FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 5 – MOBILISATION

ANNEX E - MOBILISATION

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
Reservists Invite Letter							
E1	Despatch mobilisation correspondence	1.1 Generate in Microsoft Word format and validate, print, and despatch JPA C001 (Reservists Invite Letter) to the relevant Reservist and JPA C002 (Employers Invite Letter) to the relevant employer to the relevant SPC(s). Within 5 Working Days of the upload of the Mobilisation Candidate Invite by the Service Personnel Centre (SPC). 1.2 Update the JPA letter history within 3 Working Days of despatch of any JPA C001 (Reservists Invite Letter) and JPA C002 (Employers Invite Letter).	1.1 JPA C001 (Reservists Invite Letter) and JPA C002 (Employers Invite Letter) generated in Microsoft Word format and validated, printed, and despatched to the correct Reservist and employer within 5 Working Days with 100% accuracy and 100% timeliness, measured monthly. 1.2 JPA letter history updated within 3 Working Days of despatch of any JPA C001 (Reservists Invite Letter) and JPA C002 (Employers Invite Letter) with 100% accuracy and 100% timeliness, measured monthly.	Average 400 per month (Total of JPA C001 and C002)	KPI	• The process of the Inviting a Reservist to be called out is undertaken by the SPC not DBS. The system automatically uploads the 'Mobilisation Candidate' details into pending letter batches, the 'Mobilisation Candidate' describes a Reservist that has received a mobilisation letter, but not yet reported to the Mobilisation Centre. DBS download the batches daily and generate the letters electronically and check the information contained within it. Once verified, a printed copy of each letter is despatched through the post to the addressee; an electronic copy is forwarded to the relevant SPC. The SPC is then responsible for continuing with the remaining call out process. • The JPA C001 is a letter inviting Reservists to register their interest in being called out. JPA C002 informs the employer that their employee is being considered for Call Out, it provides details to the employer on what responsibilities they have and what support is available to them from the MOD, while their employee is mobilised. (Planning stage only, not a formal notification, more advisory). JPA produces the two letters as one document. • Update of the Reservist's JPA EIT includes what letter was sent and when. • A complete copy of JPA C001 and C002, including all enclosures, is contained within Data Room.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4
E2	Despatch mobilisation	2.1 Receive and process completed JPA C001 (Reservists Invite Letter) response from		Average 200 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation

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
	correspondence	Reservist personnel and JPA C002 (Employers Invite Letter) from the employer. 2.2 Within 3 Working Days of receipt of the completed JPA C001 (Reservists Invite Letter): (a) record receipt and update the JPA letter history to reflect; and (b) forward a copy of Enclosure 3 of JPA C001 (Employers Invite Letter) response from Reservist personnel onto the relevant SPC(s). 2.3 Within 3 Working Days of receipt of the completed JPA C002 (Employers Invite Letter): (a) record receipt and update the JPA letter history to reflect; and (b) forward a copy of Enclosure 3 (the acceptance from the employers to release their employees) of JPA C002 (Employers Invite Letter) response from employers onto the relevant SPC(s).					correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4, 3.3.5
Reservist Call Out Letter							
E3	Despatch mobilisation correspondence	3.1 Generate and Validate JPA C004 (Reservist Call Out Letter) when prompted by the SPC via the JPA. 3.2 Forward a copy of the JPA C004 (Reservist Call Out Letter) in Microsoft Word format to the relevant SPC(s). 3.3 Print and despatch a hard copy of the JPA C004 (Reservist Call Out Letter) to the relevant Reservist within 3 Working Days of the JPA C004 (Reservist Call Out Letter) being uploaded on to JPA by the SPC. 3.4 Update JPA letter history within 3 Working Days of despatch of the JPA C004 (Reservist Call Out Letter).		Average 61 per month		• The JPA C004 is a letter informing Reservists that they are being called out. • Update of the Reservist's JPA EIT includes what letter was sent and when. • Copy of JPA C004 letter is contained within the Data Room	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4
E4	Despatch mobilisation correspondence	4.1 Generate and Validate JPA C008 (CO Nominal Roll of Reservists who have been Called Out Letter) when prompted by the SPC via the JPA. 4.2 Save the file in Microsoft Word format in the shared location (as directed by the Authority) for access by any SPC. 4.3 Print and despatch a hard copy of the JPA C008 (CO Nominal Roll of Reservists who have been Called Out Letter) to the Reservist's Commanding Officer (CO) within 5 Working Days of being saved to the shared location.		Average 57 per month		• The JPA C008 is a letter to inform the Reservist's Commanding Officer, of the losing unit, that they are being called out. • Update of the Reservist's JPA EIT includes what letter was sent and when. • Copy of JPA C008 letter is contained within the Data Room	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4

