**CONFORMED COPY**

This document incorporates the amendments contained in the following Change Authorisation Notes:

| **No** | **Document** | **Date Executed** |
| --- | --- | --- |
| 1 | Change Authorisation Note No. 1 | 25 August 2015 |

**CALL-OFF ORDER FORM**

1. On 29 March 2013, the Framework Authority advertised in the Official Journal of the European Union (2013/S 063-105796) its intention to establish a single supplier framework with the Contractor for the provision on a shared services basis of business services including: human resources; finance and accounts; payroll and procurement, to Crown and other public sector bodies and invited expressions of interest from the private sector to subscribe for shares in the Contractor.
2. On 1 November 2013, the Framework Authority and the Contractor entered into a contract (the **"Framework Agreement"**) which permits Potential Customers to purchase any of the Available Services from the Contractor in accordance with the Call-Off Procedure set out in Schedule 2.1 (Call-Off Procedure) of the Framework Agreement.
3. In accordance with the Call-Off Procedure set out in Schedule 2.1 (Call-Off Procedure) of the Framework Agreement, the Customer has decided to enter into the Call-Off Agreement with the Contractor for the provision of the Services in accordance with and subject to the terms and conditions of the Standard Terms as amended and supplemented by this Call-Off Order Form.
4. In this Call-Off Order Form, unless the context otherwise requires, capitalised words shall have the meanings set out in Schedule 1 (Definitions) to the Standard Terms.

**Table of Appendices**

Appendix 1 (Services)

Appendix 2 (Charges for the Services)

Appendix 3 (Outline Customer Transformation Plan)

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Appendix 7 (Security Aspects Requirements

Appendix 8 – List of In flight projects

Appendix 9 – List of Day 0 specifications

**Section 1: Customer Details**

Call-Off Agreement Reference: Parties

|  |  |  |
| --- | --- | --- |
|  | **Customer** | Home Office |
|  | **Address** | **2 Marsham Street**  **London**  **SW1P 4DF** |

The Service Recipients for the purpose of the Call-Off Agreement are:

|  |  |  |
| --- | --- | --- |
|  | **Service Recipients** | **Disclosure and Barring Service** |

**Section 2: Preliminaries**

|  |  |  |
| --- | --- | --- |
|  | **Conditions Precedent** | The prior written consent of the Framework Authority, which shall be evidenced by the Framework Authority signing of this Call-Off Order Form by the Framework Authority's authorised representative.  The execution of Framework Change Authorisation Note No. 003 by the Framework Authority and the Contractor |

**Section 3: Call-Off Agreement Particulars**

|  |  |  |
| --- | --- | --- |
|  | **Initial Term** | Seven (7) years from the Effective Date |
|  | **Extension Period** | Up to Three (3) years from the end of the Initial Term |
|  | **Customer Responsibilities** | The service specific Customer Responsibilities which the Customer shall perform in addition to those set out in Schedule 3.6 (Framework Authority Responsibilities) to the Framework Agreement are set out at Appendix 4 (Customer Responsibilities and Framework Authority Responsibilities) to this Call-Off Order Form. |
|  | **Pensions** | Not applicable |

**Section 4: Personnel and Governance**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Customer Representative** | **Name** | **REDACTED** |
| **Address** | 4th Floor Peel, 2 Marsham Street, London, SW1P 4DF |
| **Telephone No.** | **REDACTED** |
| **Email** | **REDACTED** |
| **9A** | **Customer SIRO** | **Name** | **REDACTED** |
|  | **Address** | 4th Floor Seacole, 2 Marsham Street, London, SW1P 4DF |
|  | **Telephone No** |  |
|  | **Email** |  |
|  | **Contractor's Contract Manager** | **Name** | **REDACTED** |
| **Address** | Shared Services Connected Limited: Three Cherry Trees Lane, Hemel Hempstead, HP2 7AH |
| **Telephone No.** | **REDACTED** |
| **Email** | **REDACTED** |
| **10A** | **Contractors Security Lead** | **Name** | **REDACTED** |
|  | **Address** | Shared Services Connected Limited: Three Cherry Trees Lane, Hemel Hempstead, HP2 7AH |
|  | **Telephone No** | **REDACTED** |
|  | **Email** | **REDACTED** |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Customer Notice** | **Name** | * + - * 1. Customer Representative and         2. Richard Saunders |
| **Address** | 2 Marsham Street, London, SW1P 4DF |
| **Email** | **REDACTED** |
|  | **Contractor Notice** | **Name** | **REDACTED** |
| **Address** | Shared Services Connected Limited: Three Cherry Trees Lane, Hemel Hempstead, HP2 7AH |
| **Email** | **REDACTED** |

**Section 5: Services**

5.1 The Services are set out in Appendix 1 (Services) to this Call-Off Order Form and the Target Volume Forecast for those Services is set out by Service Offering in Appendix 2 (Charges for the Services) to this Call-Off Order Form.

5.2 The Contractor agrees that the Services set out in Part A of Appendix 1 may not include all the services or outputs provided by the Legacy Supplier to the Customer prior to the Effective Date and as such:

(a) the Day 1 Service Catalogue shall be interpreted to the greatest extent possible so that such Services shall be provided in the same way and to the same performance standards that such services were provided to the Customer by the Legacy Supplier before the Effective Date;

(b) where the Customer can reasonably demonstrate to the Contractor that it was receiving a service or output prior to the Effective Date from a Legacy Supplier, the Contractor shall provide such service or output (to the standard achieved by the Legacy Supplier) to the Customer up to Achievement of the HO SOP Go-Live Milestone; and

(c) where the Contractor can reasonably demonstrate to the Customer that the Customer was carrying out certain activities prior to the Effective Date in respect of such services and outputs, the Customer shall continue to carry out such activities up to Achievement of the HO SOP Go-Live Milestone.

**Section 6: Customer Transformation**

6.1 The Customer's Project Manager and the Contractor's Project Manager are as set out in the below table.

6.2 The Outline Customer Transformation Plan is set out in Appendix 3 (Outline Customer Transformation Plan) to this Call-Off Order Form.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Customer Project Manager(s)** | **REDACTED** | |
|  | **Contractor's Project Manager** | **Name** | ***REDACTED*** |
| **Address** | *Shared Services Connected Limited, Three Cherry Trees Lane, Hemel Hempstead, HP2 7AH.* |
| **Telephone No.** | ***REDACTED*** |
| **Email** | ***REDACTED*** |

**Section 7: Charges and Invoicing**

The Charges for the Services are set out in Appendix 2 (Charges for the Services) to this Call-Off Order Form.

|  |  |  |
| --- | --- | --- |
|  | **Invoice Address(es)** | Home Office Adelphi Shared Services  PO box 5015  Newport  Gwent  NP20 9BB |

**Section 8: Critical Performance Indicators**

|  |  |  |
| --- | --- | --- |
|  | **Critical Performance Indicators** | **Remedy** |
|  | Not applicable |  |

**Section 9: Insurance**

|  |  |
| --- | --- |
|  | **Required Insurances** |
|  | The Insurances which the Contractor shall be required to take out and maintain, or procure the taking out and maintenance of, are set out at Appendix 5 (Required Insurances) to this Call-Off Order Form. |

**Section 10: Special Conditions**

The following provisions are 'special conditions' which shall, in the event of any conflict, take precedence over any other provisions of the Call-Off Agreement.

|  |  |
| --- | --- |
|  | **Special Conditions** |
|  | **Special Condition 1**  "The Customer shall not be entitled to rely on the provisions of Clause 6.14A of the Framework Agreement in respect of the SOP Design process (as defined in the Framework Agreement).  Accordingly the Customer shall only be entitled to raise objections to the SOP Core Design (as defined in the Framework Agreement) where it is permitted to do so in accordance with Clause 6.15 and Clause 6.16 of the Framework Agreement.  In the event that an objection under Clause 6 of the Framework Agreement from an Initial Customer is upheld the Contractor agrees that there will be no adverse impact on the Charges."  **Special Condition 2**  **Clause 6 Exclusivity of Core Services**  The Customer is to continue to use third parties to provide certain parts of Core Services where the Customer is not transferring associated BPO services in the Core Services and is using ITO Services only; such provision of services by third parties shall not be considered a breach of Clause 6. Third parties (namely the Cabinet Office and appointed auditors of the Customer (and other third parties agreed in writing by the Contractor, such agreement not be unreasonable withheld and provided in a timely manner)) will be permitted to access these ITO Services via the SOP to carry out the Customer’s business operations. The Customer shall be liable to the Contractor for losses that have been proven to have been suffered by the Contractor as a result of the direct acts or omissions of such third parties in their use and access to the ITO Services.  **Special Condition 3**  **Clause 9 (Contractor Incentives) - Service Levels (new provisions)**   * 1. The following new provisions shall be inserted after Clause 9.1:   "9.1A Service Levels  9.1A.1 The Contractor and the Customer agree that the Data Book Service Levels shall apply from the Service Start Date.  9.1.A.2 The Contractor undertakes to the Customer that the Transformed Service Levels which the Customer receives shall specify a level of Service performance (when taken as a whole) which is no lower than the level of Service performance (when taken as a whole) specified by the Customer's Data Book Service Levels.  **Special Condition 4**  **Clause 21** **(Licence of Contractor Background IPR, Contractor Software and Third Party Software)**   * 1. Clause 21.1 shall be amended as follows:   "If the Services require the Customer and/or Service Recipients to Use Contractor Background IPR, and/or Contractor ~~and/or Third Party~~ Software which is not commercial off-the-shelf software, the Contractor hereby grants, or shall procure the direct grant to the Customer and each relevant Service Recipient of a perpetual, royalty free, irrevocable and non-exclusive licence to Use such Contractor Background IPR, Contractor Software ~~and/or Third Party Software~~ and any associated documentation on the Standard Licence Terms for any purpose relating to the Services, and the Replacement Services or the exercise of the Customer's or relevant Service Recipients' business or functions to the Customer or relevant Service Recipients. The provision of the licence contemplated under this clause 21.1 shall be at no additional cost in relation to the Services contemplated by this Agreement, but shall be subject to the payment of agreed fees for a licence granted in relation to the Replacement Services or the exercise of the Customer's or relevant Service Recipients' business or functions that do not fall directly within the Services contemplated under this agreement.~~at no additional cost to the Customer or relevant Service Recipients~~  If the Services require the Customer and/or Service Recipients to Use Third Party Software which is not commercial off-the-shelf software, the Contractor shall procure the direct grant to the Customer and each relevant Service Recipient of a licence to Use such Third Party Software and any associated documentation on the Standard Licence Terms, at no additional cost to the Customer or relevant Service Recipients."  **Special Condition 5**  **Clause 23** **(Customer Data)**   * 1. Clause 23.4 shall be amended as follows:   "To the extent that Customer Data is held and/or processed by the Contractor or by any sub-contractor (including Key Sub-contractor) on the Contractor's behalf, the Contractor shall supply an uncorrupted version of that Customer Data to the Customer as requested within a reasonable period of time and at no additional cost and in the format and on the media reasonably specified by the Customer. The Customer may exercise its rights under this Clause 23.4, and the Contractor shall comply with its obligations, on as many occasions as the Customer determines**.**  **Special Condition 6**  **Clause 33 (Security Requirements) - Security Requirements**   * 1. Clause 33 shall be amended as follows:   "33.1 The Parties shall comply with the provisions of Schedule 5 (Security and Accreditation) to the Framework Agreement.  33.2 Without prejudice to Clause 33.1 or to any obligation relating to security contained elsewhere in the Call-Off Agreement), Contractor agrees to comply, throughout the Term, with the Security Aspects Requirements appended to the Call-Off Order Form as Appendix 8 (Security Aspects Requirements).  33.3 By the Service Start Date, Contractor shall ensure that the Shared Service Security Policy (as defined in the Framework Agreement) has been updated to take into account and comply with the Customer Security Policies listed in Appendix 7. The Customer Security Policies have been provided to Contractor **on the disc entitled HOCD01-SSCL\_Contract\_Call\_Off\_Documents-28102014.**.  **Special Condition 7**  **Clause 44 (Term)**   * 1. Clause 44 of the Call-Off Agreement shall be amended as follows:   "44 Term  44.1 This Call-Off Agreement will begin on the Effective Date and, unless terminated earlier will expire at:   * + - 1. the end of the Initial Term, if the Customer does not elect to extend the Initial Term in accordance with Clause 44.2; or       2. at the end of the last Extension Period elected for by the Customer in accordance with Clause 44.2.   44.2 ~~(i)~~ The Customer may elect~~s~~ at its discretion to extend this Call-Off Agreement either: for a single period up to three years; or up to three occasions by a period of one year on each occasion (an "**Extension Period**") by giving at least six (6) months' written notice to the Contractor and Framework Authority prior to the date on which the Call-off Agreement would otherwise expire ~~expiry of the Initial Term or the; and (ii)~~ provided such election is approved by the Framework Authority in writing ~~after~~ prior to the notice being ~~has been~~ served."  **Special Condition 8**  Schedule 1 (Definitions)   * 1. The definition of "Business Process Manual" shall be amended as follows:   "the Day 1 Service Catalogue and any documents provided by the Legacy Suppliers to the Contractor prior to the commencement of the Services defining the detailed working procedures and business processes, which shall be updated by the Contractor as may be required ~~updated~~ from time to time, including as a minimum to cover processes used by SOP, once implemented ~~by the Contractor~~;"   * 1. The definition of "Contractor Termination Event" shall be amended as set out below:      1. amend limb (iii) of sub-paragraph (i) of the definition as follows:   "*(iii)* where the Change of Control relates directly to the Contractor, *the* Framework Authority is a shareholder of the Contractor; or" and;  The definition of "In-Flight Projects List" shall be amended as follows:  "*is the ~~cumulative~~ list of In-Flight Projects set out in Appendix 10 to the Call Off Order Form. The In-Flight Projects are described in the ~~following~~ document~~s:~~*  *entitled “In flight changes in SSCL template V6.xlsx which is a Contract Controlled Document and is included in the disc entitled* **HOCD01-SSCL\_Contract\_Call\_Off\_Documents-28102014** *counter-signed by the Parties and dated 28 October 2014 attached to the Call-Off Agreement****;*"**  Remove definitions for “Stabilisation” and “Stabilisation Plan”.  Add new definition “Migration” – “the handover and take on activities required by the Contractor to take responsibility for management and delivery and operational support of the Ordered Services set out in the Day1 Services Catalogue as set out in the Migration Plan”.  Add new definition “Customer SIRO” means the person named in the Call Off Order Form Section 9A.  Add new definition “Contractor Security Lead” means the person named in the Call Off Order Form section 10A  Add new definition “Security Classification Reviewer means the Customer SIRO and the Contractor Security Lead  Add new Definition “Redundancy Related Charges” means the charges relating to the actual costs incurred for each redundancy and or voluntary exit that has been agreed the Customer will be charged as set out in 3A.2 of Schedule 3.1 (Charges .  **Special Condition 9**  **Schedule 2 (Customer Stabilisation, Customer Transformation, Migration and Testing)**  Part delete word “Stabilisation” and insert “Not Used”  Remove 2, 2.1, 2.2 and 2.3.  **Special Condition 10**  **Schedule 3.1 (Charges and Invoicing) – General New clause**  Add new paragraph 2.2 (d)  (d) shall be deemed to include the costs referred to in Clause 6.21 (d) of the Framework Agreement associated with implementing the Detailed SOP Design Proposal and implementation of the required operational changes to the Available Services.  **Special Condition 11**  **Schedule 3.1 (Charges and Invoicing) – REDACTED**  **Special Condition 12**  **Schedule 3.1 (Charges and Invoicing) - REDACTED**  **Special Condition 13**  **Schedule 3.1 (Charges and Invoicing) – REDACTED**  **Special Condition 14**  **Schedule 3.2 (Payments on Termination) - REDACTED**  **REDACTED**  **TABLES REDACTED**   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | |  |  |  |  |  |  |  |  | |  |  | |  |  |  |  |  |  |  | |  |  | |  |  |  |  |  |  |  | |  |  | |  |  |  |  |  |  |  | |
|  |  |

**Section 11: Applicable version of the Framework Agreement**

For the purposes of Clause 46.3 of the Call-Off Agreement, the version of the Framework Agreement that shall apply is the version 1.0 of the Framework Agreement dated 1 November 2013 incorporating all changes made to that document up to and including:

(a) Framework Change Authorisation Note 003 dated 30 October 2014;

(b) Framework Change Authorisation Note 004 dated 15 December 2014; and

(c) Framework Change Authorisation Note 007 dated on or around 24 August 2015.

