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Home Office

AUTHORITY: The Secretary of State for the Home Department

Schedule R – IT System Requirements – Part 1 (I & II)

Escorting Services

THE CONTRACT

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Schedule R – IT System Requirements

Definitions and abbreviations

The following is a list of the key definitions and abbreviations used in this Schedule.

"**Application Programme Interface (API)**" Means a set of functions and procedures that allow the creation of applications which access the features or data of an operating system, application, or other service.

"**Assisted Departures Team (ADT)**" Means a team that manages a scheme which enables persons choosing to leave the UK voluntarily via the Assisted Departure Scheme. This scheme is supported by the Services delivered internally by the Authority.

"**Best Value Process**" Means the process by which the Authority shall determine the best value return package to be booked by the Supplier.

"**Carrier**" Means a provider of air, sea, car or rail travel.

"**Charter**" Means the leasing of an aircraft or other mode of transport for the specific and exclusive use of the undertaking Authority business.

"**Charter Company**" Means any party contracted by the Authority to deliver a Charter flight.

"**Criminal Casework (CC)**" Means a specific case working area within Immigration Enforcement.

"**DAC**" Means Detained Asylum Casework. A specific case working area within UK Visas & Immigration (UKVI).

"**DEPMU**" Means Detainee Escorting and Population Management Unit (UK). An Immigration Enforcement team managing detainee moves and IRC management.

"**E&T**" Means Escort & Travel.

"**Escort Services**" Means the escorting Services, to be provided under this Agreement, including the provision of medical care to Detainees for all or part of their journey.

"**Escort Services Provider**" or "**ESP**" or "**Escort Provider**" The Supplier

"**Escort Staff**" Means Personnel provided by the Escort Provider and/or the Authority for the purposes of Escort Services

"**Immigration Compliance and Enforcement Teams (ICE Teams)**" Means a team that is required to escort a Detainee or other nominated individual between various locations within the United Kingdom, as directed by the Authority.

“Returns and Movements Planner or **“RMP”** Means Authority Returns and Movements Planner which will be a tool designed and developed by the Authority. It will be the tool within which Authority users can access and update the information relating to an in country move or a return request.

"**NRC**" Means National Removals Command. A specific case working area working within Immigration Enforcement.

"**Performance Data**" Means Data collated and reported in relation to the performance of the Service.

"**Performance Standard**" Means a summary of the Authority's Service requirement for a particular operational requirement.

"Portable Device" Means portable or hand held devices issued to escort teams for managing movements and Returns

"**Return**" Means the return of a person from the United Kingdom under immigration powers/for immigration purposes. For the purposes of the Agreement this term shall also cover transportation of individuals to or from the UK for any immigration purposes.

"**Returns Logistics Charter Team**" Means the team responsible for the operational management and procurement of the Authority Charter Programme.

"**Service Request**" Means a request made by the Authority for Services.

"**Service User(s)**" Means persons interacting with the Services which may include Detainees, Escort Staff and Assisted Voluntary Returnees.

"SIAM" Means Service Integration and Management

"**Suitable Crew**" Means appropriate crew to deal with high risk individual.

"**TCU**" Means Third Country Unit.

"**Travel Information Guide (TIG)**" Means an electronic document describing information for each country in respect of which Travel Services are required. This information includes acceptable routes; notification periods; operating airlines etc.

"**Travel Services Provider" or "TSP**" Means the provider of Travel Services to the Authority.

User Interface (UI) – Means the junction between a user and a computer program. An interface is a set of commands or menus through which a user communicates with a program.

PART I

1. INTRODUCTION

1.1 General

1.1.1 Schedule R – IT Systems Requirements - Part 1 consists of two parts Part I and Part II. This Part I sets out specific Authority Requirements. Part II (IT Service Management) sets out the responsibilities of the ESP for the ongoing IT Service. Part 2, which is the ESP's response to Parts I and II of this Schedule R, contains an explanation of how the ESP shall meet the Authority Requirements set out in Parts I and II. The ESP shall provide the Services in accordance with Parts I, II and 2, and in any instances of ambiguity or conflict this Part I shall take priority over Parts II and 2, and Part II shall take priority over Part 2.

1.1.2 Structure of this Part I:

(a) The Supplier IT System requirements consist of two parts: the functional requirements and the non-functional requirements.

(b) The Escort Service specification details the escort-specific Authority Requirements.

1.1.3 Overriding obligation:

(a) The ESP shall comply with all of the requirements in this Schedule R.

1.1.4 Content:

(a) The content of the IT specification sets out the:

(i) aims and objectives of the IT;

(ii) scope of the IT; and

(iii) Service functional and non-functional requirements.

(b) Each IT requirement described within the IT system requirements outlines the minimum Authority Requirements in relation to the relevant Services.

(c) For each Service, the ESP shall meet all requirements in this Agreement.

2. ESCORT SERVICE PROVIDER - IT AIMS AND OBJECTIVES

2.1 This Paragraph 2 defines the high-level IT system aims and objectives for Escort Services.

2.2 The Escort Services include transportation and security services across the operational business areas within the Authority. They include operation of short term facilities, in-country and overseas escorting, and management of holding rooms at ports and reporting centres.

2.3 This document defines the functional and non-functional requirements for the 'To-Be' IT system requirements for Escort Services which will enable the Authority to

manage escort associated activities in a more cohesive and efficient way than is currently the case under existing arrangements.

2.4 The Authority users will manage the provision of travel and escorting related Services to “returnee” cases through a system called the Returns and Movements Planner. The Returns and Movements Planner will track and structure the case working to fulfil the service from request, to either completion or cancellation, including updates and amendments.

2.5 The ESP shall be capable of integrating with the Returns and Movements Planner. The integrated solution will enable capability to send movement requests and send and receive amendments and instant notification for cancelled jobs, read only access to the Supplier's scheduling tool and vehicle tracking system that will help with transparency of where Vehicles are on the ground, where they have been assigned and a new set of MI reports.

2.6 The ESP solution must be capable of supporting the following from the commencement of the Services:

(a) Exchange of data between the ESP and the Returns and Movements Planner that supports movement requests and amendments.

(b) Vehicle tracking of moves on the road with geographical location of IRCs and other places of detention, made visible to DEPMU and other areas of the business so they can estimate time of collection and drop off time.

(c) Provision of read only access for DEPMU and other business areas to the ESP scheduling tool to view jobs assigned to aid areas of the business to potentially schedule more moves for the day and the future.

(d) Audit trail of all notifications sent to ESP.

(e) Notification from the ESP of jobs completed or cancelled.

(f) Reporting.

2.7 Appendix A provides illustrative examples of how Overseas Escorted and Overseas Unescorted Removals might be managed between the Authority, the Travel Service Provider and the Escorting Service Provider via an API. This is to provide the ESP with guidance on the aims and objectives of these areas.

2.8 Appendix B describes the functionality which will be contained with the RMP for Authority users. This is not a requirement for the ESP. It is included to aid understanding of the Authority’s system.

3. IT SYSTEMS SCOPE

3.1 Systems in scope for non-functional requirements

IT Systems deemed in scope are all aspects of the ESP IT systems that either holds or controls Authority data.

3.2 Processes in scope for functional requirements

The ESP IT Systems must be capable of supporting the appropriate Operational processes documented in Schedule D (*Service Requirements*)

3.3 **Returns and Movement Planner**

The ESP will be required to integrate with the RMP API in line with the schema, workflows and ICD, to be provided by the Authority.

The Travel and Escorting Interface Communication (ICD) Overview (shown in Appendix D) describes the anticipated method of interface between the RMP and both Travel and Escort providers.

4. FUNCTIONAL REQUIREMENTS

4.1 General

4.1.1 The ESP shall integrate with the Returns and Movements Planner via the agreed method. The integrated solution will enable capability to send movement requests and send and receive amendments and instant notification for cancelled jobs, read only access to the Supplier's scheduling tool and vehicle tracking system that will help with transparency of where Vehicles are on the ground, where they have been assigned and a new set of MI reports.

4.1.2 The ESP solution shall support the following from the commencement of the Services:

(a) Exchange of data between the ESP and the Returns and Movements Planner that supports movement requests and amendments.

(b) Vehicle tracking of moves on the road with geographical location of IRCs and other places of detention, made visible to DEPMU and other areas of the business so they can estimate time of collection and drop off time.

(c) Provision of read only access for DEPMU and other business areas to the ESP scheduling tool to view jobs assigned to aid areas of the business to potentially schedule more moves for the day and the future.

(d) Audit trail of all notifications sent to ESP.

(e) Notification from the ESP of jobs completed or cancelled.

(f) Reporting.

4.1.3 The ESP IT Systems shall support the appropriate Operational processes documented in Schedule D (*Service Requirements*).

4.2 Data Exchange

4.2.1 The ESP will be required to integrate with the RMP API to enable data exchange in line with the anticipated method of interface described in Appendix D to this Schedule R.

