FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 6 – TERMINATION

ANNEX F – TERMINATION

Please note:

- The Column headed KPI/SPI identifies only those SRs that are measured as KPIs or Reportable SPIs (RSPIs). All other SRs are SPIs
- Where the Target Performance Level cell against individual SPIs is empty, these should be read as requiring 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	TARGET PERFORMANCE LEVEL	VOLUME	KPI/SPI	ADDITIONAL INFORMATION	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
F1	Termination	1.1 Issue Service Leavers Packs (SLP) to the home address of the relevant SP within 1 month of termination or within 5 Working Days of receipt of all necessary documentation, whichever is later. 1.2 Notify the Authority (SO1 Current Ops) on same day as discovery that an address could not be found on the individual's JPA record or the SLP is returned as undelivered. 1.3 Update the SLP register within 3 Working Days of despatch of any SLP, discovery that an address could not be found on the individual's JPA record, or the SLP is returned as undelivered.	1.1 Issue the SLP to the correct SP within the required timescales with 100% timeliness, measured monthly. 1.2 Authority (SO1 Current Ops) is notified on same day as discovery that an address could not be found on the individual's JPA record or the SLP is returned as undelivered with 100% timeliness, measured monthly. 1.3 SLP register updated within 3 Working Days of despatch of any SLP, discovery that an address could not be found on the individual's JPA record, or the SLP is returned as undelivered with 100% timeliness, measured monthly.	Approximately 1,350 per month	KPI	• Currently achieved by running termination forecast report from JPA utilising SQL at the beginning of each month or as required. • It is the responsibility of the Terminations Process Lead in the Future Development Team to provide the paper for the Certificate of Service (CoS), which is then printed by the Contractor in the Document Handling Centre (DHC), and the Veterans badge (provided by MODMO). Approximately 3 months' worth of pack contents are held in store at any one time. For short notice (Early and Service) Terminations - a process is to be in place to capture the requirement to send out Service Leavers Packs to those individuals who have terminated at short notice and so potentially have not been captured within the termination reporting process (the process is a self-running process which runs reports to check who is leaving). • Discussions with Termination Working Group (who are a Group of individuals from various teams who establish policies and procedures) are on-going to request Standard Termination Pack be sent one month prior to termination. • Business Process Guide (BPG sets out the following terms): • Early Termination • Service Termination • Standard Termination • Third Party proxy Application to submit or withdraw an Application for Early Termination	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.1 - 4.3.5
F2	Termination	2.1 Within 5 Working Days of receipt of the request from the OCFR or SP, produce manually updated Certificate of Service (CoS) for Officers		250 per annum		• DHC Leavers Team receives request (on JS Form JPA M003) from OCFR who have non-commissioned	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.6

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		Commissioned from the Ranks (OCFR) and SP with data inaccuracies. Provide input of correct start of Service date on the CoS for OCFR. 2.2 Retrieve the correct start of Service date from Data Preservation Repository Reporting (DPRR) and enter this date onto the final version of the CoS prior to dispatch. 2.3 Authority will audit the Contractor on an annual basis to ensure that the correct dates are being issued.				Service prior to JPA transition in 2006/7. • Failure to obtain the correct start of Service date causes complaints to the Joint Personnel Administration Centre (JPAC), the PACCC and additional effort by the DHC Leavers Team.	
F3	Termination	3.1 Implement Reverse terminations. 3.2 Update the SP contract details in JPA to reflect the deletion of termination within 5 Working Days of receipt of the request from the Authority (single Service Personnel Centres).		110 per annum		• Requests received from single Service Personnel Centres (sSPC) Service individual should not have been terminated due to incorrect data or a late notice change of contract.	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.7
F4	Termination	4.1 Update termination checklist on JPA within 5 Working Days of receipt of pension form from SP.		800 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.8
F5	Termination	5.1 Update termination data when SP data is incorrect within 5 Working Days of error discovery. 5.2 Produce Termination Error Report every Working Day.		150 per annum		• Use the BPG 'Standard Termination'. • Examples of possible error messages produced are normally for future dated changes (post termination): • 'Engagement Expiry Date' entered is earlier than the 'Earliest Exit Date' • The actual termination date must not be before any future changes to the person specified • You cannot terminate this assignment 'Future Element Entries Exist'	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.9
F6	Termination	6.1 Assess and update a Service person's Statutory Reserve Liability within 20 Working		180 per month		• For normal/standard terminations only. JPA Procedure – Mobilisation provides more details of this which will be available in the data room.	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.10

