
From: Ney, Scott
Sent: 17 November 2007 21:47
To: Reynolds, Steve
Subject: RE: Frustration Central

Steve -

This is a complete misrepresentation of what we discussed with BBS. We went through with BBS the process that we go through for document control and processing of deliverables to **tie** - ie drew the picture that we submit to the collaboration (until 12 November) and that **tie** then download (which we have not part in). We also discussed ways in which that info might be more readily accessible through existing channels. We also noted the new process that is in place where we submit now directly to SharePoint. Alan and Pauline were in this meeting and can confirm if I have missed anything.

I am a bit disappointed that it is now getting to the point that SDS actions are now being misrepresented, when in fact we are meeting at **tie**'s request and trying to be helpful to **tie** (and they choose not to participate in many meetings). **tie** have no procedure in place with us for this process, nor any form of document control (visible to us) with their preferred bidder and are trying to place this burden and any blame arising upon ourselves. Several folks have been putting in long hours on their own time over the past weeks to help support our client through this process, and SDS have been bending over backwards around the scheduling and rescheduling of meetings.

SDS will have our information properly transmitted to **tie** as a result of the discussions last week / meeting outcomes by mid-week (a tall order in it's own right) so that all of our ducks are in a row. This should protect us to the degree we can at this point, and provide you some ammunition that you require for your commercial letter to **tie** and assist in a formal response to this.

I will also note that there is a commercial impact to this new process that **tie** have issued, namely, the re-submittal of all info as noted on Point 2 of the process. It is not possible for us to meet the "ASAP" directive noted in Tony's frustration and maintain the deliverables as well (as we have already discussed this impact). The one glitch noted in this procedure previously was for an item that was previously submitted in under the old procedure, and was updated at that location for consistency - it has since been also changed over to the new format as well.

Sorry for my "frustration central", but I am not appreciative of this type of response for the several members of our team who (in and out of Edinburgh) are going above and beyond to support our client when we could take a very different approach to this due to the manner in which this entire (unwritten) process is being undertaken, and the double duty that is being performed - and that is clearly not understood, recognised, nor appreciated by our client.

SMN

From: Reynolds, Steve
Sent: 16 November 2007 13:08
To: Dolan, Alan; Ney, Scott
Subject: FW: Frustration Central

Another one on the subject

Steve

From: Tony Glazebrook [mailto:Tony.Glazebrook@tie.ltd.uk]
Sent: 16 November 2007 11:24
To: Reynolds, Steve
Cc: David Crawley
Subject: Frustration Central

PBH00031360_0001

Hi Steve,

Further to our discussion this morning, BBS told me yesterday that they did not have all the documents they thought they should have.

BBS had been told by SDS (Alan Dolan and Scott Ney) that there were up to 1000 documents on Hummingbird Collaborate which had not been put in the "Data Room" by tie and therefore to which BBS would not have access.

This is not the case.

My troops told David Taylor (BBS man) when he came to see them that all the documents from Collaborate had already been copied to the Data Room Detailed Design folder by tie. They also said that they'd try to arrange for BBS to have access to your Collaborate to enable them to see for themselves exactly what documents were there.

The very last thing we need right now is the promulgation of misinformation. It is especially disappointing when set against the background of tie's continuing difficulty in getting the enclosed doc acted upon (having personally agreed this extremely straightforward process with Jason over 1 week ago).

All the very best,

Tony

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