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
		4.4 Update JPA letter history within 3 Working Days of despatch of JPA C008 (CO Nominal Roll of Reservists who have been Called Out Letter).					
E5	Despatch mobilisation correspondence	5.1 Generate and Validate JPA C013 (Revocation of Call Out Notice Letter) when prompted by the SPC via the JPA. 5.2 Forward a copy of the JPA C013 (Revocation of Call Out Notice Letter) in Microsoft Word format to the relevant SPC(s). 5.1 Print and despatch a hard copy of the JPA C013 (Revocation of Call Out Notice Letter) to the Reservist within 3 Working Days of the upload of the Mobilisation Candidate. 5.2 Update JPA letter history within 3 Working Days of despatch of the JPA C013 (Revocation of Call Out Notice Letter).				• 5.1 Staffing of, and decisions on, appeals are actioned outside DBS. • Drafting Note: Copy of JPA CO13 is contained within the Data Room. • 5.3 32 generated in FY17/18	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4
E6	Despatch mobilisation correspondence	6.1 Generate and Validate JPA C014 (Variation of Call Out Notice Letter) when prompted by the SPC via the JPA. 6.2 Forward a copy of the JPA C013 (Revocation of Call Out Notice Letter) in Microsoft Word format to the relevant SPC(s). 6.3 Generate and Validate JPA C014 (Variation of Call Out Notice). 6.4 Forward a copy of the JPA C014 (Variation of Call Out Notice) in Microsoft Word format to the relevant SPC(s). 6.1 Print and despatch a hard copy of the JPA C014 (Variation of Call Out Notice) to the Reservist within 3 Working Days of the upload of the Mobilisation Candidate. 6.2 Update JPA letter history within 3 Working Days of despatch of the JPA C014 (Variation of Call Out Notice).				• Staffing of, and decisions on, appeals are actioned outside DBS. • Update of the Reservist's JPA EIT includes what letter was sent and when. • 12 generated in FY17/18 • Copy of JPA CO14 is contained within the Data Room.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4
E7	Despatch mobilisation correspondence	7.1 Receive and process completed Enclosure 4 of JPA C004 (Reservist Call Out Letter). 7.2 Within 3 Working Days of receipt of the completed JPA C002 (Employers Invite Letter): (a) record receipt and update the JPA letter history to reflect; (b) forward a copy of the completed Enclosure 4 of JPA C004 (Reservist Call Out Letter) onto the relevant SPC(s); and (c) make the payment to the Reservist's employer's pension provider as payment in lieu for the cost of the employer's	Accurate payment and recovery is to take place for every month of permanent service undertaken by the Reservist.	43 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4, 3.3.6

