

TRADER SUPPORT SERVICE

SCHEDULE 3

AUTHORITY RESPONSIBILITIES

Authority Responsibilities

1 INTRODUCTION

- 1.1 The responsibilities of the Authority set out in this Schedule shall constitute the Authority Responsibilities under this Agreement. Any obligations of the Authority in Schedule 2.1 (Services Description) 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 Agreement and the Paragraphs of the Schedules (except Schedule 2.1 (*Services Description*));
 - (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 Agreement as defined in the Implementation Plan;
 - (d) deliver on the Authority's responsibilities and Authority's tasks as defined in the Implementation Plan;
 - (e) 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 Agreement provided that such documentation, data and/or information is available to the Authority and is authorised for release by the Authority; and
 - (f) 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 Agreement, 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 Agreement perform the Authority's responsibilities identified as such in this Agreement the details of which are set out in the table below.
- 3.2 The Supplier confirms that the Authority has met all Authority Responsibilities and other responsibilities and dependencies on the Authority that relate to the Interim Milestones and AR04, AR05, AR09.

ID	Document	Location (Paragraph) or relate to	Authority Responsibility	
AR01	Implementation Plan	Implementation Plan	The Authority shall provide suitably qualified resources to fulfil the following roles:	
			<div>Resource typesWhy needed?</div>	
			1. Management & assurance	
			Assurance support	Need to quickly navigate HMRC to solve issues
			Administrative support	Need support to set up meetings efficiently
			2. Trader journey design	
			Workstream Lead	Provide a single point of contact for the Trader Journey workstream
			Policy, IT & EU exit leads	(Part-time) need heavy inputs in early weeks
			3. Trader management & education	
			Workstream Lead	Provide a single point of contact for the Trader management and education workstream
Policy leads	Communications must be fully in line with policy			
Communications	Communications should be consistent with wider HMG style			

			<p>4. Goods movement, clearance & support</p> <p>Workstream Lead Provide a single point of contact for the Goods movement, clearance and support workstream</p> <p>Policy Ensure scripts and workflows meet requirements</p> <p>Customer Service Group Ensure CSG contact centre agents aware of what TSS is</p> <p>5. Technology solution</p> <p>Workstream Lead Provide a single point of contact for the Technology solution workstream</p> <p>IT Expert inputs to TSS design and security</p> <p>CDS / GVMS Facilitate interfaces or tech queries</p> <p>6. Stakeholder engagement</p> <p>Media Work with TSS to determine most appropriate responses</p> <p>Communications Inputs to stakeholder events or meetings</p>
AR02	Schedule 6.1	Implementation Plan	<p>The Authority shall ensure that the Authority Systems listed in Annex 7 (including associated test systems) that the Authority are developing in support of the goods movement between GB and NI are operational for the Operational Service Commencement Date and systems information and the test systems are made available in a timely manner for the Supplier and its Subcontractors to develop and test any</p>

			interfaces as may be required to these systems unless the Authority, the Supplier and the relevant parties have agreed an appropriate workaround.
AR03	Schedule 6.1	Implementation Plan	The Authority shall promptly approve (or reject as the case may be) in line with the Implementation Plan materials for User education or guidance educations
AR04	Schedule 6.1	Implementation Plan	The Authority shall provide timely clarity on the processes and definitions for At Risk Goods
AR05	Schedule 6.1	Implementation Plan	The Authority shall confirm the security classifications provided by the Supplier by 25th September 2020
AR06	Schedule 6.1	Implementation Plan	At Supplier's reasonable request the Authority shall provide sufficient resource availability and engagement so that the Supplier shall be able to complete any workshops or meetings reasonably required to support the delivery of the Implementation Plan
AR07	Schedule 6.1	Implementation Plan	The Authority shall provide test data that may be reasonably required by the Supplier within the agreed timeframes or times in the Detailed Implementation Plan.
AR08	Schedule 6.1	Implementation Plan	The Authority shall be responsible for providing reasonable access to their in house resources, documentation and systems and, , those Authority third parties when reasonably requested by the Supplier and will ensure that all such parties provide any reasonably required assistance to ensure the Supplier can meet the Implementation Plan.
AR09	Schedule 6.1	Implementation Plan	Before delivery of Milestone PM5 the Authority shall upon request promptly, and in no case later than 5 days (or other such period as may be agreed) following such request provide commodity codes and tariff information

