



NEW
ZEALAND
POST
GROUP



New Zealand Post Group

REGISTRATION OF INTEREST

ATM, Self Service Technology and Cash Solutions

June 8th 2012

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1. Purpose of this Registration of Interest (ROI)

New Zealand Post and Kiwibank (part of the New Zealand Post Group) are implementing a strategy to refresh and revitalise our nationwide presence. It is intended that the investment in our physical retail channel and associated services will deliver an industry leading customer experience and increased return on investment.

A project team (the “Retail Transformation Programme” - RTP) has been established to design, test, plan, and implement the strategy. RTP is made up of a multi-disciplinary cross-organisational team from both New Zealand Post and Kiwibank.

The RTP project team, together with New Zealand Post and Kiwibank business owners who are responsible for the management and delivery of ATM, self service technologies and cash management solutions for the New Zealand Group, wish to identify vendors who can assist in providing solutions to help achieve the strategic goals for the RTP.

In issuing this ROI, New Zealand Post and Kiwibank are soliciting Responses from two types of vendors in regard to the provision of ATM, self service technology and cash management solutions.

1. Those capable of providing a total managed solution, either in partnership with others or independently, with proven proficiency in participating in a strategic relationship.
2. Those that are capable of providing a component solution and are experienced in successfully working collaboratively with other parties selected by a client like New Zealand Post and Kiwibank, to achieve the overall desired outcome.

New Zealand Post and Kiwibank have issued this Registration of Interest (“ROI”) in order to identify those Respondents who have the proven capability to deliver to the above stated solutions. As a result of this ROI process selected Respondents may be invited to participate in a subsequent Request For Proposal (“RFP”) process. If your organisation wishes to be considered please provide a Response as directed in **Section 5** of this ROI.

It is important that Responses are supported with clear evidence of how your organisation’s experience and capability would benefit New Zealand Post and Kiwibank, including information about the possible service offerings and emerging technology you can deliver, and (if applicable) your consideration of the advantages and disadvantages of possible alternative solutions and services presented. This information will be considered as part of the ROI process, and may help inform our thinking in assessing the best way forward.

1.1 Introduction

The New Zealand Post Group’s Kiwibank and New Zealand Post brands

New Zealand Post, in business since 1840, is internationally recognised as providing one of the most efficient postal services in the world. The core business activities of New Zealand Post are distributing letters, parcels and courier items as well as financial transactions such as bill payments. While it continues the tradition of carrying and delivering letters and parcels, New Zealand Post has responded to customers’ growing communication needs through innovation in the residential, business and international markets.

The New Zealand Post retail network focuses on serving the needs of New Zealand consumers and small/medium enterprises. It is one of the largest retail networks in New Zealand with 4 key store types and their current representative numbers are outlined below:

1. Post Centres: Providing New Zealand Post only services (approximately 600).
2. Referral Branches: Providing postal and banking/financial services, with referrals to Assisted Application Branches for complex services (approximately 212).
3. Assisted Application Branches: Providing postal and banking/financial services and in branch applications of complex services (approximately 12).
4. Approval Branches: Dedicated postal and banking/financial services and "in branch" approvals of complex services (approximately 59).

New Zealand Post Group operates the Retail Network hosting Kiwibank, which consequently has New Zealand's most comprehensive banking branch network. Every week, between 500,000 and 700,000 people visit one of our outlets. In addition to providing banking and traditional postal products and services, New Zealand Post processes approximately 21 million financial transactions every year through a mixture of bill payments, vehicle registration, banking services and travel insurance, on behalf of over 80 different organisations.

Kiwibank launched in 2002 and now has over 800,000 customers. Kiwibank delivers a full range of financial accounts and services which include personal and business banking products and currently operates a network of 285 ATMs, based in the Retail Network and stand alone.

More information about New Zealand Post and its business units can be found at www.nzpost.co.nz and more information about Kiwibank can be found at www.kiwibank.co.nz.

Our need to change

New Zealand Post Group customers are changing, so our business needs to change too. Growing the bank is core to the New Zealand Post Group's future. Kiwibank and New Zealand Post customers have provided feedback that our queues are too long and that our branches are perceived as being tired.