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		Days of download of termination report. 6.2 Enter the start and end dates of Reserve Liability correctly and accurately against the supplementary role on JPA Record on the JPA Configured Oracle HRMS within 3 Working Days of receipt a notification of death.					
F7	Termination	7.1 Accurately assess and process retrospective terminations (any termination or resettlement benefits paid) Within 5 Working Days of receipt of request of the Career Managers.		85 per annum		• Requests received, and approved, from single Service Personnel Centres for SP who wish to remain serving. • Exit reason to be entered and process the recovery of any paid termination and/or resettlement benefits and alert the Authority accordingly.	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.11
F8	Termination	8.1 Update JPA and Compensation and Pension Systems (CAPS) where there is a deferred pension entitlement within 10 Working Days of being informed that the address is no longer valid.		125 per month		• Drafting Note: Refer to Contractors desk guides in the data room, which covers adding a returned date to JPA and a note no valid address.	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.12
F9	Termination	9.1 Review annually and update the CoS content as required within 20 Working Days of review.					Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.13
F10	Termination	10.1 The CoS signature block to be updated within 20 Working Days of change of the Chief of the Defence Staff (CDS).				• The signature block must be updated each time there is a new nominee to the Chief of Defence Staff (CDS) appointment. Average once every two years • Details of a change in CDS and a specified date will be notified by the Authority (DBS MilPers FDT Process Lead).	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.14
F11	Termination	11.1 Upon termination issue a CoS for 'Reserve Service' to the home address of the SP. 11.2 To be delivered by the implemented date of Operational Service Commencement Date + 12 months. 11.3 Despatch CoS within 1 month following termination.		500 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.15

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F12	Termination	12.1 Ensure the CoS reports multiple periods of 'Regular' and/or 'Reserve Service'. 12.2 To be delivered by the implemented date of Operational Service Commencement Date + 12 months. 12.3 Provide CoS within 5 Working Days of receipt of the request.		250 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.16
F13	Termination	13.1 Provide a printable consolidated 'Termination Checklist' 13.2 To be delivered by the implemented date of Operational Service Commencement Date + 12 months 13.3 Termination Checklist to be produced on demand from the date of implementation on every Working Day				• The termination checklist is used by Unit HR Admin to assist them in tracking the administration of Service leavers in their final month of service. It is recognised that the checklist is in need of updating and it is intended to enhance functionality by developing an OBIEE termination dashboard that will process data held in an amended termination checklist as well as processing and presenting data held in other parts of the JPA record. An accessible, printable Termination Checklist report detailing the activities mandated as part of the termination process indicating whether complete or not. • To improve the administration of the Termination process the Contractor is to add the following data items into the JPA Termination process so that they can be entered and maintained by unit admin staff, and then made available in JPA OBIEE. Note: This list is not exhaustive and may be amended prior to delivery subject to single Services agreement: • Date of Interview with Regimental Careers Management Officer • Soldiers Joint Appraisal Reports (SJAR)/Officers Joint Appraisal Reports (OJAR) Requirement Verified • SJAR/OJAR Requirement Initiated • Issue Termination Instruction • Non-Reckonable Service Check • CEA Checked • Terminal leave verified on JPA	Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.17

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						• SP informed to complete Pen Form 1 • SP notified Housing Officer for SFA • MOD Form 1166 issued to SP • Foreign and Commonwealth (F&C) delivered by Unit • Entered on Authorised Required List • Foreign & Commonwealth applied to UK Border Agency • Validate allowances/charges • CO's terminal interview date • Pre-Release Medical Booked • Verify allowance/chargessStop dates • ID Card relinquished • Discharge documentation completed • Reserve Liability certificate completed • F&C passport stamp Held • Unit Clearance certificate completed	
F14	Termination	14.1 Produce and despatch Veterans Information Service letter by email and/or post to the address detailed in the Authority MISR no less than the 14 calendar day of the month following the date of termination.		2500 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 4.3 Leavers Packs [Serials F1-F14] Paragraph: 4.3.18