

**APPENDIX 3E**  
**TRANSITION CHARGES**

**Bundle B Transition Charges**

Milestone	Wave / Stage Description	Supplier Milestone	Pre-requisite / Dependency	Percentage of transition fee Allocation	Charges due on Milestone acceptance USD\$
1	Transition Planning	Transition Programme Planning Complete	Letter of Intent	10%	\$ 556,732.40
2		Transition Programme Start	Contract Signature	5% (15% minus Milestone 1)	\$ 278,366.20
3	Wave 1	Wave 1 Knowledge Transfer Complete		10%	\$ 556,732.40
4		Wave 1 Secondary Support Complete		10%	\$ 556,732.40
5		Wave 1 Primary Support Complete / Steady State Start		15%	\$ 835,098.60
6	Wave 2	Wave 2 Knowledge Transfer Complete		10%	\$ 556,732.40
7		Wave 2 Secondary Support Complete		10%	\$ 556,732.40
8		Wave 2 Primary Support Complete / Steady State Start		15%	\$ 835,098.60
9		Transition Programme Complete		15%	\$ 835,098.60

**Bundle D Transition Charges**

Milestone	Wave / Stage Description	Supplier Milestone	Pre-requisite / Dependency	Percentage of transition fee Allocation	Charges due on Milestone acceptance USD\$
1	Transition Planning	Transition Programme Planning Complete	Letter of Intent	10%	\$ 206,000.00
2		Transition Programme Start	Contract Signature	5% (15% minus Milestone 1)	\$ 103,000.00
3	Wave 1	Wave 1 Knowledge Transfer Complete		10%	\$ 206,000.00
4		Wave 1 Secondary Support Complete		10%	\$ 206,000.00
5		Wave 1 Primary Support Complete / Steady State Start		15%	\$ 309,000.00
6	Wave 2	Wave 2 Knowledge Transfer Complete		10%	\$ 206,000.00
7		Wave 2 Secondary Support Complete		10%	\$ 206,000.00
8		Wave 2 Primary Support Complete / Steady State Start		15%	\$ 309,000.00
9		Transition Programme Complete		15%	\$ 309,000.00

**APPENDIX 3F**  
**PROJECT AND ADVISORY SERVICES CHARGES**

Role title	Description of role	Skills and experience	Rate at ALZ location (Onshore rate) USD/Day			Rate at Service Provider locations (Offshore rate) USD/Day
			U.S	U.K	Sweden	India
System Analysts	• Perform technical requirements gathering	Competent	560	582	789	246
	• Interaction with business users and scoping the projects/enhancements	Expert	577	599	812	256
Application Developers	• Development on custom packages like MS, Java based on software specifications and design including Web Applications	Competent	544	565	766	236
	• Unit Testing of developed applications • Documentation	Expert	552	574	777	246

Support Analysts	<ul style="list-style-type: none"> <li>• Application maintenance activities including Incident, Problem, change and Release management</li> <li>• Aware of ITIL Processes and Competent in Service Management</li> <li>• Aware of Regulatory compliance and the associated policies and procedures</li> <li>• Impart User Training as applicable</li> <li>• Provide User Support and data handling for Live applications</li> </ul>	Competent	544	565	766	236
		Expert	552	574	777	246
Project Managers	<ul style="list-style-type: none"> <li>• To understand clients' need and define their needs in specific terms</li> <li>• To design a technical deliverable and a comprehensive project plan after consulting and coordinating with various support functions.</li> <li>• To assign specific responsibilities to specific people in the group keeping on the basis of skill sets of these resources.</li> <li>• To review the work of team against the milestones and ensure these are as per the laid down processes.</li> <li>• To hold bottom line responsibility for</li> </ul>	Competent	587	610	827	262
		Expert	618	642	870	276

	delivering to Project/AM commitments					
Package Application Management Analysts	<ul style="list-style-type: none"> <li>To perform application management/maintenance on Enterprise applications/Application Packages</li> <li>Responsible for fixing defects/problems and Changes as agreed with ALZ</li> <li>Maintenance of up to date Documentation</li> <li>Responsible for releasing changes/Projects on schedule</li> <li>Follows effective Service Management Processes as applicable</li> </ul>	Competent	613	625	847	246
		Expert	672	685	928	267
Release Manager	<ul style="list-style-type: none"> <li>Serves as a liaison between business units to guarantee smooth and timely delivery of Application Changes/Defects into Production</li> <li>Helps identify, create and/or implement processes to efficiently manage the software release into Production</li> <li>Manage Release Planning and communication with the Business Users</li> </ul>	Competent	587	610	827	262
		Expert	618	642	870	276
Database	<ul style="list-style-type: none"> <li>Responsible for maintaining standard</li> </ul>	Competent	587	610	827	262