4.2.2 It will be mandatory for the ESP to send the data back to the Authority via an integrated interface that will be built in to the service (using the anticipated method described in Appendix D) so that the Authority will avoid additional data entry.

4.2.3 Any requests for service and other communications from the Authority will be automated messages generated from the Authority system (unless there is an exceptional circumstance such as an urgent request for travel).

4.3 **Scheduling Tool**

4.3.1 Once requests for movement orders have been received by the ESP it will come in to the escort system work flow.

4.3.2 The ESP planner will plan and manage the appropriate number of escorts/medics/special crew required for the move and update the scheduling tool accordingly. The view of moves will also be used to help DEPMU plan their tasks accordingly for the day, future moves and assist in the management of potential peaks and troughs of work.

4.3.3 The Authority therefore must be given read only access to the schedule of all planned future moves. This is to include the following:-

(a) date and time of move;

(b) special crews assigned to move;

(c) medics assigned to move;

(d) movement reference number;

(e) persons name;

(f) current location;

(g) destination;

(h) type of move: In country or Overseas;

(i) number of Escorts assigned;

(j) escort gender;

(k) escorts and Detainee/s assigned to which van; and

(l) seat availability on each van.

4.3.4 This will be a read only visibility for Authority staff, depending on their user profile credentials.

4.4 **Vehicle Tracking System**

4.4.1 When tasks have been assigned the vehicle tracking system must have the following capabilities so that the vehicle tracking system can give the ESP the

information it needs to make informed decisions and improve the efficiency of the movement, saving time, fuel and money and increasing detainee welfare at all times.

4.4.2 The vehicle tracking system will be a read only tool that will be an integrated interface or a standalone tracking system that authority can have visibility of. It is essential the Authority has transparency of where vehicles are on the ground and where the assigned job is. This ensures information is transparent and gives real time updates to all parties involved. E.g. DEPMU, IRC, Police station, Border Force etc. This will assist the Authority with the estimated time of pick up and drop off for each move.

4.4.3 The Authority must have visibility of the following:

(a) vehicle tracking of moves on the road with geographical location of IRCs and other places of detention;

(b) GPS tracking/journeys ;

(c) individual team lead identification across vehicle;

(d) work profile (planned task date/time); and

(e) which van the Detainee has been assigned to (and other detainees aboard)

4.4.4 Each move must be broken down with the following details:

(a) pick up time;

(b) on route;

(c) arrival at destination; and

(d) completion status (completed/cancelled).

4.4.5 Break down of information the Authority would like to know:

Key fields Authority needs to see from the Escort Provider
Has the Detainee been collected? N> What is the estimated collection time If Y> What time were they collected?
Has the Detainee been dropped off to Destination? Y> What time? N> What is the ETA?
Journey status Where is the van currently

4.5 **Cancellation Notification from ESP**

4.5.1 When escorts/medics have been assigned to a task and need to cancel a movement they must update the following form below with the reason for cancellation (codes to be agreed by the Authority and the Escort Provider) and submit via the escort IT system. This information can be sent to the Authority manually (in exceptional circumstances e.g. IT system failure) or directly from the ESP system through an API for DEPMU South to pick up and rearrange a new movement.

Detainees Details	Mandatory data Y/N
CID Person ID	Y
Authority ref	Y
Port Ref	Y
Family Name	Y
Forenames	Y
Movement order ref No	Y
Movement on date	Y
Current Location	Y
Travel document location (note: this field applicable for returns: In-country & Overseas	Y – If the return can be set the next day, Authority needs to know where the travel docs are being held.
Reason for cancellation – This can be broken down in to codes to be determined by the Authority and the Escort Provider.	Y

NOTE: The Authority makes the final decision to cancel a movement.

4.6 **Portable Device**

4.6.1 The Portable Devices issued to escort teams managing movements must have the following features below so that information is transparent for the Escort Provider

and the Authority. It shall give clear visibility for both Parties and rapid updates to the escort IT system to ensure they are meeting the agreed service levels:

(a) secure identification of escorts – access code;

(b) current assigned task/s;

(c) status update/on route to task;

(d) capability and rationale to cancel task; and

(e) capability to notify task completion.

4.6.2 All cancellation codes must be agreed by the Escort Provider and the Authority.

4.6.3 Portable device cancellation notifications shall go direct to ESP control, who then if they agree the cancellation request DEPMU for a cancellation. The Authority makes the final decision to cancel a movement. Once agreed the Escort Provider must update on the Portable Device with a code (to be agreed in the operation spec).

4.7 Audit Trail for Movement Notification & Cancel Notification

4.7.1 For all movement and cancellation requests to the ESP there must be an electronic audit trail (audit log) for all sent and received notifications. This must be accessible to the Authority

4.7.2 There are currently three official forms with detainee's details:-

(a) Immigration Detainee Movement Notification (IS.276)

(b) Immigration Detainee Movement Notification (Removal Direction) (IS.278)

(c) Immigration Detainee Cancellation notification (IS.280)

4.7.3 In the future new forms may be added for request, authorisation and audit trail purposes.

Note: refer to Appendix E to view movement notification.

5. ESCORT NON-FUNCTIONAL REQUIREMENTS

5.1 Access Management

NFR	Description
0001	The accreditation for the ESP IT system must be at Official/Personal Sensitive for all aspects that hold or control Authority data.
0002	The Service is able to produce access-audit-logs.

0003	The Supplier's IT service must be available 99.5% of time monthly, 24 x 7 x 365 (excluding agreed change outages/planned maintenance), with resiliency built into the design.

5.2 **Application**

NFR	Description
0004	The ESP must ensure that where data is exchanged with the Authority Returns and Movements Planner the ESP IT system complies with the data definitions specified by the Authority Corporate Data Model and Authority Data Policy including data retention
0005	The ESP must ensure the ESP IT system enables the potential ability to encapsulate / isolate the configuration of decisions and rules affecting the execution and output of a business process from the actual process flow itself.
0006	The ESP must ensure the solution promotes the ability to use centrally maintained reference data sets as opposed to hard-coding lists of values or maintaining reference data within individual software components.
0007	The ESP shall ensure the solution employs error-handling so as to prevent any operation from resulting in the application itself or any COTS products, browsers etc. that use it generating an unhandled exception (e.g. system crash).
0008	The ESP shall ensure the solution design provides early alerting and well defined steps to recover from unhandled exceptions.
0009	The ESP must ensure the solution accurately presents information that is held by the solution or retrieved from external source system.

5.3 **Security Management**

NFR	Description
0010	The ESP must ensure that Authority data is securely deleted when any defined data retention period has expired or when the Authority directs that data is no longer required or to satisfy statutory or legal obligations. The ESP shall ensure that Authority data is deleted in a manner which is compliant with the Authority’s protective marking for that data.
0011	ESP shall ensure that any data that it generates is retained

	legally in compliance with statutory or legal obligations such as the Data Protection Act 1998.
0012	The ESP shall comply with the requirements of any codes of connection, multilateral or bilateral international agreements and community or shared services security policies to which the Authority/Government is a signatory (e.g. Government Secure Intranet).
0013	All users of the ESP IT system must have CTC security clearance due to the nature of the system, with any system admin staff or anyone who has access to full datasets to have SC clearance. Staff must also be trained in security policies, their responsibilities and the consequences of breaching security rules. There should be an appropriate warning of breaches of policy at login (this is a legal requirement if the user is being monitored).
0014	ESP - User access must be managed sufficiently to ensure access to sensitive information/assets is only granted to personnel with business need and appropriate clearance.
0015	ESP - The ESP shall develop the system in accordance with and in such a way as to ensure Authority security accreditation is achievable. Suppliers will be required to deliver capabilities in accordance with the HMG Security Policy Framework (SPF) (or Authority approved equivalent) and its supporting documentation issued by organisations such as the Cabinet Office. It should be noted that certain aspects of the SPF are only available to specialist security consultants; such resource requirements should be taken into consideration.
0016	ESP – The ESP shall perform risk assessments and act to mitigate the determined risks. Accreditation of systems handling Authority data will be required to be accredited before system go-live. Annual IT health-checks will also be required to ensure this accreditation is maintained.
0017	The ESP shall support a working relationship between its security representatives and the Authority's equivalents.
0018	ESP- The ESP shall ensure that there is an efficient system of reporting, recording and investigating breaches of security, which the Authority security staff can monitor, in accordance with HMG Security Policy Framework (or Authority approved equivalent).
0019	All transactions must be logged in line with the protective monitoring requirements. 1. Implementation of a protective monitoring (PM) solution that can automate the aggregation of audit log data, its consolidation, analysis and real time or semi-real time automated alerting. The

	capability/tool should cover the entire IT hosting environment covering network-level, application-level and platform-level security logs/events. 2. The tool/capability should be designed in a way that enables it to integrate with multiple systems of different security classifications. 3. The monitoring use-cases should as a minimum cover: a) creation/deletion/change of admin accounts; b) creation/deletion/change of user accounts; c) failed logon events that occurred successively more than 5 times within 30 minutes of each other; d) automated account lock-out events; e) accounts dormant for more than 3 months; f) high severity HIPS alerts; g) high criticality OS patch alerts; h) malware alerts; i) high severity network traffic alerts across firewall boundaries; j) administrative access to Host OS (hypervisor); k) process (or service) creation/instantiation events on the guest OS; and l) security log-data deletion/reset/capacity-overrun events.
0020	The solution must comply with Authority security requirements to facilitate and retain accreditation.
0021	The ESP must provide documentation that describes the security architecture for their product, including authentication for html based interfaces.
0022	The ESP shall provide suitably skilled security resources in the areas of information assurance and security architectures to create detailed user stories for the design and build of any system the ESP feels they need to build to support a working relationship with equivalent resources at the Authority.

