Instructions for suppliers

Why have I received this form?

The Authority has legal and regulatory obligations to verify that the suppliers we work with have a reasonable standards in place to protect Authority data, assets and the rights of individuals. These are the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 and the Equality Act 2010. Having considered the type of service you will be providing the Authority, and where applicable the volume and type of Authority data you will process, store and/or transmit on behalf of the Authority, we would like to understand more about your service.

What is the Authority requesting?

The Authority requires assurance of the proposed service or solution in relation to the requirements set out in this document. The Authority will gather and review questionnaire responses and the supporting comments to understand the capabilities of the Potential Supplier and how the proposed service or solution aligns with the Authority's legal obligations.

What documents do I need to complete?

You have been provided with this Excel spreadsheet which requests details across a range of topics. On the respective tabs the Supplier is to provide responses in Supplier Compliance & Supplier Response columns with Supplier Evidence (where applicable).

Further information to complete the Requirements Compliance Matrix?

The Requirements Compliance Matrix submitted as part of Initial Tenders will not be formally evaluated at the Initial Tender stage. This is because Initial Tenders shall form the basis of negotiations. Consequently, non- or partial compliance at Initial Tender stage will not necessarily lead to exclusion from the procurement process.

It is only when the Requirements Compliance Matrix is submitted as part of Final Tenders (that is, following the completion of the negotiation phase) that the Requirements Compliance Matrix shall be formally evaluated.

The Requirements Compliance Matrix comprises the following:

1.Mandatory (Minimum) Requirements which the Tenderer must comply with;
2.Other Requirements which Tenderers must comply with subject to a minimum threshold.

As regards 1 above, the following requirement sets contain Mandatory (minimum) requirements as indicated in the Requirements Compliance Matrix:

• Non Functional Requirements (NFRs)
• Functional Requirements (HR, Finance and Source to Contract)

The following tabs require completion:

• General Requirements (No supplier evidence required)
• DD&I Requirements (Supplier evidence is only required against i. the Authority and the Tenderer have agreed Authority Accepted Compliance ii. where the Tenderer is not compliant against a non-mandatory requirement)
• Sustainability (No supplier evidence required)
• HR Functional (Supplier evidence is only required against i. mandated questions ii. the Authority and the Tenderer have agreed Authority Accepted Compliance iii. where the Tenderer is not compliant against a non-mandatory requirement)
• Finance Functional (Supplier evidence is only required against i. mandated questions ii. the Authority and the Tenderer have agreed Authority Accepted Compliance iii. where the Tenderer is not compliant against a non-mandatory requirement)
• S2C Functional (Supplier evidence only required against the mandated questions)
• S2C Functional Optional (No supplier evidence required)
• Product 044 NFR (Supplier evidence is only required against i. mandated questions ii. the Authority and the Tenderer have agreed Authority Accepted Compliance iii. where the Tenderer is not compliant against a non-mandatory requirement)
• Training Optional (No supplier evidence required)

In addition we would require the suppliers to complete the 'Supplier Compliance' column. The definitions of the values is provided below :

Compliant - The Solution or Service fully meets the specified requirements
Part Compliant - The solution or Service partly meets the specified requirements (only applicable to the Optional requirements)
Non-Compliant - The Solution or Service does not meet the specified requirements
Authority Accepted Compliance - The Solution or Service is deemed to be compliant where the Authority has agreed alternative contractual wording with the relevant Tenderer during negotiations.

In the respective of the HR Functional, Finance Functional, S2C Functional, S2C Functional (Optional) & Product 044 NFR tabs please use the drop down list in the column marked "Supplier Response". All requirements require a Supplier Response for the proposed service/solution. The values in the list are:

STD - delivered 'out the box'
CFG - supported 'out the box' with user interface driven configurations. The feature is included as a standard part of the software and requires no custom coding.
CST - supported by customisation (code change)
3RD - supported by add-on or 3rd party solution (provide partner name)
FUT - Future product enhancement (provide expected release date)
N/A - not available

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Area / Product	Requirement Reference	Requirement	Mandatory Requirements
052_COM_Design_Principles_v1.0	GEN_REQ_001	The Supplier shall comply to "052_COM_Design_Principles_v1.0" Requirement	Yes
078 Integration Vision v2.0	GEN_REQ_002	The Supplier shall comply to "078 Integration Vision v2.0" Requirement	Yes
080 Security Vision v4.3	GEN_REQ_003	**The Supplier shall comply to "080 Security Vision v4.3" Requirement**	Yes
120 Technology Vision v4.3	GEN_REQ_004	**The Supplier shall comply to "120 Technology Vision v4.3" Requirement**	Yes
160_Reporting_Vision_v2.2	GEN_REQ_005	**The Supplier shall comply to "160_Reporting_Vision_v2.2" Requirement**	Yes
226 Approach to Design and Delivery v2.3	GEN_REQ_006	**The Supplier shall comply to "226 Approach to Design and Delivery v2.3" Requirement**	Yes
237_Data_Migration_Scope_v3.2	GEN_REQ_007	**The Supplier shall comply to "237_Data_Migration_Scope_v3.2" Requirement**	Yes
Social Value (Schedule 33)	GEN_REQ_008	The Supplier shall comply to "Social Value (Schedule 33)" Requirement	Yes
Sustainability Vision v1.0	GEN_REQ_009	The Supplier shall comply to "Sustainability Vision v1.0" Requirement	Yes
Usability Approach v2.0	GEN_REQ_010	The Supplier shall comply to "Usability Approach v2.0" Requirement	Yes

