FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 4 – PENSION AND COMPENSATION SERVICES

ANNEX D - PENSIONS & COMPENSATION

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
D1	User Access Control	1.1 Accurately calculate, authorise, and pay the pension benefits to entitled individuals for immediate Pension Scheme awards for all DIS terminations (including but not limited to AFPS75, AFPS05, RFPS05, AFPS15) through a secure payment function. Payment of benefits in accordance with any relevant Armed Force Pension Scheme (AFPS) termination guidance including Desk Instructions within the following timescales: (a) for all DIS termination Pension Schemes awards (except AFPS15), within 5 Working Days of receipt of all relevant documentation; and (b) for all DIS termination AFPS15 Pension Scheme awards, within 5 Working Days of CARE Pot finalisation or receipt of all documentation whichever is the later. 1.2 Notify the entitled individual of the amount and payment date of the DIS termination Pension Scheme award within 5 Working Days of authorisation. 1.3 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor, unless otherwise agreed with the Authority. 1.4 Where an application form for the payment of a Pension Scheme award for DIS has not been received, it is to be hastened within 10 Working Days after notification of death in accordance with the relevant Desk Instruction. 1.5 Where no application is received after hastening action has been taken place, forward the case to the Authority 20 Working Days after the date when the original hastening action was taken.	1.1 Payments of DIS termination Pension Scheme awards to be made to (a) all SPs (except those covered by AFPS 15) with 100% accuracy and 100% timeliness and (b) to SPs covered by AFPS 15 with 100% accuracy, 100%. timeliness, measured monthly and calculated as "(number of authorised Pension Scheme awards for DIS terminations paid to the correct SP-designated bank account within the specified timescales / total number of authorised Terminal Grants and Gratuities due to be accounted for and paid) * 100". 1.2 Entitled individuals notified on the amount and payment date of the DIS termination Pension Scheme award with 100% timeliness, measured monthly and calculated as "(number of entitled individuals notified of the amount and payment date within 5 Working Days of authorisation of the DIS termination Pension Scheme award / total number of the DIS termination Pension Scheme awards authorised) * 100". 1.3 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100" 1.4 Hastening action taken with 100% timeliness, measured monthly and calculated as "number of hastening actions taken 10 Working Days after notification of death / total number of application forms for the payment of a DIS termination Pension	10 per month	KPI	• Requirement at 100% due to the sensitivity and impact of these cases at individual and ministerial level. • JPA/CAPs desk instructions provide detail of how awards are processed. • Pension Award data is currently provided through existing systems (JPA and CAPs) these have primacy. • The Public Service pensions revaluation Order that provides Average Weekly Earnings (AWE) rate is published annually and will need to be applied retrospectively to Care Pot. Payment to estate requires no hastening. • A "Desk Instruction" is a guide which a member of staff is given which provides steps/action for a number of different processes.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.2 Death in Service Calculations [D1]

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			Scheme award not received 10 Working Days after the notification of death) * 100". 1.5 Case forwarded to the Authority with 100% timeliness, measured monthly and calculated as "number of cases forwarded to the Authority 20 Working Days after hastening where no application is received / total number of application forms for payment of a DIS termination Pension Scheme award not received 20 Working Days after the date of the hastening) * 100".				
D2	Pensions	2.1 Accurately, calculate and authorise within 10 working daysand pay within 30 working days the non-DIS termination Pension Scheme award to entitled individuals for all non-DIS terminations (including but not limited to payment of discretionary and Ex Gratia awards including Early Departure Payments (EDP) and award of Resettlement Grants to eligible members) through a secure payment function in accordance with any relevant Armed Force Pension Scheme (AFPS) termination guidance including Desk Instructions: (a) for all non-DIS termination Pension Scheme awards (except AFPS15), the first payment to be received by the entitled individual within 30 calendar days of an individual's termination date; and (b) for non-DIS termination AFPS15 Pension Scheme awards, the first payment to be received by the entitled individual within 30 (calendar days of CARE Pot finalisation in the month of the termination date. 2.2 Notify the entitled individual of the amount and payment date within 5 Working Days of authorisation of the non-DIS termination Pension Scheme award. 2.3 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor, unless otherwise agreed with the Authority. 2.4 Receive and acknowledge all requests for nominations of DIS lump sums under AFPS05 and AFPS15 Pension Schemes, all requests for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations), and all requests for inverse commutation.	2.1 Accurately, calculate and authorise to entitled individuals for all non-DIS within 10 working days 100 % of the time with 100% accuracy; and, make payments: (a) for all non-DIS termination Pension Scheme awards (except AFPS15), within 30 calendar days of the individual's termination date with 100% accuracy; and (b) for all non-DIS termination AFPS15 Pension Scheme awards, within 30 calendar days of CARE Pot finalisation in the month of the termination date with 100% accuracy, measured monthly and calculated as "(number of authorised non-DIS termination Pension Scheme awards accurately paid within the specified timescales / total number of authorised non-DIS termination Pension Scheme awards authorised) * 100". 2.2 Entitled individuals notified on the amount and payment date of the non-DIS termination Pension Scheme award with 100% timeliness, measured monthly and calculated as "(number of entitled individuals notified of the amount and payment date within 5 Working Days of authorisation of the non-DIS termination Pension Scheme award / total number of the DIS termination Pension Scheme awards authorised) * 100".	979 per month	KPI	• Retain 100% - The majority are predictable discharges 100% is appropriate. • Pension Award data is currently provided through existing systems (JPA and CAPs) these have primacy. • Refer to the Discretionary Tasks Document held in the Data Room. • Volumetric is based on Jan 18 to Dec 18 (12 months) with average Awards totalling 621 and average Hasteners totalling 358. • The Public Service pensions revaluation Order that provides Average Weekly Earnings (AWE) rate is published annually and will need to be applied retrospectively to Care Pot.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.3 Calculate Termination Awards [D2]

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
		2.5 When notified by the Authority (AH AFPS) Pension Scheme award payments are to be recalled. 2.6 Non receipt of completed AFPS Pension Form 1 to be hastened with one hastening letter. 2.7Establish and maintain a members' CARE Pot, including Average Weekly Earnings (AWE) published monthly updates this also includes the application of the CPI.	2.3 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100" 2.4 All requests for nominations of DIS lump sums under AFPS05 and AFPR15 Pension Schemes, for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations), and for inverse commutation are received and acknowledged with 100% timeliness, measured monthly and calculated as "(number of requests for nominations of DIS lump sums under AFPS05 and AFPR15 Pension Schemes, for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations), and for inverse commutation are acknowledged within 2 Working Days of receipt / total number of requests for nominations of DIS lump sums under AFPS05 and AFPR15 Pension Schemes, for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations), and for inverse commutation received) * 100". 2.5 All Pension Scheme award payments recalled following notification by the Authority (AH AFPS) 100% of the time. 2.6 A minimum of 30 Working Days prior to termination date.				
D3	Pensions	3.1 Accurately calculate and process any applications from individuals for Additional Voluntary Contributions (AVC) / Added Pension applications.	3.1 Applications for AVC or Added Pension are to be correctly processed: (a) within 10 Working Days of receipt of application 98% of the time; (b) for applications not processed within 10 Working Days of receipt of the application, within 20 Working Days of receipt of the application 100% of the time, measured monthly and calculated as "(applications for AVC or Added Pension	29 applications per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.4 AVC Applications [D3]

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
			correctly processed within the required timescale / total application for AVC or Added Pension) * 100".				
D4	Pensions	4.1 Provide Additional Voluntary Contributions (AVC) / Added Pension forecasts in response to requests from entitled individuals. 4.2 Provide Free Standing Additional Contribution (FSAVC) information to the pension providers when required within 10 Working Days of receipt of notification that such information is required. 4.3 Requests for AVC implemented within 10 Working Days of receipt of accurate information. 4.4 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority. 4.5 All applications are to be receipted within 5 Working Days.	4.1 Accurate estimates must be made for the correct individual, calculated in accordance with current regulations and provided within 10 Working Days of receipt of request 98% of the time. Any estimates not provided within 10 Working Days are to be provided within a further 5 Working Days 100% of the time.	69 per month		• FSAVCs are not part of the AFPs.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.5 AVC Quotations [D4]
D5	Pensions	5.1 Accurately calculate and implement the correct reduction in pay following AVC/Added Pensions application within 10 Working Days of receipt of accurate information. 5.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		1 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.6 Instruct Payroll to Setup Deductions (in line with Timetable) [D5]
D6	Pensions	6.1 Pay (in accordance with the data held) the correct amount to the right payee, that the correct time, to the right destination, for the correct period. 6.2 Any payments of Pension Scheme awards shall be made by electronic transfer or, where applicable, by payable orders as instructed by the individual pensioners, including, where appropriate, transfers to overseas accounts where the payment may be in sterling or foreign currencies. 6.3 Any single exception/failures to make payments are to be reported to the Authority (AH Pensions) in the monthly management report. 6.4 Any significant failures (where payments have been made incorrectly, for the wrong amounts, or could cause a quantifiable financial loss) are to be brought to the immediate attention of the Authority.	6.1 Pay (in accordance with the data held) the correct amount: • to the right payee, • at the correct time, • to the right destination, • for the correct period 100% of the time 6.2 Payments of Pension Scheme awards are made by electronic transfer or, where applicable, by payable orders 100% of the time.. 6.3 Single exception/failures to make payments are reported to the Authority (AH Pensions) in the monthly management report 100% of the time. 6.4 Significant failures are to be brought to the immediate attention of the Authority 100% of the time.	410,660 payments per month	KPI	• This volumetric is based on April 17 to March 2018 (12 months) and is formed of payments from both AFPS & AFCS.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.7 Payments [D6]
D7	Pensions	7.1 Process and pay applications made by members for Early Payment of Preserved Pensions (EPPP) that is where the preserved pension is paid early on the grounds of ill health. 7.2 EPPP payment, acceptance or rejection letters to individuals are to be issued within 10 Working Days of receipt of authorisation.	7.1 Applications for EPPP are correctly processed: (a) within 10 Working Days of receipt to 100% accuracy 98% of the time; and.	340 per month	KPI	• This process involves calculations that may cause a financial disadvantage if they are not calculated correctly; therefore they must be	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.8 Early Payment of Preserved Pension (EPPP) for IHR [D7]

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
		7.3 Non-receipt of applications, GP Forms or Hospital Case Notes are to be hastened 20 Working Days after initial issue or receipt of the request.	(b) for any applications not processed within 10 Working Days of receipt, within 15 Working Days of receipt 100% of the time, 100% accuracy, measured monthly and calculated as "(applications for EPPP correctly processed within the required timescale / total application for EPPP) * 100". 7.2 EPPP payment, acceptance, or rejection letters issued with 100% timeliness, measured monthly and calculated as "(EPPP payment, acceptance, or rejection letters issued within 10 Working Days of receipt of authorisation / total EPPP payment, acceptance, or rejection letters requiring issue) * 100". 7.3 Non-receipt of applications, GP Forms, or Hospital Case Notes hastened with 100% timeliness, measured monthly and calculated as "(non-receipt of applications, GP Forms, or Hospital Case Notes hastened within 20 Working Days after initial issue or receipt of request / total non-receipt of applications, GP Forms, or Hospital Case Notes required to be hastened) * 100".			100% correct for 100% of the volume received. • Volumetric based on Jan 18 to Dec 18 (12 months)	
D8	Pensions	8.1 Accurately forecast, track, record and administer the Guaranteed Minimum Pensions (GMP) in accordance with relevant legislation, payable by the scheme at the State Pension Age of each member within 10 Working Days of receipt of relevant information. 8.2 For members who reached SPA before 6th April 2016, notices of GMP liability (CA1625) are to be entered on to the Compensation And Pension System (CAP) and the GMP Database and any other relevant system where GMP information is held. within 10 Working Days of receipt of the GMP information. 8.3 Process the GMP notifications within 10 Working Days of receipt of GMP notification from HMRC, except during the HMRC annual closedown 1st January to 31 March to allow the annual uplift to take place. Award recalculation to be applied on the next available payment date following receipt of GMP information 8.4 Send dependents application form and covering letter to relevant individual.	8.1 Accurately forecast and administer the GMP with 100% timeliness, measured monthly and calculated as "(GMP accurately forecast and administered within 10 Working Days of receipt of relevant information / total GMP to be accurately forecast and administered) * 100". 8.2 Notices of GMP liability (CA1625) entered onto the Compensation And Pension System (CAP) and the GMP Database with 100% timeliness, measured monthly and calculated as "(notices of GMP liability (CA1625) entered onto the Compensation And Pension System (CAP) and the GMP Database within 10 Working Days of receipt of the GMP information / total notices of GMP liability (CA1625) to be entered onto the Compensation And Pension System (CAP) and the GMP Database) * 100". 8.3 Process the GMP notifications within 10 Working Days of receipt of GMP notification from HMRC, except during the	1237 a month	KPI	• The Contractor is to note there are differences for management of members' GMP before April 2016, 6th April 2016 to 5th December 2018, 6th December 2018 to 5th April 2021, and after 6th April 2021. Notices of GMP liability (CA1625), including final revaluation CA1629s, to be entered onto Systems being used for GMP data management, this can include but is not limited to GMP Database, Pension Information Vetting System (being the historic pension vetting system data repository which holds	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.9 Guaranteed Minimum Pension (GMP) Management/Reviews [D8]

