FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

SERVICES DESCRIPTION

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1 INTRODUCTION

1.1 This Schedule and the documents referred to in it (together with the Authority Requirements) set out the Transition Services, the Operational Services and the Transformation Services to be provided by the Contractor.

1.2 Parts 1 to 20 are not intended to replace any specific detail given elsewhere in this Agreement but are to provide an overarching non-exhaustive summary of the main elements of the Services.

2 SERVICES DESCRIPTION

2.1 The Transition Services shall comprise all activities to be undertaken by the Contactor in order to meet the Transition Milestone including those activities listed in the Transition Plan.

2.2 The Operational Services shall comprise the activities set out Paragraph 3 below.

2.3 The Transformation Services shall comprise all activities to be undertaken by the Contactor in order to meet the Transformation Milestones including those activities listed in the Transformation Plan.

3 OPERATIONAL SERVICES

3.1 The Operational Services comprise:

(a) **Transferring WIP:**

(i) With effect from the Operational Service Commencement Date the Contractor shall assume responsibility for the completion of the Transferring WIP as Operational Services.

(ii) The Parties shall comply with:

(A) Paragraph 9.4 (*Transition Management Board)*of Schedule 8.1 (*Governance*) in respect of governing the transfer of the Transferring WIP to the Contractor; and

(B) Schedule 6.1 (Transition *Plan and Transformation Plan*) in respect of documenting, in the Transition Plan, the parties' agreement of the final list of Transferring WIP and all activities, Deliverables, Milestones and Milestone Dates associated with the Contractor assuming responsibility for the Transferring WIP as Operational Services.

(iii) The final list and categorisation of Transferring WIP which has been agreed by the Parties is set out in the Transition Plan. In relation to:

(A) Transferring WIP categorised by the Parties as work required to resolve Incidents, the Contractor shall raise an Incident at 00:01 on the Operational Service Commencement Date and the Incident Priority shall be deemed to be 'Nil' (provided that prior to the Operational Service Commencement Date the Authority may designate the Incident Priority as a higher priority if it reasonably believes that, informed by the Incident Priority criteria set out at Part 15, Annex M to this Schedule 2.1, the degree of User impact warrants such higher designation).

(B) all other Transferring WIP the Contractor shall, in accordance with Paragraph 3.1(a) above and the provisions of this Agreement, assume responsibility for the completion of the Transferring WIP as Operational Services.

(iv) The Parties shall use their respective reasonable endeavours to procure:

(A) the co-operation of the Previous Contractor in relation to the operation of Paragraphs 3.1(a) to 3.1(a)(iii) above; and

(B) the completion by the Previous Contractor of as much work in progress as is possible prior to the Operational Service Commencement Date so as to minimise the Transferring WIP.

(b) **Customer/User liaison and visits:**

(i) The Authority requires the Contractor to:

(A) facilitate visits to the Sites as may be agreed between the Authority and the Contractor from time to time;

(B) visit and liaise with Authority personnel at the Sites (including the Authority Premises) as may be agreed between the Authority and the Contractor from time to time; and

(C) not unreasonably withhold or delay its agreement to the activities specified in this Paragraph 3.1(b)(i).

(c) **Advice and technical expertise:** The Authority requires the Contractor to provide as requested:

(i) advise and technical input to Authority policy papers; and

(ii) advise to the Authority and its customers on the impact that the implementation of policy decisions, changes in Law and changes to the Standards will have on the Services.

(d) **The activities that the Contractor is required to undertake to meet the Authority Requirements**

(e) **the Services set out in Parts 1 to 20 of this schedule as follows:**

Part 1. : Payroll Services:

Annex A – Payroll Services:
Annex A – Appendix 1 - Protected Population Pay Job
Annex A – Appendix 2 - 3rd Party Schedule
Annex A – Appendix 3 - Update Frequency For Rates Of Pay & Allowances

Part 2. : Control Framework

Annex B - Control Framework
Annex B – Appendix 1 - PCMT Desk Instructions
Annex B – Appendix 1 - Business Analyst (4) Responsibilities/Tasks
Annex B – Appendix 1 - Business Analyst (3) Responsibilities/Tasks
Annex B – Appendix 1 - Business Analyst (2) Responsibilities/Tasks

Part 3. : NOT USED

Annex C – NOT USED

Part 4. : Pension and Compensation Services

Annex D – Pensions & Compensation
Annex D – Appendix 1 - Pensions Definition
Annex D – Appendix 2 - Regulations
Annex D – Appendix 3 - Security Regulations
Annex D – Appendix 4 - Retention & Disposal

Part 5. : Mobilisation

Annex E – Mobilisation

Part 6. : Termination

Annex F – Termination

Part 7. : Long Service Advance of Pay and Forces Help to Buy Schemes

Annex G – LSAP & FHTB

Part 8. : Military Management Information and Data Management

Annex H - MilMI & Data

Part 9. : Documents and Wills

Annex I – Docs & Wills

Part 10. : Personnel Business Support

Annex J – Personnel Business Support

Part 11. : Contact Centre, Help Desk and Telephony

Annex K – Contact Centre, Help Desk & Telephony

Part 12. : NOT USED

Annex L – NOT USED

Part 13. : Information Technology Service Management

Annex M – IT Service Management
Annex M – Appendix 1 - Non-Functional Requirements & Service Availability
Annex M, Appendix 2 - Incident Resolution Matrix
Annex M, Appendix 3 - Patching Requirements and Timescales

Part 14. : NOT USED

Part 15. : Technical

Annex M – Technical & Applications

Part 16. : NOT USED

Part 17. : NOT USED

Part 18. : NOT USED

Part 19. : NOT USED

Part 20. : Joint Personnel Administration Enhancements

Annex S – JPA Enhancements

Part 21. Other Requirements (for the purpose of traceability only)

4 TRACEABILITY MATRIX

4.1 The Traceability Matrix comprises the last column (*'Traceability – Location in Schedule 4.1 (Contractor Solution))* of:

(a) each Annex to this Schedule 2.1; and

(b) Part 21 of this Schedule 2.1.

4.2 The Contractor hereby confirms that the Traceability Matrix identifies where in the Contractor's Solution the Contractor has set out how it will meet the relevant Authority Requirement.