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Category	Requirement Reference	Requirement
Assurance	IMP_ASC_001	The Technology vendor shall provide assurance report over the implementation approach, operating model design and technical configuration at the relevant key milestones throughout the contract period.
Assurance	IMP_ASC_002	The Systems Implementation Partner shall provide assurance report over the proposed functional licenses, platforms and infrastructure being proposed to meet the Authorities requirements.
Assurance	IMP_ASC_003	The Supplier shall work with third party assurance providers as required (including but not limited to IPA / GIAA / NAO / GDS / GBS and any third party suppliers), providing input into assurance processes while delivering requested material and responses to a high quality and in a timely manner.
Business Change	IMP_BC_001	The Supplier shall identify key areas of change, and define, narrate and document (linked to process maps and swimlanes) how it will support the business change required in the Authority's Departments, Directorates and Functions and the Business Process Service (BPS) partner (but not limited to these groups).
Business Change	IMP_BC_002	The Supplier shall seek approval from the Authority for all products and deliverables as detailed within the Implementation Plan.
Business Change	IMP_BC_003	The Supplier shall advise on tested methods/approaches for user engagement for the Authority Departmental Business Change Leads to utilise and support a wide range of channels and a variety of innovative methods to ensure active buy-in from users
Business Change	IMP_BC_004	The Supplier shall ensure Business Change Management is closely integrated with all Programme management activity and critical path and is given appropriate time and attention to allow readiness of the departments for go-live.
Business Change	IMP_BC_005	The Supplier shall create, utilise and refine (as required) design and change products e.g. Journey maps and personas to align to their level 4 & 5 process maps to assist in adoption of the newly aligned government processes and ways of working.
Business Change	IMP_BC_006	The Supplier shall support the Authority and departments in the capture of business change impacts that are amended in line with defect resolution
Business Change	IMP_BC_007	The Supplier will provide an approach and plan for post go-live support e.g. floor walkers to support with embedding and adoption of the new solution.
Benefits	IMP_BEN_001	The Supplier shall work the the Authority and Benefits Partner to ensure that the Implementation Plan is sequenced in a way which optimises early value release for the stated benefits of the Programme.
Commercial and Contractual	IMP_CCS_001	The Suppliers' shall provide a resource who will be responsible for all Commercial, Contract and Account Management activites throughout the duration of the contact. The resources shall manage the relationship with the Authority, with accountability and responsibility to make decisions and where necessary to agree changes.
Commercial and Contractual	IMP_CCS_002	The Suppliers shall nominate and provide the Authority access to a senior executive within the Supplier's organisation and a senior executive within each sub contracted organisation with appropriate authority who can be contacted as an escalation route and who will actively work to remediate any issues. These senior executives should be available for Synergy and/or Department Programme Boards as and when required by the Authority.
Commercial and Contractual	IMP_CCS_003	The Supplier must have a business continuity plan in place to ensure continued progress in the event of any unforeseen circumstances such as a remote working.
Commercial and Contractual	IMP_CCS_004	The Supplier will have a clear procedure for dispute escalation as per the Contract Schedules.
Commercial and Contractual	IMP_CCS_005	The Supplier shall agree with the Authority a collaborative ways of working charter that all parties will commit to in an effort to avoid contract dispute escalations.
Commercial and Contractual	IMP_CCS_006	The Supplier will also make available a delivery manager to manage the relationship with third party suppliers where a technical integration to the Synergy solution is being developed.
Commercial and Contractual	IMP_CCS_007	The Supplier will make available an Account / Relationship Manager for each Department in the Authority.
Commercial and Contractual	IMP_CCS_008	The Supplier shall provide performance reporting/dashboards/packs/feedback on account management should be able to show data at Service Recipient level, and broken down by Department (and ALB) to enable review at a granular level.
Commercial and Contractual	IMP_CCS_009	The Suppliers' shall secure the Authority's continued legal right to use all solutions and licences in the event that any one of the Suppliers effectively or actually ceases to be operational, is unable to meet its contractual obligations and or in the event of early termination of the Agreement.
Commercial and Contractual	IMP_CCS_010	The Supplier shall obtain permission from the Authority before adding Key Personnel or moving existing Key Personnel in the delivery of the Services.
Commercial and Contractual	IMP_CCS_011	The Supplier shall ensure appropriate Supplier Personnel can attend in person as required UK based office locations for programme meetings, workshops and general working.
Commercial and Contractual	IMP_CCS_012	The Technology Vendor shall provide SaaS, IaaS and PaaS on a consumption based pricing model
Commercial and Contractual	IMP_CCS_013	The Technology Vendor shall bill the Authority for SaaS, IaaS and PaaS consumption quarterly in arrears.
Commercial and Contractual	IMP_CCS_014	The Technology Vendor shall provide consumption and / or volume based pricing bands as part of their solution.
Communications	IMP_CMS_001	The Supplier shall lead and manage the population of content and metadata for the ERP knowledgebase solution and training environment to ensure effective usability to support self-service for all users. The Supplier shall submit these artefacts to the Authority for Approval as detailed within the Implementation Plan. The Authority will assist in providing content related to business policies.
Communications	IMP_CMS_002	The Supplier shall, in accordance with the Authority's Business Change Strategy organise, lead and deliver demonstrations of the Service System using representative data for nominated Authority Personnel and selected Government department staff to help increase understanding for the new ways of working and support adoption, to be maintained in line with outcomes from defect resolution
Communications	IMP_CMS_003	The Supplier shall produce and maintain materials (inc. training) using the Authority branding templates, to support familiarisation in advance of user testing and for business readiness of impacted stakeholders and business units where appropriate. All artefacts produced by the supplier need Approval by the Authority as detailed within the Implementation Plan, to be maintained in line with outcomes from defect resolution
Communications	IMP_CMS_004	The Supplier shall provide clear and effective user communications, based on industry best practice, to ensure self-service is optimised and that are appropriate for all users that are identified through the training needs analysis completed during detailed design. 'All users' includes but is not limited to assistive technology users, self-service users, professional users, shared service users, and functional support and configuration users, to be maintained in line with outcomes from defect resolution
Communications	IMP_CMS_005	The Supplier must provide all user materials in an accessible format that can be supported by assistive technologies.
Communications	IMP_CMS_006	The Supplier shall monitor the effectiveness of communications across all formats and both identify as well as update areas based on feedback.
Communications	IMP_CMS_007	The Supplier shall provide communications expertise to provide independent assurance to the Authority on communication and engagement approaches and plans and risk mitigation planning.

Category	Requirement Reference	Requirement
Communications	IMP_CMS_008	The Supplier shall produce clear branding and marketing for go-live that has been effectively researched and tested with users. All artefacts produced by the supplier need Approval by the Authority.
Communications	IMP_CMS_009	The Supplier must provide updated materials (including comms and training) to the Authority in line with the latest releases to ensure they reflect the latest processes and functionality.
Overarching Design	IMP_DES_001	The Supplier shall produce and maintain to-be process maps at Level 5 (Process Steps) to contain information that covers but not limited to Role, Organisation, Processes Steps, Controls, KPI's, SLA's using the agreed notation standard (Currently BPMN) throughout the programme lifecycle for all processes in scope of the Programme, such that these process maps are maintainable post implementation.
Overarching Design	IMP_DES_002	The Supplier shall sequence design to ensure the design is future proofed and any configuration differences are agreed by exception between Synergy, Departments and the Supplier.
Overarching Design	IMP_DES_003	The Supplier shall ensure subsequent onboarding Departments understand the design coming out of the lead Department's design sessions and are involved where relevant.
Overarching Design	IMP_DES_004	The Supplier shall ensure relevant cross Government initiatives are taken into consideration as advised by the Authority in design so as to ensure the end to end solution is optimised with efficient usage of different Gov Services that are being implemented.
Overarching Design	IMP_DES_005	The Supplier shall validate the Authority's prescribed design governance process within the Synergy Programme and propose any amendments and Supplier/Vendor representatives. The Supplier is then expected to adhere to the agreed design governance process through the project ensuring attendance in all working groups and design authority boards of the governance process.
Overarching Design	IMP_DES_006	The Supplier shall propose, and in agreement with the Authority, amend existing design governance or implement new governance mechanism by which detail design and build is aligned to blueprint output. A process needs to be put in place to ensure any deviation from alignment to Blueprint is reviewed and approved by the Authority.
Overarching Design	IMP_DES_007	The Supplier shall ensure design encompasses end to end process rather than just the process within the core ERP modules and Departments understand the impact of the design on their current organisations. This applies to system integrations as well.
Overarching Design	IMP_DES_008	The Supplier shall use a collaborative approach to design and ensure the design decisions and outcomes are articulated using tried and tested methods like workshops and conference room pilots with right set of audience identified in advance.
Overarching Design	IMP_DES_009	The Supplier shall ensure design documents follow open standards allowing an open choice of tools and communication for system design and data modelling.
Overarching Design	IMP_DES_010	The Supplier shall provide suitable design accelerators like L5 process maps, config documents, functional/technical design documents etc based on their prior experience design solutions of this scale.
Overarching Design	IMP_DES_011	The Supplier shall ensure design governance is closely tied with the overall programme plan ensuring the governance timescales are considered thoroughly in the plan.
Overarching Design	IMP_DES_012	The Supplier shall consider all aspects of the solution including but not limited to - Processes, security mode, integrations, reporting, data migration, day 2 features, future onboardings, quarterly product release, Training, Support and running of service etc are considered from the very first stages of the design phase.
Overarching Design	IMP_DES_013	The Supplier shall ensure a change control process is in place through design, build and onboarding of Departments and its associated entities
Overarching Design	IMP_DES_014	The Supplier shall put together a design process that incorporates robust audit trail of all decisions, peer and design authority review of design, engagement of Cloud Users where applicable.
Overarching Design	IMP_DES_015	The Supplier shall deliver a full design life cycle for all departments maximising its potential in meeting Requirements using standard configurable functionality.
Overarching Design	IMP_DES_016	The supplier shall publish in advance of workshops / playbacks and meetings briefing books with the agendas, decisions required and recommendations
Overarching Design	IMP_DES_017	The Supplier shall maintain a Design traceability matrix of detail design again business outcomes.
Overarching Design	IMP_DES_018	The Supplier shall support/create functional walkthroughs (playbacks), prototypes and demo's at agreed points within the implementation cycle and validate design with the Authority.
Overarching Design	IMP_DES_019	The Supplier shall create design products through the detailed design process to bring to life the design for the Authority and its representatives and users. Such products as User Journeys, Innovative tools and Digital based walk throughs using the system should be considered.
Overarching Design	IMP_DES_020	The Supplier shall build and maintain a risk and controls matrix showing all the controls that will be used to proactively and reactively control the processes
Overarching Design	IMP_DES_021	The Supplier shall create functional specifications, associated presentational material, design mock ups for key outputs in design for example but not limited to integrations, reporting of all types, charts of accounts etc.
Functional - Design	IMP_DGN_001	The Supplier shall create, maintain and provide the Authority with a Solution Design Document (Blue Print covering functional and technical capabilities)
Functional - Design	IMP_DGN_002	The Supplier shall create, maintain and provide the Authority with an Organisation Structure & Entity Design
Functional - Design	IMP_DGN_003	The Supplier shall create, maintain and provide the Authority with a Chart of Accounts Design
Functional - Design	IMP_DGN_004	The Supplier shall create, maintain and provide the Authority with a Functional Design Workshop Plan
Functional - Design	IMP_DGN_005	The Supplier shall create, maintain and provide the Authority with Functional Design Workshop Materials
Functional - Design	IMP_DGN_006	The Supplier shall create, maintain and provide the Authority with Functional Design Workshop Output reports
Functional - Design	IMP_DGN_007	The Supplier shall create, maintain and provide the Authority with Configuration Documentation
Functional - Design	IMP_DGN_008	The Supplier shall create, maintain and provide the Authority with Functional Specifications
Functional - Design	IMP_DGN_009	The Supplier shall create, maintain and provide the Authority with Functional Configuration and Design Workbooks
Functional - Design	IMP_DGN_010	The Supplier shall create, maintain and provide the Authority with a Requirement Traceability Matrix
Functional - Design	IMP_DGN_011	The Supplier shall create, maintain and provide the Authority with a Requirement Gap Log and Resolution Plan
Functional - Design	IMP_DGN_012	The Supplier shall create, maintain and provide the Authority with Role mapping to the relevant solution access persmissions
Functional - Design	IMP_DGN_013	The Suppliers shall create, maintain and provide the Authority with a design for position management
Data	IMP_DM_001	The Supplier shall create, maintain and provide the Authority with a Data Migration Strategy
Data	IMP_DM_002	The Supplier shall create, maintain and provide the Authority with a Data Migration Plan for each release
Data	IMP_DM_003	The Supplier shall create, maintain and provide the Authority with Data Migration Extract Scripts for each release