For Kiwibank, we have a focus on diversifying our business, including growing our Business Banking capability to acquire larger and more complex small and medium enterprise businesses. This growth will again increase the volume and complexity of transactions in our retail environments and wider physical channels.

Consequently, in early 2011, New Zealand Post Group began the Retail Transformation Programme. The Programme's initial purpose was to design, build and support a pilot in the Kapiti region (the "Pilot") to create a live prototype test environment which could help us understand the value of our intended direction and ascertain market receptiveness to various transformation concepts and initiatives. The Pilot has been successful and as a result, Kiwibank and New Zealand Post are ready to embark on the next phase of this transformational journey.

The Kapiti region Pilot branches have a strong self service component to support the migration of high volume, low value transactions away from the counter to enable staff to spend quality time working on high value transactions (including customer acquisition and product sales). The next phase that has been approved is focused on refining the pilot solution and implementing the changes to a wider network of branches.

The Pilot was activated very quickly, with a number of solutions deployed to ascertain and qualify customer adoption and experience data, not to assess technology solutions as such. It is now timely for New Zealand Post and Kiwibank to engage with the market more broadly to ensure we have the widest possible perspective when launching the production phase of the RTP. Some images representing the Kapiti Pilot store are provided in **Appendix 4**.

Further, currently New Zealand Post and Kiwibank overlap and/or have parallel solutions for similar services and this ROI is the vehicle by which we can commence considering how best to consolidate and streamline our products and services consumption and provision in relation to the solutions described under the scope of this ROI.

2. Scope

2.1 The scope of this ROI includes:

- Self Service Kiosks:
 - Postal – Pricing and payment of packaging, stamps and postal services
 - BillPay – Invoice payments for parties for whom New Zealand Post is an affiliated agent (e.g. utility bills)
 - Information – Internet browsing with custom homepage
 - Forms and Brochures – Printing and completion of forms and brochures instore
- ATMs: Management of Kiwibank's existing fleet and future needs
- Converged Kiosk Solution: A future self service device offering multiple service functions
- Cash Management: Operational and handling services supporting ATMs, kiosks and our store network, and potentially direct to customer activities
- Managed Service: The provision of day to day functions to manage and operate some or all of the above services.

A more detailed description of the current and future state for each service is detailed in Section 3.

Note: a separate Request For Information (RFI) has been issued for a Teller Cash Security solution. Responses including teller cash solutions are not required for this ROI as the New Zealand Post Group feels it has sufficient information in this area from the previously issued RFI. It is anticipated that the Teller Cash Security solution will go to Request for Proposal (RFP) at a later date, either in a sole sourcing process, or in combination with other services and solutions set out in this ROI.

2.2 ROI Objectives and Opportunities

As New Zealand Post and Kiwibank further evolves our ATM/Self Service and Cash Management strategies, which have a strong customer focus, we will require a vendor or vendors with the capability to think and engage strategically regarding how we manage and expand our services into the future. With this in mind, our objectives for this ROI are to:

1. Understand solutions available in the market today and those in development to meet our current and future needs;
2. Understand how Respondents could partner with New Zealand Post and Kiwibank and other vendors to help shape our maturing strategy and deliver it; and
3. Assess the capability in the market for potential solutions, including a managed service(s) solution.

The objectives of the ATM, self service technology and cash management strategies include:

1. Improving customer experience

Customer feedback shows that queues in our branches significantly impact customer satisfaction. We are seeking self-service solutions which will enable quick and efficient service delivery for high volume, lower value transactions. Addressing this need creates an opportunity for our staff to focus on more in-depth sales and value-added activities.

2. Innovative service solutions

We are committed to continually improving customer experience through renewed and evolving service solutions.

We seek vendors who share this commitment through:

- Customer centric design
- Thought leadership

- Iterative development and release practices, enabling us to respond quickly to evolving customer requirements
- Delivering in a timely manner
- Leveraging experiences with other customers or projects
- Leading the development of new technology solutions through innovation and road maps.

3. Better value and operational efficiencies

At New Zealand Post and Kiwibank we must ensure we have an efficient, cost effective service offering that is supported by sustainable channels, and is suitable for the changing market environment.