5.4 Technical Hosting & Maintenance

NFR	Description
0023	The All timestamps created by the solution shall either have the time zone included in the timestamp and / or be defined as being UTC. It is accepted that some system-generated timestamps (e.g. in syslog) may not carry time zone information.
0024	The solution shall operate according to a consistent time format.

	The ESP shall ensure that the application is developed on environments that use the London time zone (i.e. GMT+0000/BST+0100).

5.5 **Incident Management, and other supporting Service Management Processes**

NFR	Description
0025	Please refer to Part II for Incident Management All Service Management processes should be developed in line with ITIL v3 or equivalent.

5.6 **Infrastructure**

NFR	Description
0026	The Location for the ESP data centre must be within Authority specified Territories, i.e. within Europe with UK preferred.

PART II

1. IT SERVICE MANAGEMENT

1.1.1 The Generic Service Obligations (GSOs) described in this guide are aligned to the ITILv3 (2011) framework.

1.1.2 A relevant sub-set set of IT Service Management GSOs which the Authority applies to ensure that IT Services can be properly supported in the live environment are set out below.

1.1.3 The GSOs ensure the alignment of IT Service suppliers with the Authority's IT Service Management model.

1.1.4 The GSO descriptions detailed within this document are broken down into each ITIL process and define the obligations and measures for the ESP to adhere to in delivering those ITIL processes to Authority. The number and range of GSOs required within each ESP contract depend on the criticality of the contract and the service management process they align to. Terms used in this document are defined in Authority Policies and Procedures Definitions document. This document also includes obligations for IT Service Management Tooling Interface requirements.

Ser	GSO	Measure	Notes	Sev	T3

(a) **Ser –** a reference number

(b) **GSO** – the basic supplier or ESP obligation description

(c) **Measure** – how the obligation will be measured

(d) **Notes** – Additional information

(e) **Sev** – applicable severity level

(f) **T3 (applicable Tier level for this Agreement)** – this is split into levels that describe the depth or breadth of contracted service.

1.1.5 Each entry is mandatory.

1.2 The Service Management Policies referenced

1.2.1 The following Authority Policies are applicable to this Agreement, and the ESP shall comply with such policies or a Supplier's equivalent policy approved by the Authority during mobilisation and as updated from time to time:

(a) Access Management Policy;

(b) IT Asset & Configuration Management Policy;

(c) Capacity Management Policy;

(d) Change Management Policy;

(e) Event Management Policy;

(f) Incident Management Policy;

(g) IT Service Continuity Policy;

(h) Knowledge Management Policy;

(i) Problem Management Policy;

(j) Release Management Policy;

(k) Security Policy;

(l) Service Desk Policy;

(m) Service Level Management Policy;

(n) Standards and Architecture Policy; and

(o) Supplier Management Policy.

1.3 **Generic Service Obligations**

1.3.1 The Supplier shall comply with the Generic Service Obligations set out in the table below. Service Credits for performance failures will be applied to each service area according to its severity level. These are set out in Schedule G. Incident definitions are set out in Appendix C.

Ser	GSO	Measure	Notes	Sev	T3
Access Management					
1	The ESP shall comply with the Authority's Access Management Policies and Procedures as referenced in Schedule R.	Adherence to the relevant Access Management Policies & Procedures as agreed during the on-boarding process.	-		M
2	The ESP shall, when required as a result of a Service Desk access request, provide user access to the System or Application as	KPI - % of Access Requests successfully completed each SMP within the			M

	specified.	specified timescales and with supporting the Authority's 99.5% target			
IT Asset and Configuration Management					
3	The ESP shall maintain an accurate and up to date Configuration Management Database (CMDB.				M
Availability Management					
4	The ESP shall reduce the impact to the Authority's customers of failure of their IT services and systems provided.		-		M
5	The ESP shall provide all information required to enable the Authority to produce end-to-end systems transaction processing measurements. E.g. time associated with processing a request for travel.	KPI - completeness and accuracy of reporting information provided within set timescales each SMP. 100% Target.	-		M
6	The ESP shall ensure Systems and Service Availability are designed to meet Authority requirements so that the services provided meet the Authority's business needs	KPI – 99.5% target in each monthly SRP.	See appendix C		M
Capacity Management					
7	The ESP shall work collaboratively with the Authority and other suppliers as nominated by the	The Authority will collaborate with the suppliers in making demand predictions			M

	Authority to provide the optimum amount of IT capacity to meet business need.	available to assist in IT capacity management predictions and planning by the suppliers.			
Change Management					
8	The ESP shall comply with the Authority's Change Management Policies and Procedures as referenced in Schedule R.	Adherence to the relevant Change Management Policies & Procedures as agreed during the on-boarding process.	-		M
9	The ESP shall provide details of all proposed and planned changes to the Authority for inclusion in the Forward Schedule of Change (FSC).		FSC is a SIAM product bringing together a view of all planned and proposed changes		M
Event Management					
10	The ESP shall raise Incidents where significant impacting events are detected.		-		-- M
Incident Management					
11	The ESP shall comply with the Authority's Incident Management Policies and Procedures as referenced in Schedule R.	Adherence to the relevant Incident Management Policies & Procedures as agreed during the on-boarding process.	-		M
12	The ESP shall improve the contracted service(s) provided to the Authority by minimising the impact of business disruption caused by	Service Level - 99.5% (minimum) Incident Resolution Priority 1. Target time 4 hours of incident being assigned.	Provide data each monthly SRP Appendix C outlines these		M

	Incidents.	KPI - 99.5 %(minimum) Incident Resolution Priority 2, Target time of 8 hours of incident being assigned. KPI - 98% (minimum) Incident Resolution Priority 3, Target time of 2 Working Days of incident being assigned. KPI – 90 %(minimum) Incident Resolution Priority 4, Target time of 4 working days of incident being assigned.	measures		
13	The ESP shall ensure Incident Records are complete and up to date at all times and are linked to any other impacted areas including but not limited to Supplier's CMDB, Problems, and Change Records.	Incident updates report frequency by priority level: P1 – every 30 minutes; P2 – every hour; P3 – once per day.	-		M
14	The ESP shall perform trend analysis on Incidents assigned to them to inform service improvements.		-		M
15	The ESP shall connect to the Authority's IT Service Management toolset that provides a bi-directional interface between the		- It is strongly encourage d that suppliers are able to be on tool with the		M

	ESPand the Service Desk to enable information transfer in respect of Incidents if that is supported by the Authority, if not then there must be an agreed mechanism and governance to enable information transfer in the event of an incident.		Authority Service Now (SNOW)		
IT Service Continuity Management					
16	The ESP shall perform IT Service Continuity Tests in accordance with the Authority's IT Service Continuity Test Programme and resolve any issues that are discovered during the Tests.	Once per year as minimum	-		M
Knowledge Management					
17	The ESP shall comply with the Authority's Knowledge Management Policies and Procedures as referenced in Schedule R.	Adherence to the relevant Knowledge Management Policies & Procedures as agreed during the on-boarding process.	-		M
18	The ESP shall work with Service Design and Service Transition to provide new and updated Knowledge artefacts and retire out of date information to ensure completeness and accuracy of the Knowledge Management Data	Report - Each SMP the number and type of new Knowledge artefacts produced, ones retired and updated, cross referenced to numbers of problems opened and closed and number of relevant changes	- Knowledge Articles (KA) used by the Authority's service desk to route tickets to the correct supplier		M