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Data	IMP_DM_004	The Supplier shall create, maintain and provide the Authority with a Data Cleansing Plan for each release
Data	IMP_DM_005	The Supplier shall create, maintain and provide the Authority with individual Data Quality Reports for each release
Data	IMP_DM_006	The Supplier shall create, maintain and provide the Authority with a Test Data Creation Tool Kit / repository for each release
Data	IMP_DM_007	The Supplier shall create, maintain and provide the Authority with Data Mapping Templates for each release
Data	IMP_DM_008	The Supplier shall create, maintain and provide the Authority with Data Migration Transformation Scripts for each release
Data	IMP_DM_009	The Supplier shall create, maintain and provide the Authority with Data Migration Cleansing Scripts for each release
Data	IMP_DM_010	The Supplier shall create, maintain and provide the Authority with Data quality profiling scripts and reports for each release
Data	IMP_DM_011	The Supplier shall create, maintain and provide the Authority with Data Conversion / Loading scripts for each department in the Authority
Data	IMP_DM_012	The Supplier shall create, maintain and provide the Authority with Data Validation Scripts for each department in the Authority
Data	IMP_DM_013	The Supplier shall create, maintain and provide the Authority with Data reconciliation scripts for each department in the Authority
Data	IMP_DM_014	The Supplier shall create, maintain and provide the Authority with Data migration test cycle outcome and reconciliation reports for each department in the Authority
Data	IMP_DM_015	The Supplier shall create, maintain and provide the Authority with Data test cycle tracking for each department in the Authority
Data	IMP_DM_016	The Supplier shall create, maintain and provide the Authority with a Knowledge Management repository extract and load for each department in the Authority
Data	IMP_DM_017	The Supplier shall create, maintain and provide the Authority with Data Obfuscation / scrambling tools and services for each department in the Authority
Data	IMP_DM_018	The Supplier shall create, maintain and provide the Authority with Data Masking tools and services
Data	IMP_DM_019	The Supplier shall create, maintain and provide the Authority with Data Archiving tools and services
IT Support and Service Management	IMP_ITSM_001	The Supplier shall create, maintain and provide the Authority with an IT Service Management Design
IT Support and Service Management	IMP_ITSM_002	The Supplier shall create, maintain and provide the Authority with an IT Service Management Transition Plan
IT Support and Service Management	IMP_ITSM_003	The Supplier shall create, maintain and provide the Authority with a Service Desk Tool. This shall include the design and implementation for all Service Teams / Types and BPS.
IT Support and Service Management	IMP_ITSM_004	The Supplier shall provide the Authority with a Monthly IT Service Management Reporting Framework, including identification of relevant IT Service Management Key Performance Indicators for both insourced and outsourced Services.
IT Support and Service Management	IMP_ITSM_005	The Supplier shall provide the Authority with Monthly IT Service Management Reports
IT Support and Service Management	IMP_ITSM_006	The Supplier shall provide the Authority with a suite of weekly, monthly and quarterly IT Service Management Reports
IT Support and Service Management	IMP_ITSM_007	The Supplier shall create, maintain and provide the Authority with Service Management User Guides
IT Support and Service Management	IMP_ITSM_008	The Supplier shall create, maintain and provide the Authority with an IT Service Management Change Request Process
IT Support and Service Management	IMP_ITSM_009	The Supplier shall create, maintain and provide the Authority with IT Service Management Change Requests & Change Impact Assessments
IT Support and Service Management	IMP_ITSM_010	The Supplier shall provide the Authority with IT Service Management Change Progress Monitoring
IT Support and Service Management	IMP_ITSM_011	The Technology Vendor shall provide the Authority with Technology Product Roadmaps throughout the duration of the contract. These shall be updated on an annual basis.
IT Support and Service Management	IMP_ITSM_012	The Supplier shall provide the Authority with Routine technology updates including analysis and recommendations on a periodic basis
IT Support and Service Management	IMP_ITSM_013	The Supplier shall provide the Authority with Routine technology update impact assessments within 1 month of the update being published by the vendor.
IT Support and Service Management	IMP_ITSM_014	The Supplier shall provide the Authority with Routine technology update regression testing
IT Support and Service Management	IMP_ITSM_015	The Supplier shall provide Knowledge Transfer to the Live Service Support Partner once the service transition has been planned and communicated by the Authority.
IT Support and Service Management	IMP_ITSM_016	The Supplier shall transfer all Service Management Tools to the Live Service Support Partner as part of Knowledge Transfer activities
IT Support and Service Management	IMP_ITSM_017	The Supplier shall create, maintain and provide the Live Service Support Partner & Authority with Service Management Guides and Documentation as part of Knowledge transfer activities.
Project Management	IMP_PM_001	The Supplier shall provide the Authority with a Project Governance Plan within 4 weeks of the contract start date.
Project Management	IMP_PM_002	The Supplier shall provide the Authority with a detailed Project Implementation Plan within 4 weeks of the contract start date. The supplier shall continue to update the plan and report on implementation progress on a fortnightly basis as a minimum.
Project Management	IMP_PM_003	The Supplier shall provide the Authority with a Resource plan to deliver the solution in accordance with the Implementation plan
Project Management	IMP_PM_004	The Supplier shall provide input into the Roles and Responsibilities Matrix with the Authority as it evolves throughout the design phase of the Programme.
Project Management	IMP_PM_005	The Supplier shall provide the Authority with weekly Progress Reports
Project Management	IMP_PM_006	The Supplier shall create, maintain and monitor a RAID logs. The supplier shall provide status reports to the Authority on a monthly basis.
Project Management	IMP_PM_007	The Supplier shall provide the Authority with Phase / Stage Plan Updates on a monthly basis
Project Management	IMP_PM_008	The Supplier shall provide the Authority with a list of deliverables which align to the individual milestones defined within the Commercial Model and Implementation Plan.
Project Management	IMP_PM_009	The Supplier shall provide the Authority with a Close out report for every Department within the Authority at key phases as set out in the Implementation Plan
Project Management	IMP_PM_010	The Supplier shall provide the Authority with a lessons learned report at the end of each key phases as set out in the Implementation Plan
Project Management	IMP_PM_011	The Supplier shall provide the Authority with an Implementation and Cutover Strategy for each Department in the Authority within 4 weeks of the Contract start date.
Project Management	IMP_PM_012	The Supplier shall provide the Authority with access to a secure Data Room and Document Management Repository which contains all the relevant solution design, process, configuration, technical architecture, integration and training documentation for the contract duration. At contract completion all the documentation will become the property of and to be transferred to the Authority
Project Management	IMP_PM_013	The Supplier shall provide the Authority with a detailed breakdown of the project budget, current forecast and actual spend on a monthly basis throughout the contract duration. This should be broken down by phase and department within the Authority.
Reporting	IMP_REP_001	The Supplier shall create, maintain and provide the Authority with a Reporting Strategy
Reporting	IMP_REP_002	The Supplier shall create, maintain and provide the Authority with pre-configured / developed reports across all functional modules.
Reporting	IMP_REP_003	The Supplier shall create, maintain and provide the Authority with a Reporting backlog / prioritisation