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		8.5 Notices of GMP liability (CA1625) to be entered on to payment record and CAPS, within 10 Working Days. 8.6 Notices of final revaluation (CA1629) to be entered onto pensions and compensation system solution. re-calculation to be applied to the next available payment date following receipt of GMP information. 8.7 Issue an unclaimed pension letter and the relevant application form to the correct individual within 20 Working Days of notification. 8.8 Non-receipt of completed Dependants forms to be hastened by letter 30 Working Days after issue of initial application forms. 8.9 Second hastening action to be taken 10 Working Days after first hastening letter, which can be done by telephone. If no response received the case should be annotated accordingly and archived. 8.10 Non-receipt of a completed unclaimed preserved pension application form is to be hastened once by letter/email or other communication method 20 Working Days after the application form is sent. If no response is received to hastener to non-receipt of a completed pension application form, the case/record should be marked accordingly that no further action is being taken.	HMRC annual closedown 1st January to 31 March to allow the annual uplift to take place with 100% timeliness, measured monthly and calculated as "(GMP notifications processed within 10 Working Days of receipt of GMP notification from HMRC, except during the HMRC annual close down period between 1 January and 31 March / total GMP notifications to be processed) * 100". 8.4 Within 10 Working Days of receipt of GMP notification from HMRC or at the point of checking GMP liability. Award re-calculation to an accuracy level of 100%. 8.5 Notices of GMP liability (CA1625) to be accurately entered on to payment record with 100% timeliness, measured monthly and calculated as "(notices of GMP liability (CA1625) to be entered on to payment record within 10 Working Days / total notices of GMP liability (CA1625) to be entered on to payment record) * 100". 8.6 Notices of final revaluation (CA1629) to be entered onto pensions and compensation system solution accurately re-calculated with 100% timeliness, measured monthly and calculated as "notices of final revaluation (CA1629) to be entered onto pensions and compensation system solution re-calculation applied within 10 Working Days of receipt from the relevant individual, except during the annual close down period between 1 January and 31 March / total notices of final revaluation (CA1629) to be entered onto pensions and compensation system solution recalculation to be applied) * 100". 8.7 Unclaimed pension letter and the relevant application form issued to the correct individual with 100% timeliness, measured monthly and calculated as "unclaimed pension letters and relevant application forms issued to the correct individuals within 20 Working Days of notification / total unclaimed pension letter and relevant application forms to be issued) * 100". 8.8 Non-receipt of completed Dependants forms hastened by letter with 100% timeliness, measured monthly and calculated as "non-receipt of completed Dependants forms hastened within 20			information on Pensions on a standalone system) and Compensation and Pensions Systems (CAPS). • Due to end of contracting-out the Schemes were given responsibility to record, store and track GMP for all members from April 2016. The GMP Database was created for this function. • Final revaluation CA1625s are used in the recalculation at old age pension age. For members who reached SPA before 6th April 2016. • All systems required to hold the information should be updated. • For members who reached SPA before 6th April 2016. At State Retirement Age HMRC provide a GMP notification confirming the AFPS member's details and the level of GMP or where an AFPS scheme member has died and their Dependant is receiving a Contributory State Entitlement which includes the AFPS member's GMP, HMRC provide a GMP notification confirming the AFPS member's Dependant's details and the level of their Dependants GMP. Scheme must manage this process from own data record from April16	

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			Working Days of notification / total non-receipt of completed Dependents forms to be hastened) * 100". 8.9 Second hastening action (which may be done by telephone) taken with 100% timeliness, measured monthly and calculated as "second hastening action taken 10 Working Days after first hastening letter / total second hastening actions to be taken) * 100". 8.10 Non-receipt of a completed unclaimed pension application form hastened with 100% timeliness, measured monthly and calculated as "non-receipt of a completed pension application form hastened 20 Working Days after the application form is sent / total non-receipt of completed pension application forms to be hastened) * 100".			• People AF - REM (Remuneration) Armed Forces Pension Scheme (AFPS) have confirmed that the AFPS has no obligation to trace individuals however, where we receive a GMP notification from HMRC we should attempt to make contact with the individual. In part also linked to Unclaimed Pensions. • The Contractor is responsible for providing franked and pre-addressed envelopes for the return of the Application Forms.	
D9	Pensions	9.1 Ensure Retired Pay and Pensions are correctly uprated in accordance with annual pension increases, taking account of any GMP and according with orders issued and the Pensions Increase Act 1971 (as amended). Additionally, the Contractor is responsible for acquiring the GMP information. 9.2 Accurately implement annual Pension Increases (PIs) as instructed by HMT by effective date unless otherwise agreed by the Authority (AH AFPS Pensions).	9.1 100% compliance with the SR. 9.2 PIs applied 100% accurate from data provided.	Expected profile 2019/20 442068 2020/21 449173 2021/22 456758 2022/23 464508 2023/24 471598 2024/25 478830		• The Contractor is responsible for acquiring GMP information from the relevant sources including the HMRC GMP Checker and the GMP Database. See serial D8 of Annex D for further information.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.10 Annual Pension Increase (including GMP Review) [D9]
D10	Pensions	10.1 Accurately update Pension Rates annually in relation to the AFPS75 as a result of : (a) the Armed Forces Pay Review Body (AFPRB) for regular scheme members, Special Forces and for the Royal Gibraltar Regt; (b) the Senior Salaries Review Body for Senior Officers (SSRB); and (c) the Doctor and Dentist Pay Review Body (DDPRB). 10.2 Implement annual Pension Rates by Effective Date unless otherwise agreed by the Authority (AH Pensions).	10.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.	Once per annum by 1st of April	RSPI		Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.11 Revisions following Pay Review [D10]

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
D11	Pensions	11.1 Accurately calculate and notify entitled individuals of their future Preserved Pension entitlement at the point of leaving Service; the notification information is to include the details of pension entitlement; lump sum and Life Time Allowance entitlement. The pension entitlement is to be calculated in accordance with current regulations. 11.2 Notification to be despatched to the correct individual within 10 Working Days of receipt of all documentation.	11.1 For AFPS15, notification to be despatched to the correct individual 99.7% of the time within 10 Working Days of members CARE pot finalisation in the month of termination or on receipt of all documentation, whichever is the later.	850 per month	RSPI	• For clarification the volumetric is in addition to the volumetric at D2. • Volumetric based on Feb 18 to Feb 19 (13 months)	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.12 Calculate Preserved Award on Termination [D11]
D12	Pensions	12.1 Accurately calculate, authorise and pay Preserved Pensions that is the pension payable at a pre-determined age (currently 60, 65 or SPA) using a secure Payment Function within 10 Working Days of receipt of all documentation. 12.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.	12.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.	600 per month	RSPI	• Pension Award data is currently provided through existing systems (JPA and CAPs) these have primacy. • Volumetric based on Feb 18 to Feb 19 (13 months)	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.13 Calculate Preserved Award at Retirement [D12]
D13	Pensions	13.1 Accurately calculate and authorise pensions for OR9 & OF2 at age 60 and age 65. The calculation, reassessment and payment are to be made within 10 Working Days. 13.2 Reassess pension and pay entitlement for OR9 & OF2 at age 60 and age 65 pensions through a secure Payment Function, reassess pension entitlement for Gurkha Pension Scheme (GPS), pensioners who have transferred to AFPS 75 under the Gurkha Offer to Transfer (GOTT) exercise, and who transfer from GPS to AFPS 75 at age 60. The calculation, reassessment and payments are to be made within 10 Working Days. 13.3 Payments are to be made accurately in accordance with current standards and regulations. 13.4 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		2 per month		• This involves pension awards made prior to the introduction of Premature Voluntary Release (PVR) rates which resulted in pensions being reduced by a % and OF2s who have not served 5 yrs. as a commissioned officer and therefore leave with a WO pension. They are entitled to an OF2 if more favourable at age 60 and/or 65. DBS must ensure that they do not receive less than the Preserved Pension entitlement.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.14 OR9 & OF2 Pension and Payment [D13]
D14	Pensions	14.1 Accurately calculate, re-assess (in accurate in accordance with current standards and regulations), and authorise pension payments, including Early Departure Payments, after a period of re-employment through a secure Payment Function within 10 Working Days of the re-employment period ending. 14.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.	14.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.	60 per month	RSPI	• Pension Award data is currently provided through existing systems (JPA and CAPs) these have primacy.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.15 Recalculation of Preserved Award [D14]

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D15	Pensions	15.1 After a War Pension Scheme (WPS) or Armed Forces Compensation Scheme (AFCS) assessment/re-assessment/revision, the Contactor shall accurately calculate and authorise and issue the associated letter in accordance with 'MAI 04/11' All pensions payments shall be made through a secure payment function. 15.2 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor,.	15.1 Correctly calculate, authorise, and make letter notification to 100% accuracy: (a) within 10 Working Days of receipt of letter 98% of the time; and (b) for any notifications not made within 10 Working Days of receipt of letter, within a maximum of 15 Working Days from receipt of letter 100% of the time, in accordance with current standards measured monthly and calculated as "(letter notifications made within the required timescale / total letter notifications to be made) * 100". 15.2 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100".	61 per month	KPI	• Pension process currently provided through existing JPA and CAPs.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.16 Revision following Compensation / WPS Change [D15]
D16	Pensions	16.1 Resume or start accurate payment of lapsed or unclaimed Retired Pay or pensions through a secure Payment Function. Cases where pension is un-claimed more than 6 years it must be referred to the Authority (SO1 AFPS) for action. 16.2 Arrears are to be paid within 10 Working Days of receipt of notification from the entitled individual. 16.3 Payment of pension is to be commenced within 10 Working Days of receipt of notification from the entitled individual.		1 per month		• This includes those being administered under Serial D63 (Gone Away) where mail has been returned.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.17 Recalculation of Pension incl. Arrears (e.g. following Tracing) [D16]
D17	Pensions	17.1 Set up new payment arrangements and correspond with third parties when pensioners become unable to manage their own affairs, or when an “Attachment of Earnings Order” is received and directed by the United Kingdom based Courts. 17.2 Investigate if any other AFCS/AFPS/WPS claims are in payment and amend accordingly. 17.3 Notify and seek advice from the Authority (AH AFPS Pension) within 5 Working Days when a Court Order is received from a court outside of the United Kingdom.		56 per month		• Pension remains in payment when legal direction is not confirmed. • Interfaces: Involved Third Parties are normally Local Authorities / Social Work Departments or individuals with Power of Attorney.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.18 Payments via a Third Party [D17]