**Section 12: Formation of Call-Off Agreement**

The execution of this Call-Off Order Form by the Contractor and the Customer shall create a valid and legally binding contract comprising the Standard Terms as amended and supplemented by this Call-Off Order Form.

SIGNED for and on behalf of the Customer:

|  |  |
| --- | --- |
| **Signature** |  |
| **Print Name** |  |
| **Title** |  |
| **Date** |  |

SIGNED for and on behalf of the Contractor:

|  |  |
| --- | --- |
| **Signature** |  |
| **Print Name** |  |
| **Title** |  |
| **Date** |  |

**Appendix 1 (Services)**

**Part A: Day 1 Service Catalogue**

1.1 The Parties agree that the Home OfficeCatalogue shall apply to the provision of each of the Services set out in Table 1.1 (Ordered Day 1 Services).

1.2 The Target Volume Forecast for the Services is set out by Service Offering in Table 2.2 (Target Volume Forecast and Annual Volume Forecast) of Appendix 2 (Charges for the Services) to this Call-Off Order Form.

**Table 1.1 (Ordered Day 1 Services)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Service** | | | **Recipient** | **Service Period** | |
| **Unique Reference Number** | **Service Offering** | **Service** | **Service Start Date** | **Service End Date** |
| EMP 1 | Employee Services - Transfers & Secondments | Commence or Extend Detached Duty | The Customer and each Service Recipient | Effective Date  [DN of what?] | Achievement of the HO SOP Go-Live Milestone |
| EMP 2 | Employee Services - Transfers & Secondments | End of Detached Duty | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 3 | Employee Services - Transfers & Secondments | International HR Delivery - Phase 3.2 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 4 | Employee Services - Transfers & Secondments | Outgoing Loan/Secondment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 5 | Employee Services - Transfers & Secondments | Permanent Transfer OUT to OGD | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 6 | Employee Services - External Recruitment | Hire external applicant | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 7 | Employee Services - Internal Recruitment | Internal Transfers within HO | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 8 | Employee Services - External Recruitment | Confirming an employee's start date (external applicant) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 9 | Employee Services - External Recruitment | ESD field not populated | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 10 | Employee Services - Transfers & Secondments | Permanent Transfer IN from OGD | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 11 | Employee Services - Transfers & Secondments | Incoming loan secondments unpaid | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 12 | Employee Services - Transfers & Secondments | Incoming loan/ secondment extension | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 13 | Employee Services - Transfers & Secondments | Outgoing Loan / Secondment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 14 | Employee Services - Transfers & Secondments | Permanent Transfer OUT to OGD | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 15 | Employee Services - External Recruitment | Hire External Applicant (New Entrants) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 16 | Employee Services - Internal Recruitment | Internal Transfers within the Home Office | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 17 | Employee Services - External Recruitment | Confirming an Employees Start Date (External Applicant) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 18 | Employee Services - Transfers & secondments | Permanent Transfer IN from OGD | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 19 | Employee Services - Transfers & secondments | Incoming Loan/Secondment Unpaid | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 20 | Employee Services - External Recruitment | Manage Contractors | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 21 | Employee Services - Terminations | Leavers Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 22 | Employee Services - Change of Circumstance | Change in Working Hours within curent role | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 23 | Employee Services - Change of Circumstance | Change of Line Manager | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 24 | Employee Services - Terminations | Contract End Date Approaching | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 25 | Employee Services - Change of Circumstance | Mass Changes | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 26 | Employee Services - Change of Circumstance | ASSGT013 - Maintain Assignment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 27 | Employee Services - Terminations | Enter Termination Details | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 28 | Employee Services - Terminations | Flexi Leave Notification | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 29 | Employee Services - Terminations | Standard Retirement Administration | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 30 | Employee Services - Terminations | Employee Retirement on Age Grounds - Approaching 60 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 31 | Employee Services - Terminations | Employee Retirement on Age Grounds - Approaching 65 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 32 | Employee Services - Terminations | Employee Retirement on Medical Grounds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 33 | Employee Services - Terminations | Death in Service | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 34 | Employee Services - Terminations | Death in Service - Final Salary | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 35 | Employee Services - Terminations | Employee Amends Termination | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 36 | Employee Services - Terminations | Manage Employee Exit | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 37 | Employee Services - Terminations | Early Retirement, Severance & Voluntary Redundancy | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 38 | Employee Services - Terminations | Actuarially Reduced Retirement | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 39 | Employee Services - Attendence, Admin & Processing | SAP001 - Raising an Authorised and Planned Special Absence with Pay (Operational and non-operational Employees) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 40 | Employee Services - Attendence, Admin & Processing | SAU001 - Raising an Authorised and Unplanned Absence (Paid/Unpaid) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 41 | Employee Services - Attendence, Admin & Processing | Raising parental leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 42 | Employee Services - Attendence, Admin & Processing | SAU003 - Raising and Amending a Career Break | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 43 | Employee Services - Attendence, Admin & Processing | Raise SUU Non-Op and Op AWOL | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 44 | Employee Services - Attendence, Admin & Processing | Raise SUU Industrial Action Non-Op and OP | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 45 | Employee Services - Attendence, Admin & Processing | Employee Returns from Special Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 46 | Employee Services - Sickness Admin | SIC002 - Raising Sickness Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 47 | Employee Services - Sickness Admin | SIC003 - Sickness absence related to an Accident at Work | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 48 | Employee Services - Sickness Admin | SIC004 - Line Manager Sickness Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 49 | Employee Services - Sickness Admin | SIC005 - Employee Returns from Sickness Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 50 | Employee Services - Sickness Admin | SIC006 - Sickness Triggers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 51 | Employee Services - Sickness Admin | SIC007 - Providing Sickness Evidence Non-Op and Op | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 52 | Employee Services - Sickness Admin | SIC008 - sickness temporarty injury benefit | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 53 | Employee Services - Sickness Admin | SIC009 - Sickness Absence that is subject to a Third Party Claim | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 54 | Employee Services - Sickness Admin | SIC010 - Processing Phased Return to Work | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 55 | Employee Services - Sickness Admin | Manage Reduced Pay | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 56 | Employee Services - Sickness Admin | Sick Pay at Pension Rate | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 57 | Employee Services - Sickness Admin | TCA Cessation due to Sick Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 58 | Employee Services - Sickness Admin | General Medical Claims Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 59 | Employee Services - Sickness Admin | Sickness Permanent Injury Benefit Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 60 | Employee Services - Grading & Reward Processing | PM005 - Administer bonuses | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 61 | Employee Services - Attendence, Admin & Processing | Request Primary Carer Adoption Leave - Notify Adoption Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 62 | Employee Services - Attendence, Admin & Processing | Request Primary Carer Adoption Leave - Providing Evidence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 63 | Employee Services - Attendence, Admin & Processing | Request Primary Carer Adoption Leave - Start Adoption Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 64 | Employee Services - Attendence, Admin & Processing | Primary Carer Adoption - RTW Date Approaching - RTW | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 65 | Employee Services - Attendence, Admin & Processing | Primary Carer Adoption - Employee Returns to Work- RTW | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 66 | Employee Services - Attendence, Admin & Processing | Primary Carer Adoption - Employee Returns to Work- Pay KIT days | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 67 | Employee Services - Attendence, Admin & Processing | Annual Leave Requests | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 68 | Employee Services - Attendence, Admin & Processing | Annual Leave Adjustments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 69 | Employee Services - Attendence, Admin & Processing | AL007 - Annual Leave carry over adjustment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 70 | Employee Services - Attendence, Admin & Processing | Update Elapsed Absense Dates or Reclassify Absences | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 71 | Employee Services - Attendence, Admin & Processing | Request Maternity Leave - Notifying Maternity Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 72 | Employee Services - Attendence, Admin & Processing | Request Maternity Leave - Providing Evidence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 73 | Employee Services - Attendence, Admin & Processing | Request Maternity Leave - Start Maternity Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 74 | Employee Services - Attendence, Admin & Processing | Raising a Pregnancy Related Absence - Raising Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 75 | Employee Services - Attendence, Admin & Processing | Raising a Pregnancy Related Absence - Converting Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 76 | Employee Services - Attendence, Admin & Processing | Return to Work following Maternity Leave or Career Break | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 77 | Employee Services - Attendence, Admin & Processing | Employee Returns from Maternity Leave – Closing the Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 78 | Employee Services - Attendence, Admin & Processing | Employee Returns from Maternity Leave – Payment of KIT Days | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 79 | Employee Services - Attendence, Admin & Processing | Maternity Change in Status | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 80 | Employee Services - Attendence, Admin & Processing | Employee Returns from Career Break – Closing the Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 81 | Employee Services - Attendence, Admin & Processing | Employee Returns from Career Break – Payment of KIT Days | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 82 | Employee Services - Attendence, Admin & Processing | Paternity/Maternity Support Leave - Raise Paternity Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 83 | Employee Services - Attendence, Admin & Processing | Paternity/Maternity Support Leave - Determine Entitlement | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 84 | Employee Services - Attendence, Admin & Processing | Paternity/Maternity Support Leave - Start Paternity Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 85 | Employee Services - Grievance & Disciplinaty Admin | PEN00 - Implementing Penalties following from Discipline Appeals | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 86 | Employee Services - Attendence, Admin & Processing | Manage Attendance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 87 | Employee Services - Sickness Admin | Application for ill health retirement | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 88 | Employee Services - Sickness Admin | Injury benefit awards | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 89 | Employee Services - Change of Circumstance | Cost Centre Changes | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 90 | Employee Services - Grievance & Disciplinaty Admin | Grievance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 91 | Employee Services - Grievance & Disciplinaty Admin | Suspension | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 92 | Employee Services - Grievance & Disciplinaty Admin | Discipline | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 93 | Employee Services - Grievance & Disciplinaty Admin | Discipline Investgation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 94 | Employee Services - Terminations | Compromise Agreement | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 95 | Employee Services - Attendence, Admin & Processing | Unsatisfactory Attendance - Stage 1 Written Warning | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 96 | Employee Services - Attendence, Admin & Processing | Unsatisfactory Attendance - Stage 2 Final Written Warning | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 97 | Employee Services - Attendence, Admin & Processing | Unsatisfactory Attendance - Stage 3 Hearing - Dismissal | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 98 | Employee Services - Change of Circumstance | SSC - Update Employee Address | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 99 | Employee Services - Grading & Reward Processing | Pay - Long Service | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 100 | Employee Services - Change of Circumstance | Annualised Hours Opt-in Requests - Return from Long Term Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 101 | Employee Services - Change of Circumstance | Annualised Hours Opt-in Requests - Voluntary Request | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 102 | Employee Services - Change of Circumstance | Change Hours or Working Patterns | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 103 | Employee Services - Change of Circumstance | Change Line Manager | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 104 | Employee Services - Terminations | Contract End Date Approaching | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 105 | Employee Services - Change of Circumstance | Employee commences/Extends Period of Detached Duty | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 106 | Employee Services - Change of Circumstance | End of Detached Duty | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 107 | Employee Services - Change of Circumstance | Employee is Granted a Temporary Cover Allowance (TCA) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 108 | Employee Services - Change of Circumstance | Temporary Cover Allowance End Date Approaching | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 109 | Employee Services - Change of Circumstance | Cease Temporary Cover Allowance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 110 | Employee Services - Attendence, Admin & Processing | Short Term Absence (IPS) - Stage 1 Verbal | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 111 | Employee Services - Attendence, Admin & Processing | Short Term Absence (IPS) - Stage 2 First Written Warning | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 112 | Employee Services - Attendence, Admin & Processing | Short Term Absence (IPS) - Stage 3 Final Written Warning | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 113 | Employee Services - Attendence, Admin & Processing | Short Term Absence (IPS) - Stage 4 Final Attendance Hearing | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 114 | Employee Services - Terminations | Managing Probation (IPS) - Dismissal | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 115 | Employee Services - Terminations | Termination Notification | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 116 | Employee Services - Terminations | Standard Retirement Administration | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 117 | Employee Services - Terminations | Employee Retirement on Age Grounds - approaching age 60 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 118 | Employee Services - Terminations | Employee Retirement on Medical Grounds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 119 | Employee Services - Terminations | Death in Service | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 120 | Employee Services - Terminations | Death in Service - Final Salary | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 121 | Employee Services - Terminations | Employee amends termination details- [withdraw resignation-changes leaving date/reason ] | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 122 | Employee Services - Terminations | Manage Employee Exit - Dismissal | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 123 | Employee Services - Terminations | Early Retirement -Approved,Compulsory,Flexible Severance-Compulsory,flexible Voluntary Redundancy | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 124 | Employee Services - Terminations | Actuarially Reduced Retirement | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 125 | Employee Services - Attendence, Admin & Processing | Raising an Authorised and Planned Special Absence with Pay (Operational and non-operational Employees) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 126 | Employee Services - Attendence, Admin & Processing | Raising an Authorised and Unplanned Absence (Paid/Unpaid) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 127 | Employee Services - Attendence, Admin & Processing | Raising Parental Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 128 | Employee Services - Attendence, Admin & Processing | Employee Returns from Special Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 129 | Employee Services - Attendence, Admin & Processing | Raise SUU Non-Op and Op AWOL | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 130 | Employee Services - Attendence, Admin & Processing | Raise SUU Ind Action NonOp and Op | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 131 | Employee Services - Attendence, Admin & Processing | Employee Returns from Special Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 132 | Employee Services - Sickness Admin | Raising Sickness Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 133 | Employee Services - Sickness Admin | Sickness absence related to an Accident at Work | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 134 | Employee Services - Sickness Admin | Line Manager Sickness Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 135 | Employee Services - Sickness Admin | Employee Returns from Sickness Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 136 | Employee Services - Sickness Admin | Sickness Triggers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 137 | Employee Services - Sickness Admin | Providing Sickness Evidence Non-Op and Op | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 138 | Employee Services - Sickness Admin | Sickness Temporary Injury Benefit/Injury Absence Pay/Sick Excusal Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 139 | Employee Services - Sickness Admin | Sickness Absence that is subject to a Third Party Claim | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 140 | Employee Services - Sickness Admin | Manage Reduced Pay | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 141 | Employee Services - Sickness Admin | Sick Pay at Pension Rate | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 142 | Employee Services - Sickness Admin | General Medical Insurance Claims Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 143 | Employee Services - Sickness Admin | Sickness Permanent Injury Benefit Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 144 | Employee Services - Attendence, Admin & Processing | Request Primary Carer Adoption Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 145 | Employee Services - Attendence, Admin & Processing | Primary Carer Adoption Return to work date Approaching | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 146 | Employee Services - Attendence, Admin & Processing | Primary Carer Adoption Leave- Employee returns to work | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 147 | Employee Services - Attendence, Admin & Processing | Annual Leave Requests | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 148 | Employee Services - Attendence, Admin & Processing | Annual Leave Adjustments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 149 | Employee Services - Attendence, Admin & Processing | Update elapsed absences dates or reclassify Absences (Non-Operational &operational Employees) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 150 | Employee Services - Attendence, Admin & Processing | Request Maternity Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 151 | Employee Services - Attendence, Admin & Processing | Pregnancy Related Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 152 | Employee Services - Attendence, Admin & Processing | Return to work following Maternity Leave or Career Break | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 153 | Employee Services - Attendence, Admin & Processing | Employee Returns from Maternity Leave – Closing the Absence | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 154 | Employee Services - Attendence, Admin & Processing | Employee Returns from Maternity Leave – Payment of KIT Days | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 155 | Employee Services - Attendence, Admin & Processing | Maternity Change in Status | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 156 | Employee Services - Attendence, Admin & Processing | Employee returns from Career Break | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 157 | Employee Services - Attendence, Admin & Processing | Maternity Support Leave &Secondary Carer Adoption Leave | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 158 | Employee Services - Sickness Admin | Application for Ill Health Retirement IPS | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 159 | Employee Services - Sickness Admin | Injury Benefit Awards IPS | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 160 | Employee Services - Terminations | Provide Employee Reference - Employment Reference | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 161 | Employee Services - Terminations | Provide Employee Reference - Pay Reference | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 162 | Employee Services - Terminations | Provide Employee Reference - OGD Reference | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 163 | Employee Services - Terminations | Provide Employee Reference - OGD Request | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 164 | Employee Services - HR Systems and Structures | Request self-service access | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 165 | Employee Services - HR Systems and Structures | DA01 - Re-Activate Staff Leavers Adelphi Account | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 166 | Employee Services - HR Systems and Structures | Accessing the Service | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 167 | Employee Services - HR Systems and Structures | Request Self Service | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 168 | Employee Services - General HR non employee | Employees without System Access | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 169 | Employee Services - Child care services / salary sactrifice | Child Care Vouchers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 170 | Employee Services - Performance Management Support | PM001 - Create Annual PDR | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 171 | Employee Services - Performance Management Support | PM002 - Undertake mid year reviews | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 172 | Employee Services - Performance Management Support | PM003 - Undertake End of year reviews | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 173 | Employee Services - Performance Management Support | PM004 - Performance management | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 174 | Employee Services - Data Protection Act/ FOI | Administer Subject Access Requests | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 175 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 176 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 177 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 178 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 179 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 180 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 181 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 182 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 183 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 184 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 185 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 186 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 187 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 188 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 189 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 190 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 191 | Employee Services - Learning & Development | OLM001 - Oracle Learning Management - ? | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 192 | Employee Services - Occupational Health Referrals | OH Referral - Requesting a Referral | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 193 | Employee Services - Occupational Health Referrals | OH Referral - Health Assessment Questionnaire | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 194 | Employee Services - Occupational Health Referrals | OH Referral - Overseas Health Assessment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 195 | Employee Services - Occupational Health Referrals | OH Referral - Nightworker Assessment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 196 | Employee Services - Occupational Health Referrals | OH Referral - Scheduling the Appointment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 197 | Employee Services - Occupational Health Referrals | OH Referral - Attending the Appointment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 198 | Employee Services - Occupational Health Referrals | OH Referral - OF Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 199 | Employee Services - Performance Management Support | Poor Performance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 200 | Employee Services - Performance Management Support | Managing Probation - Warning | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 201 | Employee Services - Performance Management Support | Managing Probation - Dismissal | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 202 | Employee Services - Child care services / salary sactrifice | CCV Salary Sacrifice - Enrolments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 203 | Employee Services - Child care services / salary sactrifice | CCV Salary Sacrifice - Agreement Changes | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 204 | Employee Services - Child care services / salary sactrifice | CCV Salary Sacrifice - End Salary Sacrifice | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 205 | Employee Services - Child care services / salary sactrifice | CCV Salary Sacrifice - Fideliti Monthly Schedule | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 206 | Employee Services - Child care services / salary sactrifice | CCV Salary Sacrifice - Monthly CCV Order | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 207 | Employee Services - Child care services / salary sactrifice | CCV Salary Plus - New Enrolments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 208 | Employee Services - Child care services / salary sactrifice | CCV Salary Plus - Annual Renewals p1 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 209 | Employee Services - Child care services / salary sactrifice | CCV Salary Plus - Annual Renewals p2 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 210 | Employee Services - Child care services / salary sactrifice | CCV Salary Plus - Leavers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 211 | Employee Services - Child care services / salary sactrifice | CCV Annual Basic Earnings Assessment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 212 | Employee Services - Child care services / salary sactrifice | CCV Salary Plus - Monthly Orders | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 213 | Employee Services - Child care services / salary sactrifice | CCV Salary Plus - Leavers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 214 | Employee Services - Child care services / salary sactrifice | Child Care Vouchers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| EMP 215 | Employee Services - Data Protection Act/ FOI | Administer Subject Access/DPA/FOI Requests | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 216 | Payroll and Expenses - Payroll Administration | RR01 Support P11D Returns (Expenses and Benefits) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 217 | Payroll and Expenses - Payroll Processing | Payroll Interface-GL&reconciliation-Main | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 218 | Payroll and Expenses - Payroll Administration | Payroll Accounting queries | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 219 | Payroll and Expenses - Payroll Administration | Management of error cost centre 000002 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 220 | Payroll and Expenses - Payroll Administration | Management of HOPPS recharges | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 221 | Payroll and Expenses - Payroll Administration | Reconciliation & monitoring of control accounts | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 222 | Payroll and Expenses - Payroll Administration | Payroll Interface-GL&reconciliation-Non-Adelphi | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 223 | Payroll and Expenses - Payroll Administration | Payroll Reporting users | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 224 | Payroll and Expenses - Payroll Administration | Management of Season Ticket Loans-bicycle loans | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 225 | Payroll and Expenses - Payroll Administration | Amendments to season ticket-bicycle loans | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 226 | Payroll and Expenses - Payroll Administration | Management of housing loans | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 227 | Payroll and Expenses - Payroll Administration | Amendments of housing loans | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 228 | Payroll and Expenses - Payroll Administration | Car use recoveries process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 229 | Payroll and Expenses - Payroll Administration | Recover Outstanding Employee debt | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 230 | Payroll and Expenses - Payroll Administration | Ensure that all unrecoverable staff debts are written off | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 231 | Payroll and Expenses - Payroll Administration | Establish the staff debt position at the end of each month | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 232 | Payroll and Expenses - Payroll Admin / GL admin | Amend Mass Allocation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 233 | Payroll and Expenses - Payroll Administration | Management of Cycle to Work | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 234 | Payroll and Expenses - Payroll Administration | Season Ticket Bicycle Loan | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 235 | Payroll and Expenses - Payroll Administration | recover staff advances and imprest(supplier&staff) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 236 | Payroll and Expenses - Payroll Administration | Staff Debt Write-Off | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 237 | Payroll and Expenses - Payroll Administration | One Off Payment - One Off Payments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 238 | Payroll and Expenses - Payroll Administration | Recurring Allowances | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 239 | Payroll and Expenses - Payroll Administration | Higher Responsibility Allowance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 240 | Payroll and Expenses - Payroll Administration | Claim Overtime | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 241 | Payroll and Expenses - Payroll Administration | OTL001 - Claim Overtime but no access | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 242 | Payroll and Expenses - Payroll Administration | Request to Amend or Cease Voluntary Deductions | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 243 | Payroll and Expenses - Payroll Administration | SA04 - HR Interface Weekly Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 244 | Payroll and Expenses - Payroll Administration | DA01 - Pay and Interface – Administer Payslips – eP60 Administration | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 245 | Payroll and Expenses - Payroll Administration | DA01 - Pay and Interface – Administer Payslips – ePayslip Administration | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 246 | Payroll and Expenses - Payroll Administration | Submit Service Specific pro-formas to pay services | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 247 | Payroll and Expenses - Payroll Administration | Run Audit Trail Reports | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 248 | Payroll and Expenses - Payroll Administration | Complete SR Payroll Checking | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 249 | Payroll and Expenses - Payroll Administration | Complete leaver checks using HOPP's Leaver Monthly Summary | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 250 | Payroll and Expenses - Payroll Administration | Manage allocation of ad hoc allowances | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 251 | Payroll and Expenses - Payroll Administration | View my payslip / P60 on line | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 252 | Payroll and Expenses - Payroll Administration | Employee enquires a paper payslip as they are on long term sick | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 253 | Payroll and Expenses - Payroll Administration | Run CRM Closed SR report, Produce summary files for all terms & ensure SSC compliance with completion timescales | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 254 | Payroll and Expenses - Payroll Administration | Complete Pay & Interface SR payroll checks | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 255 | Payroll and Expenses - Payroll Administration | Run Payroll Interface, OTL & One off payment interfaces | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 256 | Payroll and Expenses - Payroll Administration | Instigate a Cost Centre transfer only | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 257 | Payroll and Expenses - Payroll Administration | Any supporting Audit Checks | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 258 | Payroll and Expenses - Payroll Administration | Complete New Starter checks using HOPPS 'New Starter Monthly summary' | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 259 | Payroll and Expenses - Payroll Administration | HMRC AAA Recurring Allowance - HMRC AAA Notification | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 260 | Payroll and Expenses - Payroll Administration | HMRC AAA Recurring Allowance - HMRC AAA Amend or Cessation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 261 | Payroll and Expenses - Payroll Administration | Temporary Cover Allowance - Start TCA | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 262 | Payroll and Expenses - Payroll Administration | Temporary Cover Allowance - Extend TCA | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 263 | Payroll and Expenses - Payroll Administration | Temporary Cover Allowance - Cease TCA | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 264 | Payroll and Expenses - Payroll Administration | Excess Leave Payment Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 265 | Payroll and Expenses - Payroll Administration | One off Payment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 266 | Payroll and Expenses - Payroll Administration | Claim Overtime | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 267 | Payroll and Expenses - Payroll Administration | Claim Overtime but no access | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 268 | Payroll and Expenses - Payroll Administration | T&E Personal Expenditure Recovery | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 269 | Payroll and Expenses - Payroll Administration | Overseas Advances | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 270 | Payroll and Expenses - Payroll Administration | Imprests Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 271 | Payroll and Expenses - Payroll Administration | Imprests Process - CRM | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 272 | Payroll and Expenses - Payroll Administration | Imprests Process - Recovery | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 273 | Payroll and Expenses - Payroll Administration | Balancing Expenses suspense Account | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 274 | Payroll and Expenses - Payroll Administration | Deductions from salaries Monitoring and Imprest Account Balancing Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 275 | Payroll and Expenses - Payroll Administration | Payroll Recharging from OGD | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 276 | Payroll and Expenses - Expenses admin | Process EU Forms HO | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 277 | Payroll and Expenses - Payroll Administration | Magic Fingers SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 278 | Payroll and Expenses - Payroll Administration | Business Mileage tax reporting | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 279 | Payroll and Expenses - Payroll Administration | Tax Category Maintenance Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 280 | Payroll and Expenses - Payroll Administration | IP20 - Long Term Detached Duty Claims (LTDD) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 281 | Payroll and Expenses - Payroll Administration | IP22 - Committee claims Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 282 | Payroll and Expenses - Payroll Administration | IP24- OVERSEAS SUBSISTENCE RATES | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 283 | Payroll and Expenses - Payroll Administration | IP25 - Taxable Items – AFF130 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 284 | Payroll and Expenses - Payroll Administration | DA02 - 1st time expense claimants | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 285 | Payroll and Expenses - Payroll Administration | Enabling/re-enabling/removing/amending access to the Long Term Detached Duty i-expenses template | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 286 | Payroll and Expenses - Payroll Administration | Recurring Allowances | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 287 | Payroll and Expenses - Payroll Administration | Higher Responsibility Allowance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 288 | Payroll and Expenses - Expense Compliance Checks | 100% and Random 10% Checking | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 289 | Payroll and Expenses - Payroll Administration | Maintain Bank Details - Employees | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 290 | Payroll and Expenses - Pensions Admin | Process pension | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 291 | Payroll and Expenses - Pensions Admin | PEN006 - Change Pension Schemes | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 292 | Payroll and Expenses - Pensions Admin | PEN007 - Add more years to Pension | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 293 | Payroll and Expenses - Pensions Admin | Nomination for Death Benefit/Amendment to Existing Death Benefit Nominee | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 294 | Payroll and Expenses - Pensions Admin | Request to Buy Added Pension | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 295 | Payroll and Expenses - Pensions Admin | Request to Change Pension Arrangements | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 296 | Payroll and Expenses - Pensions Admin | Request Benefit Statement/Pension Estimate | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 297 | Payroll and Expenses - Pensions Admin | Early Payment of Preserved Awards | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 298 | Payroll and Expenses - Pensions Admin | Early Payment of Preserved Awards - appeal | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 503 | Payroll and Expenses - Payroll Administration | Hazardous Conditions Allowance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 504 | Payroll and Expenses - Payroll Administration | RRA Lump Sum | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 505 | Payroll and Expenses - Payroll Administration | Required Hours Allowance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PAY 506 | Payroll and Expenses - Payroll Administration | Settlement Payment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 299 | Financial Accounting - Finance & Year End | mass allocation journals - Period zero rollover | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 300 | Financial Accounting - Financial Accounting Admin | update foreign exchanges | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 301 | Financial Accounting - Financial Accounting Admin | Manage Chart of Accounts Change | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 302 | Financial Accounting - Financial Accounting Admin | Manage Finance Table | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 303 | Financial Accounting - Financial Accounting Admin | Create a new Memo Line | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 304 | Financial Accounting - Financial Accounting Admin | WS AR maintenance -profile class\_income stream name change | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 305 | Financial Accounting - Financial Accounting Admin | AR Maintenance - General Master Data | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 306 | Financial Accounting - GL Processing | Reconcile Consolidated Invoice Suspense Account | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 307 | Financial Accounting - GL Processing | RR06 Daily Payables Interface | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 308 | Financial Accounting - GL Processing | Timetable creation and validation input | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 309 | Financial Accounting - GL Processing | General Ledger period end procedures | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 310 | Financial Accounting - GL Processing | Manage Year End GL | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 311 | Financial Accounting - GL Processing | General Ledger Monthly reconciliations - AP | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 312 | Financial Accounting - GL Processing | General Ledger Monthly reconciliations - PO | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 313 | Financial Accounting - GL Processing | General Ledger journal processing | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 314 | Financial Accounting - GL Processing | General ledger adjustment journals (year end) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 315 | Financial Accounting - GL Processing | Daily AP & AR to GL import | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 316 | Financial Accounting - GL Processing | Expense Claim Cost Centre Recharge | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 317 | Financial Accounting - GL Processing | OSoB copy forecast & Reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 318 | Financial Accounting - GL Processing | AP Month End | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 319 | Financial Accounting - Cash Mgt & Reconciliation | Daily bank statement reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 320 | Financial Accounting - Cash Mgt & Reconciliation | local bank reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 321 | Financial Accounting - Cash Mgt & Reconciliation | Daily funding process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 322 | Financial Accounting - Cash Mgt & Reconciliation | cash forecasting input | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 323 | Financial Accounting - Cash Mgt & Reconciliation | returned BACS | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 324 | Financial Accounting - Cash Mgt & Reconciliation | provide input into bank contracts Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 325 | Financial Accounting - Cash Mgt & Reconciliation | Manage Bank charges | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 326 | Financial Accounting - Cash Mgt & Reconciliation | mange cheques Stationary | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 327 | Financial Accounting - Cash Mgt & Reconciliation | manage Bank signatories | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 328 | Financial Accounting - Cash Mgt & Reconciliation | customer refunds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 329 | Financial Accounting - Cash Mgt & Reconciliation | Banking Services month End | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 330 | Financial Accounting - Cash Mgt & Reconciliation | Banking Service Monthly Reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 331 | Financial Accounting - Cash Mgt & Reconciliation | Banking Services suspense Accounts month end | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 332 | Financial Accounting - Cash Mgt & Reconciliation | Ad hoc funding (DBS, HMPO ETC\_) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 333 | Financial Accounting - Cash Mgt & Reconciliation | Batch Payments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 334 | Financial Accounting - Cash Mgt & Reconciliation | BACS reject-process1 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 335 | Financial Accounting - Cash Mgt & Reconciliation | BACS reject-process2 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 336 | Financial Accounting - Cash Mgt & Reconciliation | Lost payable orders | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 337 | Financial Accounting - Cash Mgt & Reconciliation | BACS recall | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 338 | Financial Accounting - Cash Mgt & Reconciliation | IP46 - Chaps Payment Flowchart | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 339 | Financial Accounting - Cash Mgt & Reconciliation | Returned Payable Order (PO's) SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 340 | Financial Accounting - Cash Mgt & Reconciliation | Out of Date Payable Orders | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 341 | Financial Accounting - Cash Mgt & Reconciliation | Forecasting to HM Treasury (CHAPS) SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 342 | Financial Accounting - Cash Mgt & Reconciliation | Forecasting to HM Treasury (BACS) SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 343 | Financial Accounting - Cash Mgt & Reconciliation | BACS SR's SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 344 | Financial Accounting - Cash Mgt & Reconciliation | Weekly Zero Pay Runs SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 345 | Financial Accounting - Cash Mgt & Reconciliation | Monthly Zero Runs SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 346 | Financial Accounting - Cash Mgt & Reconciliation | Manage Local Bank Reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 347 | Financial Accounting - Cash Mgt & Reconciliation | Banking period end | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 348 | Financial Accounting - Cash Mgt & Reconciliation | manage bank accounts and signatories | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 349 | Financial Accounting - Cash Mgt & Reconciliation | manage bank stationary | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 350 | Financial Accounting - Cash Mgt & Reconciliation | managed migration | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 351 | Financial Accounting - Inter-entity accounting | DBS Interfund Transactions | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 352 | Financial Accounting - Cash Mgt & Reconciliation | Interest Baring Account Payment Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 353 | Financial Accounting - Cash Mgt & Reconciliation | IBA Charges Funding | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 354 | Financial Accounting - Cash Mgt & Reconciliation | Create an IBA Process Map | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 355 | Financial Accounting - Cash Mgt & Reconciliation | IP28 - BACS/Cheque Payments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 356 | Financial Accounting - Cash Mgt & Reconciliation | Main Bank account reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 357 | Financial Accounting - Cash Mgt & Reconciliation | Funding | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 358 | Financial Accounting - GL Processing | AR period End | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 359 | Financial Accounting - GL Processing | Reporting | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 360 | Financial Accounting - GL Processing | AR month End Reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 361 | Financial Accounting - GL Processing | How2Run\_AR-GL interface | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 362 | Financial Accounting - GL Processing | Exchange Rates Entry Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 363 | Financial Accounting - Operational Support | General Ledger Enquires | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 364 | Financial Accounting - VAT & Tax advice | Tax reporting | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 365 | Financial Accounting - Income collection | Failed Receipts | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 366 | Financial Accounting - Customer Management | process BACS receipts | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 367 | Financial Accounting - Income collection | process cash receipts | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 368 | Financial Accounting - Debt Management | customer queries | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 369 | Financial Accounting - Income collection | Process cheques received | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 370 | Financial Accounting - Customer Management | Manage Direct Debits Mandate (Receipts) Out Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 371 | Financial Accounting - Invoicing & Billing | Invoicing | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 372 | Financial Accounting - Customer Management | Customers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 373 | Financial Accounting - Invoicing & Billing | Transaction maintenance | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 374 | Financial Accounting - Income collection | Collections | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 375 | Financial Accounting - Income collection | Receipting | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 376 | Financial Accounting - Debt Management | AR-Invoice and Statement Process/Print Statements | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 377 | Financial Accounting - Invoicing & Billing | AR-Transaction creation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 378 | Financial Accounting - Invoicing & Billing | AR-Transaction - Credit Memo | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 379 | Financial Accounting - Invoicing & Billing | AR-Incomplete Invoices | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 380 | Financial Accounting - Debt Management | Dunning Letters Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 381 | Financial Accounting - Debt Management | Debt Management | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 382 | Financial Accounting - Debt Management | Query management | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 383 | Financial Accounting - Debt Management | 3rd Party Debt Recovery | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 384 | Financial Accounting - Debt Management | recovery insolvency | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 385 | Financial Accounting - Debt Management | Bad debt write off | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 386 | Financial Accounting - Revenue Reporting | Monthly/Aged Debt Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 387 | Financial Accounting - Customer Management | Expire Existing customer | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 388 | Financial Accounting - Customer Management | Merge Existing Customers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 389 | Financial Accounting - Debt Management | Remove a customer from Dunning, Statements or calls/ Amend collection status | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 390 | Financial Accounting - Debt Management | Change a transaction Due Date | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 391 | Financial Accounting - Debt Management | Create an instalment Agreement within Adelphi AR | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 392 | Financial Accounting - Debt Management | Review documentation on Appeals/Objections into the SSC | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 393 | Financial Accounting - Income collection | Perform an adjustment against a receipt when a customer has overpaid & a small amount is still remaining | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 394 | Financial Accounting - Income collection | Perform an adjustment against a receipt when a customer has underpaid & a small amount is still remaining | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 395 | Financial Accounting - Debt Management | Amend Approval Limits within Adelphi to allow financial adjustments to transactions | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 396 | Financial Accounting - Customer Management | Make a refund to a customer | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 397 | Financial Accounting - Debt Management | Ensure all disputed transactions are reflected accordingly in Adelphi | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 398 | Financial Accounting - Debt Management | Remove dispute following resolution of a customer query, objection or appeal. | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 399 | Financial Accounting - Debt Management | Ensure all receipts have been allocated correctly | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 400 | Financial Accounting - Invoicing & Billing | Print invoices | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 401 | Financial Accounting - Revenue Reporting | UKBA Board Performance Pack | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 402 | Financial Accounting - Debt Management | 3rd Party Debt Referral - Payment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 403 | Financial Accounting - Customer Management | New Customer | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 404 | Financial Accounting - Customer Management | Account Arrangements | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| FA 405 | Financial Accounting - Debt Management | O2C41 Promotion of CPCT IWCP Faster Payment Option | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 406 | Procurement Services - Government Procurement Card | Monthly reconciliation of T&E card limit amendments to Oracle records | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 407 | Procurement Services - Government Procurement Card | Cancel a T&E card | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 408 | Procurement Services - Government Procurement Card | Re-Enable Suspend or Terminate a T&E card | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 409 | Procurement Services - Supplier Maintenance | Create New Bank Branch in Adelphi | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 410 | Procurement Services - Supplier Assessment | PO Raised Wrong Supplier | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 411 | Procurement Services - Payment Admin | Duplicated Payments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 412 | Procurement Services - Invoice & Payment Processing | IP17 - FCO Invoice Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 413 | Procurement Services - Invoice & Payment Processing | Consolidated Invoice | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 414 | Procurement Services - Invoice & Payment Processing | Consolidated Invoice - Alexandra | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 415 | Procurement Services - Payment Processing | Incorrect Payments (Non Expenses) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 416 | Procurement Services - Payment Processing | Incorrect Payments (Expenses) SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 417 | Procurement Services - Payment Processing | IP29 - Duplicate Invoice Finder | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 418 | Procurement Services - Other Payments | Process a Nationality refund for payment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 419 | Procurement Services - Payment Processing | Foreign currency invoices | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 420 | Procurement Services - Payment Processing | Foreign Payments SPMT | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 421 | Procurement Services - Payment Processing | RFT-PGO payment | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 422 | Procurement Services - Other Payments | Expenses Service & Bank Details | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 423 | Procurement Services - Invoice & Payment Processing | IP01 - 3 Way Match Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 424 | Procurement Services - Invoice & Payment Processing | IP02 - Expense Claims | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 425 | Procurement Services - Invoice & Payment Processing | IP03 - Non PO invoice process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 426 | Procurement Services - Invoice & Payment Processing | IP08 - Hold Team Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 427 | Procurement Services - Invoice & Payment Processing | IP09 - Holds Process 1 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 428 | Procurement Services - Invoice & Payment Processing | IP10 - Holds Process 2 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 429 | Procurement Services - Invoice & Payment Processing | IP12 - Holds Admin Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 430 | Procurement Services - Invoice & Payment Processing | IP18 - Reconciliation of Construction Industry Tax Suspense Account | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 431 | Procurement Services - Other Payments | IP32 - Reward & Recognition Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 432 | Procurement Services - Invoice & Payment Processing | IP35 - Matching to a Receipt | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 433 | Procurement Services - Other Payments | IP42 - Payment of Rental and Utility contracts, as agreed between Adelphi Service Centre and HOPG | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 434 | Procurement Services - Other Payments | IP43 - Dealing with Cartus Relocation Company | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 435 | Procurement Services - Other Payments | Honararium Payments (DBS) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 436 | Procurement Services - Other Payments | Refunds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 437 | Procurement Services - Payment Admin | Update a Travel & Expenses card credit limit | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 438 | Procurement Services - Invoice & Payment Processing | Invoice Entry | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 439 | Procurement Services - Invoice & Payment Processing | Credit Notes | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 440 | Procurement Services - Invoice & Payment Processing | Electronic Invoices | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 441 | Procurement Services - Grant Payments | Grants | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 442 | Procurement Services - Invoice & Payment Processing | Invoice Entry - No/Invalid PO | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 443 | Procurement Services - Invoice & Payment Processing | GPC Upload | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 444 | Procurement Services - Invoice & Payment Processing | Invoice Entry - Payment Only | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 445 | Procurement Services - Invoice & Payment Processing | Foreign Invoices | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 446 | Procurement Services - Grant Payments | Supplier Create/Amend - Grant Disable | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 447 | Procurement Services - Payment Admin | Maintain Bank Details - Third Party/Non PO | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 448 | Procurement Services - Invoice & Payment Processing | CIS Monthly Statement of Reductions | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 449 | Procurement Services - Supplier Maintenance | Supplier Create / Amend - Board of Visitors | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 450 | Procurement Services - Supplier Maintenance | Supplier Create / Amend - Committee Members | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 451 | Procurement Services - Supplier Maintenance | Supplier Create / Amend - Employee Records | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 452 | Procurement Services - Supplier Maintenance | Supplier Create / Amend - Interpreters | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 453 | Procurement Services - Supplier Maintenance | Supplier Create / Amend - Nationality Refunds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 454 | Procurement Services - Supplier Maintenance | Supplier Create / Amend - Non PO Suppliers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 455 | Procurement Services - Invoice & Payment Processing | Inactivating Nationality Refunds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 456 | Procurement Services - Invoice & Payment Processing | Obtaining an Employee Number | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 457 | Procurement Services - Supplier Maintenance | Supplier Bank Enquiry | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 458 | Procurement Services - Supplier Maintenance | Supplier Header Enquiry | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 459 | Procurement Services - Other Payments | Supplier Create / Amend - Travel Document Refunds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 460 | Procurement Services - Supplier Maintenance | Supplier Create - Third Party Supplier | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 461 | Procurement Services - Other Payments | DTZ Payment Only | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 462 | Procurement Services - Payment Admin | Final Demand / Red Letter | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 463 | Procurement Services - Payment Admin | Duplicate Invoices Received | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 464 | Procurement Services - Payment Reconciliation | Top 10 Spend Suppliers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 465 | Procurement Services - Payment Reconciliation | Statement Reconciliation | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 466 | Procurement Services - Supplier Maintenance | Inactive Suppliers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 467 | Procurement Services - Invoice & Payment Processing | Matching Required Release | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 468 | Procurement Services - Invoice & Payment Processing | Tax Hold Release | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 469 | Procurement Services - Invoice & Payment Processing | Invoice Cancellation Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 470 | Procurement Services - Payment Reconciliation | AP QA / Compliance Checks | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 471 | Procurement Services - Payment Reconciliation | PCoE No PO and non Compliant Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 472 | Procurement Services - Invoice & Payment Processing | Invoice Entry - Payment Only AFF134/142 | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 473 | Procurement Services - Invoice & Payment Processing | PO billed incorrectly by price | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 474 | Procurement Services - Supplier Maintenance | Inactivate Suppliers | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 475 | Procurement Services - Supplier Maintenance | Reactivate Employee Accounts | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 476 | Procurement Services - Invoice & Payment Processing | Section 16 HMRC 46g Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 477 | Procurement Services - Supplier Maintenance | CIS Extended Suppliers Create / Amend | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 478 | Procurement Services - Supplier Maintenance | Supplier Create/Amend - Factor Company | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 479 | Procurement Services - Supplier Maintenance | Supplier Merge | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 480 | Procurement Services - Supplier Maintenance | Third Party Supplier Amendments | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 481 | Procurement Services - Invoice & Payment Processing | Brought Forward Payments (SRs) | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 482 | Procurement Services - Invoice & Payment Processing | FCO Invoices | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 483 | Procurement Services - Invoice & Payment Processing | Distribution Account Invalid Holds Release | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 484 | Procurement Services - Invoice & Payment Processing | Foreign to Pay Banking Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 485 | Procurement Services - Invoice & Payment Processing | Sterling to Foreign Banking Report | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 486 | Procurement Services - Invoice & Payment Processing | Deduction against an invoice | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 487 | Procurement Services - Invoice & Payment Processing | Dummy Credit/Invoice Process | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 488 | Procurement Services - Invoice & Payment Processing | Month End KPI Stats | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| PR 489 | Procurement Services - Payment Admin | Top 10 Monthly Holds | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 490 | Overarching Services - Service Desk | CRM 01 - Telephone Inbound | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 491 | Overarching Services - Service Desk | CRM 02 - Telephone Outbound | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 492 | Overarching Services - Service Desk | Mgmt of outstanding service requests | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 493 | Overarching Services - Service Desk | Service requests | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 494 | Overarching Services - Service Desk | Faxination inbound | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 495 | Overarching Services - Service Desk | Faxination Outbound | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 496 | Overarching Services - Service Desk | Email Handling | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 497 | Overarching Services - Document and Digitisation | CRM 08 - Post Inbound | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 498 | Overarching Services - Service Desk | CRM 09 - Processing Scanning Task | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 499 | Overarching Services - Service Desk | CRM 10 - Rescan of image | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 500 | Overarching Services - Document and Digitisation | Document storage and retrieval | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 501 | Overarching Services - Document and Digitisation | Full Solution Process for Emergency File Requests from SSC for HRO/UKBA | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
| OV 502 | Overarching Services - Document and Digitisation | Full Solution Process for Requesting a file UKBA - SSC - HRO | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
|  | Indirect Services - Customer Satisfaction Survey | Percentage score achieved by the Contractor in the relevant Customer Satisfaction Survey over a 3 month period | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |
|  | Indirect Services - SSCL Accumulator | Percentage of service points accrued in the month | The Customer and each Service Recipient | Effective Date | Achievement of the HO SOP Go-Live Milestone |