Administrator	<p>generic databases for the development and testing environments</p> <ul style="list-style-type: none"> <li>• Synchronises the development in line with the Production as per agreed intervals</li> <li>• Reviews and approves the changes to the database schema for Projects and Enhancements</li> <li>• Back up and archive the data in development and test environments as agreed with the Project teams</li> </ul>	Expert	618	642	870	276
Test Manager	<ul style="list-style-type: none"> <li>• Serves as an point of accountability for independent validation across applications</li> <li>• Plan and prioritise testing across applications to deliver quality product on time</li> </ul>	Competent	587	610	827	262
		Expert	618	642	870	276
Test Analyst	<ul style="list-style-type: none"> <li>• Assist ALZ in defining Test Strategy at an Application/Project level</li> <li>• Define and prepare a test repository at an Application level</li> <li>• Define Test Plan and design Test Cases along with the expected results based on</li> </ul>	Competent	560	582	789	246
		Expert	577	599	812	256

	<p>interaction with Business</p> <ul style="list-style-type: none"> <li>Plays a Key Role through the Life Cycle of the Project to ensure all the business requirements are captured, tested and validated before the Project goes Live</li> </ul>					
Tester	<ul style="list-style-type: none"> <li>Prepare test cases based on test plan and in line with the test strategy</li> <li>Execute testing and record results</li> </ul>	Competent	544	565	766	236
		Expert	552	574	777	246

Hardware Schedule	Asset Acquisition: Capital / Lease Cost	
Description of Hardware Type	Current Assets	Future Assets

## 2. Financial Responsibilities Matrix - Software

### 2.1 Software Legend

<b>Asset Acquisition: License / Maintenance / Lease Cost</b> - Represents the expenses related to procurement of the software assets required to deliver the Services.
<b>Current Licenses</b> - Represents who will have ownership of each software type when the contract begins.
<b>Future Licenses</b> - Represents who will have ownership of each software type when procured after the contract begins.

### 2.2 Software Table

Software Schedule	Asset Acquisition: License / Maintenance / Lease Cost	
Description of Software Type	Current Licenses	Future Licenses
<b>ALZ Maintenance Environment<sup>1</sup> / Software</b>		
Application Software Licenses	ALZ	ALZ
ALZ Developed applications	ALZ	ALZ
SDKs/Workbenches	ALZ	ALZ
Databases & Related S/W Tools	ALZ	ALZ
Configuration Mgmt/Source Control Tools	ALZ	ALZ
Automated Testing Tools	ALZ	ALZ
Quality Management System	ALZ	ALZ
Project Management & Reporting ( ALZ Standard)	ALZ	ALZ
Additional software licenses required to deliver Services during the dual environment period (NGT / Top ALZ ) - both Onsite and Offshore	ALZ	ALZ
<b>Service Provider Tools and Software to support Service Provider processes</b>		
Quality Management System	Service Provider	Service Provider



Software Schedule	Asset Acquisition: License / Maintenance / Lease Cost	
Description of Software Type	Current Licenses	Future Licenses
SDKs/Workbenches <sup>2</sup>	Service Provider	Service Provider
Databases & Related S/W Tools <sup>2</sup>	Service Provider	Service Provider
Configuration Mgmt/Source Control Tools <sup>2</sup>	Service Provider	Service Provider
Automated Testing Tools <sup>2</sup>	Service Provider	Service Provider
Project Management / Methodology Tools <sup>2</sup>	Service Provider	Service Provider
<b>End User Software (COTS/Personal Productivity)<sup>3</sup></b>		
ALZ Retained Employees	ALZ	ALZ
Transitioned Employees/Contractors	ALZ	ALZ
Service Provider Employees/Contractors (when using ALZ Desktops/Laptops/Peripherals )	ALZ	ALZ
Service Provider Employees/Contractors (when using Service Provider Desktops/Laptops/Peripherals )	Service Provider	Service Provider
<b>Other</b>		
Reporting and Analysis software (e.g., SLA reporting)	Service Provider	Service Provider
Help Desk / Problem Tracking software	ALZ	ALZ
Change Management Tools	ALZ	ALZ
Release Management Tools	ALZ	ALZ
Availability Management Tools	ALZ	ALZ
Capacity Management Tools	ALZ	ALZ
Interface (as applicable) between Service Provider Problem Tracking Software and ALZ system	Service Provider	Service Provider

1. Service Provider will be responsible for software environment hardware which is used at the discretion of the Service Provider and not otherwise required by ALZ .