	Base (KMDB).	introduced.			
Problem Management					
19	The ESP shall comply with the Authority's Problem Management Policies and Procedures as referenced in Schedule R.	Adherence to the relevant Problem Management Policies & Procedures as agreed during the on-boarding process.	-		M
Release Management					
20	The ESP shall comply with the Authority's Release Management Policies and Procedures as referenced in Schedule R.	Adherence to the relevant Release Management Policies & Procedures as agreed during the on-boarding process. KPI – 95% acceptance into live service for all software or hardware releases – period TBC during mobilisation.	- See Appendix C		M
Security Management					
21	The ESP shall comply with the Authority's Security Policies and Procedures as referenced in Schedule R. Any changes to these which are required as a result of changes to the Authority's, or wider Government, policy and procedures will	Adherence to the relevant Service Request Policies & Procedures as agreed during the on-boarding process.	-		M

	be handled in accordance with the change control procedure to be agreed during the on-boarding process.				
22	The ESP shall support the security assurance audit ESP and the Authority to organise and complete audits.	-	-		M
23	The ESP shall attain and maintain security accreditation for all systems, services and applications under the Supplier's control that hold or manage Authority data.	-	-		M
24	The ESP shall support the Authority regarding Security Incident Management. This includes but is not limited to: a) providing all resources, information and access required by the Authority, or any third party appointed by the Authority to complete the investigation; b) establishing an effective security incident process and reporting mechanism; c) as security incidents occur, the ESP shall report immediately to the	-	-		M

	Authority via the agreed security incident process.				
25	The ESP shall support the Authority regarding forensic investigations. This includes but is not limited to: a) providing all relevant resources such as physical and logical Access to systems and networks, information and key contacts; and b) physically securing or seizing equipment identified as evidence in a forensic investigation in such a way as to preserve its integrity in line with best practice.	-	-		M
26	The ESP shall support the IT health check supplier and Authority to organise and complete IT health checks and Penetration Tests.	-	-		M
27	The ESP shall support external subject matter experts and consultants representing the Authority by providing reasonable and relevant information to the external party in a timely manner.	-	-		M
28	The ESP shall	-	-		M

	ensure that all Supplier Personnel receive appropriate information security training when joining the Supplier organisation. This includes but is not limited to: a) ensuring training is refreshed on an annual basis, maintaining the level of understanding of Supplier Personnel; b) where appropriate include security awareness material supplied by the Authority or authorised Supplier(s); and c) supporting the Authority or authorised Supplier(s) in the production -of security awareness material specific to the Services.				
29	On receipt of security alerts or notices from the Authority, the ESP shall respond to the Authority within agreed timescales detailing: a) actions already taken to mitigate the risk of such alert; b) actions that will be taken to mitigate the risk of such alert and timescales; or c) reasons why such alert poses no risk to	-	-		M

	the Authority.				
30	The ESP shall take steps to identify all situations which pose possible or actual threats or vulnerabilities to the confidentiality, integrity and availability of systems, process, data and people affecting the Authority relating to the Services.	-	-		M
31	The ESP shall support the Authority's Protective Monitoring Service run at their CSOC (Cyber Security Operations Centre).	-	-		M
32	The ESP shall support the Authority's Protective Monitoring Service by providing the relevant Management Information during SRP.	-	-		M
33	The ESP shall work in compliance with an information security management framework such as ISO 27001.	-	-		M

34	The ESP shall comply with all relevant legislation in terms of both operating and processing data on behalf of the Authority. Any changes to these which are required as a result of changes to the Authority's, or wider Government, policy and procedures will be handled in accordance with the change control procedure to be agreed during the on-boarding process.	-	-		M
35	The ESP shall adhere to Authority Security Policies, Standards and Processes, ensuring that any non-compliances are reported appropriately. Any changes to these which are required as a result of changes to the Authority's, or wider Government, policy and procedures will be handled in accordance with the change control procedure to be agreed during the on-boarding process.	-	-		M
36	The ESP shall identify, document and review audit trails for systems	-	-		M

	which Authority data is processed on, and inform the Security Expert Provider of any unusual or anomalous activity identified.				
37	The ESP shall implement or utilise an existing means of providing accurate time in logs and synchronisation between system components with a view to facilitating collation of events between those components	-	-		M
38	The ESP shall ensure on-going compliance with all current and future security contractual obligations with which the ESP must comply by: a) providing evidence to the Authority on a scheduled basis to demonstrate compliance; and b) creating a corrective action plan to address identified areas of non-compliance and send the corrective action plan to the Authority for approval. Such corrective action plan must include but is not limited to: i) actions to be taken to rectify the non-compliance; ii) timescales for	-	-		M

	such actions; and iii) owners of such actions. Any changes to these which are required as a result of changes to the Authority's, or wider Government, policy and procedures will be handled in accordance with the change control procedure to be agreed during the on-boarding process.				
Service Design					
Service Desk					
39	The ESP shall comply with the Authority's Service Desk Policies and Procedures as referenced in Schedule R. Any changes to these which are required as a result of changes to the Authority's, or wider Government, policy and procedures will be handled in accordance with the change control procedure to be agreed during the on-boarding process.	Adherence to the relevant Service Desk Policies & Procedures as agreed during the on-boarding process.	-		M

40	The ESP shall assist the Service Desk to maximise Systems and Service Availability, performance and quality throughout the Contract Term.		-		M
Service Level Management					
41	The ESP shall achieve all required Service Levels and KPIs each SMP and provide accurate supporting documentation to the Authority to evidence this.	The ESP shall provide a service report every month & meet monthly / quarterly depending on quality of service provided. These meetings will be at the Authority sites with any travel costs absorbed by the Supplier.	-		M
42	The ESP shall review Service Levels on an on-going basis and make recommendations to ensure the services continue to meet the Authority's business needs.		-		M
Tooling (BAU)					
43	The ESP shall comply with the SIAM Interface and Integration Requirements if interfacing with the Authority's IT Service Management				M

	Toolset				

Please refer to Appendix C for Balanced Scorecard Measures

The Supplier shall ensure that the Supplier and the Supplier System meets all targets in Appendix C (Balanced Scorecard Measures). These targets will be monitored by the Supplier and Authority IT team during the Term and instances where these targets are not achieved will be identified and recorded.

Appendix A

MESSAGING AND DATA FLOW

This appendix provides an overview of the information to be communicated between The Authority, the Travel Services Provider and the Escort Provider with relation to immigration enforcement travel and escorting. The focus is on the data being sent in and out of the Authority, there is no consideration to the different departments within the Authority, also some of the information is critical to the business processes, others just for MI; both categories of information are included here without distinction.

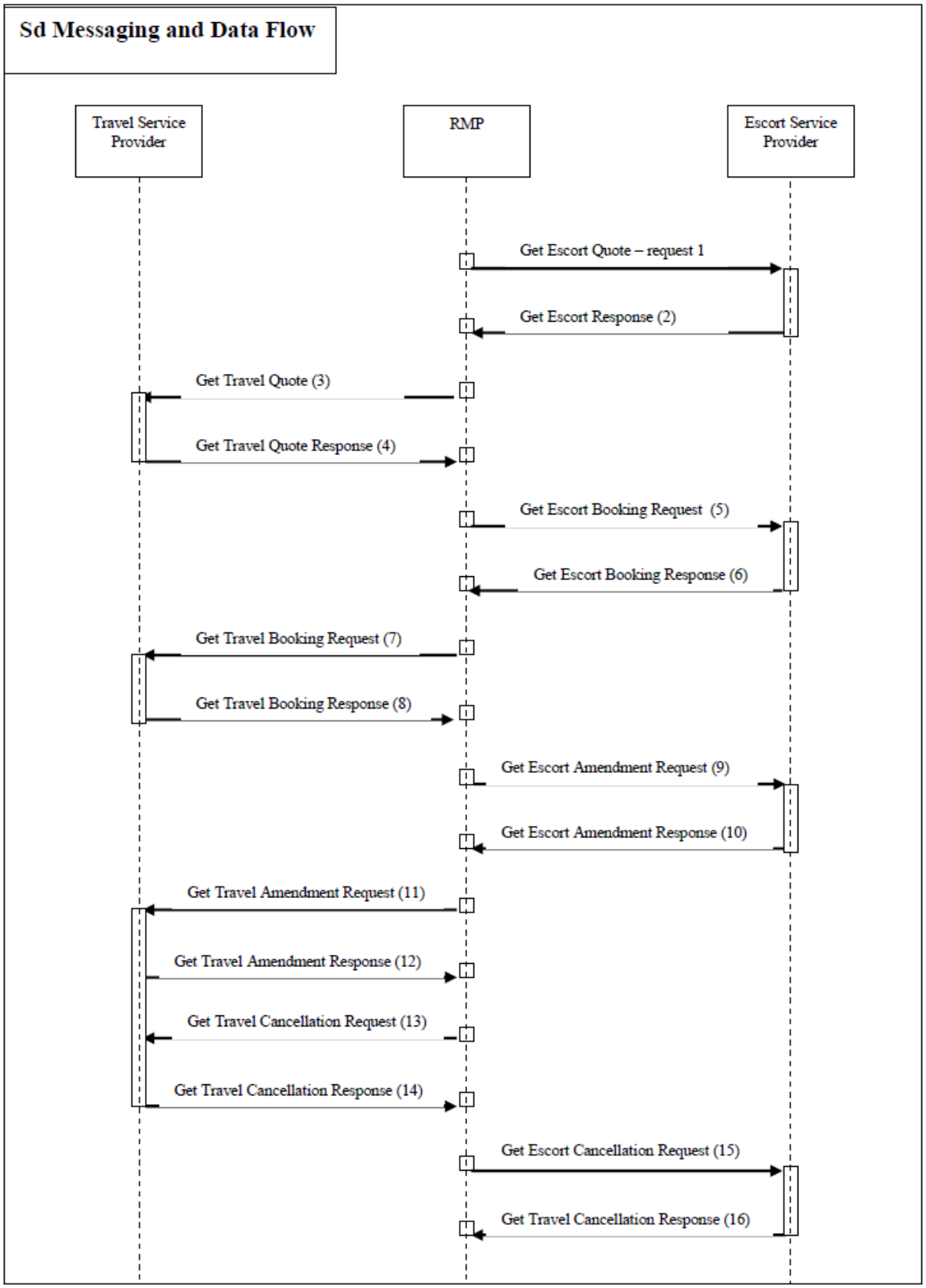
The process of arranging the logistics to deport a returnee is to be arranged through the passing of information in the following sequence.