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
		contribution to the pension fund from the date of mobilisation.					
Employer Call Out							
E8	Despatch mobilisation correspondence	8.1 Generate and Validate JPA C005 (Employer Call Out Letter) when prompted by the SPC via the JPA. 8.2 Forward a copy of the JPA C005 (Employer Call Out Letter) in Microsoft Word format to the relevant SPC(s). 8.3 Print and despatch a hard copy of the JPA C005 (Employer Call Out Letter) to the employer within 3 Working Days of the upload of the Mobilisation Candidate by the SPC. 8.4 Update JPA letter history within 3 Working Days of despatch of the JPA C005 (Employer Call Out Letter).		80 per month		• Mobilisation Letter JPA COO5 is the formal letter to the employer to advise that their employee has been called up for active service. It advises financial arrangements, appeals criteria and requests formal acknowledgement of the call-out notice. This includes request for pension information from the employer which are sent to the Adjudication Officer who enters the details on the JPA configured Oracle HRMS. • Staffing of, and decision on, appeals are actioned outside DBS.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4
E9	Despatch mobilisation correspondence	9.1 Receive and process completed JPA C005 (Employers Call Out Letter) from employers. 9.2 Within 1 Working Day of receipt of the completed JPA C005 (Employers Call Out Letter): (a) record the employer's response contained in Enclosure 1 of JPA C005 (Employers Call Out Letter) onto the JPA record; and (b) forward a copy of the completed Enclosure 1 of JPA C005 (Employers Call Out Letter) to the relevant SPC(s).		80 per month			Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4, 3.3.7
E10	Despatch mobilisation correspondence	10.1 Generate and Validate JPA C024b (Revocation of Call Out Letter) when prompted by the SPC via the JPA. 10.2 Forward a copy of the JPA C024b (Revocation of Call Out Letter) in Microsoft Word format to the relevant SPC(s). 10.3 Print and despatch a hard copy of the JPA C024b (Revocation of Call Out Notice - notice to employer) to the employer within 3 Working Days of the upload of the Mobilisation Candidate. 10.4 Update JPA letter history within 3 Working Days of despatch of the JPA C024b (Revocation of Call Out Letter).				• 10.1 Update of the Reservist's JPA EIT includes what letter was sent and when. • 8 generated in FY17/18 • Copy of JPA C024b is contained within the Data Room.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.3 Despatch mobilisation correspondence [Serials E1-E10] Paragraph: 3.3.1 - 3.3.4
Annual Reporting							
E11	Maintain Locations of Reserve	11.1 Generate and Validate JPA C015 (Annual Reporting Letter) when prompted by the SPC via the JPA.		Average 4400 letters per month		• Update of the Reservist's JPA EIT includes what letter was sent and when.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.4 Maintain Locations of