Our future solutions should offer New Zealand Post and Kiwibank:

- A total cost of ownership model that maximises the return on investment in our solutions
- Simplified, cost effective and timely delivery of operational support and maintenance
- Streamlining and simplifying our vendor management support model to one that includes a clear path of ownership of responsibilities and accountability
- Deployment of solutions which can cost effectively be adapted to meet our emerging strategic needs, and
- Improved performance and continuously improving service levels and customer satisfaction.

4. Security and compliance

Any technology and service solution considered under this ROI must allow New Zealand Post and Kiwibank to meet their respective legal, security and regulatory requirements that impact on the retail and banking sectors both within New Zealand and internationally. Such solutions must be provided through secure networks delivered both in and out of store.

3. Current State

The following is a summary of the current state of our existing ATM, self service technology and cash management services and some potential future considerations based on learning's from the Pilot. It is important to keep in mind that Kiwibank and New Zealand Post intend to continually respond to customer requirements as they emerge and refine our thinking as a result of what is learnt on the journey.

The table below in no way necessarily implies that the Future Considerations identified are the optimal solution to satisfy New Zealand Post and Kiwibank's requirements now and into the future and are not listed in any order of importance or value.

Service	Current Key Functions	Currently delivered via:	Age	Current Vendor relationship	Future Considerations
Self Service Postal Services	<p>Send parcel using New Zealand Post Range packaging "Within New Zealand" destination.</p> <ul style="list-style-type: none"> • Scan barcode • Weigh parcel • Offline transactions • Batch integration with backend systems • Integration with current EFTPOS solution to pay via card • Print parcel postage label • Print customer receipt • Purchase postage labels • Vend stamp booklets currently delivered by a separate device. 	<p>3 x Postal Vision model 1600 kiosks</p> <p>13 x Festival Payments stamp vending machines.</p>	1 yr old	<p>A single principle vendor for each solution</p> <p>Managed by New Zealand Post</p> <p>Relationship of Postal Kiosk and Stamp Vending machines are currently limited to the respective pilots.</p>	<ul style="list-style-type: none"> • Comprehensive admin tool and core system integration to enable easy updates • Enable purchase of postage for self-packaged items • May be implemented in standalone environments i.e. outside of retail branches • Configurable printing solution • Technology enabled dimensioning capabilities • Bulk printing of stamps, e.g. 20,000+ for collectors (may be separate hardware) • RFID/NFC • Merge functionality from other kiosks. • Possible mix of card/cash and card only kiosks • Potential separate basic solution with customers manually entering dimensions and no weight with the ability to purchase and print labels.

Service	Current Key Functions	Currently delivered via:	Age	Current Vendor relationship	Future Considerations
Self Service Bill Pay Services	Pay for a bill or services <ul style="list-style-type: none"> • Scan barcode • Select biller • Complex online transaction with multiple communication points • Offline transactions • Integration with back end systems • Integration with current EFTPOS solution to pay by card • Some kiosks accepting cash payment • Integration with other software and hardware to enable complex online transactions such as those required for the New Zealand Transport Agency. 	17 x kiosks (8 x cash & card v5, 9 x card only ss60).	18 mths old	Multi vendor solution managed by Kiwibank Relationship is currently limited to pilot.	<ul style="list-style-type: none"> • Comprehensive admin tool to enable easy product updates or attract loops • RFID/NFC • Merge functionality from other kiosks.
Information (General Provision)	<ul style="list-style-type: none"> • Customised homepage • Easy access to basic customer queries (e.g. getting directions or looking up a postcode). 	1 x Dell Inspiron-one 2320 all in one 23" full HD LCD (1080p), 8Gb RAM touch screen computer with hardened software/hardware.	1 yr old	In house solution Running Kioware kiosk software.	<ul style="list-style-type: none"> • Consider alternative hardware <ul style="list-style-type: none"> - Likely to be slightly smaller - Elegant looking device - Potentially this purpose could be fulfilled by a tablet type device • Merge functionality from other kiosks.
Instore Print On-Demand (Forms and Brochures)	<ul style="list-style-type: none"> • Provision of hard copy forms for customer completion • Provision of hard copy customer brochures as required/requested by customers. 	N/A.	N/A.	In-store stationery supplied.	<ul style="list-style-type: none"> • Enable customer access to print forms and brochures on request (these may be blank, partially or fully completed) • Self service payment for print services • Merge functionality from other kiosks (i.e. Information kiosk).

