Contractor during the installation activities.
512	POCL will agree a process.
513	None.
514	POCL will agree a process for deciding whether an office goes live.
516	POCL will agree a process.
517	None
518	None
519	POCL is responsible for the forecast of probable future potential requirement for additional counter positions.
520	None
521	None
522	None
523	POCL will agree the operation of systems interfaces between Pathway and POCL and their clients.
524	POCL agrees to supply details of the type of call which is presently experienced on their own help desks.
525	POCL will agree a process for ordering adequate consumable materials where appropriate.
526	None
527	None

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Ref.	POCL Obligation
528	None
529	POCL will agree the behavioural standards.
530	None
531	POCL will agree the competency standards.
532	POCL will make appropriate staff available.
533	None
534	None
536	1. Reasonable advance notice of any change to OPS services that would result in new peripherals being required
537	1. POCL will participate with Pathway in reviews and analysis of those system management events that indicate POCL operational or technical procedures and mechanisms require modification. 2. POCL shall give reasonable notice to changes that are required of the Pathway SMS.
538	None
539	1. POCL shall provide and maintain a specification of all externally provided reference data. 2. POCL shall provide timely notification of any changes to reference data and shall co-operate with Pathway in any service testing that may be required. 3. POCL shall facilitate discussions with any third parties, to produce an agreed interface specification and the associated technical and operational methods to effect valid data transfer.
540	POCL shall use reasonable endeavours to promote the agreed operational procedures for OPS including equipment use, operating conditions, physical and environmental conditions and all relevant Health and safety legislation
541	1. POCL will provide information on forecast changes to business volumes within current or new POCL Services. 2. POCL should adopt a flexible approach to the operational and procedural implications of new or changed POCL Services as advised by Pathway's impact assessment on the current technical architecture and POCL Services. 3. POCL should co-operate with Pathway in any system testing and other activities as may be required in order to assess the impact of changes to business volumes.
542	POCL shall not unreasonably restrict Pathway from changing the support processes or support organisations as applied to current or future POCL Services provided by Pathway, where such changes do not adversely impact Pathway's contracted obligations.
543	Provide the specifications applicable to each of the token types. Arrange access to software algorithms and drivers required to implement support for tokens where such algorithms are held

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Ref.	POCL Obligation
	under IPR arrangements by POCL or its agents.
544	Agree with Pathway the range of APS service types and the initial client set to be supported by type Provide timely information to Pathway on the characteristics of new service variants by means of the standard parametrised reference data or any extensions thereto required Provide timely information on the token specification and interface requirements for service extension to new clients and facilitate Pathway access to sample tokens and equipment for the purposes of service development, integration and testing
545	1. Agree with Pathway documentation contents prior to its production and to any subsequent changes 2. Facilitate Client participation in the production of the Automated Payments Client specifications
546	Agree with Pathway the counter positions at which the AP service shall be available, and identify in a timely manner proposed extensions to such service availability Co-operate with Pathway in the assessment of future transaction types and volumes.
547	Agree Pathway the definition of the term "robustly" as applied to APS data capture and validation Agree with Pathway the implications of rules defined in the APS Generic Rules and Token technology specifications.
548	Will discuss with Pathway any modifications to POCL counter and backoffice procedures necessary for the proper operation of the required POCL Services by POCL staff or agents. Will use all reasonable endeavours to ensure that agreed office and counter procedures are followed in their affect upon the operation of the Pathway services
549	Agree with Pathway the implications of rules defined in the APS Generic Rules and Token technology specifications General obligations on agreeing and following counter procedures
550	POCL shall provide access to token specifications and facilitate access to appropriate software algorithms in a timely manner to facilitate the Pathway development (as in Req Ref 543) and agree the rules defined in the APS Generic Rules and Token technology specifications (as in Req Ref 547)
551	Agree the scope and details of APS information retrieval services required at the Outlet
552	To agree the implications of rules defined in the APS Generic Rules and Token technology specifications
553	To agree the implications of rules defined in the APS Generic Rules and Token technology specifications The AP client specification should include action(s) to be