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
		17.4 Implement the "Attachment of Earnings Order" or when the Courts direct new payment arrangements within 10 Working Days of receiving all legal direction. 17.5 Issue a notification to the individual and set up new payment arrangements within 10 Working Days of receipt of instruction from Authority (AH AFPS Pension). 17.6 Non receipt of payment instructions to be hastened 10 Working Days from date of the legal direction (initial correspondence) 100% of the time, with one hastening letter to be sent 10 Working Days after previous hastener.				• Other Govt pension schemes may also be in place that are being paid by the same pension paying agent.	
D18	Pensions	18.1 Provide accurate calculations for divorce/cessation of civil partnership pension valuations and Benefit Statements on request from an entitled individual or in accordance with Court Orders irrespective of whether payment has been received from an individual, within 10 Working Days. 18.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority. 18.3 Applications are to be receipted within 5 Working Days.	18.1 In absence of Court Order, within 20 Working Days of receipt of all the necessary information 98% of the time. Any valuations / statements not provided within 20 Working Days are to be provided within a further 5 Working Days 100% of the time.	228 per month	RSPI	• The current procedure is laid out in AFPAA(G)107/05/23(POD) and AFPAA(G)107/05/31(POD) dated 22 September 2003. • Applies to all eligible members including pension Credit Members.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.19 Divorce/Cessation of Civil Partnership Orders [D18]
D19	Pensions	19.1 Reassess individual's pensions, process and accurately pay divorce/cessation of civil partnership pension amounts to ex-spouses / ex-partners through a secure Payment Function. 19.2 Non receipt of divorce finalisation information to be hastened 30 Working Days, after the initial request one hastening letter is to be sent. Where there is no response, relevant parties (claimant and respondent) are to be informed that the procedure cannot be carried out and the reason why after 30 Working Days of hastener being sent. 19.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.	19.4 In accordance with the Court Order within 15 Working Days of receipt of the Court Order 98% of the time. Any cases not completed within 15 Working Days are to be completed within a further 5 Working Days 100% of the time	242 per month	RSPI	• There may be additional / associated tasks to be completed before payments and reassessments can be undertaken.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.20 Payment of Divorce/Cessation of Civil Partnership Orders [D19]
D20	Pensions	20.1 Refer to the Authority (AH AFPS Pension) any claim for ex-gratia payments, together with supporting evidence, to compensate pensioners or their representatives, for errors or delays. 20.2 Correspondence for ex-gratia payments are to be forwarded within 5 Working Days of receipt of claim.		1 per month		• There are no regulations that cover why referrals of this nature are passed to the Authority for consideration of an ex-gratia payment in respect of delays. This normally happens when an individual has made a complaint.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.21 Ex-Gratia Payments [D20]
D21	Pensions	21.1 Accurately calculate, authorise & pay Family Forces Pensions and pay all Dependants pensions when Commutation of small pensions is not applicable, using a		537recalculations per month	RSPI	• Ongoing payments are within the 407,000	Schedule 4.1 Core Services - Pensions and Compensation Services

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
		secure Payment Function within 10 Working Days of receipt of all documentation. 21.2 Accurately calculate, authorise and pay (in accordance with current standards and regulations) Family Forces Pensions and pay all dependents for Reserve Service, Army Careers Office and Non-Regular Permanent Staff (NRPS) members within 10 Working Days of receipt of all documentation. 21.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.				payments made monthly • Interfaces: Government Actuaries Department (GAD), AFCS and VWS. • Interfaces: Government Actuaries Department (GAD), AFCS and VWS. • Army Careers Office Pensioners required separate reporting to the Pension Regulator.	Section: 3.22 Calculation Forces Family Pension [D21]
D22	Pensions	22.1 Continue payments for eligible children over the age of 17/18 dependant on AFPS scheme (including discretionary extensions). 22.2 Despatch MOD 373 to parent/guardian of child no less than 20 Working Days before 17th birthday (AFPS 75) and 18th birthday (AFPS 05, RFPS and AFPS 15). 22.3 Non receipt of MOD 373 for age 17/18 reviews to be hastened 30 Working Days after initial despatch. MOD 373 is issued on the anniversary of the 17th and 18th birthdays. 22.4 Despatch MOD 373 to parent/guardian for Annual Further Education (FE) reviews by 1st September annually. 22.5 Non receipt of MOD 373 Annual FE reviews to be hastened annually by 30th October (In order to allow students in England additional time as their FE establishments and courses sometimes do not begin until October).		2616 annually	RSPI	• Interfaces: Educational Establishments, AFCS and VWS.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.23 Check of Ongoing Eligibility / Continuation of Payment FFP [D22]
D23	Pensions	23.1 Restore payment of Family Forces Pensions for re-entitled widows/widowers and civil partners upon receipt of Authorisation. 23.2 Authorisation of payment to be done within 10 Working Days of receipt of documentation accurately in accordance with current standards and regulations. 23.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority. 23.4 Retain all records of applications and authorisation for Widows/Widowers and Civil Partners.		5 per month		• Interfaces: AFCS and VWS. • TA Regs • Letter: D/AG Sec2/25/2/2 dated 21/4/92	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.24 Check Eligibility & Re-instate FFP [D23]
D24	Pensions	24.1 Accurately calculate, authorise and pay Commutation for Dependants trivial Commutation under the limits set by the Authority using a secure Payment Function, to be completed within 10 Working Days of notification of entitlement. 24.2 Accurately calculate, authorise and pay Commutation for members small pensions pot under the limits set by the Authority (AH Pensions) using a secure Payment Function,		99 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.25 Trivial & Small Pot Commutation [D24]

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
		to be completed within 10 Working Days of notification of entitlement. 24.3 Notify the dependant/member of their entitlement to Commutation or small pension pot within 10 Working Days of identification of the entitlement. 24.4 Two hastening letters are to be issued 20 Working Days following initial notification and after a further 20 Working Days. 24.5 If no response is received after the elapse of 10 Working Days following the last hastener then the pension should be put into payment. 24.6 Enable payment of lump sum within 10 Working Days of notification to the dependant/members.					
D25	Pensions	25.1 Accurately calculate, authorise, and pay pensions, using a secure Payment Function, to cover (in accordance with current standards and regulations): (a) Attributable Benefits Reserves Scheme, Cadet disablement cases (inter war injuries) including ad hoc payments as necessary and disablement awards; (b) Accurately calculate, authorise and pay disablement awards (inter war injuries) including ad-hoc payments. 25.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.	25.1 Authorisation to be completed in 10 Working Days of receipt of all documentation 98% of the time. Any cases not authorised within 10 Working Days to be completed within a further 5 Working Days.	1 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.26 Payment of Disablement Awards [D25]
D26	Pensions	26.1 Pay, after notifying the Authority (AH AFPS Pensions) and the Pensioner (normally a widow), of the higher rate where the awarded Retired Pay or pension is less than the entitlement under the provisions of the Social Security Act 1975 (as amended). 26.2 Authorisation is to be made within 10 Working Days of receipt of all documentation. 26.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		1 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.27 Re-assessment following GMP Checks [D26]
D27	Pensions	27.1 Maintain 'Service Overseas' pensions and Ghurkhas pensions. Calculate, authorise and pay Ghurkha pensions, service overseas pensions, widows and dependants and authorise pension payments within 5 Working Days of receipt of all documentation. 27.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority. 27.3 Secure database is to be accurate and is to reflect any changes of pension increases within 5 Working Days.	27.1 100% accuracy; 100% timeliness. 27.2 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100". 27.3 accuracy 100%, timeliness 100%	Maintenance volumes approx. 21,000, 624 payments annually	KPI	• The Gazette of the Democratic Socialist Republic of Sri Lanka dated 15 June 1989	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.28 Overseas and Ghurkhas Pensions [D27]

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D28	Pensions	28.1 Accurately identify, collect and pay over to the HMRC the appropriate amount of income tax from Retired Pay, pensions, and other benefits in accordance with Pay As You Earn (PAYE) and instructions received from HMRC. Notify the HMRC and pensioners, where appropriate, of the Retired Pay or pension and tax details each year.		Monthly			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.29 Income Tax payment to HMRC [D28]
D29	Pensions	29.1 In accordance with the pensioners' instructions, make accurate voluntary deductions from Retired Pay and pensions that have be approved by the Authority (AH AFPS Pensions) and pay those amounts over to the approved organisations at agreed intervals. The payment is to be made using a secure payment transfer method on the agreed date with the relevant organisation. 29.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority. 29.3 No new cases will be approved by the Authority.		19 per month		• BHCA (Services) Ltd arrange onward payment to the various British Health Care Association regional health plans.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.30 Voluntary Deductions [D29]
D30	Pensions	30.1 Enable and pay over Credit Union deductions from monthly pension benefits, accounting for the pay-outs and enable changes to the monthly deductions. (a) Deductions are to be passed to the correct third party on the dates agreed with each Credit Union; (b) All pay overs to be supported by a schedule listing individual pensioners and the sums paid on their behalf.		14 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.31 Credit Union Deductions [D30]
D31	Pensions	31.1 Accurately calculate, authorise, and pay additions to AFPS pensions (already in payment) for pensioners working as Yeoman Warders (see additional information) using a secure Payment Function within 10 Working Days of receipt of all documentation from the Tower of London. 31.2 Any additional payments are to be calculated accurately in accordance with current standards and regulations. 31.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		1 per month		• Tower Order from the Constable of the Tower of London • The addition added to the AFPS pension in payment is only relevant effective from the date the Yeoman Warders service is terminated.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.32 Yeoman Warders Additions [D31]
D32	Pensions	32.1 Stop or accurately abate payments of pensions and other benefits for pensioners re-joining the Services using a secure Payment Function within 10 Working Days of receipt of all documentation or re-employment date, whichever is the later. 32.2 Calculate abatement accurately in accordance with current standards and regulations. 32.3 Pay abated pension accurately in accordance with current standards and regulations. 32.4 Accurately recalculate and/or reassess pension payments entitlement within 5 Working Days of receipt of promotion or demotion notification.	32.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.	127 per month	RSPI		Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.33 Abatement on re-joining [D32]

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		32.5 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.					
D33	Pensions	33.1 The Contractor shall: (a) identify individuals reaching SPA and amend their individual record prior to first their pension payment, immediately after reaching SPA; and (b) accurately calculate, authorise and abate pension at SPA using a secure Payment Function in accordance with current standards and regulations. 33.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		645 per month		• Volumetric based on an average Jan 18 to Dec 18 (12 months)	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.34 Abatement at State Pension Age [D33]
D34	Pensions	34.1 Issue and check periodic declarations of entitlement (Life Certificates) for all pensioners where pension is in payment and ensure only entitled pensioners continue to receive payment following the rolling life exercise: (a) issued every 2 years for those who reside overseas; (b) on receipt of any returned correspondence (P60's, Newsletters and Life Certificates) the Contractor is to initiate financial tracing action within 10 Working Days; (c) where an address is identified, the Contractor is to write to the Pensioner once within 5 Working Days. If there is no response within 20 Working Days the pension payment is to be ceased and held in trust (the appropriate letter is still to be finalised); (d) where no different address is identified through financial tracing, payment should be ceased and held in trust pending contact; and (e) on confirmation of entitlement, the pension is to be restored within 10 Working Days of confirmation.					Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.35 Life Certificates [D34]
D35	Pensions	35.1 Accurately finalise retired pay or pension issues including cessation of payments upon the death of pensioners where the pension is in payment and establish and pay any entitlement to a Forces Family Pension (FFP) using a secure payment function. 35.2 Accurately finalise retired pay or pensions where no beneficiaries to Forces Family Pensions (FFP) is applicable or finalise pension issues upon the death of Pensioners where the pension is not in payment (Preserved Pension) and there is no FFP applicable within 5 Working Days of receipt of notification of death of pensioner. 35.3 Cease payment of Family Forces Pension on death of widow(er) or end of children entitlement within 1 Working Day of receipt of notification. 35.4 Retain records securely for 100 years from date of birth of pensioner or 7 years from date of death of the pensioner's widow.	35.1 Accurately finalise retired pay or pension issues and establish and pay any entitlement to a Forces Family Pension (FFP) using a secure payment function: (a) within 5 Working Days 99.8% on receipt of relevant documentation; and (b) for any cases not finalised within 5 Working Days, within 10 Working Days on receipt of relevant documentation; 100% of the time, (c) 100% accuracy	1625 per month	KPI	• Volumetric is based on 17/18 and 18/19 annual figures averaged over 12 months. • The MOD participates in the DWP "Tell us Once" initiative. The MODs current Paying Agent receive electronic death notifications direct from the Registrar's Office where the individual registering the death confirms that they wish to use this service. This informs DBS Vets UK that the deceased had an Armed Forces	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.36 Death in Retirement [D35]