Service	Current Key Functions	Currently delivered via:	Age	Current Vendor relationship	Future Considerations
Automatic Teller Machine (ATM)	<ul style="list-style-type: none"> Withdraw cash View current balance on accounts Transfer funds between two accounts loaded on the card. 	300 x Diebold Opteva machines (30 x lobby, 270 x through the wall).		Multi vendor solution managed by Kiwibank.	<ul style="list-style-type: none"> Optimise existing fleet to achieve operational efficiencies and improve service delivery Coin dispense/deposit capability (may be a separate device) Deposit functionality, both cash and cheque (may be a separate device).
Cash Management	Kiwibank and New Zealand Post collectively hold around \$70 million in cash at any one point in time. This is spread across ATMs, stores, kiosks and vaults. Historically cash has been managed separately across the two organisations. We are seeking to consolidate requirements through a single service provider.	N/A	N/A	Single principle vendor – jointly managed by New Zealand Post and Kiwibank.	<ul style="list-style-type: none"> Deliver efficient cash services, across stores, ATMs and other devices, while ensuring optimum cash levels are maintained in the New Zealand Post Group Enable efficient management of increased cash volumes as Kiwibank Business Banking market grows
Managed Services	Services are currently managed by New Zealand Post and Kiwibank largely independently by category and vendor via multiple supplier contracts.				Consider bringing the day to day operation of some or all of the potential solutions identified in this document together and managing them more efficiently and effectively.

4. Timeframe

New Zealand Post Group is working to an aggressive timetable for this Programme. The following dates are significant and should be noted. Please also note that the times / dates reflect the New Zealand time-zone:

Project Timeline	Date
Tender phase (ROI)	
Registration of Interest(ROI) released	Friday 8th June 2012
Submit Acknowledge Form (Appendix 2)	4pm, Wednesday 13 th June 2012
Closing date for clarification questions (Appendix 3)	12 noon, Monday 18 th June 2012
ROI period closes (Responses received)	12 noon, Tuesday 26 th June 2012

Note: At New Zealand Post's sole discretion, the New Zealand Post Group may or may not undertake an RFP following this ROI process. If an RFP is conducted, the indicative timeline is as detailed in the table below.

Project Timeline	Indicative Timeline
Tender phase (RFP) – note that RFP dates are indicative at this stage.	
Issue Request For Proposal (RFP) (should New Zealand Post Group proceed to RFP)	July/August 2012
RFP closes	August/September 2012
Presentations by short-listed Respondents to the RTP Evaluation Team	September 2012
Successful Respondent (or Respondents) selected; participants notified and contract negotiations begin	September/October 2012

5. Responses

5.1 Submission of Responses

New Zealand Post and Kiwibank require written Responses to the questions set out in **Appendix 1 ROI Response Template**, set out as follows:

All Respondents are required to provide responses to the questions in the following sections:

- (i) Organisational Details
- (ii) Organisational Positioning

Respondents may choose to answer one or more of the questions set out in the following section templates, dependent on their capability offering:

- (iii) ATM and Kiosk Technology Solutions
- (iv) Managed Service
- (v) Cash Management Solution

5.2 Respondent Requirements

1. Respondents are required to advise New Zealand Post Group of their intent to respond to this ROI, using the Acknowledgement Form attached to this document in **Appendix 2**, by **4pm, Wednesday 13th June 2012**.
2. ROI Responses must be formatted in the template tables provided in **Appendix 1**, addressing the questions and areas of concern as documented.
3. Please provide confirmation that the person answering the ROI has the authority to represent the company.
4. Four printed copies of the ROI Response, and one electronic copy, with any supporting material, must be received by the New Zealand Post Group, no later than **12 noon, Tuesday 26th June 2012**. In the event there are inconsistencies between the electronic and printed versions, the electronic version shall take precedence.
5. In an effort to minimise paper wastage, New Zealand Post Group requires that all written Responses to the ROI presented by Respondents are no longer than 20 pages printed as duplex and presented in at least font size 10. Respondents may provide any additional information that would further demonstrate their ability to meet the Group's requirements; however this may not necessarily be reviewed as part of the evaluation process. Brochures and other such documents should only be included where they genuinely add value to the information being submitted.
6. Printed copies of Responses are to be marked for the attention of, and delivered to:

Kate Potter
Sourcing Specialist
New Zealand Post
Level 11
New Zealand Post House
7 Waterloo Quay
Wellington

Email: kate.potter@nzpost.co.nz

5.3 Communication with New Zealand Post Group

Communication must be conducted directly through the contact person specified in **Section 5.2.6** only.