**Table 1.2 Additional Services**

|  |  |
| --- | --- |
| **Addition** | **Description/Assumptions** |
| Finance: Email customer statement & invoices | Email Customer Invoices: CEMLI to enable customer invoices to be emailed.  Capability to electronically send customer invoices to reduce the overhead of postage and manual intervention. Ability to produce Standard PDF print & Email of AR invoice. |
| Finance: Dunning letters | Additional dunning letters and strategies.  Up to a maximum of [30] Dunning Letters and up to a maximum of [10] strategies are required |
| Finance: Vehicle Detention Screen | Vehicle Detention Screen: Additional information to be captured on vehicles to support operational requirements. |
| Finance: i-expenses | 1 additional i-expenses template (8 required in total). |
| Finance: i-expenses | Ability to cater for employees with dual locations for HMRC requirements. The existing Adelphi process will be adopted on the SOP. |
| Finance: One Off Payments | One off Payments: CEMLI to enable the mass update of supplier records.  One off payments is a system for large volume low value payments to one-off Suppliers.  System  uploads a CSV file created by a template, creates the supplier, creates the invoice, pays the invoice by check, and future end dates the supplier. |
| Finance: Embarkation Report | Embarkation Report: CEMLI to provide an embarkation report supporting operational activity within Border Force. |
| Finance: Email notification to Suppliers of Bank account changes | Email Notification to Suppliers of Bank Account Charges: CEMLI to provide functionality to notify existing suppliers when their bank accounts have been changed.  An email notification is sent through to supplier to notify them that a change to their bank account has been made on the System, this is undertaken to prevent fraudulent changes to bank details. Contains masked details of Before and after. |
| Finance: Project Analysis | Adopt use of the chart of accounts for tracking and management of projects |
| Payroll: Additional elements | To support existing terms & conditions an additional 200 elements are required |
| Absence: Additional absence schemes | To support existing terms & conditions an additional 8 absence schemes are required |
| Absence: Sickness Triggers | Sickness Triggers: CEMLIs to enable the provision of proactive absence management services.  A framework for the proactive management of sickness absence across the authority.  Notifications are sent to line managers when certain triggers for sickness absence are reached, this covers both short term and long term sickness absence.  Details on each stage and actions from managers are recorded on the system. |
| HR: PDR process | To enable capture of performance information and upload word template.  A capability to capture performance results and attach the appraisal template to an employee record.  Capture final box marking to enable reporting through BI year on year. |
| HR: POISE/ATOS email upload | Inbound file to upload email addresses.  An inbound file is received containing employees actual work email addresses (new starters/changes etc), this file is loaded to ensure that the work email address held is correct.  This is to ensure that any system notification email are correctly routed and to ensure consistency of data across systems. POISE/ATOS email upload interface: CEMLI to enable mass update of emails from data provided from IT suppliers. |
| HR: Kronos to SOP for Working Patterns | Kronos Interface: Interface to upload SOP working patterns for those employees on Rosta recorded on Kronos. |
| HR: Variation in flexfield | Additional segment required on the grade flex field |
| HR: 10 Additional Information Types | Additional information types required to capture data required by the Home Office that is not currently collected as part of the core SOP. |
| HR: Auto Vacation Rules | Auto Setting of Vacation Rules: CEMLI to check against the absence form and automatically set vacation rules for employees during periods of absence. |
| HR: Employee Data Validation | Employee Data Validation: Payslip Online Employee Data Verification Framework – Validation Process to limit access to payslip until completion of key data. |
| HR: 8 Automatic Notifications to support HR processes | FYI notifications to send to employee and/or line manager to remind them of a forth coming activity to be undertaken (as detailed individually in Schedule 2.1 Annex 1). |
| HR: Duty Manager Role | Duty Manager role Access: CEMLI to manage access based on the grade equivalent of the duty manager allowing them to enter absence details. |
| HR: AHW Opt In | To support the process where Border Force employees can choose to opt in to new terms and conditions during a particular period of time. Requirement to capture the information, only display the data field to certain flagged employees.  Creation of AHW Decision Form as per Adelphi existing person EIT configuration.  AHW Role Base Inheritance: CEMLI to provide role based access control enabling access to menu items. |
| HR: Annual Leave | Annual Leave: Multiple CEMLIs and configuration to support Annual Leave calculation, recording and carry over processes.  3 hours only annual leave schemes to be created plus carry forward processes to reflect the 3 schemes.  A number of customs that support Accrual plans to calculate leave entitlement and absence types (including Role Based Access Control to specific menu items) to record this are required in addition to SOP offering |
| HR: Oracle Time & Labour | Additional OTL validation to provide user entry validation rules and overtime checker role. An additional OTL timecard to support HMPO Datamart requirements. |
| HR: 8 Interfaces | To support data provision to Home Office operational systems there are 8 interfaces required |
| HR Letters | To support the production of letters for the Home Office. The existing XML publisher HR letters (CEMLI) Provision of existing letters with agency specific logos for storage against document of records (not UCM as current solution) will be adopted. |

**Table 1.3 Service Levels - REDACTED**

**Table 1.4 Service Reports**

**Service Reports - SECTION REDACTED**

**Appendix 2 (Charges for the Services)**

**Part A: Charges for the Services**

* 1. Up to and including 31st March 2016 provided the volume of Ordered Services falls within the Tolerance Band, the Charges for the Ordered Services shall be as set out in Table 2.1 below and payable in accordance with Schedule 3.1 (Charges and Invoicing) to the Standard Terms.
  2. **Redacted** shall be payable as Milestone charges subject to meeting the applicable acceptance criteria set out in Table 2.2 below
  3. In accordance with Paragraph 3 of Schedule 3.1 (Charges and Invoicing) to the Standard Terms, if the actual volume of Units of Measurement invoiced to the Customer and its Service Recipients in an Accounting Year for a Service Offering falls outside the Tolerance Band for that Service Offering any increase or decrease in the Fixed Charges shall be made in accordance with the Change Control Procedure.
  4. All charges payable will be subject to indexation and calculated in accordance with Parts C and A of Schedule 3.2 (Pricing and Rate Card) to the Framework Agreement. For the avoidance of doubt, the first indexation point will be 1 April 2016.