Category	Requirement Reference	Requirement
Reporting	IMP_REP_004	The Supplier shall create, maintain and provide the Authority with a Reporting configuration & design catalogue. This includes both functional and technical designs.
Reporting	IMP_REP_005	The Supplier shall create, maintain and provide the Authority with a Report configuration / technical release for each report.
Security	IMP_SEC_001	The Supplier shall create, maintain and provide the Authority with a Security Technical Design Document inline with Security policy and frameworks
Security	IMP_SEC_002	The Supplier shall create, maintain and provide the Authority with a Security Assurance Approach Document inline with Security policy and frameworks
Security	IMP_SEC_003	The Supplier shall create, maintain and provide the Authority with a Security Risk Management Approach Document in alignment with Synergy Security Governance
Security	IMP_SEC_004	The Supplier shall create, maintain and provide the Authority with Security Policy Frameworks
Security	IMP_SEC_005	The Supplier shall create, maintain and provide the Authority with Security Technical Guidance
Security	IMP_SEC_006	The Supplier shall create, maintain and provide the Authority with Security Incident & Response Guidelines
Security	IMP_SEC_007	The Supplier shall create, maintain and provide the Authority with Security Vulnerability Response Guidelines
Security	IMP_SEC_008	The Supplier shall adhere the Synergy Security health check to secure Governance approval before Implementation
Service	IMP_SRV_001	The Supplier shall create, maintain and provide the Authority with System Process documentation
Service	IMP_SRV_002	The Supplier shall create, maintain and provide the Authority with Business Process and Procedure documentation
Service	IMP_SRV_003	The Supplier shall create, maintain and provide the Authority with Standard Operating Procedures for business users.
Service	IMP_SRV_004	The Supplier shall create, maintain and provide the Authority with updates to Business processes and policies throughout the contract duration.
Service	IMP_SRV_005	The Supplier shall create, maintain and provide the Authority with a Business Continuity Plan
Service	IMP_SRV_006	The Supplier shall create, maintain and provide the Authority with Business Cutover Plannning
Service	IMP_SRV_007	The Supplier shall create, maintain and provide the Authority with Business Cutover Procedures
Service	IMP_SRV_008	The Supplier shall create, maintain and provide the Authority with a Business Cutover Readiness Report for each Department in the Authority.
Service	IMP_SRV_009	The Supplier shall create, maintain and provide the Authority with a Business Service design
Service	IMP_SRV_010	The Supplier shall create, maintain and provide the Authority with Epics
Service	IMP_SRV_011	The Supplier shall create, maintain and provide the Authority with User Stories
Service	IMP_SRV_012	The Supplier shall create, maintain and provide the Authority with User Journeys
Service	IMP_SRV_013	The Supplier shall provide evidence to support User Research Findings such that the Authority can satisfy its Governance needs.
System	IMP_SYS_001	The Supplier shall ensure (unless otherwise agreed with the Authority) the Service System is implemented on the Providers current system release and that the implementation plan takes account of release cadence from the Vendor during the project.
Technical	IMP_TECH_001	The Supplier shall create, maintain and provide the Authority with Technical Architecture design documentation throughout the contract duration.
Technical	IMP_TECH_002	The Supplier shall create, maintain and provide the Authority with a Technology operating model design
Technical	IMP_TECH_003	The Supplier shall create, maintain and provide the Authority with a Technical RACI matrix
Technical	IMP_TECH_004	The Supplier shall create, maintain and provide the Authority with detailed Technical Design documentation
Technical	IMP_TECH_005	The Supplier shall create, maintain and provide the Authority with an Applications Register
Technical	IMP_TECH_006	The Supplier shall create, maintain and provide the Authority with a Licence Register
Technical	IMP_TECH_007	The Supplier shall create, maintain and provide the Authority with a Development Strategy
Technical	IMP_TECH_008	The Supplier shall create, maintain and provide the Authority with a Development Plan
Technical	IMP_TECH_009	The Supplier shall create, maintain and provide the Authority with an Integration Strategy
Technical	IMP_TECH_010	The Supplier shall create, maintain and provide the Authority with Integration Architecture documentation
Technical	IMP_TECH_011	The Supplier shall create, maintain and provide the Authority with Integration Design documentation. This includes both functional and technical designs.
Technical	IMP_TECH_012	The Supplier shall create, maintain and provide the Authority with Interfacing Systems change / enhancement reports
Technical	IMP_TECH_013	The Supplier shall create, maintain and provide the Authority with a list of required changes to System Interfaces (non-Synergy e.g. SOP & METIS)
Technical	IMP_TECH_014	The Supplier shall provide the Authority with End to End Integration Services / components
Technical	IMP_TECH_015	The Supplier shall create, maintain and provide the Authority with Test & Assurance Environments fully integrated and configured
Technical	IMP_TECH_016	The Supplier shall create, maintain and provide the Authority with sufficient Production and Pre Production Environments fully integrated and configured which aligns to their proposed solution.
Technical	IMP_TECH_017	The Supplier shall create, maintain and provide the Authority with an Environment Strategy
Technical	IMP_TECH_018	The Supplier shall provide the Authority with secure access to Synergy technical components for 3rd parties
Technical	IMP_TECH_019	The Supplier shall create, maintain and provide the Authority with a Workflow Management Strategy to support accessing Departmental security boundaries
Technical	IMP_TECH_020	The Supplier shall create, maintain and provide the Authority with a Cutover plan
Technical	IMP_TECH_021	The Supplier shall create, maintain and provide the Authority with an Archiving Strategy
Technical	IMP_TECH_022	The Supplier shall create, maintain and provide the Authority with a technical specifications doument for each functional module and / or application
Technical	IMP_TECH_023	The Supplier shall create, maintain and provide the Authority with release notes throughout the contract duration for all changes
Technical	IMP_TECH_024	The Supplier shall create, maintain and provide the Authority with an Environment Plan
Technical	IMP_TECH_025	The Supplier shall create, maintain and provide the Authority with all required integrations
Technical	IMP_TECH_026	The Supplier shall create, maintain and provide the Authority with a Technical cutover plan
Technical	IMP_TECH_027	The Supplier shall create, maintain and provide the Authority with Technical cutover run books
Technical	IMP_TECH_028	The Supplier shall create, maintain and provide the Authority with a Technical cutover completion plan
Technical	IMP_TECH_029	The Supplier shall create, maintain and provide the Authority with Technology Vendor user manuals
Technical	IMP_TECH_030	The Supplier shall create, maintain and provide the Authority with Technology Vendor implementation guides
Technical	IMP_TECH_031	The Supplier shall create, maintain and provide the Authority with Technology Vendor technical manuals

