

OFFICIAL

FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.1

PART 20 - JOINT PERSONNEL ADMINISTRATION ENHANCEMENTS

ANNEX S - JPA & SERVICE ENHANCEMENTS

1 Within 6 months of Operational Service Commencement Date, the Contractor shall perform the following services:

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	ADDITIONAL INFORMATION	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
S1	Parchment Database	Provide hosting, provision and maintenance of the ICT requirements needed to deliver the Parchments.	<p>The existing Parchment database is a Microsoft Access database hosted and maintained by the Authority (DBS ITMS). The existing database will be made available to the successful bidder.</p> <p>The Authority have no requirement to access the Parchment database post OSCD; the contractor will be responsible for all Parchment outputs (to which the service requirements S11, S12, S13 refer).</p>	Schedule 4.1 JPA Enhancements Section: 1.3 Parchment Database [S1]

1.1 Within 9 months of Operational Service Commencement Date, the Contractor shall perform the following services:

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	ADDITIONAL INFORMATION	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference																		
S2	JPA Enhancements	<p>Make the following fields mandatory on all new personnel JPA record creation via the recruiting interface (Defence Recruiting System) or via manual creation on JPA:</p> <ul style="list-style-type: none"> (a) ethnic origin; (b) gender; (c) religion; and (d) country of birth. 		Schedule 4.1 JPA Enhancements Section: 1.12 Mandatory Diversity Fields [S2]																		
S3	JPA Enhancements	Provide a spell checker (UK Spelling) on the JPA 'Appraisal' extension for all JPA 'Appraisal Actors' when creating, updating or amending appraisals'. The spell checker is to work for all JPA 'Appraisal Actors' and the underlying spelling database is to be updated in line with industry standards following each JPA release.	The source document for this request is: 20140925-RFC_Request_for_Spell_Checker_v3-O-ArmyFP	Schedule 4.1 JPA Enhancements Section: 1.4 Appraisal Spell Checking [S3]																		
S4	JPA Enhancements	<p>Insert a postcode checking facility (to be available for all specified address fields and updated in accordance with industry standards on JPA releases/updates, so that every address entered for the countries (which includes England, Scotland, Wales, Isle of Man, Northern Ireland, the Channel Islands and British Forces Post Office number (BFPO)) specified receives a level of verification before changes are committed) into the following JPA address screens:</p> <table border="1" data-bbox="439 976 1489 1411"> <thead> <tr> <th>Address Description</th> <th>Core/Configured/Custom</th> <th>Interface</th> </tr> </thead> <tbody> <tr> <td>Employee Address</td> <td>Core</td> <td>Self-service & professional user interface</td> </tr> <tr> <td>Employee Contact Address</td> <td>Core</td> <td>Self-service & professional user interface</td> </tr> <tr> <td>Location Address</td> <td>Core</td> <td>Professional user interface</td> </tr> <tr> <td>AFPS 15 Contact Addresses</td> <td>Core/Custom</td> <td>Self-service</td> </tr> <tr> <td>Pen1 Application Form</td> <td>Core/Custom</td> <td>Self-service</td> </tr> </tbody> </table>	Address Description	Core/Configured/Custom	Interface	Employee Address	Core	Self-service & professional user interface	Employee Contact Address	Core	Self-service & professional user interface	Location Address	Core	Professional user interface	AFPS 15 Contact Addresses	Core/Custom	Self-service	Pen1 Application Form	Core/Custom	Self-service	The source document for this request is: 20140925_RFC_Postcode_Checker_for_JPA-O-ArmyFP	Schedule 4.1 JPA Enhancements Section: 1.5 Postcode Validation [S4]
Address Description	Core/Configured/Custom	Interface																				
Employee Address	Core	Self-service & professional user interface																				
Employee Contact Address	Core	Self-service & professional user interface																				
Location Address	Core	Professional user interface																				
AFPS 15 Contact Addresses	Core/Custom	Self-service																				
Pen1 Application Form	Core/Custom	Self-service																				
S5	Provision of a Virtual Terminal for debt recovery card payments	<p>Provide a Virtual Terminal through which the Debt Recovery staff (both Contractor and the Authority) will be able to accept payment for debts by credit/debit card or multiple payments over an agreed period (direct debit via credit/debit card).</p> <p>All systems and processes provided must be fully compliant with all relevant Payment Card Industry Data Security Standards before implementation.</p> <p>Post-implementation these are to be subject to annual compliance and validation checks by the Contractor or contractor supplied external qualified Security Assessor in accordance with PCI DSS v3.2.1 as updated.</p> <p>The Virtual Terminal software will be required at DBS business sites at Gosport, Glasgow, and Norcross. Payments of debts would be taken by telephone and then manually input into the relevant control account, enabling the debt to be cleared in a timely manner.</p>	<p>Estimated 150 transaction per month</p> <p>The source document for this request is: 20161130-RFC_Provision_of_Debit_Credit_Card_Facility-O-SO1DM</p>	Schedule 4.1 JPA Enhancements Section: 1.6 Credit/Debit card processing [S5]																		

