

SCHEDULE 7

AUTHORITY RESPONSIBILITIES

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Schedule 7 (*Authority Responsibilities*)

1 INTRODUCTION

- 1.1 The responsibilities of the Authority set out in this Schedule shall constitute the Authority Responsibilities under this Contract. Any obligations of the Authority in Schedule 2 (Services Description) and Schedule 8 (Supplier Solution) shall not be Authority Responsibilities and the Authority shall have no obligation to perform any such obligations unless they are specifically stated to be “Authority Responsibilities” and cross referenced in the table in Paragraph 3.
- 1.2 The responsibilities specified within this Schedule shall be provided to the Supplier free of charge, unless otherwise agreed between the Parties.

2 GENERAL OBLIGATIONS

- 2.1 The Authority shall:
- (a) perform those obligations of the Authority which are set out in the Clauses of this Contract and the Paragraphs of the Schedules (except Schedule 2 (Services Description) and Schedule 8 (Supplier Solution));
 - (b) use its reasonable endeavours to provide the Supplier with access to appropriate members of the Authority’s staff, as such access is reasonably requested by the Supplier in order for the Supplier to discharge its obligations throughout the Term and the Termination Assistance Period;
 - (c) provide sufficient and suitably qualified staff to fulfil the Authority’s roles and duties under this Contract as defined in the Implementation Plan;
 - (d) use its reasonable endeavours to provide such documentation, data and/or other information that the Supplier reasonably requests that is necessary to perform its obligations under the terms of this Contract provided that such documentation, data and/or information is available to the Authority and is authorised for release by the Authority; and
 - (e) procure for the Supplier such agreed access and use of the Authority Premises (as a licensee only) and facilities (including relevant IT systems) as is reasonably required for the Supplier to comply with its obligations under this Contract, such access to be provided during the Authority’s normal working hours on each Working Day or as otherwise agreed by the Authority (such agreement not to be unreasonably withheld or delayed).

3 SPECIFIC OBLIGATIONS

- 3.1 The Authority shall, in relation to this Contract perform the Authority’s responsibilities identified as such in this Contract the details of which are set out below:

Document	Authority Responsibility
Schedule 2 (<i>Services Description</i>)	The Authority shall ensure its staff attend training courses provided by the Supplier to timescales agreed with the Supplier.
Schedule 2 (<i>Services Description</i>)	The Authority shall provide the Training Needs Analysis.

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Document	Authority Responsibility
Schedule 2 (<i>Services Description</i>)	The Authority shall provide the interface specifications to the Authority System.
Schedule 2 (<i>Services Description</i>)	The Authority shall provide access to relevant parts of the Authority System to enable the Supplier to conduct Testing, access Authority Data, and other similar activities.
Schedule 2 (<i>Services Description</i>)	The Authority shall maintain agreements with the Telephone Operators for the purposes of data sharing, using the provisions of the Civil Contingencies Act 2004 (Contingency Planning) Regulations 2005 (located at https://www.legislation.gov.uk/uksi/2005/2042/contents/made), which enables the Supplier to Ingest contact details for Unregistered Users into the Supplier System.
Schedule 2 (<i>Services Description</i>)	The Authority shall facilitate meetings between the Supplier, the Authority and Other Suppliers in order to agree technical interfaces between the Supplier Solution and Downstream Systems.
Schedule 2 (<i>Services Description</i>)	The Authority shall facilitate the cooperation of the Outgoing Supplier until the CPP Milestone Date in relation to delivery of the Implementation Services.
Schedule 2 (<i>Services Description</i>)	The Authority shall ensure Authority Data is cleansed by the Outgoing Supplier prior to the Effective Date.
Schedule 2 (<i>Services Description</i>)	The Authority shall ensure that Authority Data will be accessible from the Outgoing Supplier's system and the Authority System via an API or through an automated mechanism, without requiring the use of physical devices.
Schedule 2 (<i>Services Description</i>)	The Authority shall provide the necessary domain management activities for provision of GOV.UK domains.
Schedule 2 (<i>Services Description</i>)	The Authority shall facilitate liaison with the relevant Central Government Bodies on matters in relation to Government Digital Services' policies and the Service Standard (e.g. public facing website functionality and Service Assessments).
Schedule 2 (<i>Services Description</i>)	The Authority shall provide and maintain the list of the Authority's staff who are authorised by the Authority to access certain parts of the Supplier Solution.
Schedule 2 (<i>Services Description</i>)	<p>If required by the Supplier, the Authority shall provide licenses (and access to the relevant services) for:</p> <ul style="list-style-type: none">• Ordnance Survey mapping data (the "Public Sector Mapping Agreement").• GOV.UK Notify for the post Contact Channel.• GOV.UK Notify for the SMS (text) Contact Channel.

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Document	Authority Responsibility
	<ul style="list-style-type: none">• GOV.UK Notify for the e-mail Contact Channel.
Schedule 2 (<i>Services Description</i>)	The Authority shall issue communications to End Users that relate to Implementation during the Implementation Phase.
Schedule 2 (<i>Services Description</i>)	The Authority shall provide First Line Support for the Supplier Solution.
Schedule 2 (<i>Services Description</i>)	The Authority shall provide end user compute services, including device management, identity management (for Single Sign-on purposes), network connectivity, and certification management, for any devices used by Internal Users.
Schedule 2 (<i>Services Description</i>)	The Authority shall provide an Assisted Digital capability.
Schedule 2 (<i>Services Description</i>)	The Authority shall ensure the Floodline Contact Centre IVR directs Users to the Supplier's IVR when Users of the Floodline Contact Centre's IVR choose the option to listen to Warnings.
Schedule 2 (<i>Services Description</i>)	The Authority shall arrange for the collection of Fees from Organisations.
Schedule 2 (<i>Services Description</i>)	The Authority shall train Organisations in the use of the Supplier Solution.
Schedule 14 (<i>Testing Procedures</i>)	The Authority shall participate in the Testing and review processes set out in Schedule 14 (<i>Testing Procedures</i>).
Schedule 21 (<i>Governance</i>)	The Authority shall fulfil its obligations set out in Schedule 21 (<i>Governance</i>).