**Table 2.1 Fixed charges.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Unit** | **Baseline** | **Y1 (to 31/10/15)** | **5 months (to 31/03/16)** |
| Home Office | £000's | **REDACTED** | **REDACTED** | **REDACTED** |

In the first Contract Year, the Customer will pay Fixed Charges of £**REDACTED**) multiplied by £**REDACTED = REDACTED**

The fixed charges are invoiced in equal monthly amounts. For the period Y1 (to 31/10/15) the monthly invoice amount will be £**REDACTED**. For the period 5 months (to 31/03/16) the monthly invoice amount will be £**REDACTED.**

**Table 2.2 Milestone Charges**

|  |  |  |
| --- | --- | --- |
| **Milestone Charges** | | |
| **Milestone description** | **Charge** | **Target Milestone Date** |
| Migration | **REDACTED** | 01/11/2014 |
| Optimisation Road Map | **REDACTED** | 15/01/2015 |
| 1st Stage Optimisation | **REDACTED** | 01/04/2015 |
| 2nd Stage Optimisation | **REDACTED** | 31/07/2015 |
| Home Office Transformation Complete | **REDACTED** | 01/10/2015 |
| Newport connectivity to SSCL network | **REDACTED** | 31/03/2015 |
| SSCL IL2 Network Upgrade | **REDACTED** | 14/04/2015 |
| SSCL IL3 network upgrade | **REDACTED** | 30/04/2015 |
| SSCL Desktop Phase Roll-out | **REDACTED** | 15/05/2015 |
| Hardware Delivered | **REDACTED** | 04/03/2015 |
| Infrastructure Commissioning | **REDACTED** | 18/05/2015 |
| Ebus Design Complete | **REDACTED** | 15/01/2015 |
| Ebus Build Complete | **REDACTED** | 03/02/2015 |
| System Test complete | **REDACTED** | 09/04/2015 |
| System Cutover | **REDACTED** | 06/07/2015 |
| Post go-live support | **REDACTED** | 28/07/2015 |
| Completion of Oracle Upgrade | **REDACTED** | 30/06/2016 |
| **Total** | **REDACTED** |  |

Milestone descriptions, deliverables and acceptance criteria are contained within the Outline Customer Transformation Plan.

**Part B: Target Volume Forecast and Annual Volume Forecast**

* 1. From 1 April 2016 onwards, the Charges payable by the Customer for each Ordered Service shall be calculated on a Volumetric Charge basis (as applicable) based on the Customer Unit Prices set out in Table 2.5 below.
  2. The Customer Unit Prices are based upon the Forecast Unit Price Bands set out in Table 2.6. The actual Unit Price Band applicable will be based on the volume for that Ordered Service across all Customers in accordance with Paragraph 4 of Schedule 3.1 (Charges and Invoicing) to the Standard Terms. In the event that the applicable Price Band varies for a service or services, the associated Customer Unit Prices will be adjusted by the same percentage change as applies to the Unit Prices within the Framework Agreement

**Table 2.3 Target Volume Forecast and Annual Volume Forecast**

**REDACTED**

**Part C: Unit Pricing and Indicative Volumetric Charges**

* 1. This Part C outlines the relationship between the Unit Prices in the Framework Agreement and the Customer Unit Prices set out in Table 2.5 below.
  2. The Parties have agreed that the Framework Unit prices require a **‘Factor Adjustment Mechanism’** to represent the ratio of the Customer Unit Prices within this Call-Off Order to the Unit Prices contained within Schedule 3.2 (Pricing and Rate Card) of the Framework Agreement.
  3. The percentage adjustments which apply to the Framework Unit Prices to derive the Customer Unit Prices are set out in Table 2.8 below. Where the Framework Unit Prices are to be updated for a change in the Price Band or for the application of Indexation, the percentage in Table 2.8 will be applied to the revised Framework Agreement Unit Prices to derive the revised Customer Unit Prices.
  4. **Indicative Volumetric Charges**
     1. The Indicative Volumetric Charges over the contract term are set out in Table 2.4 below. These are the total Charges payable, subject to addition of applicable indexation, where the volumes in Table 2.3 and the Unit Price Bands in Table 2.6 remain applicable for the contract term.

**Table 2.4 Indicative Volumetric Charges**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Home Office | Unit | 6 mths to 04/16 (Note1) | Year to 04/17 | Year to 04/18 | Year to 04/19 | Year to 04/20 | Year to 04/21 | Year to 04/22 | Year to 04/23 | 6 mths to 10/23 | Year to 10/24 |
| 1. Resource Services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 2. Employee Life-cycle Services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 3. Employee Support | ***£000’s*** | - | - | - | - | - | - | - | - | - | - |
| 4. Other Employee services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 5. Payroll, Expenses & Allowances | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 6. Other Payroll services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 7. Financial Accounting | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 8. Management Accounting | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 9. Finance Operations | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 10. Accounting Service Support | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 11. Other Accounting Services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 12. Revenue and Billing | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 13. Business Intelligence | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 14. Procurement Services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 15. Payment Services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 16. Operational Support & Process Development | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 17. Overarching Services | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 18 .Vetting | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| Total | ***£000’s*** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |

*Note 1: The 6 months to 04/16 will contain five months of fixed charges (November 2015 to March 2016 inclusive in accordance with Table 2.1) and one month of Unit Charges for the month of April 2016.*

The Customer Unit Prices are shown in Table 2.5 below and have been calculated by using the Indicative Volumetric Charges from Table 2.4 and dividing by the Volumes set out in Table 2.3.

**Table 2.5 Customer Unit Prices**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | 6 mths to 04/16 | Year to 04/17 | Year to 04/18 | Year to 04/19 | Year to 04/20 | Year to 04/21 | Year to 04/22 | Year to 04/23 | 6 mths to 10/23 | Year to 10/24 |
| 1. Resource Services | £s per post filled | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 2. Employee Life-cycle Services | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 3. Employee Support | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 4. Other Employee services | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 5. Payroll, Expenses & Allowances | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 6. Other Payroll services | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 7. Financial Accounting | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 8. Management Accounting | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 9. Finance Operations | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 10. Accounting Service Support | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 11. Other Accounting Services | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 12. Revenue and Billing | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 13. Business Intelligence | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 14. Procurement Services | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 15. Payment Services | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 16. Operational Support & Process Development | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 17. Overarching Services | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 18 .Vetting | £s per number of completed vetting requests | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |

1.4.2 The Forecast Unit Price Band underpinning each Customer Unit Charges is shown below in Table 2.6:

**Table 2.6 Forecast Unit Price Band**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 6 mths to 04/16 | Year to 04/17 | Year to 04/18 | Year to 04/19 | Year to 04/20 | Year to 04/21 | Year to 04/22 | Year to 04/23 | 6 mths to 10/23 |
| 1. Resource Services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 2. Employee Life-cycle Services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 3. Employee Support | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 4. Other Employee services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 5. Payroll, Expenses & Allowances | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 6. Other Payroll services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 7. Financial Accounting | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 8. Management Accounting | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 9. Finance Operations | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 10. Accounting Service Support | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 11. Other Accounting Services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 12. Revenue and Billing | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 13. Business Intelligence | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 14. Procurement Services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 15. Payment Services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 16. Operational Support & Process Development | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 17. Overarching Services | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 18 .Vetting | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |

1.4.3 The Forecast Unit Price Bands are based on the forecast aggregate volumes for each service across SSCL customers, including the Ministry of Justice and the Home Office, during each period.

Where a different Price Band to those set out in Table 2.6 above is applicable to a service, the Customer Unit Prices will be recalculated by applying the Unit Price Factor Adjustment to the revised Framework Unit Price as set out in the Pricing Worksheets in Paragraph 5 of Schedule 3.2 (Pricing and Rate Card) to the Framework Agreement.

For example, Resources Services have been set at Price Band 6 in the table above. The difference between Price Band 6 and Price Band 7 in the Framework Agreement for the period 6 months to 04/16 is a decrease of **REDACTED**% (£**REDACTED/**£**REDACTED.** Therefore, should the SSCL aggregated volumes be above the volume threshold for Band 7, the Customer Unit Price for Resource Services for the 6 months to 04/16 will be reduced by 0.38%.

**Table 2.7 Framework Agreement Unit Prices at Forecast Unit Price Bands**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | 6 mths to 04/16 | Year to 04/17 | Year to 04/18 | Year to 04/19 | Year to 04/20 | Year to 04/21 | Year to 04/22 | Year to 04/23 | 6 mths to 10/23 |
| 1. Resource Services | £s per post filled | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 2. Employee Life-cycle Services | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 3. Employee Support | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 4. Other Employee services | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 5. Payroll, Expenses & Allowances | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 6. Other Payroll services | £s per employee per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 7. Financial Accounting | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 8. Management Accounting | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 9. Finance Operations | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 10. Accounting Service Support | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 11. Other Accounting Services | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 12. Revenue and Billing | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 13. Business Intelligence | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 14. Procurement Services | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 15. Payment Services | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 16. Operational Support & Process Development | £s per 1000 invoices | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |
| 17. Overarching Services | £s per cost centre per year | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** | **Redacted** |

1.4.4 Table 2.8 below demonstrates the percentage variation to be applied to any updated Framework Unit Prices to derive updated Customer Unit Prices:

**Table 2.8 Factor Adjustment Table**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | 6 mths to 04/16 | Year to 04/17 | Year to 04/18 | Year to 04/19 | Year to 04/20 | Year to 04/21 | Year to 04/22 | Year to 04/23 | 6 mths to 10/23 |
| 1. Resource Services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 2. Employee Life-cycle Services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 3. Employee Support | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 4. Other Employee services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 5. Payroll, Expenses & Allowances | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 6. Other Payroll services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 7. Financial Accounting | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 8. Management Accounting | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 9. Finance Operations | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 10. Accounting Service Support | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 11. Other Accounting Services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 12. Revenue and Billing | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 13. Business Intelligence | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 14. Procurement Services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 15. Payment Services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 16. Operational Support & Process Development | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| 17. Overarching Services | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

1. **Price Bands**
   1. The source of these tables is Annex 2 paragraph 3 of Schedule 3.2 of the Framework Agreement. The current version of the Framework including any CANs should be checked to ensure the correct tables are used.
   2. The upper and lower limit of each Price Band of each Service Offering shall be determined by reference to the following tables:

**1. Resource Service**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Posts filled |
| Price Band 2 | **REDACTED** | Posts filled |
| Price Band 3 | **REDACTED** | Posts filled |
| Price Band 4 | **REDACTED** | Posts filled |
| Price Band 5 | **REDACTED** | Posts filled |
| Price Band 6 | **REDACTED** | Posts filled |
| Price Band 7 | **REDACTED** | Posts filled |

**2. Employee Life-cycle Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Employees |
| Price Band 2 | **REDACTED** | Employees |
| Price Band 3 | **REDACTED** | Employees |
| Price Band 4 | **REDACTED** | Employees |
| Price Band 5 | **REDACTED** | Employees |
| Price Band 6 | **REDACTED** | Employees |
| Price Band 7 | **REDACTED** | Employees |

**3. Employee Support**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Employees |
| Price Band 2 | **REDACTED** | Employees |
| Price Band 3 | **REDACTED** | Employees |
| Price Band 4 | **REDACTED** | Employees |
| Price Band 5 | **REDACTED** | Employees |
| Price Band 6 | **REDACTED** | Employees |
| Price Band 7 | **REDACTED** | Employees |

**4. Other Employee Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Employees |
| Price Band 2 | **REDACTED** | Employees |
| Price Band 3 | **REDACTED** | Employees |
| Price Band 4 | **REDACTED** | Employees |
| Price Band 5 | **REDACTED** | Employees |
| Price Band 6 | **REDACTED** | Employees |
| Price Band 7 | **REDACTED** | Employees |

**5. Payroll Expenses & Allowances**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Employees |
| Price Band 2 | **REDACTED** | Employees |
| Price Band 3 | **REDACTED** | Employees |
| Price Band 4 | **REDACTED** | Employees |
| Price Band 5 | **REDACTED** | Employees |
| Price Band 6 | **REDACTED** | Employees |
| Price Band 7 | **REDACTED** | Employees |

**6. Other Payroll Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Employees |
| Price Band 2 | **REDACTED** | Employees |
| Price Band 3 | **REDACTED** | Employees |
| Price Band 4 | **REDACTED** | Employees |
| Price Band 5 | **REDACTED** | Employees |
| Price Band 6 | **REDACTED** | Employees |
| Price Band 7 | **REDACTED** | Employees |

**7. Financial Accounting**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

**8. Management Accounting**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

**9. Finance Operations**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

**10. Accounting Service Support**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

**11. Other Accounting Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

**12. Revenue and Billing**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Revenue Invoices |
| Price Band 2 | **REDACTED** | Revenue Invoices |
| Price Band 3 | **REDACTED** | Revenue Invoices |
| Price Band 4 | **REDACTED** | Revenue Invoices |
| Price Band 5 | **REDACTED** | Revenue Invoices |
| Price Band 6 | **REDACTED** | Revenue Invoices |
| Price Band 7 | **REDACTED** | Revenue Invoices |

**13. Business Intelligence**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

**14. Procurement Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Purchase Invoices |
| Price Band 2 | **REDACTED** | Purchase Invoices |
| Price Band 3 | **REDACTED** | Purchase Invoices |
| Price Band 4 | **REDACTED** | Purchase Invoices |
| Price Band 5 | **REDACTED** | Purchase Invoices |
| Price Band 6 | **REDACTED** | Purchase Invoices |
| Price Band 7 | **REDACTED** | Purchase Invoices |

**15. Payment Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Purchase Invoices |
| Price Band 2 | **REDACTED** | Purchase Invoices |
| Price Band 3 | **REDACTED** | Purchase Invoices |
| Price Band 4 | **REDACTED** | Purchase Invoices |
| Price Band 5 | **REDACTED** | Purchase Invoices |
| Price Band 6 | **REDACTED** | Purchase Invoices |
| Price Band 7 | **REDACTED** | Purchase Invoices |

**16. Operational Support & Process Development**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Purchase Invoices |
| Price Band 2 | **REDACTED** | Purchase Invoices |
| Price Band 3 | **REDACTED** | Purchase Invoices |
| Price Band 4 | **REDACTED** | Purchase Invoices |
| Price Band 5 | **REDACTED** | Purchase Invoices |
| Price Band 6 | **REDACTED** | Purchase Invoices |
| Price Band 7 | **REDACTED** | Purchase Invoices |

**17. Overarching Services**

|  |  |  |
| --- | --- | --- |
| **Price Band** | **Price Band Lower Volume Threshold** | **Unit of Measurement** |
| Price Band 1 | - | Cost Centres |
| Price Band 2 | **REDACTED** | Cost Centres |
| Price Band 3 | **REDACTED** | Cost Centres |
| Price Band 4 | **REDACTED** | Cost Centres |
| Price Band 5 | **REDACTED** | Cost Centres |
| Price Band 6 | **REDACTED** | Cost Centres |
| Price Band 7 | **REDACTED** | Cost Centres |

1. Other Accounting Services – Unit Price Breakdown
   1. The "Other Accounting Services" Service Offering is broken down such that the following Volumetric Services have the following percentage allocation of the Unit Price:

|  |  |
| --- | --- |
| **11. Other Accounting Services** | **Percentage Allocation** |
| 11.1 Budgeting & Forecasting | **REDACTED** |
| 11.2 Treasury Management | **REDACTED** |
| 11.3 VAT and Tax Advice | **REDACTED** |
| 11.4 Project Accounting | **REDACTED** |
| 11.5 Whole of Government Accounts | **REDACTED** |
| 11.6 Benefit Expenditure Accounting | **REDACTED** |

1. Pricing Worksheets by Service Offering
   1. The source of these tables is Annex 2 paragraph 5 of Schedule 3.2 of the Framework Agreement. The current version of the Framework including any CANs should be checked to ensure the correct tables are used.