The information can be sent to the Authority directly from the ESP system though an API.

Much of the data exchange is between the two providers. The Authority reserves the right to access communication between the TSP and the ESP.

The information expressed here is expressed in a reasonably structured form to enable an ESP to understand how they would be able to technically integrate to the Authority.

The data messages shown below are for illustrative purposes only. The ESP IT system must be able to handle this information; the full list of messages will be finalised during mobilisation.


Sd Messaging and Data Flow
Travel Service Provider
RMP
Escort Service Provider
Get Escort Quote – request 1
Get Escort Response (2)
Get Travel Quote (3)
Get Travel Quote Response (4)
Get Escort Booking Request (5)
Get Escort Booking Response (6)
Get Travel Booking Request (7)
Get Travel Booking Response (8)
Get Escort Amendment Request (9)
Get Escort Amendment Response (10)
Get Travel Amendment Request (11)
Get Travel Amendment Response (12)
Get Travel Cancellation Request (13)
Get Travel Cancellation Response (14)
Get Escort Cancellation Request (15)
Get Travel Cancellation Response (16)

1. MESSAGE 1: ESCORT QUOTE REQUEST

1.1 A request from the Authority case worker retrieved by the Escort Provider. The case worker has reviewed some information internally and then triggered this request to start the process of removing someone from the UK.

1.2 It is anticipated that for an escorted return the greatest constraint will be the Escort Provider's availability so they are to be contacted first.

1.3 **Purpose**

1.3.1 The Authority providing detail of a return for the Escort Provider to respond as to when they can fulfil the request.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Personal details	Personal, static information about the returnee. Note there could be more than one.	Authority returnee reference, name, date of birth, medical conditions e.g. blind, wheelchair.
Escort risk assessment	A set of variable attributes for each returnee that the Escort Provider needs to decide their response. Note this is likely to be more than what was passed to the Travel Services Provider but still only what is needed for this purpose will be passed, not the full set of risk information held by the Authority.	Violent, disruptive, sexual offender.
Returnee Location	Where the returnee is most likely to be at the time of their departure, so the Travel Services Provider can consider local airports. Note this is per returnee; it is possible, but unlikely that a family group is split up in the detention estate but will fly home together.	Detention centre ID, Prison ID, and specific address.
International	Is it an international or in country move.	International indicator.
Escort on Transport	It is possible that in some low risk scenarios that the returnee is taken to the transport vehicle	Escort needed on transport indicator.

	(aeroplane) but the escorts leave them at the gate and wait for the transport to leave before returning home.	
Dates	A range of dates that the Returnee(s) will travel over.	Earliest leave date, latest Leave date, exclusion dates.

2. MESSAGE 2: ESCORT QUOTE RESPONSE

2.1 The Escort Provider will respond to an Escort request with their risk evaluation as to how many Supplier Personnel they believe are needed, and any supplementary people, such as medics etc.

2.2 The Escort Provider shall provide options on the days they can support to enable Travel Services Provider to identify cheaper flight costs.

2.3 **Purpose**

2.3.1 The Escort Provider giving their details as to what they would do, at what effort, giving multiple options.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote ID	For each Escort quote there is to be an escort quote ID, because the risk profile can change the Escort quote may change for the same travel request so this needs to be separate.	Escort quote reference.
Escort Date	The date for which the Escort quote reference are valid for.	Date.
Escort Info	The number of Supplier Personnel and the type. Some Returnees require medics and the Escort Provider may have multiple categories of escort based on gender, physique, language. This is a function of the returnee and as such is expected to be common to all quotes.	Escort number. Escort type.

Escort Segment	The escorting may require multiple journeys which vary based on means of transport, whether the returnee is present and potentially the escorts (involving a hand over between teams). This is a function of the route and as such is expected to be common to all quotes.	Segment ID, Start point finish point, transport type.
Escort Effort	Per segment, per Escort there is a cost or a time duration. This is a function of the route and as such is expected to be common to all quotes.	Cost / time.
Escort details	Per Quote, per segment of the escort quote the names of the escorts and the vehicle ID are needed. At some point the advanced passenger information is needed and if it is available now then it could be provided – but not mandatory, could be sent later.	Segment ID, Escort name.

3. MESSAGE 3: TRAVEL QUOTE REQUEST

3.1 A request from the Authority case worker retrieved by the Travel Services Provider about what travel is needed and for whom.

3.2 For unescorted flights the workflow starts here. In this case the “travel Details” will be specified by The Authority user.

3.3 For escorted flights this information is sourced from the Escort Provider and either comes direct from them or via the Authority.

3.4 **Purpose**

3.4.1 The Authority providing detail of a return for the Travel Services Provider to find quotes.

Data Set	Description	Example
Travel request Identifier	Unique reference for the request.	Return reference.

Personal Details	Personal, static information about the returnee. Note there could be more than one.	Authority returnee ID, Name, Date of Birth, noted conditions such as: blind, wheelchair etc.
Travel Document	The type of document each returnee has to enable them to travel.	Passport, national identity card, Emergency Travel Document.
Travel risk assessment	A set of variable attributes for each returnee has that the airlines are interested in and may refuse travel based upon. Note only what is needed for this purpose will be passed, not the full set of risk information held by the Authority. The security level of the travel company is not high, so this is likely to only be a small set of the risk information.	Violent, disruptive, number of escorts.
Returnee Location	Where the returnee is most likely to be at the time of their departure, so the Travel Services Provider can consider local airports.	Detention centre ID, Prison ID, and specific address.
Escort Dates	The dates returned by the Escort Provider.	Date 1, 2, 3.
Destination	Where the returnee(s) is to go.	Free text location.
Constraints	The constraints concerning for travel are contained within the TIG.	Refundable, airline exclusions, cost limit.

4. MESSAGE 4: TRAVEL QUOTE RESPONSE

4.1 The Travel Services Provider's response to a travel request, giving a number of possible options for each of the Escort Provider's dates for the Authority to choose from.

4.2 **Purpose**

4.2.1 Travel Services Provider provides a list of travel quotes for each of the Escort Provider's declared available dates back to The Authority with travel details and associated costs.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort Quote reference	To match the travel quotes to the Escort quotes.	Escort quote reference.
Travel Quote reference	Unique reference for each of the quotes in the response.	Travel quote reference.
Travel Cost	For each quote there will be a cost per traveller and a total.	Cost for returnee 1, cost for Escort 1, total cost, currency.
Travel itinerary	Each quote will break into one or more segments; each segment will have start and end times and locations, Ref Ids, carrier ID, and segment type.	Dates, times, flight numbers, provider name (British airways, Marriott…), segment type (plane, ferry etc.).
Travel Conditions	Covers specific information applicable to this quote, maybe it expires quickly, or is non-refundable etc.	Non-refundable, hand baggage only fare.

5. MESSAGE 5: ESCORT BOOKING REQUEST

5.1 The Authority will receive the Travel Service Provider's quote response and will first assess if the information about the returnee is the same as it was when the quotes were sourced. The behaviour of the returnee may have impacted their risk profile requiring a re-quote from either or both providers. In these cases the workflow returns to message 1.

5.2 If the information is unchanged the Authority will choose their preferred quote and then give the Authority to book.

5.3 **Purpose**

5.3.1 The message from the Authority to the Escort Provider requesting to book against one of their previously provided quotes.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote	To be clear which quote we want	Escort quote reference.

reference	to book.	
Book	Booking command.	Book.

6. MESSAGE 6: ESCORT CONFIRMATION RESPONSE

6.1 The Escort Provider will respond to the booking request with the names and as much other information as they can at this point related to their people and vehicles.

6.2 **Purpose**

6.2.1 Message from the Escort Provider to confirm a booking and provide the names of the escorting Supplier Personnel, or when it can't be confirmed then why.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote reference	To be clear which quote the Authority are referring to.	Escort quote reference.
Accepted	Simple confirmation that the booking has been made.	Confirmed.