The contact person specified in **Section 5.2.6** does not have authority to bind New Zealand Post Group in respect to this ROI.

During the evaluation period Respondents are to make no direct approach to any New Zealand Post Group staff member other than the named person above and must not provide any form of incentive to the Group or its representatives during this ROI process. Any attempt to do so may be considered grounds for elimination from further consideration. The Group may ask a Respondent to further explain or clarify in writing areas of their Response.

6. Terms and Conditions

6.1 General Terms

This ROI is issued to elicit Responses to the New Zealand Post Group's requirements to identify parties who would be interested in participating in this journey and is not an offer. Respondents to this ROI are deemed to have accepted the ROI Terms and Conditions stated in this section 6.

The New Zealand Post Group reserves unrestricted rights at any time to:

1. Change any date, time, timeframe in, or any other aspect of, this ROI process
2. Apply, or change, and give whatever weight it wishes to any policy or criteria relating to participation in this ROI process
3. Exclude any person/party/organisation from this ROI process
4. Delete or change its requirements for any services or products covered by this ROI process
5. Suspend or cancel this ROI by notice
6. Reject or not consider any compliant or non-compliant Responses
7. Not give any reason for any rejection of any Respondent or Response or, for any suspension or cancellation of this ROI
8. Change any rule of this ROI process by notice
9. Restrict the supply of, or access to, any of the Group's personnel, information or property, and
10. Do any other act or thing that it sees fit in relation to this ROI.

Furthermore:

11. Respondents must not at any time make any public statements in relation to this ROI or the evaluation process without the prior written consent of New Zealand Post Group
12. There is no obligation on New Zealand Post Group to undertake any further procurement process in relation to the services/products described in this ROI. If New Zealand Post Group decides to undertake a fuller procurement process in relation to the services/products or any similar services/products, it will be entirely New Zealand Post Group's decision who to involve in that process. New Zealand Post Group may include parties who did not respond to this ROI and/or exclude vendors who did
13. New Zealand Post Group shall not be liable for any costs incurred by the Respondents in preparing a Response
14. New Zealand Post Group shall not be liable, whether in contract, tort (including negligence) or otherwise for, or pay, any cost, damage, expense or loss, which may be directly or indirectly incurred by a Respondent, its affiliates or any other person with regard to this ROI process
15. New Zealand Post Group respects Respondent confidentiality and will not, except where required by law, divulge commercially sensitive Respondent information to any other Respondent or to any other person or organisation not connected with this ROI
16. Other than these ROI Rules, no legal or other obligations shall arise between a Respondent and New Zealand Post Group in relation to the conduct or outcome of this ROI process. Legal and other obligations between New Zealand Post Group and any Respondent would only arise upon the signing of a written legal agreement between New Zealand Post Group and that Respondent stating that Respondent is appointed by New Zealand Post Group to provide services/products of the nature described in that written legal agreement.

6.2 Clarification Questions

If a Respondent is in any doubt as to the meaning of any portion of this ROI, or has any questions, clarification should be sought by using the process described below.

Respondents are responsible for identifying any further information required to prepare their Response. Any questions seeking clarification must be entered into the '**ROI Clarification Form**' located in **Appendix 3** and emailed to Kate.Potter@nzpost.co.nz with subject heading '**ATM, Self Service Technology and Cash Solutions ROI Clarification**' by **12 noon, Monday 18th June 2012**. New Zealand Post Group reserves the right to circulate any additional information provided to one vendor as a consequence of a question or clarification to all other recipients of this ROI. It is the Respondent's responsibility to phrase questions appropriately so that the Respondent cannot be identified by other Respondents who read the question.

6.3 Conditions

All information contained in this ROI is confidential. Respondents are not to use any information given to them, either in writing or verbally, for any purpose other than to prepare their Response to this ROI. Subject to any right of New Zealand Post Group to distribute information as set out in this ROI, all information submitted by Respondents in their Response will be treated in confidence. Obligations of confidentiality are ongoing and will continue indefinitely.

