Page 1 of 1

|  |  |  |  |
| --- | --- | --- | --- |
| RM04282 |  |  | RM04282 |
|  |  |  |  |

Client:

Engagement:

Operating group: Service line:

Engagement partner:

Record lead: Completion date:

**Lloyds TSB**

**SSP YPSOR W0113 CR181 (Pt2) (56501)**

**Financial Services**

**Banking**

**Stephen Mills**

**Kevin Hanley**

**03/12/2006**

Document title:

Record type: Record format: Archive box: Copy: Comments:

**SSP YPSOR W0113 CR181 (Pt2) (56501)**

**Change Requests
  
Loose leaf**

**ACAS-0008604
  
No**

<https://uk.accenture.com/rmo/main/cover_sheet.asp?id=4282> 02/11/2006

Commercial in Confidence LTSB/Accenture

Change Request to the Agreement between

Lloyds TSB Bank Plc ("LTSB") and Accenture plc dated 30th January 2003 as novated by LTSB and Accenture (UK) Limited

("Accenture") on 1 November 2004

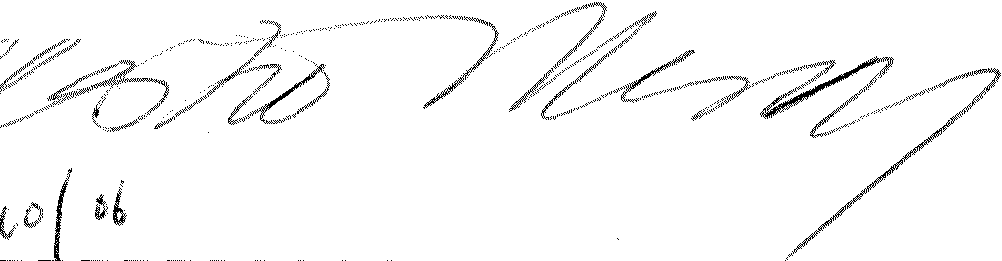
|  |
| --- |
| Work Order Number: 113 LTSB Requesting Party: Dave Etheridge  CR Number: 181 Accenture Requesting Party: Stephen Mills  **Date:** 02/10/2006  Background  The Your Finances platform provides a Credit Card sales capability, during which customers are asked a series of regulatory questions relating to the purchase of Payment Protection Insurance. These questions are embedded into a component called YPSOR (Your Personal Statement and Our Recommendations).  This piece of work requests changes to the YPSOR component to simplify the questions asked, and to make some code fixes to the existing component. Scope of Work  To provide project management and delivery resource for the Your Finances YPSOR Simplification project (CEL120) between 25th September 2006 and 3rd December 2006. |

061012 Work Order 113 Change Request 181 v0 7 1

**Commercial in Confidence LTSB/Accenture**

|  |
| --- |
| **Impact Analysis (detail how this CR amends the existing Work Order):** Amendment of Work Order 113 - extension of work order.  W0113 covers initial mobilisation of an investigation into YPSOR (Your Personal Statement and Our Recommendations) enhancements on behalf of Store Services.  CR Number 171 was raised against this work order on 30/08/2006 to cover an extension to this work to provide delivery of the requested simplifications to the Loan Protection YPSOR (Part 1 of 3 possible parts)  CR Number 180 was raised against this work order on 29/09/2006 to cover additional project management in support of project CGY377 Your Finances Confidence Test Server - a project implementing a confidence test server into the Your Finances platform for use by test branch during working hours.  **This** change (CR Number 181) is being requested to cover an extension to this work to provide delivery of the requested simplifications and fixes to the **Credit** Card Payment Protection YPSOR (Part 2 of 3 known parts).  **This** change request shall be effective from 25th September 2006.  **Save as set out** herein all other provision of Work Order 113 as amended, shall remain in full force and effect.  **Please Refer to Appendix** B for the revised Accenture Personnel Resource Profile  **Deliverables and associated documentation**  Please Refer to Appendix **A**  **Acceptance**  **In accordance with** W0113. |

**061012 Work Order 113 Change Request 181 v0 7 2**



**Commercial in Confidence LTSB/Accenture**

**Pricing Terms and Payment Arrangements**

This Change Request will be undertaken on a time and material basis at the following professional services man day rates.

Based on the man day figures presented in Appendix A of this Change Request the estimated total spend of this Change Request is £49,206 excluding VAT and expenses. The revised Work Order value inclusive of this Change Request is now £121,642 excluding VAT and expenses.

These rates do not include travel / accommodation expenses incurred by Accenture Personnel in the delivery of the Services and production of the Deliverables listed in this Change Request.

Monthly invoices will be submitted to Dave Etheridge, Lloyds TSB plc, Red Lion Court, 44-48 Park Street, London, SE1 9EQ. **Assumptions / Exclusions / Dependencies**

**Agreed by Lloyds TSB Bank plc: Name: Darryl West**

**Position: Group IT Director Signature:**

**Date: /0 *0* 6**

**Agreed by Accenture (UK) Ltd:**

**Name: Alistair Murray**

**Position: Client Engagement Partner**

**Signature:**

**Date:**

**061012 Work Order 113 Change Request 181 v0 7 3**

**Commercial in Confidence LTSB/Accenture**

**Appendix A**

**Revised Resource Profile**

**The revised** resource profile for the work is based on the following Man Days:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 2006 | j | **F** | **M** | **A** | **M** | **j** | **j** | **A** | **S** | **0** | **N** | **D** | **Total Number of Man Days** |
| Senior Executive (Stephen Mills) |  |  |  |  |  |  |  |  |  | 2 |  |  | 2 |
| Manager (Kevin Finch) |  |  |  |  |  |  |  |  | 1 | 5 | 2 |  | 8 |
| Consultant (Moses Olugbade) |  |  |  |  |  |  |  |  |  | 32 | 10 |  | 42 |
| Consultant Specialist  (Giuseppe Colombo) |  |  |  |  |  |  |  |  |  | 16 | 3 |  | 19 |

**061012 Work Order 113 Change Request 181 v0 7 4**

**Commercial in Confidence LTSB/Accenture**

**Appendix B
  
Deliverables**

The following Deliverables have been identified as being the responsibility of Accenture:

|  |  |  |
| --- | --- | --- |
|  |  |  |
| Deliverable |
|  |

|  |  |  |  |
| --- | --- | --- | --- |
| Weekly | Status Reports | A summary of the status of the Project on a weekly basis | Sign off by the LTSB  Project contact |
| 03/10/2006 | High Level Delivery Plan | High Level version of the IT Project Plan, detailing key milestones, schedule, cost estimates, resource profile etc.  Note that because the Your Finances YPSOR work is being delivered as an Enhancements hopper, a full IT Project Plan is not deemed necessary in this case. | Sign off by the LTSB  Project contact |
| 31/10/2006 | System Test Closure Report | Report detailing System Test statistics and defects found and fixed during system test. | Sign off by the LTSB  Project contact |

**061012 Work Order 113 Change Request 181 v0 7** 5