Category	Requirement Reference	Requirement
Technical	IMP_TECH_032	The Supplier shall create, maintain and provide the Authority with an API Library
Testing	IMP_TEST_001	The Supplier shall create, maintain and provide the Authority with a Test Strategy for the life of the contract
Testing	IMP_TEST_002	The Supplier shall provide the Authority with a Test Tracking Tool
Testing	IMP_TEST_003	The Supplier shall create, maintain and provide the Authority with a Test Plan for Unit Testing
Testing	IMP_TEST_004	The Supplier shall create, maintain and provide the Authority with a Test Plan for System Testing
Testing	IMP_TEST_005	The Supplier shall create, maintain and provide the Authority with a Test Plan for Integration Testing
Testing	IMP_TEST_006	The Supplier shall create, maintain and provide the Authority with a Test Plan for User Acceptance Testing including Accessibility
Testing	IMP_TEST_007	The Supplier shall create, maintain and provide the Authority with a Test Plan for Performance Testing
Testing	IMP_TEST_008	The Supplier shall create, maintain and provide the Authority with a Test Plan for Regression Testing
Testing	IMP_TEST_009	The Supplier shall create, maintain and provide the Authority with a Test Plan for Production Readiness, including smoke tests.
Testing	IMP_TEST_010	The Supplier shall create, maintain and provide the Authority with a Payroll comparison test plan
Testing	IMP_TEST_011	The Supplier shall create, maintain and provide the Authority with Payroll comparison test cycle outcome reports
Testing	IMP_TEST_012	The Supplier shall create, maintain and provide the Authority with legacy system payroll extract scripts
Testing	IMP_TEST_013	The Supplier shall create, maintain and provide the Authority with target system payroll extract scripts
Testing	IMP_TEST_014	The Supplier shall create, maintain and provide the Authority with Payroll comparison tests, reconciliation tools & reports
Testing	IMP_TEST_015	The Supplier shall create, maintain and provide the Authority with Unit Test Scripts
Testing	IMP_TEST_016	The Supplier shall create, maintain and provide the Authority with System Test Scripts
Testing	IMP_TEST_017	The Supplier shall create, maintain and provide the Authority with Integration Test Scripts
Testing	IMP_TEST_018	The Supplier shall create, maintain and provide the Authority with UAT Test Scripts
Testing	IMP_TEST_019	The Supplier shall create, maintain and provide the Authority with defined expected Test Outcomes which align to the Common & Technical Operating Model
Testing	IMP_TEST_020	The Supplier shall create, maintain and provide the Authority with Test Defect Reports
Testing	IMP_TEST_021	The Supplier shall create, maintain and provide the Authority with Test Defect Resolution Reports
Testing	IMP_TEST_022	The Supplier shall create, maintain and provide the Authority with a Test phase completion report
Testing	IMP_TEST_023	The Supplier shall create, maintain and provide the Authority with a Test incidents list
Testing	IMP_TEST_024	The Supplier shall create, maintain and provide the Authority with Testing progress reports on a weekly basis throughout the test phase/s
Testing	IMP_TEST_025	The Supplier shall create, maintain and provide the Authority with Automated test scripts for end-to-end processes
Testing	IMP_TEST_026	The Supplier shall create, maintain and provide the Authority with Scripts to setup testing data and obfuscate data
Testing	IMP_TEST_027	The Supplier shall create, maintain and provide the Authority with a Scripts to configure test environments
Testing	IMP_TEST_028	The Supplier shall create, maintain and provide the Authority with Accessibility testing which is compliant with Public Sector Accessibility Legislation
Testing	IMP_TEST_029	The Supplier shall provide assistance to the Authority in carrying out a full independent Penetration Test of the solution. [N.B. The Authority recognises the need to agree an approach with the Service System provider and that it may not be possible in Production but can be carried out in a representative test environment].
Transition Into Live Service	IMP_TLS_001	The Supplier shall create, maintain and provide the Authority with a Cutover Communications Plan
Transition Into Live Service	IMP_TLS_002	The Supplier shall complete a dry run Production Cut Over for each release
Transition Into Live Service	IMP_TLS_003	The Supplier shall create, maintain and provide the Authority with a Dry Run Production Cutover Completion Report for each release
Transition Into Live Service	IMP_TLS_004	The Supplier shall create, maintain and provide the Authority with a Final Dress Rehearsal Completion Report
Transition Into Live Service	IMP_TLS_005	The Supplier shall create, maintain and provide the Authority with a Production Cutover Completion Report for each release
Training	IMP_TRN_001	The Supplier shall complete a Training needs analysis across each department drawing out similarities for operational staff, line managers, employees, specialist staff, senior colleagues including ALBs, bringing together a cluster level TNA
Training	IMP_TRN_002	The Supplier shall provide the Authority with an overarching cluster level strategy and approach to training
Training	IMP_TRN_003	The Supplier shall provide the Authority with a plan to deliver the Training Strategy that is an integral part of the wider implementation plan and connected to the critical path of implementation
Training	IMP_TRN_004	The Supplier shall provide the Authority with technical team training materials including a description of best practice technical training materials (to include materials for downstream suppliers e.g. BPS)
Training	IMP_TRN_005	The Supplier shall provide the Authority with train the trainer materials
Training	IMP_TRN_006	The Supplier shall provide the Authority with a train the trainer plan, delivery and completion report all linked to critical path amd reflective of the outcomes of defect resolution
Training	IMP_TRN_007	The Supplier shall provide the Authority with documented Functional and Non Functional Procedures including user and role based guides
Training	IMP_TRN_008	The Supplier shall provide the Authority with a Live service support guide reflective of outcomes of defect resolution
Training	IMP_TRN_009	The Supplier shall provide reasonable training and Business Change handover including knowledge transfer to the authority
Training	IMP_TRN_010	The Supplier shall allow for business input into material development

Area	Requirement Reference	Requirement	Mandatory Requirements
Sustainability	SUS_PM_001	The Supplier shall provide a commitment to support the rapid transition to sustainable business practices	Yes
Sustainability	SUS_PM_002	The Supplier shall provide a commitment to meet net zero by 2050 (or sooner)	Yes
Sustainability	SUS_PM_003	The Supplier shall provide a commitment to 'Circular ICT' policies and strategies and to supporting the Synergy Programme to meet the HMG commitment to deliver 0% to landfill with an annual increase in reuse and materials recycled	Yes
Sustainability	SUS_PM_004	The Supplier shall have or be working towards 100% renewable energy and / or carbon neutral suppliers, and to measuring and reducing water consumption	Yes
Sustainability	SUS_PM_005	The Supplier shall provide a commitment to a roadmap of sustainability improvements	Yes
Sustainability	SUS_PM_006	The Supplier shall commit to publish an accurate footprint based on the services consumed, on estates and with suppliers, encompassing embodied/embedded carbon.	Yes
Sustainability	SUS_PM_007	The Supplier shall provide stress testing and resiliency testing to demonstrate that global supply chains are resilient to key sustainability risks (risks (e.g., insecurity, extreme weather events and natural disasters, natural resource crisis, energy insecurity) on an annual basis.	Yes