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
	Forces on JPA	11.2 Forward a copy of the JPA C015 (Annual Reporting Letter) in Microsoft Word format to the relevant SPC(s). 11.3 Print and despatch a hard copy of the JPA C015 (Annual Reporting Letter) to the 'Regular' Reservist and 'Recall' Reservists on the anniversary of their termination from the Services which is to be sent with the latest version of a newsletter. 11.4 Inform the relevant SPC within 1 Working Day of discovering the contact details of such Reservist are incomplete and/or inaccurate. 11.5 Update JPA letter history within 3 Working Days of despatch of the JPA C015 (Annual Reporting Letter).		(Stats from FY16/17)		• Copy of JPA C015 contained within the Data Room.	Reserve Forces on JPA [Serials E11-E13] Paragraph: 3.4.1
E12	Maintain Locations of Reserve Forces on JPA	12.1 Provide a monthly report to the Authority of returned JPA C015 (Annual Reporting Letter)and where there has been no response to JPA C015 (Annual Reporting Letter) to be saved within a shared location for access by SPCs if required. 12.2 Generate, Validate, print, and dispatch a hard copies of the JPA C016 (Annual Reporting Letter) to those Reservists who have failed to respond to within 2 months of the dispatch of the JPA C015 (Annual Reporting Letter). 12.3 Inform the SPC when JPA C016 cannot be despatched (due to contact details being incomplete or inaccurate) within 1 Working Day of discovery. 12.4 Update JPA letter history within 3 Working Days of despatch of the JPA C016 (Annual Reporting Letter Reminder).		Average 2900 letters per month (Stats from FY16/17)		• Copy of JPA C016 contained within the Data Room.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.4 Maintain Locations of Reserve Forces on JPA [Serials E11-E13] Paragraph: 3.4.1
E13	Maintain Locations of Reserve Forces on JPA	13.1 Receive and process completed JPA C015 from Reservist (Annual Reporting Letter) and JPA C016 (Annual Reporting Reminder Letter) and update the JPA within 10 Working Days of receipt. 13.2 Letters received by the JPAC as non-deliverable are to be forwarded to the relevant SPC(s) within 10 Working Days of receipt. 13.3 Failure to respond to JPA C016 (Annual Reporting Reminder Letter) are to be referred to the SPCs 20 Working Days after despatch of such letter. 13.4 No later than 10 Working Days after the end of the month, provide to the SPCs and Authority monthly report of Reservists who have been sent a JPA C015 or JPA C016 any responses thereto, and any bounty paid, and make		Average 1500 JPA C015 letters and 1500 JPA C016 letters per month (Stats from FY16/17)		• Notify receipt of ARL Enclosure to the Bounty Payment Authority. Payment and accounting of the ARL grant is covered within SRD Annex A5. • Update of the Reservist's JPA EIT includes what letter was sent and when. • The enclosures to JPA C015 and 016 should quickest means (by hand to Army and by email/post to other Services)	Schedule 4.1 Core Services - Military Personnel Services Section: 3.4 Maintain Locations of Reserve Forces on JPA [Serials E11-E13] Paragraph: 3.4.2 - 3.4.4

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		available to the SPCs and Authority and within a shared location. 13.5 On receipt of JPA C015 Enclosure 1 and 2 or JPA C016 Enclosure 1 and 2, update JPA record and pass such enclosures to relevant SPCs as soon as possible and in any event within 1 Working Day of receipt.					
Mobilisation and Demobilisation							
E14	Despatch correspondence	14.1 Generate and Validate JPA C037 (Notification of Demobilisation (Employer)) when prompted by the SPC via the JPA. 14.2 Print and despatch a hard copy of the JPA C037 (Notification of Demobilisation (Employer)) to the relevant employer within 3 Working Days of the download. 14.3 Update JPA letter history within 3 Working Days of despatch of the JPA C016 (Annual Reporting Letter Reminder).				• SPCs are responsible for advising DBS of the need to despatch a JPA C037. • Update of the Reservist's JPA EIT includes what letter was sent and when. • Copy of JPA C037 is contained within the Data Room. • Last generated in Jun 2016.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.1
E15	Despatch correspondence	15.1 Record and process notification of death of any 'Regular' Reservist and 'Recall' Reservists. 15.2 Within 2 Working Days of notification of the death of such Reservists, update the deceased's JPA record with the date of death.				• This action will prevent data inconsistencies with information held on CAPS and will stop annual reporting letters from being sent for deceased Reservists.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.3
E16	Despatch correspondence	16.1 Generate and Validate JPA C038 (Employer's Consent to Extend Mobilised Service (Employer)) when prompted by the SPC via the JPA. 16.2 Print and despatch a hard copy of the JPA C038 (Employer's Consent to Extend Mobilised Service (Employer)) to the employer within 3 Working Days of the download. 16.3 Update JPA letter history within 3 Working Days of despatch of the JPA C038 (Employer's Consent to Extend Mobilised Service (Employer)).				• With regards to 16.1, a copy of JPA C038 contained within the Data Room. • With regards to 16.2, it is generated in FY17/18.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.1
E17	Despatch correspondence	17.1 Receive and process completed JPA C038 (Employer's Consent to Extend Mobilised Service (Employer)) when prompted by the SPC via the JPA. 17.2 Within 3 Working Days of receipt of Enclosure 1 to JPA C038 (Employer's Consent to Extend Mobilised Service (Employer)): (a) record receipt and update JPA letter history; and (b) forward a copy to the relevant SPC(s).				• Receive JPA C038 from Employer. • Generated in FY17/18.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.4