All Responses submitted:

1. will become the property of New Zealand Post Group
2. will be treated as confidential by New Zealand Post Group, subject to the provisions of disclosure under the Official Information Act
3. do not have to be kept, destroyed or returned to the Respondent.

New Zealand Post Group may use the Responses as it sees fit, subject to the confidentiality provisions above.

7. Definitions

Term	Definition
EFTPOS	EFTPOS NZ - Kiwibank and New Zealand Post's payment provider. PT11 EFTPOS Terminals are currently used across the New Zealand Post Group Network. This model is likely to be upgraded in 2013.
New Zealand Post Group	The New Zealand Post group of companies (including Kiwibank and New Zealand Post).
Kiosk	An interactive terminal that enables information to be located and displayed and services to be provided such as (including but not limited to) online transaction or collecting cash in exchange for merchandise, without the user accessing system functions.
Respondent	An individual or company who has been invited to submit a response to this ROI or any RFP issued subsequent to it.
Response	The Respondent's Response to this ROI.
Retail Network	The shops and retail outlets, including PostShops and New Zealand Post franchises, providing the goods and services offered by New Zealand Post and Kiwibank.
RFID/ NFC	A wireless non-contact system that uses radio frequency electromagnetic fields to transfer data from a tag attached to an object, for the purposes of automatic identification and tracking or payment.
RTP	Retail Transformation Programme, - which is the programme of work currently underway to transform the New Zealand Post and Kiwibank Store Network.

8. APPENDIX 1: ROI Response Template

IMPORTANT: Unless specified, if the information requested below is included in an appended resource it may not be viewed as part of our evaluation, please ensure details are inserted as text in the Response box provided.

(i) Organisation Details	
Respondents must complete all questions	
Information required	Response
1. Organisation name	
2. Organisation Contact Registered Physical Address Postal Address (if different) Telephone Website	
3. Key contact person¹	Name: Telephone: Mobile: Email:
4. Organisation's registered name and company registration number according to the laws of the country in which the organisation is registered	
5. Name of Parent Company (if applicable)	
6. Name of Partner Company (or Companies) your organisation is pairing with to fulfil ROI (if applicable) Please also indicate which company will be the lead in such a relationship	
7. Locations List the countries your organisation operates in and year it was established there	

¹ The person representing the Respondent organisation who will be available throughout the ROI and any subsequent RFP process.

(ii) Organisational Positioning

Respondents should complete all questions.

These questions are intended to assist New Zealand Post/Kiwibank to differentiate the benefits of working with your organisation.

Information required	Response
<p>8. Scope: Please indicate to which capabilities your organisation is responding.</p>	<p> <input type="checkbox"/> ATM, including Intelligent Deposit capability <input type="checkbox"/> Self Service Kiosk <input type="checkbox"/> Cash Management <input type="checkbox"/> Managed Service for two or more components </p> <p>Other, please specify: _____</p>
<p>9. Previous Experience: Briefly detail your organisation's experience in providing similar service offerings for New Zealand or overseas companies, identifying the customers and the industry they operate in.</p> <p>Please provide links to web pages that demonstrate your organisation's skill and expertise.</p>	
<p>10. Your points of difference Please provide a brief overview of the particular points of difference your organisation would be able to present to New Zealand Post in delivering the solution and services you can offer. This is your opportunity to describe how you would meet our needs and add real value.</p>	
<p>11. Customer Focus: Describe the level of exposure/ experience your organisation has in working with an iterative and customer focused design? How has this influenced your organisation?</p>	

(ii) Organisational Positioning

Respondents should complete all questions.

These questions are intended to assist New Zealand Post/Kiwibank to differentiate the benefits of working with your organisation.