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Ref.	POCL Obligation
	taken in the event of non-availability of the Client system or interface to it
554	POCL shall agree with Pathway the fallback approach.
555	1. Co-operation in agreeing the barcode standards to be used (read or printed) for each service. 2. Co-operation in defining or agreeing the specific cards (magnetic or smart) to be used in each service. 3. Co-operation in agreeing the format of any printed output required for a service. 4. Facilitate the provision of examples of all current magnetic and smart cards/keys and all associated software such that development and testing can proceed.
557	1. POCL shall give reasonable notice of any future service requirements that may require additional OPS equipment. 2. POCL shall co-operate with Pathway in any equipment assessment and selection process. 3. POCL shall recompense Pathway for any agreed costs incurred in equipment selection, testing and development should the new or enhanced service not be required 4. POCL shall give a firm statement on the requirement for OCR reading at the counter and the associated technical specification. 5. POCL shall give a firm statement on the requirement for 2-D barcode reading and the associated technical specification.
558	Regular review of expected and actual business volumes for current and future POCL Services.
559	2. POCL will agree a process under change control for adding functionality.
560	1. POCL should not unreasonably prevent Pathway from implementing changes to the OPS equipment for some or all of the outlets where such changes do not impact on Pathway's operational or service delivery commitments. 2. POCL will constructively contribute to any discussions that Pathway may initiate concerning technology refresh.
561	None
691	POCL Shall: 1. Define the denominations of all items receivable/returnable 2. Define the format of the consignment note
692	1. specify the allowable methods of payment for each product/service offered. 2. Indicate which transactions should be committed on completion (independent of the customer session) 3. Identify which services cannot be paid for using EFTPOS (e.g. lottery tickets) 4. Indicate if and when credit cards will be supported

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Ref.	POCL Obligation
	5. Indicate if and when cashback will be supported 6. Describe the mechanism for selection/appointment of Merchant Acquirer
693	1. Agree format of all receipts. 2. indicate which transactions will automatically produce a receipt
694	None
695	POCL Shall: 1. Agree format of all reports.
696	1. None 2. provide example pre-printed stationery 3. provide filled in examples of existing reports
697	If impropriety or negligence should be attributable to POCL, they shall take all reasonable measures to prevent recurrence.
698	1. Agreement of policy. 2. Assessment, regular review of compliance. 3. Incident reporting (joint responsibility dependent on area of responsibility). 4. To take all reasonable steps to prevent privileged Pathway information being released. 5. To take all reasonable steps to protect access to the Pathway System via their dedicated access.
699	1. Agree the content of the audit trail 2. Agree the procedures for identification of POCL staff initiating transactions in the POCL Service, - POCL Counter Staff for counter transactions
799	Agree with Pathway the procedure for token issue, including any client interfacing requirements and technical specifications
800	None
801	1. identify the specific products and services within each product style 2. Indicate default values (if applicable) for open value products 3. Specify the product groups that comprise denomination components
802	1. identify by denomination the products which are considered to be cash or value stock
803	POCL Shall: 1. Advise whether a semi-complete customer session should be discarded completely or recovered so far as possible.
804	POCL Shall: 1. Identify the cut-offs for the clients which affects

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Ref.	POCL Obligation
	reversibility.
805	1. Specify which events are to be recorded in the journal 2. the criteria that may be used for searching for transactions and journal events
806	Specify whether the system will be operated across different time zones
807	POCL Shall: 1. identify the items by denomination that can be transferred between stock units.
808	POCL Shall: 1. identify the items that will be reconciled by individual serial number.
809	None
810	POCL Shall: 1. identify all of the transactions that should allow "rate shopping".
811	1. Provide a complete set of definitions for existing products 2. Provide definitions of new products sufficiently in advance of their live availability requirement
812	Provide the rules regarding the reversibility of each transaction
813	Identify which products can be revalued
814	Agree rules for the sharing of cash and stock declaration work in a team working environment
815	None
816	Specify the scope of an auditor's access to accounting data
817	1. Identify discounts applicable to existing products 2. Specify their discounting strategy and the products affected
818	Agree the format and content of Reference Data transmitted from POCL.
819	POCL Shall: 1. identify the items that comprise the cash account. 2. at any point in time provide calendar information for the previous, the current and the following year subject to agreed process, including agreement on timescale. 3. provide the format of the data in the 2D bar code.
820	POCL Shall: 1. Follow the fallback and recovery procedures agreed with Pathway.
821	POCL Shall:

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Ref.	POCL Obligation
	1. provide timely information describing each local business scheme and identifying the regions, areas and offices affected.
822	1. Agree the format and content of reference data transmitted to and from SAP/ADS 2. Identify the precise products whose movements are controlled by the SAP/ADS
823	None
824	1. Provide full details of rules and tariffs involved in mails services 2. Specify the level of data capture associated with added value mails services
825	POCL Shall: 1. identify the business and data relationships between the "linked" products.
826	1. Advance notice of any requirement of POCL to introduce a new peripheral into OPS. 2. Assist in the development of an impact assessment resulting from any new equipment covering current service provision, Pathway/POCL liabilities, procedural changes and any resultant costs.
827	1. The timely specification, using the Change Control Procedure, of any changes to business functionality required in current Services. This would include the introduction of new authorisation methods. 2. Co-operation and involvement in the specification and outline design of new authorisation methods 3. Support for Pathway in dialogue with third parties
828	5. Agree mechanisms for provision of control data, e.g. Post Office reference details.
829	Information required to support fraud investigation or prosecutions shall be notified before the end of the agreed normal retention period for the relevant information; currently 12 months in the case of physical evidence (e.g. receipts).
830	1. Agree contingency scope and operational responsibilities. 2. Agree procedures for invoking contingency, particularly at Post Office Counter. 3. Agree mechanisms for classifying and reporting when contingency invoked. 4. Agree change control mechanisms for contingency 7. Agree review and problem resolution processes associated with management of contingency invocation
831	POCL shall: 1. Place the POCL Interface Requirements for the BA/POCL

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Ref.	POCL Obligation
	System document under joint change control. 2. Discuss the implications of extensions to this functionality. 3. Agree to the specific applications of the ARTS model. 4. Agree the operating timetable for LFS. 5. Agree the operating timetable for TIP. 6. Assist in the agreement of operating timetables for POCL Clients. 7. Assist in the agreement of interfaces for POCL Client Authorisation Requests, Confirmations/Exceptions, Authorisations and Client-specific reference data. 8. None 11. Agree the transition of traffic from APT host to AP client hosts. 12. Agree outlet arrangements for cash account production. 13. None 14. Agree a development strategy and timetable for the LFS application. 15. None 16. None 17. None
832	All faults must be reported to the Horizon System Helpdesk.
833	None
834	POCL Shall: 1. Agree with Pathway an approach to migrating business data for all classes of office during roll-out.
835	None
836	None
837	1. define the format and content of all reports 2. Identify the frequency of production of each report
838	POCL Shall: 1. identify the transactions / products which will support post-event entry of information.
839	POCL Shall: 1. identify all items by denomination that make up the retail stock.
869	1. POCL will endeavour to provide timely information on all likely and possible changes to business volumes within current or new POCL Services. 2. New or changed POCL Services will be subject to a change control process. 3. POCL will agree system testing with Pathway.
870	None
871	None

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Ref.	POCL Obligation
880	Agreement of the technical details of the interface to TIP and its operational characteristics, in terms of timings and transfer schedules, etc. Agreement on any reconciliation mechanisms between POCL, Pathway and, where appropriate, any third parties, for transactional data transferred to TIP.
890	1. POCL shall agree with Pathway the technical details of the interfaces by which committed AP transactions are transferred to POCL and Clients. 2. POCL shall agree with its AP clients and Pathway the operational characteristics of such transfer processes, including time windows and the procedures by which demonstrability of successful transaction transfers shall be measured
891	POCL shall: 1. input reference data at the central and/or post office levels, and such other levels as may be defined, in accordance with operating procedures agreed with Pathway 2. notify Pathway without unreasonable delay of any reconciliation exceptions encountered by POCL systems that are unexplained by POCL 3. ensure that Pathway is notified without unreasonable delay of any reconciliation exceptions encountered by POCL client systems that are unexplained by POCL clients or POCL 4. as appropriate, agree interface integrity controls with Pathway 5. co-operate with Pathway in seeking explanations for reconciliation exceptions 6. take appropriate steps to restore TIP and SAP/ADS in the event of their failure. 9. accumulate and despatch paper receipts to the agreed repository in a timely fashion and in accordance with agreed procedures for grouping, enveloping, despatching and notifying despatch 10. provide information to Pathway for the retrieval of receipts
894	Agree the arrangements for MIS reports and POCL control mechanisms. 1. Agree frequency of Review meetings 2. Agree content of inputs 3. Agree reporting periods 4. Agree arrangements for exception reporting. 5. Agree the procedure for arranging "ad hoc" meetings