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		35.5 Non-receipt of completed application forms to be hastened 30 Working Days after the Contractor has issued the initial FFP application forms. 35.6 Second hastening action to be taken 10 Working Days after the dispatch of the first hastening letter, which can be done by telephone. 35.7 If no response is received within 10 Working Days after the action of the second hastening action, add a 'top enclosure' within the individual's file confirming that no further action required unless further contact made by the individual and archive the individual's file to Documents Handling Centre (DHC). 35.8 Administer and process the outputs from the DWP “Tell us Once” initiative for the AFPS and the AFCS schemes, Where notification of death has been received via the DWP “Tell us Once” initiative, suspension of payment is to be actioned within 48 hours. 35.9 Once approved by the Authority (AH AFPS Pensions), accurately calculate the gross unclaimed arrears of pension and arrange for arrears to be paid to the Estate within 5 Working Days of authorisation.	measured monthly and calculated as "(retired pay or pension issues finalised within the required timescale / total pay or pension issued to be finalised) * 100". 35.2 Accurately finalise retired pay or pensions where no beneficiaries to Forces Family Pensions (FFP) is applicable or finalise pension issues upon the death of Pensioners where the pension is not in payment (Preserved Pension) and there is no FFP applicable with 100% accuracy. 35.3 Cease payment of Family Forces Pension on death of widow(er) or end of children entitlement within 1 Working Day of receipt of notification with 100% accuracy. 35.4 Records securely retained for 100 years from date of birth of pensioner or 7 years from date of death of the pensioner's widow 100% of the time, measured as required and calculated as "(records securely retained for 100 years from date of birth of pensioner or 7 years from date of death of the pensioner's widow / total records to be retained) * 100". 35.5 Non-receipt of completed application forms to be hastened with 100% timeliness. 35.6 10 Working Days after the action of the second hastening action, 'Top enclosure' added to the individual's file confirming that no further action is required unless further contact made by the individual and archive the individual's file to Documents Handling Centre (DHC) with 100% accuracy. 35.8 DWP "Tell us Once" initiative is administered and suspension of payment is actioned within 48 hours of notification of death received via the DWP "Tell us Once" initiative 100% of the time. 35.9 Accurately calculate Gross unclaimed arrears of pension and arrange for arrears to be paid to the Estate with 100% timeliness.			Pension / Armed Forces Compensation payment and has died. The early notification of death reduces overpayments and associated administration. Further information is available in the Data Room. • If the member died before claiming their Preserved Pension, the Contractor will submit a case with supporting evidence of unclaimed entitlement to Authority (AH AFPS Pension) for consideration of Posthumous Arrears Award. • A copy of the Data Sharing Agreement, Organisation Administrator Guidance and Information Flyer are contained within the Data Room. • Includes remarriage, cohabiting and civil partnership. Interfaces: AFCS and VWS • Further information on MOD participation in the DWP “Tell us Once” initiative available in the Data Room. • A copy of the Data Sharing Agreement, Organisation Administrator Guidance and Information Flyer are contained within the Data Room	
D36	Pensions	36.1 The Contractor must accurately assess and pay the death lump sum (gratuity) for members estate or pensioners estate, where no dependant eligible for a pension exists, or the scheme rules dictate that payment must be made to estate.	36.1 Authorisation for the payment to be made within 10 Working Days of receipt of all documentation (either through Tell us Once or from the bereaved) 98% of the time. Any authorisations not completed within 10	61 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.37 Death in Retirement Gratuity Payment [D36]

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		36.2 Arrange for accurate payment (in accordance with current standards and regulations) assessment and payment of lump sum to be paid through the Joint Compassionate and Casualty Cell (JCCC) where a pensioner's Preserved Pension (PP) was not in payment, within 5 Working Days of receipt of necessary documentation. 36.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.	Working Days are to be completed within a further 5 Working Days 100% of the time.				
D37	Pensions	37.1 The Contractor must create and maintain accurate, auditable, requisite, and retrievable pension records of all issues, payments and cancellations. Scanning of all new pension data to EDM. Non-Paper records to be stored, as a minimum, in accordance with the Code of Practice for Information Security Management (ISO/IEC 27002) and the (BIP 0008-1:2008). Records are to be: (a) retained in accordance with the stated regulations for at least 6 financial years (from date of last entry); and (b) identical in every particular way to what was originally stored. 37.2 All scanned data is to be accurately maintained, avoiding duplication of records. 37.3 All documents relating to new claims, reviews, appeals and enquiries must be stored and processed electronically within 1 Working Day of receipt.		407,000 records			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.38 Document Storage & Accurate Record Keeping [D37]
D38	Pensions	38.1 The Contractor must provide to individual and/or third party pension Provider/Contractor an accurate Life Time Allowance (LTA) percentage on termination for all: (a) active members (those serving in the Armed Forces and accruing pension entitlement); (b) for DIS cases, at the request of a serving member or appropriate individual; and (c) for all members awaiting payment of a Pension on Divorce (POD) or preserved pension award (when requested) and also at the point of award or at the request of a third party pension Provider/Contractor.	38.1 Accurate Life Time Allowance (LTA) percentage provided to individual and/or third party pension provider on termination: (a) for all Pension Schemes (except AFPS15): (i) within 10 Working Days of termination, death, or receipt of request (provided all required information is available), whichever is the later, 99.9% of the time; and (ii) where not provided within 10 Working Days, within 15 Working Days of termination, death, or receipt of request (provided all required information is available),	1475 per month	KPI		Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.39 Lifetime Allowance Calculations [D38]

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			whichever is the later, 100% of the time; or (b) for AFPS15 Pension Scheme: (i) within 10 Working Days of members CARE Pot finalisation in the month of termination or on receipt of all documentation, whichever is the later, 99.9% of the time; and (ii) where not provided within 10 Working Days, within15 Working Days of members CARE Pot finalisation in the month of termination or on receipt of all documentation, whichever is the later, 100% of the time, measured monthly and calculated as "(number of accurate LTA percentages provided within the required timescale / total number of LTA percentages to be provided) * 100".				
D39	Pensions	39.1 The Contractor must, where appropriate accurately inform HMRC (via HMRC website - Event Report) including but not limited to that an individual has breached their Life Time Allowance within 2 Working Days of the end of the quarter in which the tax charge has arisen. 39.2 Provide the required payment details (including but not limited to HMRC reference, tax charge incurred, AFPS Scheme & payments details) to the DBS Authority Finance Team (via email) in order that the relevant tax charge can be paid to direct to HMRC within 2 Working Days of the end of the quarter in which the tax charge has arisen. 39.3 Other types of Event Reports (as appropriate) to be actioned on HMRC website within 2 Working Days of discharge / retirement. 39.4 The Contractor is to administer these processes in full including dealing with any subsequent issues and/or enquiries.		4 per year		• Event Reports are required for a variety of circumstances such as Recycling of Pension Lump Sums, Breach of Life Time Allowance, Life Time Allowance Protection Certificates.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.40 HMRC Event Reporting [D39]

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D40	Pensions	40.1 Accurately process any request from the Pension Scheme members for the transfer in or out of pension from the approved Pension Scheme as follows: 40.2 Transfer the pension pot on the date agreed between both pension providers. 40.3 HMRC informed of transfer in accordance with extant regulations and reporting timescales. 40.4 Identify and maintain a record for future reassessment of pension and complete such pension re-assessments. 40.5 Non-receipt of transfer information to be hastened 30 Calendar Days after initial request. 40.6 Where no response is received within 20 Working Days of the despatch of the hastening letter, the relevant parties are to be informed that the procedure cannot be completed and the reason why and supporting IT records to be updated within 5 Working Days.	40.1 Requests from pension members for the transfer in or out of pension from the approved scheme are accurately processed. 40.2 Pension pot is transferred on the date agreed between both pension providers 100% of the time. 40.3 HMRC informed of transfer in accordance with extant regulations and reporting timescales 100% of the time. 40.4 Reassessment of pensions is completed: (a) within 10 Working Days 99.9% of the time; and (b) any reassessments not completed within 10 Working Days, within a further 5 Working Days 100% of the time. 40.5 Hasten any non-receipt of transfer information 30 Calendar Days after initial request is made with 100% timeliness. 40.6 Where no response is received 20 Working Days of the despatch of the hastening letter, the relevant parties are to be informed that the procedure cannot be completed and the reason why and supporting IT records to be updated within 5 Working Days 100% of the time.	30 transfers per month.	KPI	• Applies to all eligible members and ex-members of the Regular and Reserve Forces. • One hastening letter to be sent. In cases where no response is received the relevant parties are to be informed that the procedure cannot be completed and the reason why. Supporting IT records (currently CAPS) is to be updated at all times. • On the date agreed between both pension Contractors is a legal requirement. Transfer Value Operating Instructions, • Interfaces: The Contractor will be required to liaise with Public Sector and Defined Benefit Scheme pension Administrators.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.41 Pension Transfer Requests [D40]
D41	Pensions	41.1 Within 10 Working Days of receipt of all the necessary information, produce Cash Equivalent Transfer Values (CETV) for transfer value of benefits (including 'No Liability Leavers') between Armed Forces Pension and other pension scheme Providers/Contractors and inform new pension scheme Providers/Contractors (Preserved Pension only).	41.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.	43 per month	RSPI	• A 'No Liability Leaver' is an individual who is not qualified for Preserved Pension at the point of leaving Service. The NI contributions paid by the employer can be accepted by another pension scheme within certain time frames. • Applies to all eligible members and ex-members of the Regular and Reserve • Transfer Value Operating Instructions • Interfaces: The Contractor will be required to liaise with Public Sector and	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.42 Cash Equivalent Transfer Values [D41]

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						Defined Benefit Scheme pension Administrators.	
D42	Pensions	42.1 Ensure all pensions in issue are re-assessed and updated accurately, including the re-instatement of any resettlement Commutation taken on termination, no later than 1 calendar month before the date of effect, i.e. the individual's 55th birthday.	42.1 Each case to be updated no later than 1 calendar month before date of effect and 100% accurately all of the time.		RSPI		Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.43 Re-assessment of Pensions at Age 55 [D42]
D43	Pensions	43.1 Provide a monthly Service Management Report (within 10 Working Days of the end of the month), and when required ad-hoc reports (within 5 Working Days), to the Authority (AH AFPS) on pensions to include volumetric (trend analysis, number of transactions, complaints, pensions in payment, including number of customers enquiries over a given period etc.) on any pension process. The following information is to be provided as a minimum: (a) correspondence received and responded to; (b) initial awards due and made; (c) revised awards due and made; (d) Pension forecast requests received and forecasts given; (e) notification of deaths received and responded to; (f) where the death has been reported via the DWP "Tell us Once" initiative the following information is required: (i) number of death notifications; (ii) number of no trace death notification; (iii) average number of days from date of death to notification; (iv) number of overpayments prevented; and (v) value of prevented over payments; (g) details of errors discovered in the last month for previous months work that affect the targets of those months; (h) additional issues that may or may not be affected by targets; (i) NFI report; (j) payroll performance; (k) payroll performance 12 month trend; (l) quality assurance; (m) accuracy statement; (n) a complaints matrix to include; (i) date complaint received;		Monthly and upon request	.	• Provision of Monthly MI as detailed for inclusion in The Pension Board/Ad Hoc/Pension Regulator. A full breakdown each month of Pension Awards/Pension Payments/Enquiries members/pensioners, complaints. • The requirement must be met at SCD but will be superseded by the introduction of the new MI platform in November 2021. • An example of a Service Management Report can be found in the data room.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.44 Service Management and other Ad Hoc Authority Reports [D43] [PENCOMP01 – e]

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
		(ii) reference number, service number and name and initials person affected by issue; (iii) description of complaint/dispute; (iv) action taken and date which issue resolved; (v) justifiable; (vi) any effect on targets/service levels of month when incident occurred; and (vii) complaints 12 month trend; and (o) overpayments matrix.					
D44	Pensions	44.1 Within 15 Working days of receipt of an enquiry provide an accurate Benefit Statement to former members of the Armed Forces pension scheme, who have transferred their benefits out of the scheme where the enquiry relates to mis-selling in accordance with current standards and regulations.		1 per month		• Applicants may require a forecast due to pension mis-selling. The forecast of AFPS benefits would be as if they had never transferred their pension.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.45 Transfer Mis-Selling Requests [D44]
D45	Pensions	45.1 Provide accurate pension forecasts (including Resettlement Commutation) within the following timescales: (a) for all Pension Awards (except for pension forecasts related to ill health on AFPS 05, RFPS 05 and AFPS 15 Pension Schemes), dispatch the pension forecast in response to requests from entitled individuals or other entitled bodies (e.g. legal representatives, Service Complaint Appeal Boards, VWS and Senior Military Officers Personal Assistants where applicable) within 15 Working Days of receipt of the request from the individual; (b) for AFPS05, RFPS 05 and AFPS15 Awards for ill health, always dispatch an ill health pension forecast within 5 Working Days of receipt of the Tier Award notification; and (c) for AFPS75 Awards for ill health, always dispatch an ill health pension forecast within 5 Working Days of receipt of a 'Medical Discharge Notification'.	45.1 Accurate pension forecasts provided to the correct individual: (d) within the specified timescales at least 99.9% of the time; and (e) where pension forecast is not provided within the specified timescales, within a further 5 Working Days of the specified timescales 100% of the time, measured monthly and calculated as "(number of accurate pension forecasts provided to the correct individual within the specified timescales / total number of pension forecasts to be provided) * 100".	2448 per month	KPI	• Individuals limited to one free-of-charge request per annum. • Includes (but not limited to) forecasts for uplift at age 55 (AFPS 75) or 65 or SPASPA for AFPS 2015, for those already in receipt of a pension, Early Departure Payments (EDP), Dependants or those eligible for a Preserved Pension. • Volumetric is based on an average April 17 to March 18 (12 months).	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.46 Pension Forecasts [D45]
D46	Pensions	46.1 Maintain the online web based calculator which allows AFPS and RFPS members to accurately forecast their pension. 46.2 The calculator is to be available 365 days a year unless downtime is agreed with the Authority (AH AFPS Pensions). Approval for the calculator to be taken off-line is to be	46.6 Pension forecasts for all schemes to be at least 98% accurate.			• The current web-based calculator is provided by a third party Contractor - Thomson's.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.47 Online Calculator [D46]