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| **1 Resource Services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per post filled |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per post filled |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per post filled |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per post filled |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per post filled |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per post filled |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per post filled |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **2. Employee Life-cycle Services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per employee per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **3. Employee Support** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per employee per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **4. Other Employee services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per employee per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **5. Payroll, Expenses & Allowances** | | | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per employee per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **6. Other Payroll services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per employee per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per employee per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **7. Financial Accounting** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **8. Management Accounting** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **9. Finance Operations** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **10. Accounting Service Support** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **11. Other Accounting Services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **12. Revenue and Billing** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per 1000 revenue invoices |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per 1000 revenue invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per 1000 revenue invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per 1000 revenue invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per 1000 revenue invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per 1000 revenue invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per 1000 revenue invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **13. Business Intelligence** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **14. Procurement Services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per 1000 purchase invoices |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **15. Payment Services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per 1000 purchase invoices |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **16. Operational Support & Process Development** | | | | |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per 1000 purchase invoices |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per 1000 purchase invoices |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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| **17. Overarching Services** | | |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  | **Unit of Measurement** |  | **6 mths to 04/16** | **Year to 04/17** | **Year to 04/18** | **Year to 04/19** | **Year to 04/20** | **Year to 04/21** | **Year to 04/22** | **Year to 04/23** | **6 mths to 10/23** |
|  | 1 | Price Band 1 |  | £s per cost centre per year |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
|  | 2 | Price Band 2 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 3 | Price Band 3 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 4 | Price Band 4 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 5 | Price Band 5 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 6 | Price Band 6 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
|  | 7 | Price Band 7 |  | £s per cost centre per year |  | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
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1. Annual Volume Forecast Worked Example
   1. The source of these tables is Annex 3 of Schedule 3.2 of the Framework Agreement. The current version of the Framework including any CANs should be checked to ensure the correct tables are used.

**Annual Volume Forecast**

* 1. Customer A, Customer B and Customer C are all Initial Customers with Call-Off Agreements with an Initial Term of seven (7) years and the option to extend for a Further Term of three (3) years. The table below sets out the Target Volume Forecast for each Customer taken from their Call-Off Order Forms for the duration of the ten (10) year contract for Resource Services.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer** | **Unit** | **Year 1** | **Year 2** | **Year 3** | **Year 4** | **Year 5** | **Year 6** | **Year 7** | **Year 8** | **Year 9** | **Year 10** |
| *Customer A* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Customer B* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Customer C* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

* 1. For this worked example, the Price Bands for Resource Services for each Accounting Year are shown below (Note: that in this worked example Year 1 and Year 2, the relevant Ordered Services are provided on a "fixed price" basis with Volume Charges payable from Year 3.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Price Band*** | ***Unit*** | ***Year 1*** | ***Year 2*** | ***Year 3*** | ***Year 4*** | ***Year 5*** | ***Year 6*** | ***Year 7*** | ***Year 8*** | ***Year 9*** | ***Year 10*** |
| *Price Band 1* | *£’s per post filled* | *-* | *-* | *-* | *-* | *-* | *-* | *-* | *-* | *-* | *-* |
| *Price Band 2* | *£’s per post filled* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Price Band 3* | *£’s per post filled* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Price Band 4* | *£’s per post filled* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Price Band 5* | *£’s per post filled* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Price Band 6* | *£’s per post filled* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Price Band 7* | *£’s per post filled* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

* 1. The lower volume threshold for each Price Band for Resource Services is shown in the table below.

|  |  |  |
| --- | --- | --- |
| ***Price Band*** | ***Unit*** | ***Price Band Lower Volume Threshold*** |
| *Price Band 1* | *Posts filled* | *-* |
| *Price Band 2* | *Posts filled* | **REDACTED** |
| *Price Band 3* | *Posts filled* | **REDACTED** |
| *Price Band 4* | *Posts filled* | **REDACTED** |
| *Price Band 5* | *Posts filled* | **REDACTED** |
| *Price Band 6* | *Posts filled* | **REDACTED** |
| *Price Band 7* | *Posts filled* | **REDACTED** |

* 1. During the ten (10) year period of this worked example the following events occur:
     + 1. Customer B terminates its Call-Off Agreement for cause pursuant to Clause 45.1(a) of the Standard Terms with the termination taking effect on 31 March of Accounting Year 3; and
       2. Contractor enters into a Call-Off Agreement with Customer D with an Initial Term of three (3) years and an option for a Further Term of three (3) years and commences providing Resource Services to that Customer on 1 April of Accounting Year 5 as shown in the table below:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Customer*** | ***Unit*** | ***Year 1*** | ***Year 2*** | ***Year 3*** | ***Year 4*** | ***Year 5*** | ***Year 6*** | ***Year 7*** | ***Year 8*** | ***Year 9*** | ***Year 10*** |
| *Customer D* | *Posts Filled* | *-* | *-* | *-* | *-* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

* + - 1. Customer A elects to let its Call-Off Agreement expire at the end of Accounting Year 7 and Customers C and D both elect to extend their Call-Off Agreements for a further three (3) year period. Accordingly Customer A's Target Volume Forecast for Resource Services are removed from the Annual Volume Forecast:
  1. The circumstances set out in Paragraphs 1.1 to 1.4 of this Annex 3 give an aggregate Annual Volume Forecast over the ten (10) year period as set out below:

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Customer*** | ***Unit*** | ***Year 1*** | ***Year 2*** | ***Year 3*** | ***Year 4*** | ***Year 5*** | ***Year 6*** | ***Year 7*** | ***Year 8*** | ***Year 9*** | ***Year 10*** |
| *Customer A* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Customer B* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Customer C* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| *Customer D* | *Posts Filled* | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***Aggregate*** | ***Posts Filled*** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

*\* As Customer B terminated for cause their forecast volumes stay in when calculating the aggregate.*

* 1. The aggregate volumes set out in the table above would mean that the following Price Bands and Unit Prices would apply to the provision of Resources Services to these Customers:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | ***Year 1*** | ***Year 2*** | ***Year 3*** | ***Year 4*** | ***Year 5*** | ***Year 6*** | ***Year 7*** | ***Year 8*** | ***Year 9*** | ***Year 10*** |
| ***Aggregate Number of Posts Filled*** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| ***Price Band*** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |
| ***Unit Price*** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** | **REDACTED** |

**Appendix 3.1 Outline Migration Plan**

**REDACTED**

**Appendix 3.2 (Outline Customer Transformation Plan)**

**REDACTED**

**Appendix 3.3 Outline Customer Transformation Milestone Plan**

**REDACTED**

**Appendix 4 (Customer Responsibilities)**

* + - 1. The responsibilities of the Customer set out in this Appendix 4 constitute the Customer Responsibilities under the Call-Off Agreement.
      2. Any obligations of the Customer in Schedule 4.1 (Solution) shall not be Customer Responsibilities and the Customer shall have no obligation to perform any such obligations unless they are specifically highlighted as "Customer Responsibilities'" and cross-referenced in the table below:

|  |  |
| --- | --- |
| **Paragraph Reference** | **Customer Responsibility** |
| None | None |

* + - 1. These Customer Responsibilities shall be provided to the Contractor free of charge unless otherwise agreed between the Contractor and the Customer.
      2. The Customer shall:
      3. perform its obligations which are set out in the Standard Terms, this Call-Off Order Form and the Contract Controlled Documents in a timely manner or within the relevant timescale where a timescale is expressly stated;
      4. perform its obligations in respect of its Ordered Services which are set out in:
         1. the applicable Day 1 Service Catalogue identified in its Call-Off Order Form until the Service End Date specified in Part A (Day 1 Service Catalogue) of Appendix 1 (Services) above; and
         2. the Future Service Catalogue from the Service Start Date specified in Part B (Future Service Catalogue) of Appendix 1 (Services) above;

which relate to the Customer's Ordered Services;

* + - 1. Not used
      2. prior to the relevant Transformed Service Level Start Date, perform its obligations set out in the column titled "Customer Responsibility" in Table 5: *Service Levels applicable to the HO Catalogue* in Part A of Annex 1 to Schedule 3.3 (Service Levels) to the Framework Agreement in respect of those Service Levels which apply to the Customer's Ordered Services:
      3. following the relevant Transformed Service Level Start Date, perform its obligations set out in the column titled "Customer Responsibility" in Table 1: *Transformed Service Levels* in Part B of Annex 1 to Schedule 3.3 (Service Levels) to the Framework Agreement in respect of those Service Levels which apply to the Customer's Ordered Services;
      4. not used;
      5. fulfil its obligations in respect of the governance of Migration and Transformation in accordance with the agreed organisation charts;
      6. with respect to the Customer security accreditation responsibilities under items 5, 6 and 7 in table below, if the Contractor is not satisfied with the outcome of the security classification of Customer Data that can be made viewable for the Contractor’s offshore provision of Services, the Contractor shall initially write to the Customer Representative requesting the Customer SIRO review the classification. The Customer SIRO will review in consultation with the Contractor’s Security Lead. The Security Classification Reviewers shall within 10 Working Days of formal escalation to them of the results of the proposed security classification of Customer Data reach a conclusion on whether the Customer has acted reasonably in the classification of Customer’s Data as part of the accreditation process.
      7. If the Security Classification Reviewers fail to reach an agreed conclusion on the classification of the Customer Data, or if either party is not satisfied with the decision of the Security Classification Reviewers that party can issue a Dispute Notice and invoke the procedure set out in the Dispute Resolution Procedure set out in schedule 7.3 of the Framework Agreement.
      8. Under paragraph 4.2 of Schedule 7.3 (Dispute Resolution Procedure\_) of the Framework Agreement the Expert appointed shall be the Government’s SIRO.
      9. Under paragraph 4.3 of Schedule 7.3 (Dispute Resolution Procedure) of the Framework Agreement the Expert shall determine whether the Customer has acted reasonably in classifying at a particular level certain items of Customer Data.
      10. If the Security Classification Reviewers (subject to 1.4(i)) or the Expert finds the Customer has acted reasonably then the Contractor shall implement such processes without seeking recompense from the Customer.
      11. If the Security Classification Reviewers or the Expert finds that the Customer has not acted reasonably the Customer will decide whether to:
          1. accept the lower classification and accredit the system; or
          2. require the higher classification and agree to vary the Charges for the Services to cover an agreed increase in the Charges which reflects demonstrable increased costs to the Contractor as a result of the Contractor not being able to offshore the processes the Contractor had intended to offshore, to the extent such increased costs result solely from the higher classifications required by the Customer. The Contractor shall provide full transparency of the demonstrable costs to support any claim for increase Charges via the Change Control Procedure. All costs must be reasonably incurred; and steps taken to mitigate the extent of such costs.
          3. if the parties cannot agree the level of any increases in Charges as a result of the security classification the parties shall agree on the appointment of an expert to make an expert determination on the appropriate level, if any, of a cost increase of such costs that are directly related to the higher classification agreed under m(ii) above which prevented the processes from being off-shored to the agreed offshore location accredited by the Cabinet Office as suitable for IL2 classification of Customer Data.

|  |  |
| --- | --- |
| **No.** | **Customer Responsibility** |
|  | The Customer will provide sufficient and suitably qualified and authorised staff to fulfil its roles and duties set out in the relevant Customer's Call-Off Agreement. |
|  | The Customer will grant access, upon reasonable notice and in accordance with the Customer's reasonable terms, to its premises and buildings as required by the Contractor to comply with its obligations. |
|  | The Customer will provide to the Contractor such Documentation, data and/or other process information which (i) is in its possession or control and (ii) it is permitted to disclose, in each case to the extent that the Contractor reasonably requests such information in relation to activities transferred or retained as part of the delivery of Services. |
|  | The Customer will comply with any obligations placed on it in the Security Policy Framework. This includes support for on-going security accreditation, including the provision of details to the Contractor's CLAS consultant during RMADS construction and ISMS documentation which (i) are in the Customer's possession or control, (ii) it is permitted to disclose to the Contractor, and (iii) are reasonably required by the Contractor to comply with its obligations relating to the Security Management Plan. The Customer shall not unreasonably withhold or delay, or unreasonably condition any approvals required by the Contractor in the development of the ISMS and Security Management Plan. |
|  | The Customer shall provide IL2/IL3 accreditation in the agreed timescales (provided the request, with the appropriate documentation, is provided in the agreed timescales) for the offshore aspects of the Service, provided the relevant documentation has been completed and the accreditation standards have been achieved. The accreditation will set the agreement on the security level classification of Customer Data and the current Government Security Policy is to seek the lowest classification that is appropriate to protect Customer Data. |
|  | The Customer shall use its reasonable endeavours to assist the Contractor where the Contractor is dependent on agreed activities required to be undertaken by the Customer to implement off-shoring activities. Such approvals and/or accreditations will not be unreasonably withheld. Where the Contractor escalates concerns the Customer shall actively participate and use reasonable endeavours to co-operate in seeking timely resolution. |
|  | The Customer shall review the screen views and application fields that are required to be visible offshore in accordance with the tasks to review the screen views and application fields set out in the agreed Detailed Customer Transformation Plan in order to support the operation of the relevant processes to be off-shored. Any masking/redaction of IL3 or above within the applications will be required at a level to ensure no Contractor Personnel at offshore sites can access the original (non redacted) Customer Data or alter the Customer Data that has been masked or redacted, providing this condition is fulfilled, no further measures will be required. . |
|  | The Customer will perform all scheduled user acceptance tests in accordance with any plan for user acceptance testing which may be agreed in writing between the Parties. |
|  | The Contractor will provide training as set out in the agreed Detailed Customer Transformation plan and in accordance with the training Strategy and training plan that shall be agreed between the Customer and the Contractor. The Customer shall be responsible for arranging and providing, for Customer employees outside the Contractor training plan. |
|  | The Customer will provide staff to attend training courses in accordance with the training strategy and training plan agreed by the Contractor and Customer for any changes to the retained processes provided that the Contractor gives at least thirty (30) days’ notice to the Customer of such training courses. The Customer will proactively manage its staff's completion of any computer-based training courses. Any training required by Customer Users outside the training strategy and training plan. will be conducted by Customer trainers (including those who may have attended a train the trainer course). |
|  | The Customer will actively engage in the communications strategy for the retained organisation and agreed in writing by that Customer and the Contractor. |
|  | The Customer will adopt those standard operating procedures agreed in writing by the Customer and Contractor and implement such standard operating procedures within the timescales agreed in writing between the Customer and Contractor**.** |
|  | The Customer will be responsible for extracting data and providing accurate, complete and up to date data as available from the Legacy Systems for incorporation into the SOP database described in the agreed (with the Customer) Service Interface Document in the format specified in that document. |
|  | The Customer will not unreasonably withhold or Delay, or unreasonably condition its consent to the processes introduced as part of Transformation. |
|  | The Customer will ensure that retained organisation staff undertake Contractor training set out in the relevant Customer Transformation Plan, or Migration Plan and will provide adequate classroom training facilities where it has specified classroom delivery for training of those staff. |
|  | The Customer shall be responsible for the costs of purchasing all Oracle licenses and associated support and maintenance charges required in connection with provision and receipt of the Services. |
|  | The Customer has responsibility to ensure that all Users will connect to the SOP via the agreed security Government Network (such as Public Services Network (PSN)). It is the responsibility of the Customer where Users require access to the SOP to provide connectivity from the Customer site (where Users are situated) to the PSN or agreed secure Government Network. |
|  | The Customer shall participate in the elaboration/design workshops as set out in the SOP design process in the Framework Agreement to provide the business requirements for those activities or functions impacted and which are retained by the Customer. |
|  | The Customer shall provide the necessary authority for the Contractor to access the Legacy Supplier systems in order to deliver the Services which are listed in the TSA. The only other system is payroll which is provided by the Ministry of Justice. The Customer shall seek and obtain the necessary authority from the Ministry of Justice for the Contractor to access those Legacy Supplier systems supplied by the Ministry of Justice via the agreements in place between the Ministry of Justice and the Contractor. |
|  | The Customer will provide the previous 12 months of service reports prior to the cutover date. |
|  | The Customer will provide the purchase order and associated information to enable the Contractor to set up Customer invoices, provided that the Contractor provides all the associated information to enable the Contractor to be set up as a supplier on the Customers Legacy Supplier system know as the Adelphi ERP system. |
|  | The Customer is responsible for de-commissioning of all legacy systems and services no longer required following migration to the SOP. |
|  | The Customer has provided under item 20 above the previous 12 months reports. The Customer will authorise the Ministry of Justice to provide details of any current backlogs/work in hand details for the BPO services transferring at the point of cutover and service issues since the last service report has been provide (during the last month). |

**Appendix 5 (Required Insurances)**

* + 1. **Third Party Public & Products Liability Insurance**
       1. **Insured:**

The Contractor.