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
1	People, Strategy & Planning	HR1-02_1	1	Strategic Workforce Planning	record, update and manage workforce plans linked to actual and forecasted attributes including for example Full Time Equivalent (FTE) (including costs), roles, positions, and capability etc. (list is not exhaustive).	
1	People, Strategy & Planning	HR1-02_2	2	Strategic Workforce Planning	forecast long-term strategic workforce demand (including for example associated FTE, skills, location, roles and cost).	
1	People, Strategy & Planning	HR1-02_3	3	Strategic Workforce Planning	forecast the resourcing requirements needed to meet the forecasted departmental demand, identifying what can be met by the departmental budget and any associated gap.	
1	People, Strategy & Planning	HR1-02_4	4	Strategic Workforce Planning	integrate workforce planning activity with financial planning and financial datasets, including for example the ability to view and amend the funding source for each post. Refer to 204 Integration Catalogue (Metis Interfaces)	
1	People, Strategy & Planning	HR1-02_5	5	Strategic Workforce Planning	import high level strategic forecasts including for example known workforce management interventions (e.g. planned exit schemes) or changes to supply estimations.	
1	People, Strategy & Planning	HR1-02_6	6	Strategic Workforce Planning	model, test, and analyse workforce scenarios using both internal information (e.g. job position, grade, attrition, capabilities, FTE (list not exhaustive)) and external sources/information (e.g. labour market information, skills scarcity, regional demographics (list not exhaustive).	
1	People, Strategy & Planning	HR1-02_7	7	Strategic Workforce Planning	automatically populate via a real time integration with ERP a workforce planning tool with pre-defined internal data sets including for example job, grade, employee circumstances, working patterns etc.	
1	People, Strategy & Planning	HR1-02_8	8	Strategic Workforce Planning	record only one set of accurate, real time and insightful data for all workforce planning purposes e.g. Workforce Management, Workforce Planning & Strategic Workforce Planning workforce. The solution must align with costing and financial month end/cut off points.	
1	People, Strategy & Planning	HR1-02_9	9	Strategic Workforce Planning	manage and distinguish multiple pay rates (including for example daily, weekly, and monthly) and working patterns (including for example part year, term time, and seasonal working patterns).	
1	People, Strategy & Planning	HR1-02_10	10	Strategic Workforce Planning	track and report on workforce turnover and attrition by workforce characteristics including for example job, location, diversity characteristics and skills over time.	
1	People, Strategy & Planning	HR1-02_11	11	Strategic Workforce Planning	track and report on headcount, Full Time Equivalent (FTE) (including staff in post (SiP) data) volumes, and salary for the whole Department (including contingent workforce) by a number of pre-defined data fields (including for example location, grade, job role, appointment type for example).	
1	People, Strategy & Planning	HR1-02_12	12	Strategic Workforce Planning	enable HR Specialists, Staff, and Line Managers (according to user-access permissions) to view workforce headcount, skills and workforce supply / demand data in real-time.	
1	People, Strategy & Planning	HR1-02_13	13	Strategic Workforce Planning	capture and collate contingent labour volumes and rates, and automatically convert them into contingent labour total cost budgets and forecasts.	
1	People, Strategy & Planning	HR1-02_14	14	Strategic Workforce Planning	filter workforce data by different organisation levels (identifying any links between different business groups within a department (configurable)) and impact changes on demand & supply across the organisation including for example highlighting dependencies.	
1	People, Strategy & Planning	HR1-02_15	15	Strategic Workforce Planning	identify and flag posts as 'specialist' by Civil Service (CS) professions, skills, business hierarchy and location and map to the known skills of the workforce. The solution must also be able to report on the costs of these 'Specialist' posts (to be configured).	
1	People, Strategy & Planning	HR1-02_16	16	Strategic Workforce Planning	track employee skills, professional accreditations and memberships.	
1	People, Strategy & Planning	HR1-02_17	17	Strategic Workforce Planning	monitor and evaluate organisational performance against all data underpinning workforce forecasts and organisation objectives.	
1	People, Strategy & Planning	HR1-02_18	18	Strategic Workforce Planning	automatically monetise data and forecast accounting for cost (or savings) of workforce FTE, vacancies, voids, and turnover.	
1	People, Strategy & Planning	HR1-02_19	19	Strategic Workforce Planning	enable and support the redeployment of staff during peak demand periods (for example, due to priority tasking) and in support of resource loss (for example, due to absence).	
1	People, Strategy & Planning	HR1-02_20	20	Strategic Workforce Planning	enable monitoring / tracking of unassigned employees and/or employees holding roles at risk of redundancy.	
1	People, Strategy & Planning	HR1-02_21	21	Strategic Workforce Planning	identify a need to recruit by location, job role and skills aligned to CS Professions.	
1	People, Strategy & Planning	HR02-01_1	1	Manage Organisational Structures	provide an integrated position and organisation management solution, which will deliver a single employee record, a total view of the organisational structures (including position hierarchy) and vacancy management functionality. (User access permissions to be determined).	Yes
1	People, Strategy & Planning	HR02-01_2	2	Manage Organisational Structures	create, hold, maintain and export (in multiple formats including for example excel, PDF etc) multiple organisation structures and hierarchical diagrams on organisations (including HR orgs and cost centres), positions (depending on scope) and employees for live, point in time, and draft structures (in a test environment).	
1	People, Strategy & Planning	HR02-01_3	3	Manage Organisational Structures	align, synchronise, report on and visualise all organisational structures, Position Management fields, and hierarchies (including financial structures).	
1	People, Strategy & Planning	HR02-01_4	4	Manage Organisational Structures	integrate seamlessly with Payroll and Finance and other downstream systems (including for example Workforce Planning, Talent Management, Performance etc) when changes to organisational structures are made. Refer to 204 Integration Catalogue (Metis Interfaces)	
1	People, Strategy & Planning	HR02-01_5	5	Manage Organisational Structures	model organisation structures for review in a test environment before administering mass organisation changes. The solution must allow structures to be published to the live environment from this test environment.	
1	People, Strategy & Planning	HR02-01_6	6	Manage Organisational Structures	support self-service access to manage, update and approve changes to organisational structures and position management with built-in approval hierarchies based on user access permissions with a clear audit history of changes.	
1	People, Strategy & Planning	HR02-01_7	7	Manage Organisational Structures	efficiently enable future (internal) re-organisations and (external) government enforced and regulatory changes including for example: • Internal re-organisations (including associated position changes required) • External Machinery of Government (MoG) change • Creation or dissolution of legal entities • TUPE/Coop moves into or from other non-governmental organisation • On-boarding of Government Departments and/or Arm's Length Bodies (and position structures)	
1	People, Strategy & Planning	HR02-01_8	8	Manage Job / Job Families	support the management of the Job Catalogue for creation/update of Job Profiles (including for example professions, job family, and job) by following the required governance approval hierarchy.	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
1	People, Strategy & Planning	HR02-01_9	9	Manage Locations	support location management including for example the ability to see how many positions are linked to an office location and to hold procurement instructions (for example procurement delivery details against a location as required and configured).	
1	People, Strategy & Planning	HR02-02_1	1	Create Position	add, amend and manage (including re-open if required) positions (dependent on user-access permissions). This must be able to be done in bulk if required.	
1	People, Strategy & Planning	HR02-02_2	2	Create Position	assign, view and manage key attributes of Positions (including configurable delegated authority permissions) and other structures (such as grades or other hierarchies) with a recorded date history. There must be the ability to assign attributes in bulk.	
1	People, Strategy & Planning	HR02-02_3	3	Create Position	enable if required a hybrid approach to staffing models that allows for partial position management to work alongside a job management model based on best fit the organisation if full position management is not achievable.	
1	People, Strategy & Planning	HR02-02_4	4	Create Position	upon creation of a job or position, to auto-generate Job and position codes and automatically assign to positions when created.	
1	People, Strategy & Planning	HR02-02_5	5	Update Position	identify and allocate the origin of the position when a person returns from a secondment or loan (including for example an overseas posting).	
1	People, Strategy & Planning	HR02-02_6	6	Update Position	allow international employees to have their position details captured while on international assignment, with the capability to enable data share, capture details and enable reporting in the FCDO's HR solution to ensure alignment with their future shared services strategy as it is developed. There is not a requirement to process Payroll for countries outside of the scope of synergy.	