	Information required	Response
12.	<p>Collaboration:</p> <p>Provide examples of how your organisation has worked efficiently in partnership with another supplier(s) to deliver services/benefits to your customer (if possible provide specific examples aligned to the ROI requirements).</p> <p>What value did your customer derive from this partnership?</p>	
13.	<p>Results Orientation:</p> <p>Provide details of improvement margins or innovation opportunities that have occurred as part of your experience including, but not limited to, availability, service uptake, cost efficiencies, uptime, customer satisfaction, sustainability.</p>	
14.	<p>Strategic Thinking:</p> <p>Why is your organisation the right strategic partner for New Zealand Post/Kiwibank?</p> <p>Provide examples of how your organisation has contributed to a customer's business via a strategic supplier relationship.</p>	

(iii)ATM and Kiosk Technology Solutions

Respondents should complete this set of questions for each technology solution proposed

	Information required	Response
15.	Device Name/Reference:	
16.	Overview: Provide a brief overview of the solution. Include: functions, customer interface, high level architecture, industry standards met, equipment description/image, dimensions, list price (if available) etc.	
17.	Value Proposition: How does the proposed solution support the Programme's objectives to: a) be flexible and configurable, in a cost effective way b) enable tailored services to be provided in different locations using most appropriate hardware solution c) position New Zealand Post/Kiwibank to maintain relevancy with applicable new and innovative solutions.	
18.	Limitations or Constraints: Please briefly detail any limitations or constraints of the proposed solution which may be of interest to the Programme, e.g. lead times.	
19.	Roadmap: Provide the key highlights of the future plans/development for the solution(s).	

(iv)Managed Service

Respondents should complete this section if interested in providing an end to end managed service. Please note that 1st level technical support is provided under a current contract arrangement which is outside of the scope of services within this ROI.

	Information required	Response
20.	Overview: Provide a brief description of the scope of your organisation's services which would satisfy the needs identified within this ROI.	
21.	Service Establishment: What would your organisation consider the most important aspects of establishing a managed service for the solutions outlined in this document and how would you address them?	
22.	Value Proposition: How does the proposed solution support the Programme's objectives: a) be flexible and configurable, in a cost effective way b) enable tailored services to be provided in different locations using most appropriate hardware solution c) position New Zealand Post/Kiwibank to maintain relevancy with applicable new and innovative solutions If your organisation is proposing to manage other parties on Kiwibank/New Zealand Post's behalf, tell us why your organisation believes this is more beneficial than managing them directly ourselves.	
23.	Limitations or Constraints: Please provide details of any specific solutions or services that are excluded from your organisation's Response or any lead time required for service establishment.	
24.	Roadmap: Provide the key highlights of the future plans/development for the solution(s).	

(v) Cash Management Solution

Respondents for Cash Management Services must complete all questions.

It is expected that, where necessary, a cash management provider would work closely with technology provider(s) to ensure timely and cost effective management of cash and associated technologies.

	Information required	Response
25.	<p>Overview: Provide an overview of the solutions that your Organisation would provide to support us in delivering our strategic objectives.</p>	
26.	<p>Partnering: If you intend to partner with a cash provider to fulfil this service; do you have an existing preferred supplier?</p> <p><input type="checkbox"/> YES</p> <p>a. Please advise who this is and the nature of your relationship</p> <p>b. Could your arrangement constrain your organisation from pairing with an alternative supplier? If so, please elaborate.</p> <p><input type="checkbox"/> NO</p> <p>a. Does your organisation currently provide Cash Management services in New Zealand?</p> <p>b. How does your organisation plan to select a provider and what involvement might New Zealand Post/Kiwibank have in this?</p> <p>c. What lead-time would your organisation recommend be factored into our implementation timeline?</p>	
27.	<p>Value Proposition: How does the proposed solution support the Programme's objectives to:</p> <p>a) be flexible and configurable, in a cost effective way;</p> <p>b) enable tailored services to be provided in different locations using most appropriate hardware solution</p> <p>c) position New Zealand Post/Kiwibank to maintain relevancy with applicable new and innovative solutions.</p>	

28.	Limitations or Constraints: Please provide details of any cash management specific services that are excluded from your organisation's Response or any lead time required to establish services.	
29.	Roadmap: Provide the key highlights of the future plans/development for the solution(s).	

9. APPENDIX 2: Acknowledgement Form

Ref: Self Service and Cash Solution

Please return this form as instructed via email by **4pm on Wednesday 13th June 2012.**

Attn: Kate Potter

Email address: kate.potter@nzpost.co.nz

We acknowledge receipt of your ROI (Tick as applicable)

We will be responding to the ROI and accept the terms and conditions specified in the ROI.

Or

We will be responding to the ROI; however we cannot accept the following terms and conditions specified in the ROI for the following reasons:

.....
.....
.....