* + - 1. **Interest:**

To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:

* + - * 1. death or bodily injury to or sickness, illness or disease contracted by any person; and/or
        2. loss of or damage to property,

happening during the Period of Insurance set out in Paragraph 1(f) and arising out of or in connection with the provision of the Available Services under the Call-Off Agreement.

* + - 1. **Limit of Indemnity:**

Not less than ten million pounds sterling (£**REDACTED)** in respect of any one occurrence, the number of occurrences being unlimited in respect of third party public liability, but ten million pounds sterling (£**REDACTED**) in respect of any one occurrence and in the aggregate per annum in respect of products and pollution liability.

* + - 1. **Territorial Limits:**

United Kingdom.

* + - 1. **Jurisdiction and choice of law relating to policy interpretation:**

Courts of England and Wales and the laws of England and Wales.

* + - 1. **Period of Insurance:**

From the Effective Date and for the Term and renewable on an annual basis unless agreed otherwise.

* + - 1. **Cover Features and Extensions:**
         1. indemnity to principals clause.
      2. **Principal Exclusions:**
         1. war and related perils;
         2. nuclear and radioactive risks;
         3. liability for death, illness, disease or bodily injury sustained by employees of the Insured in the course of their employment;
         4. liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by legislation in respect of such vehicles;
         5. liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured;
         6. liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property;
         7. liability arising from the ownership, possession or use of any aircraft or marine vessel; and
         8. liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.
      3. **Maximum Deductible:**

Not to exceed **REDACTED** Euro for each and every public liability claim (except bodily injury) and **REDACTED** Euro, or pounds sterling equivalent for each and every products liability claim.

* + 1. **Professional Indemnity Insurance**
       1. **Insured:**

The Contractor.

* + - 1. **Interest:**

To indemnify the Insured for all sums which the Insured shall become legally liable to pay (including claimants costs and expenses) as a result of claims first made against the Insured during the Period of Insurance set out in Paragraph 2(f) below by reason of any negligent act, error and/or omission arising from or in connection with the provision of the Available Services under the Call-Off Agreement.

* + - 1. **Limit of Indemnity:**

Not less than **REDACTED** £ in respect of any one claim and in the aggregate per annum.

* + - 1. **Territorial Limits:**

United Kingdom.

* + - 1. **Jurisdiction and choice of law relating to policy interpretation:**

Courts of England and Wales and the laws of England and Wales.

* + - 1. **Period of Insurance:**

From the Effective Date for the Term and a period of six (6) years following the expiry date or the termination date whichever occurs earlier, and renewable on an annual basis unless agreed otherwise.

* + - 1. **Cover Features and Extensions:**

Retroactive cover to apply to any claims made in respect of the Call-Off Agreement or retroactive date to be no later than the Effective Date.

* + - 1. **Principal Exclusions:**
         1. war and related perils; and
         2. nuclear and radioactive risks.
      2. **Maximum Deductible:**

Not to exceed five hundred thousand Euros (€500,000) or pounds sterling equivalent for each and every claim.

* + 1. **United Kingdom compulsory insurances**

The Contractor is required to meet its United Kingdom and all other statutory insurance obligations in full. Insurances are required to comply with all statutory requirements including, but not limited to, United Kingdom employers' liability insurance and motor third party liability insurance.

The limit of indemnity for the employers' liability insurance shall not be less than **REDACTED** pounds sterling (or such other limit as may be required by Law from time to time) for any one occurrence inclusive of costs, the number of occurrences being unlimited.

The employers' liability insurance shall contain an indemnity to principals clause under which the Customer and any Service Recipients shall be indemnified in respect of claims made against the Customer or Service Recipient arising from the acts or omissions under the Call-Off Agreement or the performance by the Contractor of the Available Services.

**Appendix 6 (Mandates)**

The Delegated Authorisation Letter is set out in the file entitled "HO DAL 101014.PDF" which is attached as an embedded PDF file to this Appendix 6..

**REDACTED**

**Appendix 7** (**Security Aspects Requirements)** **Background**

These Customer Security Aspects Requirements (**SARs**) define the various security responsibilities of the parties. The parties shall comply with these SARs. These SARs are without prejudice to any other obligation of the parties contained within the Call-Off Agreement or, in the case of the Contractor, the Framework Agreement.

Any future changes or revisions to the security documents or policies contained within this document will require a collaborative review to be implemented. Fundamental changes that cannot be easily implemented may be subject to change control or risk management reviews, in accordance with Schedule 4.1 (Change Control Procedure).

We have been advised that the Impact Levels of the business dataare Business Impact Levels 3, 2 and 2 for Confidentiality, Integrity and Availability respectively. These Impact Levels and the fact that some of the business data includes personal data mean that the data is associated with a Security Classification of OFFICIAL - SENSITIVE. The SARs have been developed with these Impact Levels in mind. Should the business amend the Impact Levels, these SARs will require amendment.

**Declaration**

The Contractor hereby confirms that the Business Impact Level and the classification associated with the requirements listed in these SARs have been brought to the attention of the individuals and organisations directly responsible for the provision of the Services under the Call-off Agreement. Additionally, that they are fully understood, and that the required security controls can and will be taken to safeguard the material concerned.

**Introduction**

The Contractor is required to actively demonstrate compliance with the HMG Information Assurance (IA) requirements throughout the Term. Any future policies and standards will be assessed by the Senior Security Assurance Board and/or Security Working Groups (SWG), as established under the Framework Agreement, as appropriate.

These SARs have been developed under the premise that the Impact Levels (ILs) for Confidentiality, Integrity and Availability of the business data for this service are ILs 3, 2, 2. Should the Customer amend the ILs, these SARs shall be amended to reflect the revised ILs.

These SARs shall not prejudice any contractual requirement in the Call-Off Agreement and the Contractor is required to fulfil the requirements of these SARs and the security requirements detailed in the Call-Off Agreement and the Framework Agreement. In the event of any conflict between the requirements contained in these SARs and any provision of the Call-Off Agreement or Framework Agreement, the relevant provisions of the Call-Off Agreement and/or Framework Agreement shall take precedence over these SARs.

**Customer’s Responsibilities**

* Ensure the security of the Customer’s personnel, premises and assets;
* Ensure that the Contractor is notified of the classification of all Customer data, so that appropriate procedures and security measures can be applied;
* Notify the Contractor of changes to the Customer’s security requirements and assist the Contractor by providing guidance on physical security requirements and assessing the impact of any changes to security requirements;
* Notify the Contractor of changes in the procedures for liaising with the Customer Technology security staff;
* Provide the Contractor with a threat assessment from the National Technical Authority appropriate to the Call-Off Agreement; and
* Permit the Framework Authority to conduct or arrange audits of suppliers as required for ongoing compliance with policies referenced both this letter as well as ISO 27001 ISMS.
* The Customer shall designate a representative who shall oversee the effective maintenance of security and liaise/consult with the contractor’s security team. This includes attendance at the Security Working Group (SWG) established under the Framework Agreement, where the representative shall take appropriate actions and respond accordingly to the governance board and its membership. The representative is required to take full ownership of actions and apply due care whilst handling SWG governance material.

**CONTRACTOR Responsibilities**

The Contractor shall be responsible for the secure management of all relevant environments. To achieve this, the Contractor will:

* Comply with all current and future legislation appropriate to the secure operation and use of IT systems in providing the Services (see Annex C)
* Maintain an up-to-date library of HMG, CESG and Cabinet Office standards and guides for maintaining the security of the Call-Off Agreement.
* Adhere to these SARs and all the security policies, standards, and requirements listed in Appendices A and B, and Annex B. the Customer will provide the latest version of the Customer’s security policies on request. Policies are subject to amendment or addition at the Customer’s discretion;
* Supply, resource and secure management of the following aspects of the Call-Off Agreement:
  + Infrastructure architecture and design;
  + Application management;
  + Data centre facilities and infrastructure hosting;
  + Development and test environments;
  + Network connectivity;
  + Desktop packaging;
  + Collaboration services;
  + Software licensing where appropriate and agreed with the Customer and,
  + Transition (including knowledge transfer).
* The Contractor shall designate a representative, who shall oversee the effective maintenance of security by the Contractor, and to liaise/consult with the Customer security team members. This includes attendance at the SWG established under the Framework Agreement, where the representative shall take appropriate actions and respond accordingly. The representative is required to take full ownership of actions and apply due care whilst handling SWG governance material.
* The Contractor is required to enlist the services of a CESG Listed Advisor Scheme (CLAS) consultant to ensure the services being developed and delivered give the Customer Accreditor and ITSO assurance that the programme security requirements are being met.
* Implement the “need to know” principle with all staff supporting the Call-Off Agreement by applying appropriate controls;
* Ensure all premises used for the Call-Off Agreement have appropriate physical security arrangements that are commensurate with the classification of data and which meet the Customer’s security standards;
* Specify all locations where the service system/application is developed and/or hosted and where and how Customer data is processed or stored;
* Define security measures used for all aspects of the Call-Off Agreement within the ISO 27001 ISMS and other appropriate documentation;
* Provide assurance to the Lead Accreditor by obtaining and maintaining ISO 27001 certification and sharing the ISMS, other documentation and certificates to illustrate that security measures are in place. On an annual basis, provide continued assurance to the Lead Accreditor that security measures are in place and effective;
* If a corporate development system is required to support the Call-Off Agreement, and it is identified through the SSCL SWG that accreditation/certification of that environment is required, then that corporate system must also comply with the requirements set out in these SARs. Any additional handling requirements for the development system will be set out in a supplement to these SARs provided by the Customer;
* Coordinate and procure independent CHECK standard IT Health Checks on all devices/systems used for the Call-Off Agreement, save where such checks are performed by or on behalf of the Customer under the TSA;
* Produce Codes of Connection (“CoCo”) relevant to the legacy systems used by the Customer to provide services under the TSA and ensure approval by the Customer.
* Produce Codes of Connection ("**CoCo**") relevant to the Services to be provided under the Call-Off Agreement and ensure approval by the Lead Accreditor;
* Ensure that any data links extending beyond a defined secure perimeter are protected to the relevant HM Government IA Standards/guidance or as agreed by the Customer Technology Accreditor under a waiver;
* Ensure that there is an efficient system of alerting, reporting, recording and escalating all security breaches including malware. Customer staff must be able to monitor reports as necessary;
* Support Customer staff, auditors and CESG to undertake audits (planned and with no-notice) relevant to the Customer for all providers;
* Adhere to functional and non-functional security requirements set by the project to procure services under the Call-Off Agreement;
* Any deviation from any security requirements (without prior agreement) must be recorded in the Customer risk register. If risks are realised and lead to a breach as a direct consequence of not meeting requirements, then the Contractor may be obliged to compensate the Customer
* Any proposed processing of Customer data in off-shore facilities or resources must be notified to the Customer IA for approval. Explicit approval from the Customer must be received before commencing said processing;
* Ensure that all individuals working with the Contractor have appropriate security clearance as detailed below. Individuals are not permitted to work on the Call-Off Agreement until security clearance has been confirmed;
* Notify the Customer of any issues which bring into question the suitability of individuals responsible to the Contractor to hold security clearance;
* Ensure that any individual introduced to the Call-Off Agreement has an initial and annual interactive security briefings; and,
* Notify all individuals working on the Call-Off Agreement of significant changes to security procedures within one week of them being enacted.

Additionally, at the completion of the activities listed in footnote one below[[1]](#footnote-1), The Contractor is required to:

* Supply all logs of data relevant to the Call-Off Agreement including firewall logs, application logs and audit logs to Home Office Technology (HOT) services. Data Logs are to be exported to magnetic media in a simple data format and passed to HOT services.
* Remove all Customer data used in the Call-Off Agreement from all hardware and dispose/erase all data/hardware securely and in accordance with HMG standards and CESG guidance.
* Return all documentation including software and licences received from the Customer;
* Issue formal certificates to the Customer, confirming these actions have been taken. The certificates shall be completed and signed by either a director of the Contractor or a senior manager with sufficient authority to act on behalf of the Contractor.; and,
* The disposal policy for all Customer owned hardware assets will be agreed with the Customer at the commencement of the COA.

**Joint Responsibilities**

* Assist in the maintenance of the Framework Authority Technology Security Management Plan (which will include the Customer Technology Management Plan) including planning and delivery of:
  + Security assurance for the Accreditor (ISO 27001 certification and ISMS, documentation and other certificates);
  + CHECK IT Health Checks;
  + Compliance Audits;
  + Secure Government WAN and application Codes of Connection (CoCos detailed above);

Note: This planning will provide a baseline for the expected IA deliverables identified under specific responsibilities above for the Contractor and HOT Services

* Definition of IA Requirements for new services to HOT.

**Classification - Overview**

The services to be supplied by the Contractor under the Call-Off Agreement arise from a United Kingdom government framework contract and will involve the Contractor holding material that has been assigned an OFFICIAL classification under the Government Security Classifications Policy (GSCP). The standard of protection required is defined in Annex A (Handling Requirements) and varies with the level of classification. Material passed to the Contractor will bear the classification appropriate to it.

The Customer will assist the Contractor in allocating any necessary classification to material, which the Contractor may produce during the course of the development/hosting of the service and thus enable the Contractor to provide the appropriate degree of protection to it. The correct classification for any material will be agreed with the Customer and used to apply the correct method of storing and transmitting such information.

The Contractor shall undertake its obligations under the Call-Off Agreement within the United Kingdom at specified locations, and shall not transfer OFFICIAL material obtained through this contract to any other site without the prior written authority of Customer Accreditor or ITSO.

**Personnel Security Vetting**

The personnel security controls described in this document must be applied to any individual who, in the course of their work, has access to government assets and is working with the Customer.

The HMG Baseline Personnel Security Standard (BPSS) describes the pre- appointment controls for all civil servants, members of the Armed Forces, temporary staff and government contractors generally. As a minimum requirement, all staff and contractors in relation to the Call-Off Agreement will be subject to the BPSS. The BPSS comprises verification of the following four main elements, which are described below:

* Identity;
* Nationality and Immigration Status (including an entitlement to undertake the work in question);
* Employment history; and,
* Criminal record check.

Additionally, prospective employees and the Contractor staff are required to give a reasonable account of any significant periods (6 months or more in the past 3 years) of time spent abroad.

The Contractor shall have, or be able to obtain, sufficient staff with appropriate security clearance to deal with any classified work arising under the Call-Off Agreement. Contractor staff requiring access to the operational environment shall require Security Check (SC) level security clearance in addition to the minimum pre-appointment checks. Attendees of the SWG, system administrators and those with privileged access also require SC clearance. SC clearance will be based on an assessment of risk but may include Criminal Records Bureau Disclosure Checks.

