



AUTHORITY: The Secretary of State for the Home Department

SCHEDULE 20
AUTHORITY RESPONSIBILITIES

Front End Services (FES) UK

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1. INTRODUCTION

- 1.1 The responsibilities of the Authority set out in this Schedule shall constitute the Authority Responsibilities under this Agreement. Any obligations of the Authority in Schedule 2 (**Statement of Requirements**), Schedule 7 (**Performance Levels (KPIs)**), Schedule 3 (**Supplier Solution**) and Schedule 5 (**Implementation (Mobilisation and Transition)**) shall not be Authority Responsibilities and the Authority shall have no obligation to perform any such obligations unless they are specifically stated to be "Authority Responsibilities" and cross referenced in the table in Paragraph 3.
- 1.2 The responsibilities specified within this Schedule shall be provided to the Supplier free of charge, unless otherwise agreed between the Parties.

2. GENERAL OBLIGATIONS

- 2.1 The Authority shall:
- a) perform those obligations of the Authority which are set out in the Clauses of this Agreement and the Paragraphs of the Schedules Agreement (except in Schedule 2 (**Statement of Requirements**), Schedule 7 (**Performance Levels (KPIs)**), Schedule 3 (**Supplier Solution**) and Schedule 5 (**Implementation (Mobilisation and Transition)**));
 - b) use its reasonable endeavours to provide the Supplier with access to appropriate members of the Authority's staff, as such access is reasonably requested by the Supplier in order for the Supplier to discharge its obligations throughout the Term and the Termination Assistance Period;
 - c) provide sufficient and suitably qualified staff to fulfil the Authority's roles and duties under this Agreement;
 - d) use its reasonable endeavours to provide such documentation, data and/or other information that the Supplier reasonably requests that is necessary to perform its obligations under the terms of this Agreement provided that such documentation, data and/or information is available to the Authority and is authorised for release by the Authority;
 - e) provide the Supplier access to use the Authority Premises (hot desks and wifi) as is reasonably required for the Supplier to comply with its obligations under this Agreement; such access to be provided during the Authority's normal working hours on each Working Day or as

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- otherwise agreed by the Authority (such agreement not to be unreasonably withheld or delayed);
- f) make available to the Supplier, at the Effective Date, an Electronic Document Management System (EDMS) for the submission of documentary deliverables;
 - g) deliver, assure and administer FES on behalf of the Home Office, Department for Communities and Local Government, Department of Health, Scottish and Welsh Governments, and any other third party that the Authority in its absolute discretion shall determine;
 - h) be staffed by a mixture of Civil Servants, FES contractors and consultants, and supported during Mobilisation and Transition by the Supplier; and
 - i) provide the following functions:
 - (i) leadership and governance;
 - (ii) programme assurance office;
 - (iii) stakeholder management;
 - (iv) project sponsors;
 - (v) contract management;
 - (vi) contract administration;
 - (vii) procurement;
 - (viii) legal;
 - (ix) transition management;
 - (x) cross programme integration;
 - (xi) reporting;
 - (xii) cost management;
 - (xiii) programme change control;
 - (xiv) risk management;
 - (xv) programme governance;

- (xvi) service design assurance;
- (xvii) technical design assurance;
- (xviii) security assurance and accreditation;
- (xix) budget control;
- (xx) billing assurance;
- (xxi) financial oversight;
- (xxii) major incident escalation;
- (xxiii) knowledge transfer;
- (xxiv) service level assurance;
- (xxv) operating level management; and
- (xxvi) operational change management.

2.2 For the avoidance of doubt, the functions listed in Paragraph 2.1i) describe the Authority's own organisational functions. Nothing in Paragraph 2.1i) shall relieve the Supplier of any responsibility to provide these functions within its own organisation, nor of any obligations under this Agreement.

3. SPECIFIC OBLIGATIONS

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

Document	Location
[Redacted due to commercial sensitivity]	

Schedule 20: Table 3.1, Specific Obligations