Signature: Date:

Name:
(Being the person to whom all correspondence is to be sent during this ROI.)

Position:

Company:

Address:

.....

.....

Telephone No :.....

Facsimile No:

Email Address:

10. APPENDIX 3: Clarification Form

ATM, Self Service Technology and Cash Management ROI Clarification Form

Please email this page to notify us of any queries your organisation may have about this ROI by:
12 noon on Monday 18th June, 2012

Email to: Kate.Potter@nzpost.co.nz with subject header "**Self Service Solution ROI Clarification**".

To	Name	Company	Date
Kate Potter	<insert your name>	<insert your company name>	<insert date sent>

Re: Self Service Solution ROI Clarification Questions

ROI Question Number	Query

Notes:

- New Zealand Post Group is not required to respond to questions, but will make a reasonable attempt to respond to all questions.
- To ensure all Respondents receive the same information, answers may be summarised and sent to all Respondents responding to this ROI.
- New Zealand Post Group will not disclose the source of the questions; therefore please ensure you phrase your questions to conceal your organisation's identity. It is the Respondent's responsibility to phrase questions appropriately so that the Vendor can not be identified by other Respondents who read the question.

11. APPENDIX 4: Retail network format images



Figure 1: Trial layout with significantly reduced clutter, self service wall and open counter

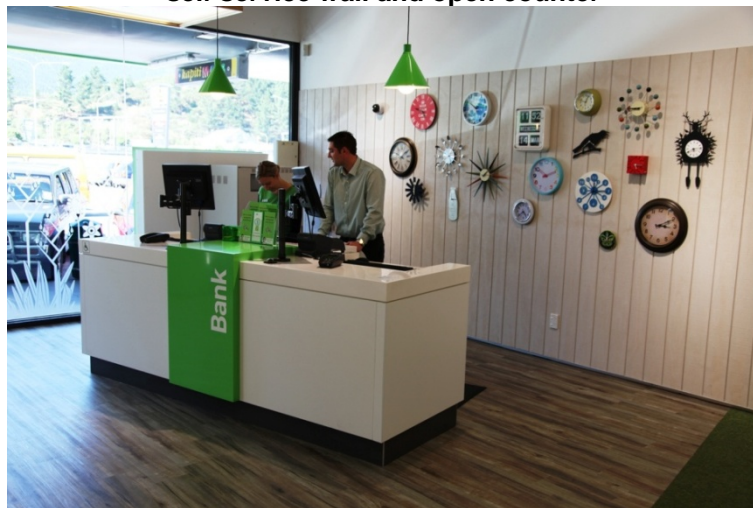


Figure 2: Trial of open counter for Banking Services

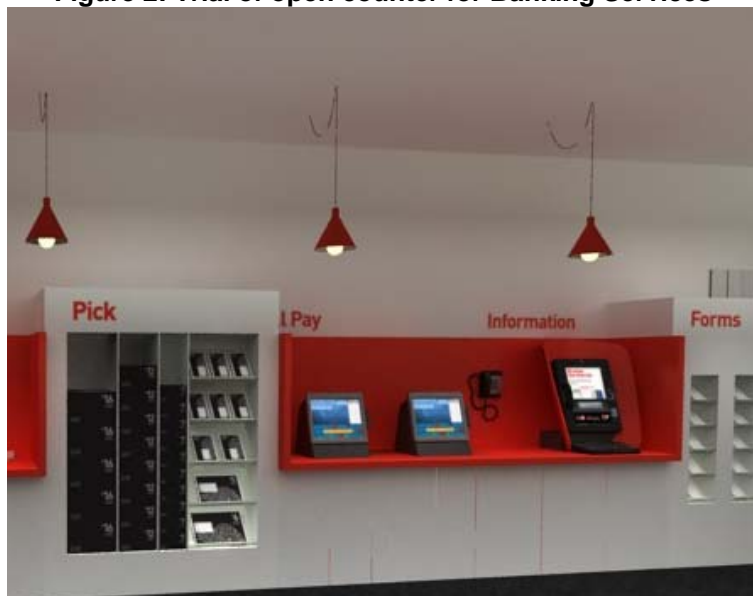


Figure 3: Close up of Trial self service area