7. MESSAGE 7: TRAVEL BOOKING REQUEST

7.1 The Escort Provider confirm their escort arrangements after the Authority has chosen their preferred option, if one of the TSP quotes is chosen, then the Authority will request the TSP to book travel. It means that the Travel booking request may be sent at the same time as the Escort booking request.

7.2 **Purpose**

7.2.1 Message from the Authority to the Travel Services Provider to book one of their previously issued quotes.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Travel quote ID	To be clear which quote the Authority want to book.	Travel quote reference.

Book	Booking command.	Book.
Escort details	To book the tickets for the Escorts the Travel Provider needs their names (mandatory) and their advanced passenger info (non-mandatory at this point.	Escort 1 name, escort 1 passport number, escort 1 flight meal = vegetarian.

8. MESSAGE 8: TRAVEL BOOKING RESPONSE

8.1 The response to a confirmation request from the Travel Services Provider is very similar to the Escort response, including the cancellation options. The difference here is that the Authority is expecting back the travel documents

8.2 **Purpose**

8.2.1 Message from the Travel Services Provider to confirm a booking and provide the names of the escorts, or when it can't be confirmed then why.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Travel quote reference	To be clear which quote the Authority are referring to.	Travel quote reference.
Accepted	The Travel Services Provider needs the ability to decline a booking request. In the instance where they could, but no longer can, deliver against the travel quote request, they need to reply, "declined".	Booked declined.
Decline Reason	One of a list of predefined options, (that realistically will be modified over time).	Suggested options they could choose from: flight cancelled.
Decline details	A fuller reason for the decline, free text fields are hard to report from, hence why the Authority have the decline reason to support this.	Free text.

Travel confirmation details	We are going to expect the Travel Services Provider to send the details of what has been booked, ticket numbers etc. These may be details typed into the travel system by their staff, they may be attachments, images, pdfs of etickets too, currently unknown as to how this would work.	eTickets, booking ID, ticket numbers.

9. MESSAGE 9: ESCORT AMENDMENT REQUEST

9.1 There are many things that can change between the booking being confirmed and the commencement of the return. The returnee's location could change, their risk profile might change. The Authority needs to inform the Escort Provider so they can take action. Most of these changes will trigger an update from the Escort Provider to inform the Authority of the consequence of their request

9.2 **Purpose**

9.2.1 Message from The Authority to the Escort Provider to inform them of a request to change a confirmed booking.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote reference	To be clear which quote the Authority are referring to.	Escort quote reference.
Escort request details	The segments that are affected need to be identified and then the new .detail specified. It could be that a segment is cancelled, or that two segments are to be replaced with one new one.	Segment ID, locations, times. Whether something is cancelled.
Other	To cover scenarios out of scope there may need to be a catch all free text box.	Free text.

10. MESSAGE 10: ESCORT AMENDMENT RESPONSE

10.1 The Escort Amendment message is a catch all exception management tool. The Authority does not currently anticipate an update from the Escort provider in the successful path flow where the flight has departed without incident. However if something has changed in the Escort Provider domain then this update is needed to inform the Authority.

10.2 The change could be before the Escort team has departed, could be while the Escorts are moving the returnee, and could be while at the airport. There is a possibility there may be a change while the returnee is airborne in case of a diversion.

10.3 Because some of the Escort details are not needed for flight booking but are needed for travel, such as passport number, this message can be used to provide this later data.

10.4 **Purpose**

10.4.1 This is a flexible message from the Escort Provider that indicates either the escorting was completed, or if not then the current status of the situation.

10.4.2 The message is also to be used to advise the Authority of any changes to (or new) information about the escorts.

10.4.3 The message is also to be used to advise the Authority of the consequence of any amendment requests made by the Authority.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote reference	To be clear which quote is being referred to.	Escort quote reference.
Completed info	If the Escort is completed successfully then the Authority is to be informed with details.	Confirmed, per segment, date time leave, date time arrive. Free text if needed.
Cancellation	If the Escorting is to be aborted for some reason then the Authority is to be informed with reasons. If this has happened sufficiently far ahead of the flight then it might be possible to change the flight. With the tracking Information it may be possible to redirect the returnee to a point other than their starting location.	Cancellation, reason, free text field if needed.
Unsuccessful	If the Escorting has started and has to abandon the escorting, could be because the returnee is disruptive or ill, or in sufficiently serious delay that the journey is	Unsuccessful, reason, free text field.

	to be aborted. This occurrence is likely to trigger the Authority to cancel the corresponding Travel booking.	
Delayed	If the Escort is delayed, then the Escort Provider is to inform the Authority with details of where and their new itinerary - a delay to one segment may have knock on impacts to others. This may result in a change of flights, or the Authority issuing a cancellation.	Delay reason, affected segment ID, new start and end times, free text field.
Escort change	It could be that the Escort Provider needs to change the escort. This will almost certainly require a change of name on any flight ticket.	Per segment: Escort ID to be removed, Escort ID to be added

11. MESSAGE 11: TRAVEL AMENDMENT REQUEST

11.1 It is possible that the Authority will want to modify a travel booking either to provide additional information that wasn't known earlier, such as a passport expiry date of an escort, or to change one piece of information held. Note some of this information is from the Escort provider. This data exchange has been expressed as if the Authority is routing information from the ESP to the TSP. If the agreed approach has direct communication from the ESP to the TSP, then this amendment message may be sent from the ESP.

11.2 Some changes will be minor, such as the change of an Escort passport number; others will be more significant and may incur charges or even be not possible, such as a flight time / date change or a name change.

11.3 The Authority expects that the majority of Travel amendments will trigger a travel amendment message response.

11.4 Purpose

11.4.1 Message from The Authority to the Travel Services Provider to inform them of a request to change a confirmed booking.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote reference	To be clear which quote the Authority are referring to.	Escort quote reference.

Travel details update	The details of a confirmed booking that require adding or amending.	Passport numbers, expiry dates associated to passengers.
Flight details update	The details of an amendment to the itinerary, either passengers or routing.	Old affected itinerary section, new itinerary specifications.
Other	To cover scenarios out of scope there may need to be a catch all free text field.	Free text.

12. MESSAGE 12: TRAVEL AMENDMENT RESPONSE

12.1 The Travel update message is a catch all exception management tool. The Authority does not currently anticipate an update from the Travel Services Provider in the successful path flow where the flight has departed without incident. However, if something has changed in the Travel Service Provider domain, then this message is needed to inform The Authority.

12.2 The change could be before the Escort has departed, could be while the Escort is moving the returnee, and could be while at the airport. It may be while they are in the air in case of a diversion.

12.3 **Purpose**

12.3.1 Message from the Travel Services Provider to inform the Authority of either something that has happened from their side or to respond to a post booking request from The Authority.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Travel quote reference	To be clear which quote the Authority are referring to.	Travel quote reference.
Completed info	An update of a successful flight, could include actual departure and arrival times – probably not necessary.	Confirmed, date time leave, date time arrive.
Flight Change	Should a flight be changed the Authority will need to understand which flight and by how much. The change could be a formal	Change reason, flight number. Old flight details, new flight details.

	change of time / terminal, or a delay.	
Cancellation Details	Similar to a flight change, but more serious. To include which reference (probably all).	Cancellation reason, flight number, old flight details.
Financial	For the Travel Services Provider to inform the Authority of the financial consequence of their requested post booking changes.	Refund info, fee info (could be a change fee or cancellation fee), reason field
Unknown other exceptions	The Authority anticipates that there will be other scenarios that haven't been considered yet. These may be managed though additional structured fields but there will always be a need to fall back to a free text field in emergencies.	Free text.

13. MESSAGE 13: TRAVEL CANCELLATION REQUEST

13.1 Simple cancellation. Potentially the Authority may look to inform the Travel Services Provider that we wish to cancel the use of this flight for this booking, but reuse it – dependent on carrier T&Cs etc. The message structure is subject to change. Sending this is likely to trigger a Travel Update response with the financial consequences.

13.2 **Purpose**

13.2.1 The Authority notifying the Travel Services Provider a flight is to be cancelled.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Travel quote reference	To be clear which quote the Authority are referring to.	Travel quote reference.
Cancel	Simple cancel command.	Cancel.

14. MESSAGE 13: TRAVEL CANCELLATION RESPONSE

14.1 Simple acknowledgement that the Travel Services Provider has received and actioned the Travel Cancellation.

14.2 **Purpose**

14.2.1 The Travel provider notifying the Authority that a flight has been cancelled.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Travel quote reference	To be clear which quote the Authority are referring to.	Travel quote reference.
Cancellation details	Cancellation confirmation details.	Airline cancellation code.

15. MESSAGE 14: ESCORT CANCELLATION REQUEST

15.1 Simple cancellation.

15.2 Sending this could trigger an Escort Update response with the financial consequences.

15.3 **Purpose**

15.3.1 The Authority notifying the Escort Provider an escort booking is to be cancelled.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote reference	To be clear which quote the Authority are referring to.	Escort quote reference.
Cancel	Simple cancel command.	Cancel.