AR10	Schedule 2.1	Service Description Authority Requirement 1.1.1 and 1.1.2	The Authority shall in consultation with the Supplier advertise the implications of Brexit, the Northern Ireland Protocol and the availability of the Services until 1 st Jan 2021 and thereafter as agreed between the Parties
AR11	Schedule 2.1	Service Description Authority Requirement 1.1.1 and 1.1.2	The Authority shall, in a timely manner, provide the Authority's approval (or rejection as the case may be) required for the marketing materials used by the Supplier in connection with its advertising of the Services to Traders, Carriers and Customs Intermediaries in order that the Supplier can comply with the Authority Requirement 1.1.1 and 1.1.2 in Schedule 2.1
AR12	Schedule 2.1	Service Description Authority Requirement 1.2.4	The Authority shall provide the Supplier with contact details in a digital format of all entities who have expressed an interest in the Services via the gov.uk website between 1 August 2020 and 1st Nov 2020
AR13	Schedule 2.1	Service Description	The Authority shall ensure that the Authority Systems identified in Table 1 of Annex 7 in Schedule 2.1, are available as needed to deliver the Services' during the hour of cover as detailed in Annex 3 of Schedule 2.1
AR14	Schedule 2.1	Service Description	The Authority shall (i) approve (where the submission meets the authorisation criteria) (such approval not to be unreasonably withheld or delayed) and (ii) issue promptly the Supplier's or the relevant Sub-contractor's customs comprehensive guarantee
AR15	Schedule 2.1	Service Description	Except where the Authority is required to act otherwise by Law, the Authority shall ensure that (i) the relevant Sub-contractor or the Supplier (as applicable) is issued with necessary EORI number(s) in a timely manner and (ii) that such EORI number(s) remain valid throughout the Term, provided always that the Sub-contractor and/or

			the Supplier (as applicable) complies at all times with all issued guidance and regulations applicable to the EORI.
AR16	Schedule 2.1	Service Description	Except where the Authority is required to act otherwise by Law, the Authority shall ensure that (i) the relevant Sub-contractor or the Supplier (as applicable) is issued with a SDP and EIDR Authorisation in a timely manner and (ii) that such SDP and EIDR Authorisation shall remain valid throughout the Term, provided always that the Sub-contractor or the Supplier (as applicable) complies at all times with all the issued guidance and regulations applicable to the SDP and EIDR authorisation.
AR17	Schedule 2.1	Service Description	The Authority shall make available information, which the Authority is authorised to release, relating to customs procedures including At Risk Goods, State Aid Subsidies, Prohibited and Restricted Goods and any associated changes to the procedures as soon as is reasonably practicable and provide access to member of the Authority's staff to assist the Supplier in understanding the procedures,
AR18	Schedule 2.1	Service Description Authority Requirement 2.1.5	Within 20 Working Days of signature of the Agreement, and thereafter at least once a month, the Authority shall provide the Supplier with the Direct Trading List.
AR19	Schedule 2.1	Service Description Authority Requirement 2.1.5	The Authority shall support and encourage Users to achieve the authorisations necessary to use the Simplified Declaration Procedure and have their own Duty Deferment Account by processing User's applications in a timely manner (having due consideration to Laws and the Authority's internal guidance and processes which will be expedited where possible for Larger Traders) and shall otherwise comply with its obligations set out in Annex 8.

AR20	Schedule 2.1	Service Description Authority Requirement 2.2.5	The Authority shall ensure the relevant part of the Authority System provides the value of the State Aid Subsidy authorised on a Declaration, to the extent only that the Supplier submits the correct information to enable the Authority to calculate the State Aid Subsidy entitlement.
AR21	Schedule 2.1	Service Description	The Authority shall provide the Supplier with ongoing updates to commodity codes and tariff information
AR22	Schedule 2.1	Service Description Authority Requirement 2.1.16	Where possible and upon the Supplier's request the Authority will provide a Welsh language translation service for the required text on the TSS Portal, the NICTA Portal, training and guidance material and any outgoing mass User communications relating to mailshots and communication campaigns
AR23	Schedule 2.1	Service Description Authority Requirement 2.4.3	To comply with the Supplier's obligations in relation to business continuity and disaster recovery planning in Schedule 8.6 (Service Continuity Plan and Corporate Resolution Planning), the Authority shall confirm its business continuity and disaster recovery requirements prior to the Operational Service Commencement Date to allow the Supplier to discharge its obligations.