1	People, Strategy & Planning	HR02-02_7	7	Update Position	ensure that only valid position changes can be made (such as: . a position should not be able to be closed if there are people assigned to it).	
1	People, Strategy & Planning	HR02-02_8	8	Update Position	automatically align and update Recruitment and HR system areas as required (for example align recruitment campaigns with vacant positions as required).	
1	People, Strategy & Planning	HR02-02_9	9	Update Position	allow employees/ line managers to view their individual and team Position history via self-service. The solution must also allow HR Specialists/Finance to view all position management hierarchies (dependent on role based access permissions).	
1	People, Strategy & Planning	HR02-02_10	10	Close Position	report and notify Position end dates in advance.	
3	Joining Work	HR3-01_1	1	Design Recruitment Processes, Tools and Programmes	provide configuration capability in the Recruitment solution for candidates / Recruiters to advertise requisition information, communicate with candidates in Welsh languages through the end-to-end recruitment process.	
3	Joining Work	HR3-01_2	2	Design Recruitment Processes, Tools and Programmes	adhere to Civil Service's legal requirement for merit, fairness and open competition in every stage of the recruitment process from creating/editing job description to managing job offer which is explained in detail in the Civil Service's Recruitment Principles.	
3	Joining Work	HR3-01_3	3	Design Recruitment Processes, Tools and Programmes	enable Civil Service's recruitment schemes such as for example Disability Confident Scheme (DCS), Guaranteed Interview Scheme (GIS), redeployment schemes, Going Forward into Employment (GFiE) and veteran schemes.	
3	Joining Work	HR3-01_4	4	Design Recruitment Processes, Tools and Programmes	provide a seamless, automated and fully integrated end to end standard recruitment process from creating/editing job description through sifting/interviewing to managing job offer with the flexibility to adjust for different recruitment types and routes. This includes all recruitment types for example but not limited to the following, BAU/single vacancy, Expression of Interest (EOI)/loans/secondments, specialist , Senior Civil Service (SCS), Bulk recruitment for multiple roles, fast stream, direct appointees, life chance/early talent schemes. Refer to 204 Integration Catalogue (Metis Interfaces) and (SOP Interfaces - DEFRA DWP MoJ)	
3	Joining Work	HR3-01_5	5	Design Recruitment Processes, Tools and Programmes	enable a hiring manager/ employee to create a requisition containing the vacancy requirements (assigned to a position) to start recruitment and be able to switch on/ off add-ons such as Behaviour Based Assessment, Situational Judgement Test.	
3	Joining Work	HR3-01_6	6	Design Recruitment Processes, Tools and Programmes	enable a vacancy manager to create a campaign which is configured to progress straight to pre-employment checks for Exception campaigns that do not go through advertising, sifting and interviewing as these appointments are made outside of fair and open recruitment such as for example bulk Merit List candidate movement, or recruitment by Exception 1 as per Civil Service Recruitment Principles.	
3	Joining Work	HR3-01_7	7	Design Recruitment Processes, Tools and Programmes	enable frequent engagement with candidates throughout the end-to-end process through sending workflow notifications to both candidates and vacancy managers at each stage of the process flagging actions not completed by a specified date, using comms methods such as for example SMS and not just email.	
3	Joining Work	HR3-01_8	8	Design Recruitment Processes, Tools and Programmes	provide a variety of selection and assessment tools with API conformity and ability to integrate (front and back end) with third party recruitment / assessments supplier platforms if not included in the ERP (such as for example Civil Service jobs) with functionality to allow both internal and external candidates to self-serve job vacancies, update a candidate profile, apply, self-book interviews, online assessment , upload certificates and track progress of job applications. Refer to 204 Integration Catalogue (Metis Interfaces) and (SOP Interfaces - DEFRA DWP MoJ)	
3	Joining Work	HR3-01_9	9	Design Recruitment Processes, Tools and Programmes	configure the Application Tracking System (ATS) to allow job candidates to request reasonable adjustments and pause their recruitment process for a set number of days while internal teams consider and respond to their request.	
3	Joining Work	HR3-01_10	10	Design Recruitment Processes, Tools and Programmes	provide controls to ensure candidate personal information is retained in line with GDPR principles and departments' data retention policies including for example automatic mass archive or delete function.	
3	Joining Work	HR3-01_11	11	Design Recruitment	provide real time access to data to run standard (BAU) reporting against set parameters (for example campaign type) and allow for more ad hoc reports that can be customised or filtered with ability to save as draft templates to be finalised/re-run at later stage. For example, by providing a live dashboards to be able analyse candidate's diversity and inclusion data across a specific recruitment type or evaluate the outreach of specific campaign or campaign progress/status report.	
3	Joining Work	HR3-01_12	12	Close Job Description	cancel, place on hold or close the requisition at any time in the recruitment process (internal or external vacancies) if there is a need with approval evidenced.	
3	Joining Work	HR3-01_13	13	Attract and Source Candidates	enable internal job adverts (such as Expression of Interest) to be ringfenced/ accessible to internal candidates only if specified and give departments the flexibility to advertise EOI's through internal departments channels such as through professional network, internal job boards etc.	
3	Joining Work	HR3-01_14	14	Attract and Source Candidates	provide flexibility for a multitude of different routes of advertising jobs such as internal and external job boards. All external jobs must be advertised on Civil Service jobs career website by default.	
3	Joining Work	HR3-01_15	15	Attract and Source Candidates	accommodate anonymous sifting through allowing the candidate's personal details to be hidden at sift stage and only available to a panel once candidates have been shortlisted for interview.	
3	Joining Work	HR3-01_16	16	Attract and Source Candidates	distinctly record Non-Exception / Exception to Fair and Open Competition on employee profile when appointed (configurable by the department) as per Civil Service Recruitment Principles.	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
3	Joining Work	HR3-01_17	17	Create / update candidate profile	enable successful candidate data entered when applying for a job on the solution and or third-party platforms to be automatically integrated into the ERP system to pre- populate the employee master data record. Refer to 204 Integration Catalogue (Metis Interfaces) and (SOP Interfaces - DEFRA DWP MoJ)	
3	Joining Work	HR3-01_18	18	Manage Candidate Pool	enable vacancy managers and specialist users with role-based access (read only/read-write access) to track candidates on the system in real time at every stage of the process and access to all or a specified number of campaigns.	
3	Joining Work	HR3-01_19	19	Manage Candidate Pool	enable departments to communicate with candidates both on an individual basis or configure bulk messages to send to multiple candidates for bulk campaigns examples of communication methods are SMS, email, via candidate portal (if one is used).This communication should be visible in the system and with the ability track engagement.	
3	Joining Work	HR3-01_20	20	Manage Candidate Pool	provide expression functionality to switch on/off for different scenarios such as for example Probation Service Offices/PQiP(Professional Qualification in Probation) differences and location preferences.	
3	Joining Work	HR3-01_21	21	Manage Candidate Pool	manage interview / assessment days schedules through creating interview slots, allocating candidates, and synchronising calendar slots for example Microsoft outlook.	
3	Joining Work	HR3-01_22	22	Reinstatement	enable the identification of the organisation's previous employees who are re-employed by the organisation and calculate continuous service, salary calculations for other government department transfers , associated reserved rights eligibility and or flag prior misconduct related dismissal.	
3	Joining Work	HR3-01_23	23	Reinstatement	provide controls to ensure ex-employees who have previously been dismissed from the Civil Service are not able to apply for any Civil Service roles until 5 years has passed.	
3	Joining Work	HR3-01_24	24	Screen Candidates	provide an automated sifting tool for volume recruitments with the ability to amend the pass ratio dependent upon data analysis of scores received and functionality to allow flexibility with cut-off scores in volume campaigns which auto triggers passes/fails - progressing to next stage.	
3	Joining Work	HR3-01_25	25	Screen Candidates	bulk download/export application details from the system as an excel/PowerPoint/word document by the hiring manager and or specialist users with role base access through self-service.	
3	Joining Work	HR3-01_26	26	Screen Candidates	assess the suitability of candidates in a variety of ways aligned to Civil Service professional frameworks (Civil Service Success Profiles) and other approved technical frameworks such as Digital, Data and Technology Profession Capability Framework (DDaT), Skills Framework for the Information Age (SFIA) etc. Refer to links: https://www.gov.uk/government/publications/success-profiles https://www.gov.uk/government/collections/digital-data-and-technology-profession-capability-framework https://sfia-online.org/en	