16. MESSAGE 13: ESCORT CANCELLATION RESPONSE

16.1 Simple acknowledgement that the Escort Provider has received and actioned the Escort Cancellation.

16.2 **Purpose**

16.2.1 The Escort provider notifying the Authority that an Escort booking has been cancelled.

Data Set	Description	Example
Travel request Identifier	Reference for the Authority to match this to the initial request.	Return reference.
Escort quote reference	To be clear which quote the Authority are referring to.	Escort quote reference.
Cancellation details	Cancellation confirmation details.	

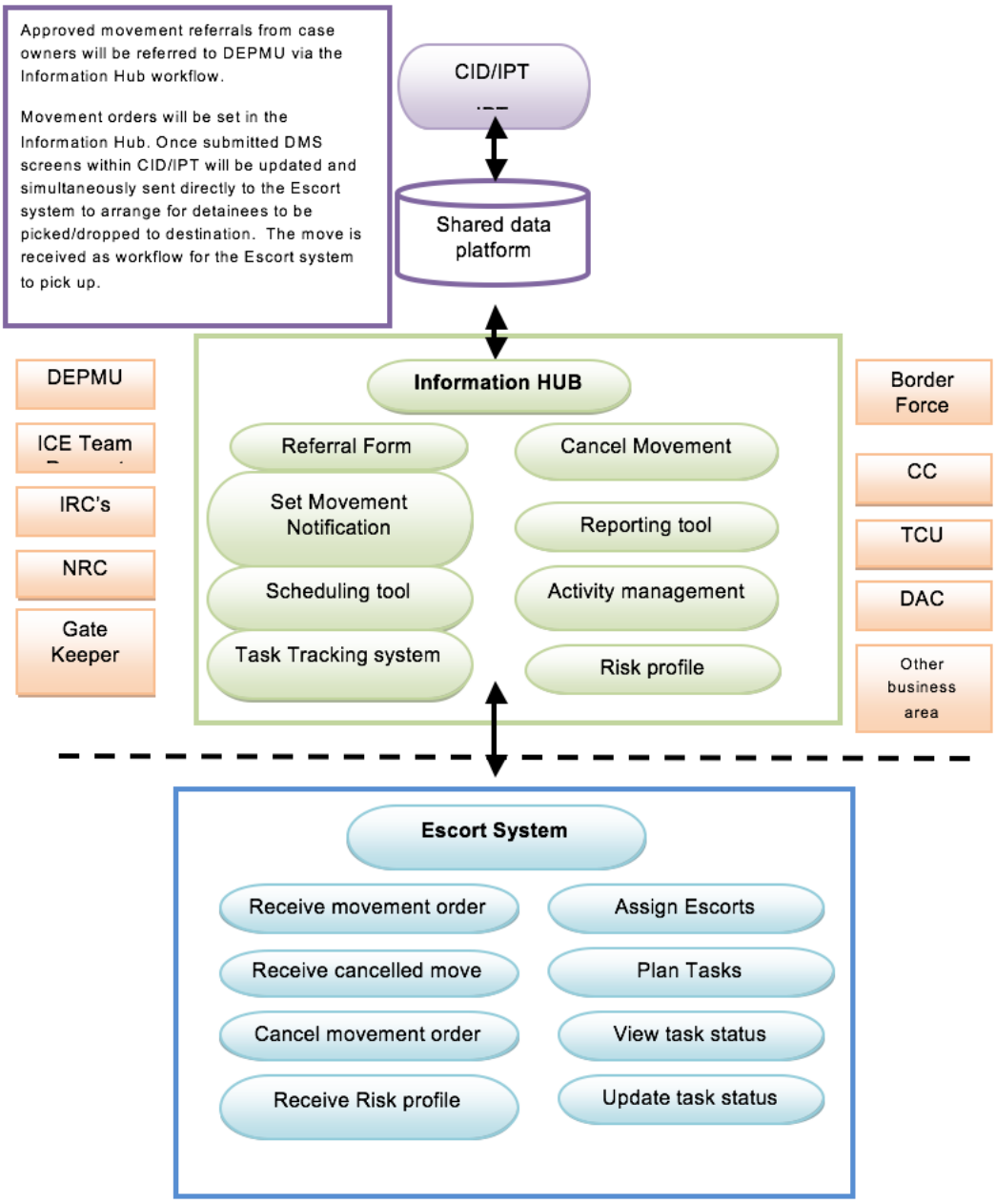
Appendix B

Returns and Movements Planner Requirements

The Returns and Movements Planner is the case working tool that the Authority will use to show the current status and information pertaining to a movement or return case. The Returns and Movements Planner will have a UI for the Authority users to key in the necessary fields. To enable the ESP and TSP to inform the Authority of their information the Returns and Movements Planner shall integrate with Supplier systems via an integrated interface that will be built in to the Service by the ESP (see Appendix D). The solution must not require the Authority to manually enter data sent to it.

Furthermore the movement order, general risk assessment and medical risk assessment must only be printable as separate pages.

Any requests for service and other communications from the Authority will be automated messages generated from the Authority system (unless there is an exceptional circumstance such as an urgent request for travel). Below illustrates how the Authority expects the Returns and Movements Planner to integrate with the Escort IT system.



NOTE:

(a) Scheduling tool and task tracking system will be read only for the Authority.

(b) Risk profile to be aligned and agreed with the Escort Provider

1. Service Access (Authority System

1.1 Access to the Returns and Movements Planner will be from within the Authority staff's existing authentication suite.

2. Roles and Responsibilities

2.1 With the Returns and Movements Planner there will be multiple user roles. The user role will determine the capabilities of the user with respect to their ability to view and edit any information related to the return of a returnee. The Returns and Movements Planner will include functionality around the management of its user base facilitated through a service administrator user role.

3. Travel Request service approach

3.1 Once the Authority has made the decision to remove someone from the UK then their case owner will trigger the returns process from within the Returns and Movements Planner.

3.2 The returns process will start with the case worker accessing information and requesting to return.

3.3 The Returns and Movements Planner will then perform some risk profiling using business logic against information available. This will determine if the return is to take place with Escort/s or not and potentially whether the Travel Services Provider will need to provide a ticket.

3.4 If escorting has been judged necessary, then a request will be made of the Escort Provider to give options as to when they can fulfil the request. Their response will also give their decision on number of escorts and support staff based on the information about the returnee that the Authority has provided them.

3.5 The Travel Services Provider will identify a number of quotes as defined in Schedule D.

3.6 The Authority will make a judgement call as to which of the option to proceed with. If the chosen option is to proceed with one of the Travel Services Provider quotes then the Authority will inform the Travel Services Provider to make a confirmed booking (an alternative is to use a charter flight, the management of which is held within the Authority).

4. Travel Amendments and Cancellations

4.1 The Authority user will have the ability to trigger an amendment or cancellation request against a case to the Travel Services Provider. The Authority user may have to provide reasons. The Travel Services Provider is to act on these requests promptly and respond with their confirmation and any consequences of the action – costs incurred etc.

5. Duplicate bookings

5.1 The Returns and Movements Planner will not permit a user to request return for a returnee if there is an existing booking subject to specified exceptions such as a voluntary departure where a contingency public expense removal is also booked. Every case will have a unique reference and for every case, every return request will have a unique reference.

6. Risk Profile (Risk Assessment

6.1 The information must be populated by the caseworker, once populated it must be sent via the Returns and Movements Planner and received by the ESP system. This will enable them to task the correct number of escorts, medics, special crew depending on their profile and experience. It must be possible for risk information to be updated by Authority staff where further information becomes available or there is a change in circumstances.

NOTE:

(a) Risk profile data to be determined and aligned by the business and the new Escort provider.

(b) In the event individual's health/medical/behaviour has changed when detained in detention IS91 Part C form is filled out by staff (Nurse/IRC staff and send as an attachment to DEPMU). DEPMU update CID in special conditions. The escort provider will also send a part C if a return fails

7. Scheduling Tool

7.1 There must be clear visibility of jobs assigned to escorts so that DEPMU can plan their tasks accordingly for the day and future movement orders.

NOTE:

(a) This will be a read only visibility for Authority staff and depend on their user profile credentials.

8. Booking status

8.1 All Authority staff that have an interest in the case will have the ability to access the Returns and Movements Planner and have the availability to view the cases that are relevant to them. The relevant capabilities within the Authority are to be notified of changes/progress of relevant cases. The notification approach has not been determined.

9. Task Tracking System

9.1 The Authority must have real time visibility of where a Vehicle is once it has been assigned a job. This ensures information is transparent and gives real time updates to all parties involved. E.g. DEPMU, IRC, Police station, Border Force etc. It will give scheduled time of pick up and see if more jobs can be assigned on route.