S6	JPA Enhancements	<p>Provide a mileage calculator in JPA within 'Expenses' and the 'Arrivals Script (Allowances - HDT)'. The mileage calculator shall be available to use for the following responsibilities:</p> <ul style="list-style-type: none"> (a) self-service Users; (b) HR administrator - Zoom function; and (c) arrivals clerk for the arrivals script. <p>To be available to use for all responsibilities and updated in accordance with industry standards on JPA releases/updates.</p>	<p>The source document for this request is: 20140825-RFC_Request_for_Mileage_Checker_on_JPA-O-ArmyFP</p>	<p>Schedule 4.1 JPA Enhancements Section: 1.7 Mileage Calculations [S6] Section: Appendix 1: Elaboration of S6 Mileage Calculations Solution [S6]</p>
----	------------------	---	--	---

2 Within 12 months of Operational Service Commencement Date, the Contractor shall perform the following services:

OFFICIAL

ID	SERVICE AREA	PRIMARY SERVICE REQUIREMENT	ADDITIONAL INFORMATION	TRACEABILITY – LOCATION IN SCHEDULE 4.1 (CONTRACTOR SOLUTION) –e.g. clause, para reference
S7	JPA Enhancements	Record the 'Recommended Early Termination Date', 'Reason', 'Regulation' and 'Comment', input by the CM or termination officer, mandating these fields so that the application cannot be moved on without all of them being populated.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Schedule 2.4 (Security Management)	Schedule 4.1 JPA Enhancements Section: 1.13 Mandatory Fields for Early Termination Applications [S7]
S8	JPA Enhancements	Remove the mandatory requirement for the CM or terminations officer to complete the free text field 'Comments and Recommendation', but retain the free text field.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Schedule 2.4 (Security Management)	Schedule 4.1 JPA Enhancements Section: 1.13 Mandatory Fields for Early Termination Applications [S7] Paragraph: 1.13.5
S9	JPA Enhancements	In the 'Self-Service Application for Early Termination' workflow screen, record whether the SP wishes to leave at less/more than the Statutory Notice, forcing a "Yes" or "No" response so that the application cannot be moved on without it. If a "No" response is selected the following question 'If the Service is unable to authorise your requested dated, do you wish to leave at Statutory Notice?' is to be auto populated with a "Yes" and this question greyed out.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Schedule 2.4 (Security Management)	Schedule 4.1 JPA Enhancements Section: 1.14 Application For Early Termination Statutory Notice questions [S9]
S10	JPA Enhancements	On the CM or termination officer 'Action Application for Early Termination' workflow screen, display a warning when the 'Approved Termination Date' is before the start of the current calendar month.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Schedule 2.4 (Security Management)	Schedule 4.1 JPA Enhancements Section: 1.15 Application For Early Termination, approved termination date [S10]
S11	JPA Enhancements	Force the completion of the 'Notes', 'Agreed Termination Date' and 'Previous Termination Date' fields so that the record cannot be saved without them when an Early Termination 'Reason for Leaving' is populated by the Termination Officer on an SP's Service Termination Extra Information Table.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Annex G	Schedule 4.1 JPA Enhancements Section: 1.16 Service Termination EIT mandatory [S11]
S12	JPA Enhancements	Display a warning 'Reserve liability MUST be updated in the Supplementary Roles fields of the SP's record' on approval of an application for Early Termination and validate the Supplementary Roles Start Date to ensure it is not before the Actual termination date or more than one day after the Actual Termination Date and that there are no overlapping dates.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Annex G	Schedule 4.1 JPA Enhancements Section: 1.17 Warning message on approval of early termination application [S12]
S13	JPA Enhancements	Add a warning for the termination officer if the 'Earliest Exit Date' is after the 'Approved Termination Date' on Early Termination workflow requests.	The source document for this request is: 20170206-DBS_JPA_Termination_Process_Review_Recommendations-PP2 – Schedule 2.4 (Security Management)	Schedule 4.1 JPA Enhancements Section: 1.17 Warning message on approval of early termination application [S12] Paragraph: 1.17.10
S14	JPA Enhancements	Auto populate the 'GRT Expiry Date' field with the 'Projected Termination Date' date;		Schedule 4.1 JPA Enhancements Section: 1.18 Auto populate the 'GRT Expiry Date' field with the 'Projected Termination Date', date [S14]
S15	JPA Enhancements	Provide a warning message when the 'Earliest Exit Date' is deleted before it has been reached.		Schedule 4.1 JPA Enhancements Section: 1.19 A warning message when the 'Earliest Exit Date' is deleted before it has been reached [S15]
S16	JPA Enhancements	Restrict the reasons for Termination to only those relevant to the Service of the SP being terminated.		Schedule 4.1 JPA Enhancements Section: 1.20 Restrict the reasons for Termination to only those relevant to the Service of the SP being terminated [S16]