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		requested from the Authority (AH AFPS Pensions) 7 days in advance. 46.3 Ensure that their calculator is kept up to date with the Primary Pension sources JPA and CAPS and ensuring amendments are undertaken in a timely fashion. Any legislative and scheme related changes will be incorporated within legislative due date or within 2 months of retrospective notification. 46.4 Annual Pension Increase (PI) uplifts, Pension Rates and revised salary as a result of the AFPRB to be implemented before 1st April each year. 46.5 Pension policy change/introductions, are to be updated to the online calculator within 1 month of publication.					
D47	Pensions	47.1 Provide and enhance the online web based calculator to include all members of the AFPS and RFPS (see additional information). The calculator is to provide as a minimum the current standard of functionality from the Operational Service Commencement Date. The enhancements will include the ability to: (a) calculate Preserved pension values at the current date; (b) calculate Lifetime Allowance; (c) calculate Armed Forces Pension entitlements; (d) calculate Reservists' abatement for ex-members of the AFPS and RFPS who are re-employed; (e) calculate Accrued Rights under AFPS 75 and 05 for members transferred to AFPS 15; (f) calculate pensions for AFPS 75 for Medical and Dental Officers and Aircrew; and (g) calculate pensions for Ghurkhas who have transferred to AFPS 75 from the Ghurkhas pension scheme. 47.2 The enhancements are to be available on line from November 2020.	47.1 Pension Calculator forecasts for all schemes should be at least 98% accurate.	30,000 forecasts per month		• The list of calculations to be undertaken is not exhaustive; however it covers the majority of pensions cohorts. • The current calculator covers the following Schemes: ○ AFPS 75 ○ AFPS 05 ○ RFPS 05 ○ AFPS 15 • The current calculator does not currently cover the following: ○ RFPS Medical & Dental Officer Members ○ RFPS Professional Aviator Members ○ RFPS OCFR ○ FTRS 97 Members ○ Non regular permanent staff members ○ Members with legacy AVCs	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.48 Enhancements to Online Calculator [D47] and Annual Benefit Information Statement [D48] Paragraph: 3.48.1 - 3.48.2

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						○ Members with Transfers In ○ Divorced Members with Pension Sharing Orders ○ AFPS 05 Members who opt for Inverse Commutation ○ AFPS 75 Senior Officers 3* and above ○ AFPS 05 MODOs ○ AFPS 74 MODOs with Cadetship ○ Members with a Deferred Pension re-joining AFPS15 where total combined service reaches the immediate pension point ○ RGR PS including those transitioning to AFPS15 ○ AFPS05/MPGS with Prior Service in APFS05 and in receipt of an EDP ○ Members discharging with Ill Health ○ RFPS with accrued rights, a further period of service in AFPS15 and multiple periods with past legacy	

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						periods of service ○ Gurkha who took GOTT to either AFPS75 or 05- Officers with service prior to 1997; Soldiers with service prior to 1993 ○ AFPS 75 Class 1 Chaplains ○ AFPS 15 members with added pension • Special forces commissioned from the ranks with 5 or more years who leave at the end of their engagement	
D48	Pensions	48.1 Produce and communicate an annual Benefit Information Statement (BIS) to all Active AFPS members on or up to 10 Working Days after their birthday date. The BIS is to include routine pension information, new, updates and routine reminders, including annual reminders on AFPS Pension Nomination Forms. The BIS content/structure is to accurately reflect pension entitlement. 48.2 Provide quarterly digests to Active and Pension Members (content to be agreed by the Authority (AH Pensions). 48.3 Annually review BIS with the Authority (AH AFPS), implementing agreed change within 20 Working Days of Pension Authority agreement.	48.1 Annual Pension Forecast is to be at least 99% accurate for all entitled individuals.	BIS 176,438 WEF FY 18/19 Number of Active Members 176,438 Number of Pension Members Expected profile 2019/20 442068 2020/21 449173 2021/22 456758 2022/23 464508 2023/24 471598 2024/25 478830			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.48 Enhancements to Online Calculator [D47] and Annual Benefit Information Statement [D48] Paragraph: 3.48.3 - 3.48.7

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D48a	Pensions	48a.1 Review and update systems and data held on receipt of Death Nomination changes and in any format within 10 Working Days of receipt of the Death Nomination form from the AFPS member.		100 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.49 Death Benefit Nominations [D48a]
D49	Pensions	49.1 Correctly administer the Annual Allowance Regulations. 49.2 The Contractor will provide an "at risk" list of individuals who may breach the Annual Allowance limit to be passed to the Authority by 20 April each year. 49.3 The Contractor is to undertake calculations to confirm which members have exceeded the Annual Allowance limit and provide the Authority (AH AFPS Pensions) with an interim "breach list" of all those members by 7 September following the end of each Financial Year. 49.4 By 30 September following the end of the tax year: (a) provide the Authority (AH AFPS Pensions) with the final "breach list" all those members; and (b) issue letters to all those members who have exceeded the Annual Allowance. 49.5 Within 10 Working Days of receipt of all relevant documentation and where appropriate, offer the relevant member the option of using the mechanism of Scheme Pays to meet the tax charge arising in return for an actuarially reduced pension and / or lump sum. 49.6 Administer this process in full, including dealing with any subsequent issues and/or enquiries within 10 Working Days of receipt. 49.7 Process any application for Scheme Pays from eligible members within 10 Working Days of receipt all relevant information. 49.8 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		Up to 10,000 per year		• The Annual Allowance process is to be fully automated by 2020. • Scheme of Pays are where the Active Member has incurred an Annual Allowance tax charge, which is paid for by the Armed Forces pension Scheme, which is offset by a reduction in pension	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.50 Annual Allowance [D49]
D49a	Pensions	D49a.1 All manual processes for the Annual Allowance are to be fully automated once all data has been migrated to the Primary System by 31 December 2022. D49a.2 All processes out with system calculations to be fully automated by 6 months after the Operational Service Commencement Date.					Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.51 Pensions Saving Statement [D49a]
D50	Pensions	50.1 Identify individuals for whom a BCE has occurred, within 5 working days of the occurrence. 50.2 Within 10 Working Days of a 'Benefit Crystallisation Event' (BCE), accurately reassess the Life Time Allowance (LTA) for the relevant individual (the pension tax applied by HMRC when the pension becomes due) including the pension and lump sum).	50.1 100% accuracy, 100% timeliness. 50.2 Accurate reassessment of the LTA made within 10 Working Days of a BCE with 100% timeliness and 100% accuracy, measured monthly.	187 per month	KPI	• When an individual leaves the Service they will receive a pension from one of the schemes. Benefit Crystallisation Event means that the pensions team have to recalculate	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.52 Calculate and Issue LTA Cert following Benefit Crystallisation [D50]

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		50.3 Any inaccuracy in the reassessment to be rectified within 5 Working Days of discovery.	50.3 Any inaccuracy is to be rectified within 5 Working Days of discovery 100% of the time.			the lifetime allowance, so it is reassessed because something else has happened i.e. identify the individuals once the pension benefit has been paid.	
D51	Pensions	51.1 Administer and accurately pay the tax charges under the Scheme Pays mechanism including any issues or enquiries for members who exceed the Annual Allowance limit, where the member exercises this option. This may include HMRC's late payment penalties and interest payments. 51.2 The tax charge is to be paid directly to the HMRC and the members' pension and/or lump sum is to be actuarially reduced. Actuarial reductions to be calculated accurately and applied to the pension within 5 Working Days of calculation. 51.3 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority.		Up to 500 per year.			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.53 Tax Charges on AFT Return [D51]
D52	Pensions	52.1 Create, host and maintain a record containing details of all pension information regarding the AFPS/RFPS which has been provided to Active Members, 'Deferred' members and pensioners following an ad-hoc request from the scheme member. Information may include, but is not limited to: (a) Annual Allowance history; (b) Lifetime Allowance (LTA) history; (c) Pension Scheme Booklets; (d) Lifetime Commutation values; (e) Scheme Membership; and (f) Newsletters. 52.2 Information supplied to Active Members is to be accurate and in accordance with current rules/regulations at the time of distribution. 52.3 Prepare and distribute information to Active Members, deferred and pensioners, welfare organisations, legal and financial advisors and pension Contractors within 10 Working Days of receipt of the request.				• The Contractor will receive requests for information concerning various areas of the pensions schemes from numerous sources, which could include the pensioners, a Financial Advisor or a charity. Information can be provided to external agencies and scheme members in accordance with MAI 15 managing requests for Personnel Information. • Pension Scheme Booklets are also to be provided when requested.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.54 Ad Hoc Member Request Record Keeping [D52]
D53	Pensions	53.1 Within the first payment following change. issue advice of payment & P60 annually to pensioners whose Retired Pay/pensions are paid to bank/ building society accounts or by payable order or where there are changes in the annual rates of Retired Pay/ pensions, tax codes or voluntary deductions. 53.2 Issue pension notifications annually even when no Pension Increases are applicable and inform the Pensioner of any		Annually		• To include LTA % on P60.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.55 Payslips & P60's [D53]

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		other changes to their pension within 10 Working Days of implementing the change. 53.3 Issue a duplicate or replacement P60 within 10 Working Days of receipt of the request.					
D54	Pensions	54.1 Conduct an annual review of all documents (including but not limited to letters, pension forms, emails & faxes) and amend as necessary to ensure they all conform to JSP 101 and the Authority Customer Correspondence Review Standards. The date of review is to be agreed with the Authority. 54.2 Amendments or changes to existing documents or new documents to be implemented within 1 month of confirmation by the Authority (AH AFPS Pension).		Annually		• Ill pension templates and their content produced, by the Contractor or their third party agent, for bespoke pension output will become the Intellectual Property Rights (IPR) of DBS. All templates will be held, for reference by the Authority (AH AFPS Pensions) and the Contractor, in the Authority Document Library. • The AFPS schemes also apply the principles of the Customer Correspondence Review Standard, which supports improving customer correspondence and how these principles cab be applied to AFPS scheme letters. • There are qualitative measures of performance contained within the Relationship Management Plan (Cultural Alignment) regarding customer relations which describes how customers should be communicated with.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.56 Maintain document Templates [D54]
D55	Pensions	55.1 Create, produce and issue an AFPS Newsletter to every Pensioner reminding them of the conditions of their entitlement to continuing payment of benefits whilst providing general pension administration information. 55.2 The newsletter is to be updated by 1 April annually or within 20 Working Days of agreement between the Contractor and the Authority (AH AFPS) of the revised information, whichever is the later.		Annually		• Newsletter owned by the Authority.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.57 Annual Newsletter / Communications [D55]

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		55.3 The newsletter is to be with every member of each of the Schemes by no later than 30th May each year.					
D56	Pensions	56.1 Respond with appropriate, correct and timely advice to all enquiries (including calculations and ad hoc system reports) and requests for attendance at meetings within 5 Working Days of receipt of the request. 56.2 Attendance at meetings may be called at short notice and will require attendance by the relevant employee of the Contractor.					Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.58 Enquiries from Authority / Meeting Requests [D56]
D57	Pensions	57.1 Hold and maintain pension administration accreditation throughout the life of the contract.	57.1 The Contractor has 30% of its key Pension staff, accredited to a recognised Government Pension Administration standard within 12 months of the Service Commencement Date.	30% of key pension staff		• A number of pension administrator Accreditations are available including Certificates in pension administration. • Key staff is defined as middle and junior management level.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.59 Maintain Accreditation [D57]
D58	Pensions	58.1 Correct and update all relevant systems and/or files found to have incorrect data and/or information during reviews, calculation, or recalculation of awards and/or forecasts. 58.2 Rectify any inaccuracies or discrepancies within 10 Working Days of discovery or notification from the Authority.				• The Pension Regulator's (TPR) guidance on Data cleansing is to include: • 100% accuracy for new data; • 95% accuracy for data pre 2010. Data includes; • National Insurance Numbers; • Surname; • Forenames or initials; • Date of Birth (DOB); • Pensionable service dates; • Status (membership); • Address.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.60 Accurate Record Keeping [D58]
D59	Pensions	59.1 Provide an annual programme for data cleansing which is to include investigation and correction of data which will ensure the data held is accurate and consistent with other data sources. 59.2 Investigation and correction of any data discrepancies identified by the Authority on review of the annual				• Data sources are as follows: • JPA for AFPS and AFCS;	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.61 Annual Data Cleanse [D59]