10. Portable devices

10.1 When any updates have been submitted via the portable device the system must update the Returns and Movements Planner so that caseworker has clear visibility of real time updates and can pick up any work that requires to be followed up on e.g. cancellation of a movement.

11. Escort Cancellations

11.1 The Authority user will have the ability to notify the ESP to cancel a move.

12. Search Function

12.1 The Returns and Movements Planner will have search capability available to some / all user roles. The search criteria will have aspects such as case reference number, returnee name, CID ID, Authority reference, port reference, prison number and combinations of name, date of birth and nationality.

12.2 The result of the search will enable a user to access a returnee case within the Returns and Movements Planner and view the activity i.e. search the location of an individual, detainee pick up, confirmation if detainee has been dropped off, are they in transit, deportation, incomplete jobs and list cancelled jobs etc.

12.3 It may be that some searches will exclude some cases based on user role and the "sensitivity" of the case.

13. Report Tool

(a) Access to a tool that the Authority can pull historical and real time reports from.

(b) Set parameters – movements scheduled, type of case and charter manifest etc.

(c) Raw data to be able to carry out searches.

(d) Pull data in EXCEL, WORD and PDF format.

(e) Vehicle movement and tasked movements.

(f) Incident reports.

(g) Cancelled jobs.

(h) Capability for the Escort system to have real time and historical data that the Authority can receive via the Returns and Movements Planner. E.g. Escort performance, jobs completed, jobs cancelled (with reason) etc.

Reports	Escort provider data fields
List of moves set for the day or historical data over a range of dates.	Movement ref number, CID ID, collection to and from, gender, nationality, family/non family.
Break down of time for both collection and drop off.	Movement ref number, CID ID, collection to and from, time of collection and drop off, gender, nationality, family/non family.
Report breakdown of range of dates of movements. (Completed and cancelled).	Search range of dates of movements: Collection point Destination to be dropped off to

	Length of journey (time & miles) Completed Cancelled
Report that captures data with a range of dates, that can be broken down in to the number of moves, details of those moves, (Detainees Details), searched on collections drop offs, nationality, gender, family/non family, overseas and in country.	Break down of collections from an IRC, Police station, Airport. Time picked up, time dropped off, and how long did the journey take?
Report to pull a list of Suitable Crew moves.	In country Movement order form: Comments section that DEPMU manually update with comments in CID. This is a specific type of crew that deal with robust, high risk factor move. These are crews that DEPMU request when a move has been possibly cancelled, refused to leave or high risk.

14. Mandatory Fields

14.1 The Returns and Movements Planner must identify to the user if they have missed any mandatory fields. All mandatory fields must be completed for movement or cancellation request forms. Note: same goes for the risk profile.

14.2 Pop up should appear on screen if any of the credentials are incorrect or not filled in. ‘’missing data’’ message shall be prompted for user to update.

14.3 The authority will be able to stipulate which fields on the movement and cancellation forms are mandatory and must be completed prior setting up a movement.

NOTE: Mandatory fields still to be agreed by the Authority – E.g. drop down of free text.

Appendix C

BALANCED SCORECARD MEASURES

The ESP shall ensure that they and the Supplier System meets all targets in this Appendix C.

1. DEFINITIONS OF INCIDENT PRIORITY LEVELS FOR IT SERVICES

The following table outlines the definitions for Priority 1 to 4 IT incidents and apply to IT incidents related to the Suppliers IT systems which either:

a. Impact the Returns and Movements Planner (RMP), or
b. Impact the ability of the Supplier to provide contractually required reports to the Authority, or
c. Impact the ability of the Supplier to deliver Escorting Services

The primary route of recording the above incidents will be through Authority users logging an incident with the Authority IT service desk. The Authority IT service desk will then raise an incident with the Supplier IT service desk to notify them of the issue; the logging of this call in the Supplier IT Service Desk System will trigger the start of the incident timer. In addition, where the Supplier detects an IT incident which meets any of the above criteria the supplier IT Service Desk will log this incident in the Supplier IT Service Desk System in-line with the definitions in the table below and notify the Authority IT Service Desk; the logging of this call will trigger the start of the incident timer.

Priority	Criteria	Service Level	Update frequency	Target Fix time
1	**General Definition of Priority 1 Incident** Complete disablement of the core Escorting service. Major interruption to workgroup **Example of Operational Impact of Incident** The ESP is experiencing an IT incident which stops them moving, removing or holding detainees. (E.g. core network failure) **Example of overall Business Impact of Incident** The ESP is unable to receive or update movement orders via the RMP thus impacting, hindering or delaying the overall business processes and flow of the Authority. This is a critical impact on the Business/Users.	99.5%	Every 30 minutes	4 hours

2	**General Definition of Priority 2 Incident** Serious impairment of performance but not complete disablement of core Escorting services. **Example of Operational impact of Incident** The ESP is experiencing an IT incident which inhibits but does not stop them moving, removing or holding detainees. (E.g. the ESP IT solution is running slow for over 50% of users or a function may be disabled but a workaround is available). **Example of overall Business impact of Incident** Data exchanged based on events is successful, but communication of those events between the RMP and the ESP IT system is delayed.	99.5%	Every hour	8 hours
3	**General Definition of Priority 3 Incident** Component not working, but Escorting services can continue with some minor inhibition. **Example of Operational impact of Incident** A small number of users are experiencing issues with the ESP IT system. (E.g. a low-impact site has a network failure but that site can continue operating without major interruption), or an individual user is experiencing issues with the ESP IT system (E.g. a device failure or access issue without a significant impact upon overall operations). **Example of overall Business impact of Incident** The ESP IT system is able to communicate with the RMP, but non-critical information is not available to DEPMU (E.g. ETA for collection/drop-off or vehicle tracking visibility leading to a minor operational impact on the Business/Users).	98%	Once every day	2 Working days

4	**General Definition of Priority Incident** Component not working, but Escorting services can continue with no inhibition. **Example of Operational impact of Incident** The component not working has no impact upon the operation of the Escorting service (E.g. the process served by the failed component has a built-in redundancy that is able to instantly and fully fulfil the role of the failed component, so no impact upon the service is manifested). **Example of overall Business impact of Incident** The ESP IT system is able to communicate with the RMP, some no-critical information may not be updated, leading to no operational impact on the Business/Users	90%	Not Applicable	4 Working days

2. RELEASE MANAGEMENT

(a) Service Level - Escorting Service Software Releases, Security Releases and Anti-Virus (AV) Software Releases successfully installed within the applicable timescales within a Measurement Period. 99.5% Target Performance Level.

3. AVAILABILITY MANAGEMENT

(a) KPI - Supplier Service Availability each Measurement Period. 99.5% (minimum) Target Performance Level

(b) KPI - Supplier Service Reliability each Measurement Period. 99.5% (minimum) Target Performance Level

Appendix D

TRAVEL AND ESCORTING INTERFACE COMMUNICATION (ICD) OVERVIEW

This document describes the technical aspects of a potential interface between the Returns and Movements Planner and both Travel and Escort Providers. The purpose of the Returns and Movements Planner is to enable the Authority to execute escorted and un-escorted out-of-country returns and in-country moves. In order to complete this task the Authority needs to liaise with its Travel and Escort Providers.

1. HIGH-LEVEL ARCHITECTURE

1.1 If the Returns and Movements Planner were to be integrated with both Travel and Escort Providers then the Authority suggests using a sequence of messages which will be exposed to the providers via a REStful API. Each message type would have its dedicated path in the API and both providers will be able to access relevant messages. The business meaning and semantics of each of the messages will be described in a separate document. The exact syntax for each of the messages will be defined at a later stage.

2. SECURITY

The Returns and Movements Planner will use mutual SSL authentication. Both Travel and Escort Providers would each supply a signed certificate that would be used by the Returns and Movements Planner to authorise access to the service. Access to specific message APIs will be controlled by the Returns and Movements Planner based on credentials supplied to the service. The Authority uses a Single Sign-On solution to manage access to its applications. Providers will use GSS API (Generic Security Services API) to obtain an access token from the authentication service which will be used by the REST server to authorise users. User credentials will be on an organisational level for each provider.

3. KPI MEASUREMENT COMMENCEMENT

3.1 The measurement duration in respect of each of the KPIs will be counted from the moment a request is made available in an API by or on behalf of the Authority rather than from the moment it is consumed by a provider.

4. ERROR HANDLING

4.1 Each API request will result in a response including a standard HTTP response code indicating success or failure. For failures, the purpose of the error code is to deal with technical problems (i.e.: cannot parse JSON message, timeouts, etc) while business related issues should be covered by other requests (i.e.: no flights available). Error responses contain the unique id of the request (business id such as returned), its time stamp and failure description.

5. MESSAGE FORMAT

5.1 The Authority will provide examples for each of the messages as well as schemas describing data format. Messages communicated between the Authority and providers should be validated against the schema. The payload of all messages will be a structured JSON document.