2. Service Provider will be responsible for tools and software which are used at the discretion of the Service Provider and not otherwise required by ALZ

3. ALZ will provide ALZ Client and other

Software Schedule	Asset Acquisition: License / Maintenance / Lease Cost	
Description of Software Type	Current Licenses	Future Licenses

Software required for Service Provider connectivity.

### 3. Financial Responsibilities Matrix - Facilities

#### 3.1 Facilities Legend

<b>N/A: Not Applicable</b>
<b>Asset Acquisition: Capital / Lease Cost</b> - Represents the expenses related to procurement of the facilities type assets required to deliver the Services
<b>Current Assets</b> - Represents who will have ownership of each facilities type when the contract begins.
<b>Future Assets</b> - Represents who will have ownership of each facilities type when procured after the contract begins.

#### 3.2 Facilities Schedule

Facilities Schedule	Asset Acquisition: Capital / Lease Cost	
Description of Facilities Type	Current Assets	Future Assets
<b>ALZ Facilities</b>		
Environmental (e.g., HVAC, PDUs)	ALZ	ALZ
Space upgrades, additions, fitup	ALZ	ALZ
Furniture & Fixtures	ALZ	ALZ
Wiring & Cabling	ALZ	ALZ
Building Deprec / Lease	ALZ	ALZ
Office Equipment	ALZ	ALZ
Building Maintenance / Security	ALZ	ALZ
Property Taxes	ALZ	ALZ
Utilities	ALZ	ALZ
Other Space Charges	ALZ	ALZ
<b>Service Provider Facilities</b>		

Facilities Schedule	Asset Acquisition: Capital / Lease Cost	
Description of Facilities Type	Current Assets	Future Assets
Environmental (e.g., HVAC, PDUs)	Service Provider	Service Provider
Space upgrades, additions, fitup	Service Provider	Service Provider
Furniture & Fixtures	Service Provider	Service Provider
Wiring & Cabling	Service Provider	Service Provider
Building Deprec / Lease	Service Provider	Service Provider
Office Equipment Usage	Service Provider	Service Provider
Building Maintenance / Security	Service Provider	Service Provider
Property Taxes	Service Provider	Service Provider
Utilities	Service Provider	Service Provider
Application Service Desk (including associated hardware and software)	Service Provider	Service Provider
Other Space Charges	Service Provider	Service Provider
<b>Service Provider Staff on ALZ Premises</b>		
Long-distance phone calls <sup>1</sup>	ALZ	ALZ
Local phone calls <sup>1</sup>	ALZ	ALZ
Data connection between all provider locations and ALZ designated locations	ALZ	ALZ
Use of office space	ALZ	ALZ
Consumables	ALZ	ALZ
Use of other office equipment	ALZ	ALZ

1. Where the ALZ Facility is either the Blackley Computer Centre, or an ALZ datacentre located in Sweden, ALZ may invoice the Service Provider for the costs of personal telephone calls made by Service Provider's personnel in accordance with clause 4.9 of Schedule 15 – (ALZ Facilities)

### APPENDIX 3L PRICING ASSUMPTIONS

The Pricing Assumptions underpinning the pricing set out in the Appendices to Schedule 3 are as follows:

Assumptions	Maximum Charge Impact
1. that the Due Diligence Information comprises all information provided by ALZ to the Service Provider as part of the procurement process including in particular all information provided at BAFO and during post-BAFO discussions;	Not Applicable
2. that in the United Kingdom and the USA, the Transferring Employees are not members of a Union that is recognised by ALZ or otherwise subject to a collective bargaining agreement;	Cannot be determined at this stage as this is fully dependant on extraneous factors unknown at this stage.
3. for Bundle D pricing:	
(a) for the 11 Bundle D Applications (the “ <b>Large Applications</b> ”) where FTE data has been received, in addition to the other Pricing Assumptions set out above, a further Pricing Assumption underpinning the pricing for Bundle D is that the FTE data provided by ALZ on 22 July 2008 is correct and correctly identifies the number of FTE’s engaged by ALZ in relation to the support and maintenance of the Large Applications and that the individuals who comprise those FTEs currently achieve the expected SLAs;	Up-to an additional 50% of the total Base Charges for Bundle D.
(b) the Service Provider has ignored the application classification data related to the Large Applications provided in the BAFO pack data which is part of the Due Diligence Information;	
(c) the Service Provider’s assumption is that the Large Applications are: ezBuy, EPV, Clarity, Find +, GWAC, ADEEKO, Spira, ELIN, GLMS, ALZ URE, ALZ .se and ezView;	