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		Government Actuary Department's data lists. These discrepancies will be passed over to the Contractor for investigation and correction of data where required. 59.3 Where incorrect data is found during the data cleansing review a report is to be provided to the Authority (AH AFPS Pensions) within 10 Working Days of completion of the review. 59.4 Rectify any inaccuracies or discrepancies within 3 months of discovery or notification from the Authority.				• CAPS for AFPS and AFCS; • The GMP database. • The Pension Regulator's (TPR) guidance on DATA cleansing is to include: • 100% accuracy for new data; • 95% accuracy for data pre 2010. Data includes; • National Insurance Numbers; • Surname; • Forenames or initials; • DOB; • Pensionable service dates; • Status (membership); • Address. • All other Member data held over and above The Pension Regulators guidance is to be considered for data cleansing. • The Pension Regulator will notify the MOD Pensions Authority when they require their Template / Scheme Return to be provided. At this point in time it is understood that this is not a specific date each year and the date of the request will vary year to year. • A sample copy of the template can be	

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						found in the Data Room along with a FAQ document. •	
D60	Pensions	60.1 Provide data reports to the Office for National Statistics (ONS) Occupational Pension Schemes Survey. Survey returns are required by the MOD Authority Pensions by 31 August each year. 60.2 Provide data reports and complete the required Template / Scheme Return to inform The Pensions Regulator's annual reporting requirement in relation to Common Data for all AFP Schemes. 60.3 Completed Template / Scheme Return to be delivered to AH Pensions within 4 weeks of notification from the MOD Pensions Authority 100% of the time.	60.1 Survey to be completed by the due date 100% of the time.	Annually		• The Office for National Statistics Occupational Pension Schemes Survey is a compulsory requirement for Public Sector Pensions Schemes and we are required to provide information from all Armed Forces Pension Schemes. The surveys require information of our schemes as at 1 April each year. The current completion dates for return are 30 September. • A copy of the ONS Occupational Pension Schemes Survey and data extracts are available in the Data Room ▪ The following links will take you to The Pension Regulator's website where further information and the Template / Scheme Return can be found: ▪ https://www.thepensionsregulator.gov.uk/en/public-service-pension-schemes/scheme-management/scheme-return-for-public-service-pension-schemes ▪ https://www.thepensionsregulator.gov.uk/-/media/thepensionsregulator/files/import/pdf/ps-scheme-return-example-form-2018.ashx	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.62 ONS Survey [D60]

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D61	Pensions	61.1 Host, maintain and implement a programme of internal assurance reviews of pensions processes, awards and calculations. Produce an annual plan by 1 April each year of the contract for agreement with the Authority (AH AFPS Pensions). 61.2 To produce the results of internal assurance reviews to the Authority (AH AFPS Pensions) in the form of quarterly written reports of assurance checks undertaken, findings and correction action taken. Reports are to be produced by Q1 10 July, Q2 10 October, Q3 10 January and Q4 10 April. 61.3 All pension processes are to be subject to a 'walk through' review at least annually with more detailed review at least once every 3 years.					Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.63 Internal Audit of Pension Processes (Results Sent to Authority) [D61]
D62	Pensions	62.1 Within 30 Working Days of the effective date of any Preserved Pension that has not been claimed: (a) conduct financial tracing to identify the address of the AFPS pensioner that has not claimed the Preserved Pension; (b) validate that such AFPS pensioner is eligible for the Preserved Pension (by confirming that the pension is not in payment, that the Preserved Pension has not been Transferred Out, and that there is an AFPS Preserved Pension liability); and (c) send a letter (including an application form) to the relevant AFPS pensioner notifying them of such unclaimed Preserved Pension. 62.2 Within 20 Working Days of receipt of a valid application form, put the Preserved Pension into payment to the eligible AFPS pensioner. 62.3 Provide a monthly, quarterly, and annual report to the Authority (AH AFPS) detailing: (a) the number of successful traces and unsuccessful traces; (b) the number and value of unclaimed Preserved Pensions put into payment because of tracing; and (c) the number of unclaimed Preserved Pensions which validation shows to have a pension in payment, been Transferred Out and/or there is no pension liability.		500 per annum.		• Pension Award data is currently provided through existing systems (JPA and CAPs) these have primacy.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.64 Tracing for Preserved Members [D62]
D63	Pensions	63.1 Conduct financial tracing action for AFPS pensioners who have a pension in payment where correspondence has been returned (e.g. P60's, Newsletters, Life Certificates etc.) and they are defined as 'Gone Away'. Gone Away can also apply where a payment has lapsed (i.e. cheques remain uncashed or have been returned) action to be undertaken within 20 Working Days of the correspondence	63.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.	1000 per annum	RSPI	• Pension Award data is currently provided through existing systems (JPA and CAPs) these have primacy.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.65 Tracing for Pensioners [D63]

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		being returned or the most recent cheque remaining uncashed. 63.2 Once tracing action has been completed and a new address identified for the 'Gone Away Pensioner', the Contractor is to write to the Pensioner once requesting they confirm their new address. This is to be actioned within 10 Working Days of the new address being identified. 63.3 Upon receipt of confirmation of the new address from the pensioner, the Contractor is to update all the source data within 10 Working Days. 63.4 Where no new address confirmation is received within 20 Working Days, the Contractor is to hold the money in trust and inform the Authority (AH AFPS Pensions). 63.5 Provide a monthly, quarterly and annual report to AH AFPS on the number of cases where address has been confirmed, plus the number and value of pensions held in trust					
D64	Pensions	64.1 Provide draft responses to the Authority (Customer Service Team (CST)) for the preparation of responses to complaints and correspondence within 5 Working Days. 64.2 When required, provide CST with accurate background and timeline of action taken on a claim, review, reconsideration or appeal within specified time frame as instructed on individual cases by CST. 64.3 Provide a monthly, quarterly and annual report to AH AFPS on the number of complaints received including but not limited to complaint type; scheme; action taken and trend analysis.		30 per month for AFCS/WPS 3 per month for AFPS (DXC)		• CST request the required information from the relevant areas to enable them to appropriately respond to the complaint. This could be the Operational Teams, Policy of Medical Services • Input may be required from the Contractor and / or the Authority (AH AFPS Pension). Both may need to liaise to ensure accurate and coherent information is provided.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.66 Complaint Responses [D64]
D65	Pensions	65.1 Carry out the National Fraud Initiative (NFI) process a minimum of twice yearly for all AFCS cases in payment and all AFPS cases in payment. Further, all Deferred AFPS cases are to be included twice yearly. This is to be undertaken in compliance with NFI and Audit Commission Guidelines. 65.2 NFI processing is to include (but not be limited to) the following areas: Data preparation, provision of Pensioner details by secure method as per Audit Commission guidelines for data matching; Obtaining death certificates; issue of declaration of entitlement for less definite match. Issue of application form to dependents subsequent action including preparation of fraud statements, tax adjustments, police liaison, bank liaison, negotiation with				• Audit commission guidelines are at www.audit-commission.gov.uk/nfi/.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.67 Supporting National Fraud Initiative (NFI) & Audit Commission [D65]

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		solicitors/relatives/Dependants/Third Parties etc. and recovery of overpayments. 65.3 Provision of data on secure website to Audit Commission in accordance with Audit Commission guidelines.					
D66	Pensions	66.1 Within 1 Working Day of receipt of any notification of suspected or actual fraud inform the Authority (AH AFPS Pension) before any further action is taken. 66.2 All cases to be referred to the Authority (DBS MilPers MilOps RWO) immediately for action or advice within 1 Working Day.				• Managing Public Money	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.68 Apply Corrective Action Following NFI/Audit Commission Findings [D66]
D67	Pensions	67.1 Raise and document any risks or issues to the administration of AFPS & AFCS pensioners at monthly Pensions Regularisation Board or as otherwise agreed with the Authority (AH AFPS), escalating to Veterans Services and/or DBS Operations Board.		Monthly			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.69 Risk Register [D67]
D68	Pensions	68.1 Within 15 Working Days of the request from the Authority (AH AFPS Pension) provide pension and salary information for each military board member of MOD Agencies by email or in an e-format agreed by the Authority e.g. Microsoft Excel and are 100% accurate from the data held.		Annually		• DBS are provided with all the relevant information directly from the MOD Agencies themselves, through Hd Pens Accounting	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.70 Ad-hoc Reports [D68]
D69	Pensions	69.1 Update all relevant IT systems & tools within 20 Working Days of receipt of new or revised Factor Tables (including changes to Factor Values and or changes to Factor Table Formats).	69.1 All relevant IT systems & tools updated following receipt of new or revised Factor Tables with 100% timeliness, measured monthly and calculated as "(number of relevant IT systems and tools updated within 20 Working Days of receipts of new or revised Factor Tables / total number of new or revised Factor Tables received) * 100".	3 Change Requests per year (see additional information).	KPI	• From 2015 to 2019 12 Change Requests were raised. All 12 Change Requests required Value changes, 3 required Structure changes. • Between 2015 and 2019 a total of 190 Factor tables were updated. 31 tables required a Format change with 159 requiring a Value change.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 3.71 Update Table factors [D69]
D70	Compensation Payment	70.1 Pay lump sum compensation awards (the correct amount, to the correct payee, at the correct destination) within 5 working days of receipt of all necessary documentation.	70.1 Compensation awards to be paid within 5 working days of receipt of all necessary documentation 99% of the time and any compensation awards not paid within 5 working days to be paid within 10 working days pf receipt of all necessary documentation 100% of the time			• Lump sum payments for in-service SPs currently paid via JPA. Out of service paid by Paymaster. • Actual Volume 1/3/17 - 28/2/18 6219	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.1 Pay Lump Sum Compensation Awards [D70]
D71	Compensation Payment	71.1 Correctly pay regular compensation awards (e.g. Guaranteed Income Payment (GIP) or Survivors Guaranteed Income Payment (SGIP)) within 5 Working Days of authorisation of payment instructions.	71.1 Regular compensation awards correctly paid: (a) within 5 Working Days of authorisation 99% of the time;		KPI	• A GIP / SGIP is a tax-free, index linked, income stream which is payable after service ends to ex Service	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.2 Paying Regular

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
		71.2 GIP and SGIP awards being subject to an annual index-linked increase in payments (to take effect from a specified date each April and notified to the entitled individual in accordance with payment frequency spanning uprated date).	(b) for any payments not made within 5 Working Days, within 10 Working Days of authorisation 100% of the time, measured monthly and calculated as "(number of regular compensation awards to correctly paid within the required timescale / total number of regular compensation awards authorised) * 100". 71.2 Subjecting GIP and SGIP awards to an annual index-linked increase in payments (taking effect from a specified date each April and notified to the entitled individual in accordance with payment frequency spanning uprated date) 100% of the time.			Personnel who are awarded a compensation tariff of 1-11. • The amount payable is determined by a number of factors including age, salary and the seriousness of the illness or injury for which compensation has been paid. Only one GIP / SGIP is paid regardless of the number of injuries sustained. • A GIP / SGIP may be adjusted to take account of payments received under AFPS. • A GIP / SGIP is paid monthly into a designated bank account and currently paid by Paymaster. • Actual Volume 1/3/17 - 28/2/18 6219.	Compensation Awards e.g. GIP or SGIP [D71]
D72	Compensation Payment	72.1 Issue and check periodic declarations of entitlement (life certificates) for all customers where GIP / SGIP is in-payment. 72.2 Initiate financial tracing action for any returned correspondence (Newsletters and Life Certificates) within 10 Working Days of returned correspondence. 72.3 Where an address is identified, the Contractor is to write to the customer once. 72.4 Where no different address is identified through financial tracing, payment is to be ceased and held in trust 30 Working Days after despatch of correspondence when no response is made pending contact. 72.5 Initiate financial tracing action for those who reside overseas every 2 years. 72.6 On confirmation of entitlement, payment is to be restored within 10 Working Days of receipt of confirmation.					Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.3 Life Certification for GIP/SGIP Recipients [D72]
D73	Compensation Payment	73.1 When required, recall all AFCS payments within 2 Working Days of notification by the Authority (AFCS Ops Team) for payments that have not reached the recipient's bank account.				• An AFCS payment will be recalled when an error in entitlement or calculation is discovered or a payment has been	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.4 Recall AFCS Payments [D73]