The Contractor shall only submit staff members for security clearance where that individual has a realistic expectation of obtaining a security clearance. Further information on personnel security clearance is in Annex D (Security Clearance Levels)

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**Appendix A:**

Table 1 is a non-exhaustive list of the policies, standards, requirements and legislation that must be adhered to in the delivery of the Call-Off Agreement. This list was current at the Effective Date and will only be updated whenever these SARs are re-issued:

**Table 1: List of applicable policies, guidance and legislation**

| **Ref No** | **Title** | **Version/Date** | **Available From** |
| --- | --- | --- | --- |
|  | ISO 27001 ISMS (as defined in Framework Agreement) | V x-x-x | <Provider> |
|  | Customer ICT Security Policy | V 1-0-2 | HOT |
|  | Security Policy Framework | October 2013 | Cabinet Office |
|  | CESG Information Assurance portfolio including, but not limited to, relevant IA Standards | *Multiple* | CESG |
|  | HMG IA Standard No 5 – Secure Sanitisation of Protectively Marked or Sensitive Information | Issue 4.0,  April 2011 | CESG |
|  | The Official Secrets Acts 1911 to 1989 |  | **http://www.legislation.gov.uk/ukpga/1989/6/introduction** |
|  | Public Records Acts 1958 and 1967 |  | http://www.legislation.gov.uk/ukpga/Eliz2/6-7/51 |
|  | The Data Protection Act 1998 |  | http://www.legislation.gov.uk/ukpga/1998/29/contents |
|  | The Freedom of Information Act 2000 |  | http://www.legislation.gov.uk/ukpga/2000/36/contentshttp://www.legislation.gov.uk/ukpga |
|  | The Regulation of Investigatory Powers Act 2000 |  | http://www.legislation.gov.uk/ukpga/2000/23/section/1 |
|  | Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 |  | http://www.legislation.gov.uk/uksi/2000/2699/contents/made |
|  | Copyright, Designs and Patents Act 1988 |  | http://www.legislation.gov.uk/uksi/1992/3233/contents/made |
|  | The Computer Misuse Act 1990 |  | http://www.legislation.gov.uk/ukpga/1990/18/contents |
|  | Electronic Communications Act 2000 |  | http://www.legislation.gov.uk/ukpga/2000/7/contents |
|  | The Human Rights Act 1998 |  | http://www.legislation.gov.uk/ukpga/1998/42/contents |
|  | The Police and Criminal Evidence Act 1984 |  | http://www.legislation.gov.uk/ukpga/1984/60/contentshttp://www.legislation.gov.uk/ukpga |
|  | The Criminal Procedure and Investigations Act 1996 |  | http://www.legislation.gov.uk/ukpga/1968/64 |
|  | Customer ICT Security Offshoring Guide | v-x-x-x | **REDACTED** |

**Appendix B:**

**Security Principles**

**Overview**

Security principles are fundamental rules that if followed will intrinsically build good security practice into solutions. A set of security principles relevant to this solution from the Customer Enterprise Security Architecture Framework [3] is presented in this section as fundamental rules for the Contractor to follow.

**Applicable security principles**

Table 2 details a summary of the security principles relevant to the Call-Off Agreement. A full description and rationale for each principle can be found in Table 5 – Security Architecture Principles.

This set of core security architecture principles underpins the Customer’s business drivers to secure their information assets. These principles are fundamental rules that should be applied when implementing the requirements as part of the solution design.

**Table 2 - Applicable security principles to the Call-Off Agreement platform**

**REDACTED**

**Non-functional security requirements**

**Introduction**

This section defines the non-functional security requirements for the Call-Off Agreement. As part of the Contractor’s proposal for delivery, the Customer expects that in order to meet these requirements the Contractor shall:

* Provide clear compliance statements against each requirement outlining how it has been met or will be met; and
* Propose appropriate system design options and associated security controls in line with the requirements.

**Requirements context**

The following points are key areas of context which the Contractor must understand clearly to be able to respond appropriately to the security requirements. If the Contractor does not understand any of the context below or the security requirements, then it must seek further clarification from the Customer.

* The Customer places great emphasis on the Confidentiality, Integrity and Availability of information, and consequently on the security provided by the Contractor.
* The Business Impact Levels (BILs) of the data processed under the Call-Off Agreement are Confidentiality BIL3, Integrity BIL2 and Availability BIL2.
* In the event of any inconsistency where the Contractor is not complying with any of the standards, guidance and policies that they should, the Contractor should notify the Customer of the inconsistency as soon as it becomes aware. The Customer shall, as soon as practicable, advise the Contractor which provision the Contractor is required to comply with.

The Customer reserves the right to audit, at any time, the services and security requirements being provided by the Contractor to ensure compliance with this document, any relevant Customer security policies and any evidence documented in the service RMADS. Where the system concerned is the shared platform, the Cabinet Office reserves this right to audit at any time on behalf of all Customers of this shared platform.

**Conventions**

Priorities have been assigned to requirements using the IETF RFC 2119 convention (i.e. Must and Should).

When a requirement is prioritised as “Should”, the Contractor is required to remain compliant with the stated requirement unless sufficient justification can be provided to the Customer.

**Requirements**

These requirements have been formed specifically for the proposed Call-Off Agreement and therefore are a combination of core Customer Information Security requirements and Call-Off Agreement specific security requirements. These requirements do not presume that any particular ICT system will be used by the Contractor.

The services provided by the Contractor must be capable of handling and processing data in accordance with these SARs. The requirements below detail the key areas of compliance, but do not supersede any HMG Security Policies which the Contractor must continue to demonstrate compliance with.

The following tables include sets of non-functional security requirements for the Call-Off Agreement. These are broken down into compliance and governance, and specific infrastructure and data requirements.

**Table 3: IA Governance and compliance non-functional security requirements for Call-Off Agreement**

**REDACTED**

**Table 4: Infrastructure and data non-functional security requirements for the Call-Off Agreement:**

**REDACTED**

**Table 5: Security Architecture Principles**

**REDACTED**

**Annex A: Government Information Handling Guidelines**

These guidelines are based on “The Government Security Classification (GSC)” as issued by the Cabinet Office in 2014:

Where appropriate they have been expanded to reference the systems generally available to Customer suppliers.

This document provides handling guidance for Customer data covering OFFICIAL (which includes OFFICIAL – SENSITIVE).

**If you think your information should be marked OFFICIAL – SENSITIVE please speak to a member of the**

**Customer ICT IA Team first as this descriptor should be used appropriately.**

For SECRET and TOP SECRET, please contact the Customer ICT IA Team for guidance.

The majority of HMG information is now classified as OFFICIAL and, as per HMG policy, will not carry and marking. However, unless the sensitivity of the information would be obvious to the recipients, documents should carry handling instructions on the first page. Any OFFICIAL-SENSITIVE information should be labelled as such.

OFFICIAL information must only be shared on a need-to-know basis. Interpretation of the need-to-know will depend on the content. OFFICIAL information in the public domain has a very different distribution profile to a contract document or document containing sensitive personal information.

**Handling instructions are required to ensure information is protected appropriately**.

Within this document there are examples of handling instructions. Some further examples are provided on Page 9.

1. **Types of Information**

Due to the variety of information and documentation classes a definitive list is not possible, however, for guidance, a sample of documentation classes and the corresponding handling guidance is presented below.

**REDACTED**

Definition of examples of what IT information this SAL has identified that constitutes a particular impact class and their associated handling details are contained within the tables below. Where an agreed Business Impact Assessment (BIA) of information or a system identifies different controls to the guidelines identified in this annex, the BIA will take precedence.

**REDACTED**

If additional information classes are identified, the <CONTRACTOR/SUPPLIER/PARTNER> will be instructed on the classification and handling instructions.

1. **Distribution – Handling Instructions**

By definition, OFFICIAL documents must be handled on a need-to-know basis however it may be appropriate to include further handling guidance based on the content some examples of which are shown below:

**REDACTED**

1. **Government Security Classifications – Application**

Under the GSC scheme, OFFICIAL documents should not be marked but OFFICIAL – SENSITIVE, SECRET and TOP SECRET must always be marked. All Government information is at least OFFICIAL.

Any party receiving a document, which does not display a marking should consider the document to be OFFICIAL (and should respect any handling instructions) unless the recipient believes the document has been incorrectly classified in which case they should notify the sender. Only the author of a document can alter its classification unless a recipient alters the document in a manner which necessitates the classification being altered.

**REDACTED**

**Annex B: IA Policy Compliance**

1. The Call-Off Agreement

This annex compliments the requirement within the Security Aspects Requirements (SARs) issued to the Contractor. The Contractor shall also seek further references to security requirements in the Call-Off Agreement non-functional (NFR) and functional requirements (FR).

Any solution associated with the Call-Off Agreement shall be designed inline with, built against, and managed in accordance with, but is not limited to, the following IA policies. Through the life of the contract the Contractor should ensure the latest versions of the following IA policies are being complied with and any not compliance should be raised to the Customer. Wherever sensible the Customer will expect the Contractor to make any changes necessary to comply with the latest versions at the Contractor’s cost but for more significant changes commercial discussions should be initiated by the Contractor.

1. Security Policy Framework – Cabinet Office security framework applicable to all HMG systems;
2. HMG Information Assurance Standards:
   1. IS1 & 2 - Information Risk Management (provides the set of Risk Management Requirements (RMRs));
   2. IS1 & 2 - Supplement - Technical Risk Assessment and Risk Treatment (provides a methodology to identify and assess the technical risks that information assets are exposed to);
   3. Complete IS4 - Management of Cryptographic Systems and Supplements (deployment and management of encryption used to protect business data);
   4. IS5 - Secure Sanitisation (Secure wiping standards for systems holding business data);
   5. IS7 - Authentication of Internal Users of ICT Systems Handling Government Information. Note for users connecting from a lower security domain (i.e. connecting from the Internet) 2 Factor Authentication is required.
3. CESG Good Practice Guides (GPG). GPGs shall be complied with, unless there is a sound business case that is supported by risk assessments that determine compliance is not required, and this shall require agreement with the Customer. The key GPGs that the Call-Off Agreement shall comply with include, but are not limited to, are:
   1. GPG 7 – Protection from Malicious Code (deals with the design, implementation and management of anti-virus products and systems). The Contractor shall implement anti-virus products from different vendors at different points within the managed infrastructure. All hosts and end-point devices shall have anti-virus implemented and signature files shall be frequently maintained. The design and implementation of the anti-virus products within the Call-Off Agreement shall be agreed with the Customer.
   2. GPG 8 – Protecting External Connections to the Internet (deals with the design, implementation and management of Internet connections to HMG systems processing protectively marked data);
   3. GPG No. 12 - Use of Virtualisation Products for Data Separation: Managing the Security Risks (deals with design, implementation and management of virtual products). If the Call-Off Agreement employs virtualised environments, the management of virtual environments needs careful control and shall be agreed with the Customer;
   4. GPG No. 13 - Protective Monitoring for HMG ICT Systems (Log Accounting, Auditing and IDS management. The Call-Off Agreement shall have a Security Incident Event Management (SIEM) service that delivers;
      1. Active Protective Monitoring Management of the Call-Off Agreement
      2. Employs a 24/7 managed IDS/IPS service
   5. GPG 17 – Client System Security (The design, build and configuration of key hardware components employed on the Call-Off Agreement). All devices employed shall be built to a pre-defined secure build standard agreed with the Customer;
   6. GPG 18 – Forensic Readiness (The ability of a service to recover evidence to a standard comparable to BSI BIP008);
   7. GPG20 – ICT Service Management: Security Considerations (How suppliers should manage services for a HMG organisation and the governance that should be in place);
   8. GPG 35 – Protecting an Internal ICT Network (controls to protect a network from malicious and accidental incidents).
4. CESG Architectural Patterns, CESG IA Notices and IA Developer Notes where relevant to components of the Call-Off Agreement and as agreed with the Customer;
5. Extant CESG documentation (Infosec Memorandum/Manuals) – various standards/subject areas are covered but all will become GPGs in due course.

**REDACTED**

Any future implementation of the Call-Off Agreement will need to comply with the majority of the above requirements. The one area that may change (dependent on the hosting network solution chosen) will be the need to comply with external Codes of Connection.

Call-Off Agreement focussed Security Aspects Requirements, Contract Security Schedules and Functional/Non-Functional Requirements will also be provided to suppliers and following discussions, confirmation of their adherence to all will be required.

**Annex C - Legislation**

The Contractor is required to ensure that it is fully aware and understand its responsibilities in accordance to, but not limited to, the following legislations as part of the Call-Off Agreement;

|  |  |  |  |
| --- | --- | --- | --- |
| **Legislation** | **Version** | **Year** | * **Owner** |
| The Data Protection Act 1998 | - | July 1998 | * Office of Public Sector Information |
| The Copyright, Designs and Patent Act 1988 | - | November 2008 | * Office of Public Sector Information |
| **Table 3** | **Applicable security principles to the Call** | **Off Agreement platform** | * **Table 4** |
| Regulation of Investigatory Powers Act 2000 | - | July 2000 | * Office of Public Sector Information |
| Freedom of Information Act 2000 | - | November 2000 | * Office of Public Sector Information |
| Telecommunications (Lawful Business Practice) Interception of Communications Regulations 2000 | - | - | * Office of Public Sector Information |
| The Offender Management Act 2008-05-21 | - | July 2007 | * Office of Public Sector Information |
| Official Secrets Act 1989 | - | - | * Office of Public Sector Information |
| Human Rights Act 1998 | - | - | * Office of Public Sector Information |
| Gender Recognition Act 2004 | - | - | * Office of Public Sector Information |
| Employment Rights Act 1996 | - | - | * Office of Public Sector Information |
| Children’s Act 2004 | - | - | * Office of Public Sector Information |
| Rehabilitation of Offenders Act 1974 | - | - | * Office of Public Sector Information |
| [**Computer Misuse Act 1990**](http://www.legislation.gov.uk/ukpga/1990/18/contents) |  |  |  |
| [**Copyright (Computer Programs) Regulations**](http://www.legislation.gov.uk/uksi/1992/3233/contents/made) |  |  |  |
| [**Civil Evidence Act 1968**](http://www.legislation.gov.uk/ukpga/1968/64) **and the** [**Police and Criminal Evidence Act**](http://www.legislation.gov.uk/ukpga/1984/60/contents) |  |  |  |
| [**Wireless Telegraphy Act 1949**](http://www.legislation.gov.uk/ukpga/Geo6/12-13-14/54/contents) |  |  |  |
| [**The Communications Act 2003**](http://www.legislation.gov.uk/ukpga/2003/21/contents) |  |  |  |
| [**The Civil Contingencies Act (2004)**](http://www.legislation.gov.uk/ukpga/2004/36/schedule/1) |  |  |  |

The Contractor is required to nominate a function in its business that will take management ownership of the legal matters around the hosting of the Customer ICT services under the Call-Off Agreement. As such this function is to ensure that legal matters concerning the hosting of the aforementioned service shall be directed to the Home Office. Furthermore, the Contractor shall ensure that its business is fully conversant in these legislations and understands its legal obligations in order to uphold the Call-Off Agreement in light of such legislations. The Contractor shall also ensure that staff are made aware of their individual responsibilities. This will need to be documented in relevant RMADS and SyOPs.

**Annex D**

**Annex D Security Clearance levels.**

The following Security Clearance levels must be applied in relation to all Customer information assets and are a minimum acceptable clearance level for this area/activity.

**Security Vetting Levels in the Home Office**

**REDACTED**

**Access to Customer/Supplier Sites and RESTRICTED Data**

**REDACTED**

The latter will not be expected to go through formal vetting procedures. All visitors will be requested to provide the following form of ID:

**Note 5**: Additional role specific tasks will also require additional assessment for security vetting. These roles and task descriptions are detailed below:

**REDACTED**

**Appendix 8 – List of In-flight projects**

**REDACTED**

**Appendix 9 – List of Day 0 specifications**

**REDACTED**

1. The nominated service will be deemed to be completed when the following conditions have been met:

   1. SSCL has provided an accredited solution for the full duration of the Term. As such no outstanding actions remain;
   2. An evaluation of the success or otherwise of what has been delivered by SSCL has been completed and no outstanding actions remain.
   3. Any development environment of the nominated service is decommissioned;

   [↑](#footnote-ref-1)