OFFICIAL

S17	JPA Enhancements	Provide validation of 'Move & Track 'Start' and 'Finish' Dates. The validation will ensure the Finish Date is not a date before the Start Date.		Schedule 4.1 JPA Enhancements Section: 1.21 Validation of Move & Track 'Start' and 'Finish' Dates [S17]
S18	JPA Enhancements	Provide the 'NEM Start Reason', 'Status Reason' and 'Type of Person' to TAFMIS T/JPA interface at the same time as TAFMIS T is prepared to receive this data.		Schedule 4.1 JPA Enhancements Section: 1.8 TAFMIS Interface [S18]
S19	JPA Enhancements	<p>Implement an easy to use user-centred interface to the JPA 'Self-Service - Employee, Armed Forces' folder within JPA 'Navigator' panel to offer a more intuitive user experience. This interface is to be based on "Life Events" and should include, but not be limited to, the following user inputs:</p> <ul style="list-style-type: none"> (a) update addresses; (b) update contacts' Details; (c) update Employee preferences; (d) update own appraisal; and (e) claim travel and subsistence allowances. 		Schedule 4.1 JPA Enhancements Section: 1.9 Self Service Enhancements [S19] Schedule 4.1 - Common Technical and Enabling Services Section: 10.3 Impacting Training and Guidance Material Against System Change Paragraph: 10.3.3
S20	ID Card Data Capture System	<p>Provide an 'ID Data Capture' capability at 'Phase One Training Locations' which is to capture the appropriate data and image required to produce the 'Initial ID Card' and 'ID Discs' for each new recruit. Transfer the information and image(s) to the 'ID Card' section for production and return of the 'ID Card' & 'ID Discs'. The 'ID Data Capture' capability shall be provided according to the following timescales:</p> <ul style="list-style-type: none"> (a) within 3 months of Operational Service Commencement Date, provide a plan for delivery of the ID Data Capture capability to be agreed with the Authority; (b) within 6 months of Operational Service Commencement Date, provide to the Authority a design of the ID Data Capture capability; and (c) within 12 months of Operational Service Commencement Date, deliver the ID Data Capture capability in accordance with the agreed plan and aligned to the approved design. 	<p>There are currently around 9000 applications per annum.</p> <p>The current Phase One Training locations are below; these may be subject to change:</p> <ul style="list-style-type: none"> (a) CTCRM Lympstone; (b) HMS Raleigh; (c) BRNC Dartmouth; (d) Army Foundation College; (e) ATR Winchester; (f) ATC Pirbright; (g) 1ITB Catterick; (h) 2ITB Catterick; (i) Old College HQ RMAS; (j) Centurion Building Gosport; (k) RAFC Cranwell; and (l) RAF Halton. <p>The source document for this request is: 20140331-DBS Form 583 v14_ID_Card_Data_Capture_Machines-O</p>	Schedule 4.1 JPA Enhancements Section: 1.10 ID Information Capture [S20]