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
						sent to the wrong bank account. • Less than 1% of payments notified	
D74	Compensation Payment	74.1 Create and maintain accurate, auditable, requisite, and retrievable records of all payments. Records to be retained for at least 6 years.				• Records to be identical in every particular to what was originally held or stored.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.5 Record Maintenance [D74]
D75	Compensation Payment	75.1 Cease payment of all GIP / SGIP within 5 Working Days of receipt of all relevant documentation from the Authority (AFCS Ops Team).		Less than 1 per month			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.6 Cease Payment of GIP/SGIP [D75]
D76	Compensation Payment	76.1 Produce and issue an AFCS newsletter to every customer in receipt of GIP / SGIP reminding them of the conditions of their entitlement to continuing payment of benefits whilst providing general administration information. 76.2 Newsletter to be updated by 1 April annually or within 20 Working Days of receipt of revised information from the Authority, whichever is the later, Newsletter to be despatched to every member of the Schemes within 20 Working Days of the agreed release date,		All individuals in receipt of a regular GIP / SGIP award		• Authority (AH AFPS Pension) approval is required before issue.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 4.7 Produce & Issue AFCS Newsletter [D76]
D77	Pension Finance	77.1 Provide a series of financial reports monthly 7 Working Days of the month end by email in an agreed computer-readable format from data held to enable the Authority (Pensions Finance Team) to produce monthly financial accounts. The financial reports to be provided are as follows: (a) pension caseload and cumulative annual cost of all pensions in payment at end of each month split by Pension Scheme, Service and Award type e.g. Army Officers, Army other ranks, Army survivors etc., cases brought forward from previous month (no. and total annual rates), new cases (no. and total annual rates), cessations (no. and total annual rates) and cases carried forward (no. and total annual rates); (b) details of new Pension Awards for the period 6 weeks prior to the month end, where a complete month payment to Pensioner has not been made by month end. To include; Service, Rank, Service no, commencement date of award, annual rate of award, date of initial payment and amount of interim payment; (c) details of suspended cases at the month end. To include; date of suspension, Contractor reference, Service number, Service, Rank, annual rate, payment date, and reason for suspension. (d) details of all overpayment balances, by individual, outstanding at the month end. To include; name,		Monthly			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.1 Pension Finance [D77]

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
		Service no, date of debt, new overpayments, amounts recovered, amounts written off, amounts referred to DBS for further investigation, Pension Scheme and award type e.g. Army Officer, RAF survivor, RN child; (e) details on the Third Party debtors (overpayments/debts) deducted from pension but relate to debts in other MOD departments e.g. DHE, FMSSC (formally Defence Bills Agency).To include; name, Service, Service No., amount of debt, recovery start date, amount recovered and balance outstanding; (f) details of resettlement grants & Short Service Commission gratuities paid during the month charged to Pension Codes through JPA. To include name, Service no., amount paid, award type, Resource Account Code payment charged to; (g) details of all Armed Forces Compensation Scheme (AFCS) payments. To include number of payments and amounts, Service, payment category e.g. Officers, other ranks, Officer survivors, other Rank child. payment type e.g. GIP, post Service lump sum, in Service lump sum, bereavement grant. All by tariff level; (h) details of AFCS rejected claims. To include no. of claims fully rejected within the period, member surname, member number, member service number, date of incident, date of decision, claim type; (i) details of outstanding for pensions payments for all Locally Employed Personnel at the month end. To include; Country, no. of pensioners, no. of months of arrears, value of last bill paid, exchange rate, period of last bill paid, total amount outstanding; (j) summary of AFPS Active and Deferred membership data. To include each Pension Scheme, brought forward balances, a breakdown of the movements in month (e.g. new members, ceased members and movements between Active / Deferred / Pension status), carried forward balances. Summary details of all Deferred Members reaching pension age over the next five years, split by Scheme, Service and Rank. In addition to this monthly requirement this information is also required on an annual basis twice a year to cover the period of 01 April to 28/29 February, and then 01 April to 31 March. This information is currently provided by the CAPS102 and JPA102 reports; and (k) summary information on new Pension Awards, Early Departure Payments, terminal grants, Commutations, Transfers Out, broken down by Service, Rank and Pension Scheme and to include dependant awards.					

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
		Information currently provided by the CAPS101 and JPA101 reports.					
D78	Pension Finance	78.1 Provision of information for the HM Treasury Country & Regional Analysis for Public Sector Pension Schemes. Annually, by 7 Working Days following 31 July each year by email in an agreed e-format e.g. Microsoft Excel. Details to include, AFPS total pension population (number of pensioners) and annual rate as at 31 December each year split into the following regions: (a) Scotland; (b) Wales; (c) Northern Ireland; (d) England - North East; (e) England - North West; (f) England – Yorkshire & Humberside; (g) England - East Midlands; (h) England - West Midlands; (i) England - Eastern; (j) England - London; (k) England - South East; (l) London - South West; (m) Outside UK; and (n) Not Known.		Annually			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.2 HM Treasury Reports [D78]
D79	Pension Finance	79.1 Provide a daily payment schedule of the total value of all pension payments made on each day of the month. 79.2 Within 7 Working Days following the end of the month, provide a summary of the daily payment schedules provided during the preceding month. 79.3 Information must include total payments by day by payment method e.g. BACS, CHAPS, Payable Order split by Lump sum and ongoing pension payments, total amount required for all pension payments due that day including tax pay over, Third Party pay over figures, debtor balances, control account balances and amounts drawn down from MOD bank account. agreed e-format (e.g. Microsoft Excel).		Daily			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.3 BACS Pay Over File [D79]
D80	Pension Finance	80.1 By the end of April for each Financial Year, provide an annual report of the number of NRPS pensions and Minor Schemes pensions in payment for the preceding Financial Year (as at 31 March). Such report to be in an agreed e-format (e.g. Microsoft Excel).		Annually			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.4 Non-Regular Permanent Staff (NRPS) & Minor Schemes [D80]

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
D81	Pension Finance	81.1 Within 2 Working Days following the month end, provide (via email in an agreed e-format (e.g. Microsoft Excel)) a monthly AFPS, AFCS & Malta Pension trial balances. Information must include monthly pension and lump sum expenditure broken down by scheme, service, rank and Dependants. To include opening balance, movement and closing balance for each expenditure category as well as monthly funding, overpayment account balances and movement, tax payments and balances, with supporting bank reconciliations.		Monthly			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.5 AFPS, AFCS & Malta Pension Trial Balances [D81]
D82	Pension Finance	82.1 Process all payments in accordance with Government Banking Services (GBS) Regulations.		Daily			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.6 Government Banking Services (GBS) Regulations [D82]
D83	Pension Finance	83.1 Provide annual AFPS detailed membership data extracts and reports for the Government Actuary's Department actuarial valuation of the scheme. Annually as at 31 March each Financial Year, delivered by 30 September of the following Financial Year by email in an agreed e-format (e.g. Microsoft Excel).		Annually		• Detailed membership extract requirements are produced by the Government Actuary's Department. • The Public Service Pensions Act 2013: http://www.legislation.gov.uk/ukpga/2013/25/contents/enacted. • The Public Service Pensions (Valuations and Employer Cost Cap) Directions 2014: https://www.gov.uk/government/publications/public-service-pensions-actuarial-valuations-and-the-employer-cost-cap-mechanism. • The data extract lists must include detailed member line entries for all current Active, Deferred, and Pension Members as at 31 March covering all pension schemes within the AFPS. Extracts must also include a list of those who have become pensioners between 1 April and 31 March, a list of deaths of Active,	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 5.7 Government Actuary's Departments (GAD) [D83]

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
						Deferred and Pension Members between 1 April and 31 March, a list of all members who left service early with no entitlement to any immediate benefits between 1 April and 31 March, a list of those individuals who left service on Ill Health grounds of Tier 1 Ill Health from AF05 and AF15 between 1 April and 31 March, a list of Deferred Members that a more than 7 years older than their deferred pension entitlement age. The data extract reports must include a report containing a summary breakdown of the Active Membership population by year of birth, a report containing a summary breakdown of the Active Membership population by length of service and a report containing a summary breakdown of the Pension Member population by year of birth.	
D84	Cross Scheme Data Sharing	84.1 Within 5 Working Days of the authorisation of all awards across AFPS, AFCS and WPS, share all relevant information of any new awards, revised awards, and any relevant payment data with the Authority (AFPS, AFCS, and WPS). This also applies to where there are abatement requirements in order to prevent overpayment to the customer. 84.2 Within 12 months of the Effective Date, agree with the Authority an improvement to the process of sharing data across AFPS, AFCS and WPS to automate the process.				• The award of AFPS ill-health pension can result in the abatement of AFCS and WPS awards. The Contractor will be required to ensure that where any such awards are made that the information is shared to ensure no overpayment of awards is made.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 6.1 Cross Scheme Data Sharing [D84]
D85	Cross Scheme	85.1 Manage AFCS/AFPS overpayment process and inform the Authority (AH AFCS and AH AFPS) 5 Working Days prior to		5 per month			Schedule 4.1 Core Services - Pensions and Compensation Services

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
	Data Sharing	any monies being released ensuring AFCS adjustments can be successfully made.					Section: 6.2 Overpayments [D85]
D86	Pensions and Veterans Compensation Transformation	86.1 Provide a single view and enquiry resolution facility (with no degradation in performance during use by all authorised users from time to time) based on an individual's historic service for Authority Staff in respect AFPS, AFCS, WPS, FENAS and Veterans Welfare service records by 18 months following the Operational Service Commencement Date. 86.2 The information system must be available to all appropriate Authority users requiring access by 18 months following the Operational Service Commencement Date in line with the 'Government Digital Standards'. 86.3 Customer information/membership data must be available for viewing in real time from the source systems. As a minimum data sets to be: (a) personal details of the Customer /SP; (b) details of War Pensions, Compensation and Forces; Pension events (claims, reviews, appeals, history, etc.); (c) details of War Pensions, Compensation, and Forces Pension Payments and Payment history; (d) Veterans Welfare service records, Welfare visits and outcomes; and (e) historical data for the schemes, to be used to resolve enquiries. 86.4 The information system is to be implemented (incrementally) in full by 31 December 2022 in line with the end of CAPS support and in line with the Government Digital Standards. The required incremental implementation dates are as follows: (a) All AFPS Schemes (including minor Schemes inclusive of FENAS) by 12 months after the Operational Service Commencement Date (June 2021). (b) AFCS by 16 months after the Operational Service Commencement Date (October 2021). (c) WPS and VWCS by 30 months after the Operational Service Commencement Date (December 2022).		Approximate number of current records & users for each system: AFPS Pension Records: 453,000 AFCS Claim Records: 105,000 WPCS Claim Records: 296,000 AFPS users: 190 AFCS users: 160 WPCS users: 270		• Vets systems are not compliant with Government Digital Standards. If the systems are not transformed CAPS will be out of support for AFCS and AFPS (75 & 05) by November 2021 and at high risk of failure. There are as yet unquantifiable savings to be made through the transformation of the Veterans UK services. The information system must be intuitive for the user, noting typical life events of the Customer/SP. • The Contractor's obligation include: • The procurement; design, development, testing (save for UAT), configuration, integration and implementation of the information system. • JPA has data primacy for AFPS and AFCS. • DWP CIS has data primacy for WPCS. The number of concurrent users may vary dependant on the solution.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.1 Single View [D86]
D87	Pensions and Veterans Compensation Transformation	87.1 Provide access to all Management Information and data (to be no more than 24 hours out of date and provided in a format to be agreed between the Parties). Such information and data to include: payment and accounting information, for AFPS, AFCS and WPS such that the data can be interrogated/manipulated and corrected in any format and		Approximate number of current records & users for each system:		• Authority access to this service will be restricted to specified users.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.2 Operational Reporting [D87]