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
E18	Despatch correspondence	18.1 Generate and Validate JPA C039 (Extension of Mobilised Service (Employer)) when prompted by the SPC via the JPA. 18.2 Print and despatch a hard copy of the JPA C039 (Extension of Mobilised Service (Employer)) to the employer 3 Working Days of download 18.3 Update JPA letter history within 3 Working Days of despatch of the JPA C039 (Extension of Mobilised Service (Employer)).				• Drafting Note: Copy of JPA C039 contained within the Data Room. • Generated in FY17/18	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.1
E19	Despatch correspondence	19.1 Receive and process completed Enclose 1 of JPA C039 (Extension of Mobilised Service (Employer)). 19.2 Within 3 Working Days of receipt of Enclose 1 of JPA C039 (Extension of Mobilised Service (Employer)): (a) record receipt and update JPA letter history; and (b) forward a copy to the relevant SPC(s).				• Receive JPA C039 from Employer. • Generated in FY17/18	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.4
E20	Despatch correspondence	20.1 Generate and Validate JPA C040 (Extension of Mobilised Service for Medical Reasons (Employer)) when prompted by the SPC via the JPA. 20.2 Print and despatch a hard copy of JPA C040 (Extension of Mobilised Service for Medical Reasons (Employer)) to the employer within 3 Working Days of the download. 20.3 Update JPA letter history within 3 Working Days of despatch of the JPA C040 (Extension of Mobilised Service for Medical Reasons (Employer)).				• SPCs are responsible for advising DBS of the need to despatch a JPA C040. • Drafting Note: Copy of JPA C040 contained within the Data Room. • Last generated in Jan 2014	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.1
E21	Despatch correspondence	21.1 Receive and process completed Enclosure 1 of JPA C040 (Extension of Mobilised Service for Medical Reasons (Employer)). 21.2 Within 3 Working Days of receipt of Enclosure 1 of JPA C040 (Extension of Mobilised Service for Medical Reasons (Employer)): (a) record receipt and update JPA letter history; and (b) forward a copy to the relevant SPC(s).				• Last generated in Jan 2014.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.5 Despatch Correspondence [Serials E14 – E21] Paragraph: 3.5.4
Maintenance of letters							
E22	Update Mobilisation Letters	22.1 Maintain the following mobilisation letters as directed by the Authority or such that they accurately reflect all changes to Applicable Law, personal details and processes within 20 Working Days of notification of the change: (a) JPA C001 (Reservists Invite);				• List of all Mobilisation Letters: • Copies of all JPA Mobilisation Letters are contained within the Data Room.	Schedule 4.1 Core Services - Military Personnel Services Section: 3.6 Update Mobilisation Letters [E22]

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
		(b) JPA C002 (Employers Invite); (c) JPA C004 (Reservists Call Out); (d) JPA C005 (Employer Call Out); (e) JPA C008 (CO List Vol Call Out); (f) JPA C013 (Revocation of Call Out (Reservist)); (g) JPA C014 (Variation of Call Out (Reservist)); (h) JPA C015 (Annual Reporting Letter); (i) JPA C016 (Annual Reporting Reminder Letter); (j) JPA C018 (Accept into Service); (k) JPA C019 (Non Accept into Service); (l) JPA C020 (Cessation Notice); (m) JPA C021 (Voluntary Extension); (n) JPA C024b (Revocation of Call Out (Employer)); (o) JPA C037 (Notification of Demobilisation (Employer)); (p) JPA C038 (Employer's Consent to Extend Mobilised Service (Employer)); (q) JPA C039 (Extension of Mobilised Service (Employer)); and (r) JPA C040 (Extension of Mobilised Service for Medical Reasons (Employer)).					