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Ref.	POCL Obligation
	6. Agree the list of reports that will be required 7. Specify data requirements to enable resource, network, productivity, cash management and marketing planning 8. Advise changes to MIS requirements under Change Control procedures 9. Specify and agree all required interfaces to Information systems, e.g. TIP. 10. Agree the medium for the reports, i.e./ fax/EIS access/paper/floppy disk/other 11. Customer to provide and agree MIS reporting requirements
895	1. Agree irregular encashment information. 2. POCL must inform Pathway of any exception event occurring in a Post Office
896	POCL shall be jointly responsible for developing a strategy study for the use of electronic communications in the user documentation area.
898	Specify those outlets that require OBCS
899	Agree the service levels and methods of data transfer to/from the DSS ESNCS system.
900	Provision and discussion of the ESNCS interface document referred to above.
901	None
902	Agree OBCS service level Agree process by which OBCS time monitoring will be achieved
903	Provision of DSS interface document Co-operation in the design and operational procedures relating to the DSS ESNCS data interface Agree final definition and enactment of OBCS service levels
905	None
906	None
911	POCL shall: Agree the transition arrangements through a change control procedure. POCL will agree a change control procedure.
912	1. POCL to agree a schedule for the electrical safety test service, commensurate with the post office roll-out timetable. 2. POCL to facilitate and promote the importance of this service and the ongoing safety responsibilities of post office staff. 3. Facilitate the access to equipment and other areas as required during the electrical safety service.
913	POCL is responsible for the definition of the documentation agree a process and adherence to the agreed timescales for

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Ref.	POCL Obligation
	review. POCL will copy and distribute the paper copies of the manual to the appropriate users.
914	None
915	1. POCL will give details of the staff to be trained.
918	None
921	1. Advance notice of any requirement of POCL to introduce a new peripheral into OPS. 2. Co-operation in the development of an impact assessment resulting from any new equipment covering current service provision, Pathway/POCL liabilities, procedural changes and any resultant costs.
922	None
925	POCL shall produce and baseline the Operational Trial and Model Office Test Requireemnts of the Service Provider document for agreement with the Contractor.
926	POCL shall document the process to follow for agreement to roll-out plans, including but not limited to: a) initial release timeframe; b) extent and scope of roll-out plan; c) process of change; d) expected change frequency;
938	Agree the content and distribution of the DP Act print report
941	1. Refer to the Project Plan. 2. Agree the frequency and format of the installation acceptance reports.
945	1. POCL shall nominate an Outlet Manager for each site who can agree and authorise the site preparation work to be done and also periods when no modifications can made to the site. POCL shall agree with the Contractor the format and approach of the User Survey and also the parameters for the siting of the OPs, prior to commencement of the Roll-out. 2. POCL shall define and agree with the Contractor the role and interface with the "Regional Liaison Manager".
949	1. To define the scope of the "total POCL Training" that may be required. 2. To identify the numbers, locations and skills profile of the staff to be trained. 3. To identify the training requirements in sufficient time to allow the preparation of training plans and training courses.
951	POCL shall: Give timely notification of changes in the interfaces of their systems and, where possible, those of other parties,

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Ref.	POCL Obligation
	where these affect Pathway.
952	None
953	None
956	POCL shall:- Negotiate any required practical alternative arrangements for reception and transmission of files. Originate the data transfers for OBCS and provide for reception of transfers from OBCS in accordance with the interface specifications and operational procedures to be agreed with Pathway and POCL. Facilitate access for the installation and maintenance and de-installation of Pathway equipment. Provide Pathway with specifications of OBCS functions, particularly for the known addition for stop and recall receipt acknowledgements. Provide Pathway with reasonable notice of change in such specifications. Aid agreement as principal with Pathway in the event that Pathway and DSS's agents cannot agree on technical and operational process.
960	Identify the precise events that should be recorded as zero-value transactions for all products/services but particularly for APS.
971	POCL shall identify all automated payment clients and their data requirement. POCL shall identify the nominated end of day time for each Post Office, and the assumed end of day for data transmission cut-off. POCL shall agree with the Contractor the strategy for achieving single-stream unreconciled data transmission to its automated payment clients.
972	None.
973	POCL shall:- Give due notification of intention to re-tender any POCL Service. Give due notification of changes in interfaces of their systems and those of alternative or supplementary suppliers.

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Ref.	POCL Obligation
	Agree test specifications, schedules and reports for replacement or supplementary POCL Services.

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