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
		combination by the Authority (AH AFPS and AH AFCS) as required.		AFPS Pension Records: 453,000 AFCS Claim Records: 105,000 WPCS Claim Records: 296,000 AFPS users: 190 AFCS users: 160 WPCS users: 270			
D88	Pensions and Veterans Compensation Transformation	88.1 Provide training and knowledge transfer for extraction, manipulation and use of the functionality for the new system(s) that deliver the function(s) in serials D85, D86 and D87 with the following timescales: (a) at least 15 Working Days prior to any go-live of such new system(s) (or such timescales agreed with the Authority), provide training/knowledge transfer and an associated 'System Reference Guide'; and (b) at least 15 Working Days prior to any system functionality changes for such system(s) (or such timescales agreed with the Authority), provide additional training/knowledge transfer and an updated 'System Reference Guide',		Training courses to be run as a minimum quarterly, depending on changes to the system.		• Prior to the system implementation, the Authority users are to be provided with training on the use of the system which is to include data extraction and manipulation of the data once extracted.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.3 Training & TEC [D88]
D89	Pensions and Veterans Compensation Transformation	89.1 Provide a system to enable self-service WPS, AFCS and AFPS customers the ability to securely complete digital claims and/or forms, reviews and/or appeals with the following capabilities: (a) ability to view a summary of account information (such summary including as a minimum the claim and/or forms received, evidence gathering, decision made, payment sent to bank); (b) ability to view any ongoing action and ability to upload and download documents in relation to their claims and/or forms, reviews or appeals using MOD and non-MOD managed devices, including access via the internet. (c) ability for customers to securely update primary personal data that impacts their pension/compensation entitlement using either MOD or non-MOD managed		Annual forecast of number of claims for AFCS Claims 12,768 (2017/18) Claims 14,252 (2018/19) Recons 2,585 (2017/18)		• All claims and/or forms can be made securely on line by the customer (self-service). • All customers can securely check progress of claim and payment information. • Data primacy currently sits with JPA for CAPS (AFPS and AFCS). • Data primacy for WPCS (WPS) sits with DWP CIS. • Consider alternative communication methods e.g. e-mail, text, virtual agent or live agent and the option to select one of these	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.4 Self-Service Portal [D89]

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
		devices (including access via the internet) to enable self-service WPS, AFCS and AFPS; (d) with multiple communication channels (including smart phone/table apps, viewing their on-line record, e-mail, virtual agent or live agent, and text message (such channel to be at the customer's request)) for self-service WPS, AFCS and AFPS customers to allow generation and resolution of enquires/requests, appointment booking for Welfare or Pensions advice, whilst the customer is viewing their on-line account; (e) a service that allows all WPS, AFCS and AFPS customers to make enquiries and receive responses in real time, while using their account. The data sets available shall be, as a minimum: (i) name; (ii) date of birth; (iii) national insurance number; (iv) marital status; (v) address; (vi) bank details; (vii) e-mail; and (viii) telephone number; (f) an alert to appropriate DBS administrators of any changes made via customer self-service functionality within 24 hours of such change being made; and (g) any updated information being made available for the customer to view within 1 day of DBS processing. 89.2 Such system to be implemented by date agreed between the parties and design specifications to be in line with Government Digital Standards. For the avoidance of doubt, when providing the system, the Contractor procure, design, develop, testing (save for UAT), configure, integrate, and implement the system.		Recons 3,682 (2018/19) Appeals 1,441 (2017/18) Appeals 2,091 (2018/19) WPS Claims 16,168 (2017/18) Claims 16,665 (2018/19) Appeals 1,487(2017/18) Appeals 1,982(2018/19)		whilst viewing their on-line record. • We are seeking a single user interface with the individual's records gathered from the pensions, compensation and welfare systems. A single screen window should display a customer's pensions and compensation scheme entitlements along with the personal data. From that the customer will be able to access the details of each scheme.	
D90	Pensions and Veterans Compensation Transformation	90.1 Perform an 'Electronic Documents Management' (EDM) service for the processing and storage of claims and/or forms as follows: (a) from the Effective Date, continue to perform the existing EDM solution for AFPS and, within 12 months of the Effective Date, implement an improved EDM solution (to remove the current reliance on paper documentation) for AFPS and extend to WPS and AFCS; (b) all documents relating to new claims and/or forms, reviews, appeals and enquiries must be stored and		Annual forecast of number of claims for AFCS Claims 12,768 (2017/18) Claims 14,252 (2018/19)		• Current information systems used for CAPS is EDM viewer.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.5 Integrated Document Management [D90]

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		processed electronically within 1 Working Day of receipts; (c) some correspondence will refer to a pre-existing claim and/or form for either AFCS, AFPS, or WPS. When such an correspondence is received, the original claim and/or form documentation is to be recalled and scanned to the EDM system within 2 Working Days of receipt of the relevant parent file of the pre-existing claim and/or form; (d) all documents relating to in-flight claims and/or forms, reviews, appeals, and enquiries must be stored and processed electronically within 6 months of the implementation of the EDM system; (e) once a file has been subject to the EDM process all documents and files must be disposed of in accordance with the retention and disposal policy; and (f) the 'Government Digital Standard' and any requirements under Data Protection Legislation;		Recons 2,585 (2017/18) Recons 3,682 (2018/19) Appeals 1,441 (2017/18) Appeals 2,091 (2018/19) WPS Claims 16,168 (2017/18) Claims 16,665 (2018/19) Appeals 1,487(2017/18) Appeals 1,982(2018/19) Vols of files called from & returned to TNT			
D91	Pensions and Veterans Compensation Transformation	91.1 Scan to the EDM system (or any other appropriate system used by the Contractor) all AFCS, AFPS, and WPS documentation as follows: (a) for any in-flight files, to be scanned immediately following completion of the case and/or file (or any other timescales to be agreed between the Parties); (b) for any historically archived files: (i) to be scanned immediately on receipt by the Contractor from the historical archive; and (ii) to be scanned immediately on request by the Authority following the Authority's use of any historically archived files; and (c) for any new claims and/or files for AFCS, AFPS, and WPS, to be scanned immediately following its creation.		Annual forecast of number of claims for AFCS Claims 12,768 (2017/18) Claims 14,252 (2018/19) Recons 2,585 (2017/18)		• The Skypark contract comes to an end so scanning has been performed for some time and stored on the EDM viewer. The current set-up satisfies the business requirement and as such any plans to scan out of Skypark should continue to be done on the same basis as today. Bidders advised that the requirement to exit Skypark was not a business requirement to scan everything but was more to do with ownership of the Skypark contract after 2022.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.6 Scanning [D91]

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		91.2 All scanned documentation is to be transferred (as necessary) and saved to a single location (either the EDM system or any other appropriate system). 91.3 Such scanned documentation to be clear and easily readable, double sided (where applicable), have the capability for searching the contents of the scanned, and be saved to the system in logical folders in chronological order (beginning with the most recent files). 91.4 All paper documentation (except original service documents) must be disposed of in accordance with the 'MOD Retention and Disposal Policy' after scanning. Original service documents are to be sent to the relevant Unit after scanning.		Recons 3,682 (2018/19) Appeals 1,441 (2017/18) Appeals 2,091 (2018/19) WPS Claims 16,168 (2017/18) Claims 16,665 (2018/19) Appeals 1,487(2017/18) Appeals 1,982(2018/19) Vols of files called from & returned to TNT WPS approximately 720,000 AFCS approximately 70,000			
D92	Pensions and Veterans Compensation Transformation	92.1 Provide, host, maintain, support and make available to all appropriate authorised users, a single automated payroll system. Such system shall: (a) support all existing, new, and future AFPS and AFCS business; (b) be fully compliant with extant MOD Regulations, GBS and Data Protection Legislation; (c) process payments to the customer via appropriate secure banking systems; and (d) be made available for audit by NAO and DIA from time to time.				• Payment files are currently passed via pendrive to a 3rd party Contractor, this form of data exchange is not an acceptable solution. • Overpayment and Debt Recoveries are to be managed in accordance with Annex A, controlled by the Authority (DBS MilPers MilOps RWO). • The payroll system will be subject to audit by NAO and DIA.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.7 Pensions & Compensation Payroll [D92]

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D93	Not used						Not Used
D94	Pensions and Veterans Compensation Transformation	94.1 Within 10 Working Days of the end of each month provide a report detailing the following: (a) Management Information (MI) on the Veterans, Compensation and Pensions Enquiry Services; (b) daily volumes, graphs and trends measured against performance criteria stipulated at Annex M; (c) the total number of enquiries received for the preceding month; (d) the total number of enquiries received for the preceding 12 months; (e) for telephone service: (i) pay and allowances; (ii) pensions; (iii) medals; (iv) password resets; (v) IT hardware and software faults; and (vi) others; (f) for written enquiries: (i) pay; (ii) allowances; (iii) pensions; and (iv) miscellaneous; (g) for 'Virtual Agent' enquiries: (i) pay & allowances; (ii) pensions; (iii) medals; (iv) password resets; (v) IT Hardware and Software faults; and (vi) others; (h) for e-mail enquiries: (i) pay & allowances; (ii) pensions; and (iii) medals; and (i) the total number of calls actioned during the reported month in each of the following:		Monthly		• Changes (additions, deletions and amendments) to the breakdown to the Measures of Performance of this requirement will be handled through the change process.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.9 Management Information [D94]

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		(i) IT user enquiries/problems resolved during the initial call; (ii) other (business) enquiries resolved during the initial call; (iii) business enquiries requiring further investigation and managed subsequently as written enquiries; and (iv) the average call waiting time during the reported month.					
D95	Vets IT Support	95.1 Update the applicable AFCS-supporting system for all changes notified by the Authority (AH OPPT) relating to tariff levels, values, and descriptors within 28 calendar days of such legislative amendments coming into force.	95.1	Once a year		• From November 2011 to April 2017 there was an average of 8 amendments regarding the AFCS Tariff	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.10 Changes to AFCS tariffs [D95]
D96	Vets IT Support	96.1 Update the applicable AFCS-supporting system with the Government periodic uprating of tariff levels and allowances for AFCS within 5 Working Days of notification such rates by the Authority (AH OPPT).	96.1	Once a year		• As at 23 Feb 2018 there are 15 Tariff Levels & 9 Allowances. • Uprating is generally effective from the start of a financial year. • Revised rates are provided by Treasury.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.11 Uprate AFCS tariffs [D96]
D97	Vets IT Support	97.1 All printed MI and Test checks (as generated on the DWP system) to be distributed to the appropriate area of business within 10 Working Days of production.		Below is the number of WPCS MI reports run and their frequency: Daily = 4 Weekly = 1 Monthly = 2 Bi annually = 1 Annually = 3			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.12 DWP system support [D97]
D98	Vets IT Support	98.1 Undertake trend analysis on a rolling basis of all Incidents to the AFCS and AFPS systems to identify error types and provide the Authority with a quarterly report to inform scope of fix releases and training. 98.2 Within 10 Working Days of the production of the quarterly report (or as directed by the Authority), implement appropriate system changes and fix releases. 98.3 Priority order of system fixes to be agreed in accordance with the Test Schedule in Schedule 6.2 (Testing Procedure).		4 times a year			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.13 Manage AFCS & AFPS system incidents [D98]

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
D99	Vets IT Support	99.1 On 10 Working Days of request from the Authority, engage with the Authority to provide any required information and documentation to inform detailed business requirements for functional changes of AFCS and AFPS systems. 99.2 Within 10 Working Days of request from the Authority or engagement/information to inform requirements development		Approximately 12 times per year.		• WPCS IT systems changes are undertaken by DWP Contractors.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.14 Changes to AFCS tariffs [D99]
D100	Compensation and Pensions – Armed Forces Compensation Scheme &War Pension Scheme & Armed Formed Pensions Scheme	100.1 Ensure all Contractor Systems support the full administration of the end-to-end processes (which for the avoidance of doubt shall include workflow management of cases and workflows for processing all elements of claims, reviews and appeals) for all compensation and pension schemes as outlined in Annex Q (or, if Annex Q is not used, the schemes as notified by the Authority from time to time) taking into consideration any CAPS replacement.				• In the event of Annex Q not being outsourced, this requirement will still be part of the contract.	Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.15 Ensure end to end processing capability for compensation case work [D100]
D101	Compensation and Pensions – Armed Forces Compensation Scheme & War Pension Scheme & Armed Formed Pensions Scheme	101.1 Provide training and knowledge transfer to all relevant Authority Personnel for the CAPS and WPCS replacement system and use of the functionality for such system(s) (including all elements of workflow management and case administration), with the following timescales: (a) at least 15 Working Days prior to any go-live of such new system(s) (or such timescales agreed with the Authority), provide training/knowledge transfer and an associated 'System Reference Guide'; and (b) at least 15 Working Days prior to any system functionality changes for such system(s) (or such timescales agreed with the Authority), provide additional training/knowledge transfer and an updated 'System Reference Guide',		Training courses to be run as a minimum quarterly, depending on changes to the system.			Schedule 4.1 Core Services - Pensions and Compensation Services Section: 7.16 Provide training [D101]