3	Joining Work	HR3-01_28	28	Select Candidates	record and report on recruitment outcomes at every stage of the process as well as store associated documentation for each campaign including security clearance process, and health checks provided by 3rd parties for audit purposes in line with GDPR. Refer to: https://www.gov.uk/data-protection#:~:text=The%20Data%20Protection%20Act%202018%20is%20the%20UK%27s%20implementation%20of,used%20fairly%2C%20lawfully%20and%20transparently	
3	Joining Work	HR3-01_29	29	Conduct Pre-Employment Checks	enable the status of candidates' pre- employment checks to be tracked on the system with a projected timeline of completion including automated trigger of security clearance process when a candidate is moved to the relevant recruitment status and integration (or API solution) with National Security Vetting portal to capture progress through this stage	
3	Joining Work	HR3-01_30	30	Conduct Pre-Employment Checks	conduct a Pre-employment background check digitally for a new hire (prior to security vetting) as per Civil service guidance.	
3	Joining Work	HR3-01_31	31	Conduct Pre-Employment Checks	enable candidates to upload ID requirements on the system and report on missing mandatory documents such as for example visa and corresponding dates linked to Digital identity document validation technology (IDVT) solutions used by our partners which will capture this as part of Right To Work ensuring that the ATS/ERP is compliant.	
3	Joining Work	HR3-01_32	32	Security Vetting	enable specialist users to access details of employee's security clearance start and end date, vetting type / level such as for example PNC, DBS, HMRC PAYE, UKSV, NPPV Level 2 or 3, Employment reference, Police National Database (PND) called other checks.	
3	Joining Work	HR3-01_33	33	Security Vetting	support multiple vetting levels: a generic reporting tool for case vetting levels change (NSV) and with the capacity to drill down into Component vetting checks – BPSS, Enhanced 1 or 2, DBS Standard/Enhanced/Enhanced Barred Lists – Children and or Vulnerable Adults/NPPV Level 2/NPPV Level 3/National Security Vetting at CTC, SC, SC STRAP, DV, DV STRAP.	
3	Joining Work	HR3-03_01	1	Manage New Hire	orchestrate all onboarding activities automatically for starting within the organisation from managing new hire to managing no shows, including IT provisioning, training, security pass, pre-joining instructions.	
3	Joining Work	HR3-03_02	2	Manage New Hire	integrate with other government departments' offboarding processes where people are moving into Synergy cluster departments.	
3	Joining Work	HR3-03_03	3	Manage New Hire	auto provision user roles based on the position/job of the person.	
3	Joining Work	HR3-03_04	4	Manage New Hire	enable new joiners through self-service to complete key pre- joining activities (such as updating new starter details , banking details) and access early induction material if appropriate to the role before day 1/start date..	
3	Joining Work	HR3-03_05	5	Manage New Hire	send workflow notifications to managers or through API to other relevant downstream systems to ensure actions to be completed prior the new joiner's start date. Examples include IT equipment processing, building pass, access to travel management system, workplace adjustments, estates and training.	
3	Joining Work	HR3-03_06	6	Manage New Hire	generate a unique employee ID automatically for a new employee with controls to prevent duplicate records creation and provide a process for re-employing a previous employee to maintain their service history records.	
3	Joining Work	HR3-03_07	7	Manage Onboarding	configure different employee types such as for example (permanent staff and temporary staff) and tailor online onboarding activity checklists and generate workflows for escalation of non-completed tasks.	
3	Joining Work	HR3-03_08	8	Manage Onboarding	enable automated inbound and outbound integrations with key ERP modules such as payroll, ERP learn module , department specific identity management service providers and enable new starter to access everything on system from day 1 (such as for example payslip , mandatory learning , produce compliance data for completion of mandatory learning)	
3	Joining Work	HR3-03_09	9	Manage Onboarding	create employee records in bulk (e.g., for employees who have been transferred by Transfer of Undertakings Protection of Employment (TUPE) or Cabinet Office Statement of Practice (COSoP).	
3	Joining Work	HR3-03_10	10	Manage No Shows	enable managers to confirm if a new joiner has joined on expected start date, date changed or record a no show with the ability to rescind actions in the system related to the new hire as required.	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
4	Building the Workforce	HR4-01_1	1	Design Learning Processes, Tools and Programmes	store learning content as well as integrate with existing external platforms that are shared across the Civil Service such as for example, Government Learning Platform. Refer to 204 integration catalogue SOP Interfaces - DEFRA DWP MoJ	
4	Building the Workforce	HR4-01_2	2	Design Learning Processes, Tools and Programmes	provide one entry point and single sign on for both internal and external learning content.	
4	Building the Workforce	HR4-01_3	3	Design Learning Processes, Tools and Programmes	provide users access to view learning content via a search function with different filter options (such as for example by Profession or Course title) and be able to manage learning content (for example to start, enrol, resume learning).	
4	Building the Workforce	HR4-01_4	4	Design Learning Processes, Tools and Programmes	work with assistive software such as for example Dragon, Zoom as well as tracking and bookmarking tools like Sharable Content Object Reference Model (SCORM), Aviation Industry Computer-Based Training Committee (AICC)Tracking and API.	
4	Building the Workforce	HR4-01_5	5	Design Learning Processes, Tools and Programmes	define, manage and create different user groups (for example by job profile, specialism, organisation) and trigger a personalised learning path, automatically assign relevant learning courses with bespoke user - access, MI and reporting.	
4	Building the Workforce	HR4-01_6	6	Design Learning Processes, Tools and Programmes	record all new hires, employees with line manager responsibility and those who haven't completed training such as for example mandatory learning.	
4	Building the Workforce	HR4-01_7	7	Design Learning Processes, Tools and Programmes	enable communication with and between attendees (prior, during, post - training), assign pre- and post-course learning material to employees, for completion before and/or after their training course such as training feedback.	
4	Building the Workforce	HR4-01_8	8	Design Learning Processes, Tools and Programmes	generate learning completion evidence such as certificates for learning administered in the system and be able to import/export by uploading/ downloading files and store external learning certifications including for example in jpg, pdf, word, ppt format etc. Both internal and external certificates must be reportable and linked to employee HR record.	
4	Building the Workforce	HR4-01_9	9	Design Learning Processes, Tools and Programmes	design , create, host and publish learning content in different formats (for example PDF, -learning such as Sharable Content Object Reference Model (SCORM) or API, video, word, PowerPoint). It must allow users to select the preferred learning option (such as for example micro learning, sound bites, videos, facilitator led).	
4	Building the Workforce	HR4-01_10	10	Design Learning Processes, Tools and Programmes	enable the HR Specialist to amend course particulars including for example date, time, venue and facilitator.	
4	Building the Workforce	HR4-01_11	11	Design Learning Processes, Tools and Programmes	enable testing and quality assurance of learning content prior to publication by multiple stakeholders by way of workflow.	
4	Building the Workforce	HR4-01_12	12	Design Learning Processes, Tools and Programmes	report on training including for example time spent on training, learning completion progress / status, feedback, test results, certifications/ qualifications, pass rates, outstanding mandatory courses, training attendance and long-term absence cases (for example career breaks, maternity leave). (list is not exhaustive).	
4	Building the Workforce	HR4-01_13	13	Design Learning Processes, Tools and Programmes	enable existing e-learning courses and simulations that are available across the Authority to be migrated to the future learning platform.	
4	Building the Workforce	HR4-01_14	14	Conduct Capability and Learning Needs Analysis	recommend learning based on a team or an individual's skills and role.	
4	Building the Workforce	HR4-01_15	15	Design Learning Processes, Tools and Programmes /	enable specific users to create, view and amend learning records for learners such as for example apprentices which includes reporting learning hours 'on the job' or 'off the job' for both internal and external training sources.	
4	Building the Workforce	HR4-01_16	16	Design Learning Processes, Tools and Programmes /	enable HR Specialists to manage learners and learning programmes through notification alerts for milestones within the learning journey ,tracking end point assessments completion and monitoring achievements against learning milestones.	
4	Building the Workforce	HR4-01_17	17	Develop Apprentices	flag an employee as an Apprentice on their HR profile and report on this.	
4	Building the Workforce	HR4-01_18	18	Develop Learning Content	create and administer blended learning including for example gamification, instructor led, digital learning, classroom learning and bespoke learning environments.	
4	Building the Workforce	HR4-01_19	19	Develop Learning Content	enable Specialists users such as Learning and Development Specialists through workflow approvals to upload multiple formats of external learning content including for examples videos, word, PowerPoint, audio etc.	
4	Building the Workforce	HR4-01_20	20	Develop Learning Content	create learning paths by selecting courses specific to the user's development needs / career aspirations to be completed in a specific sequence.	
4	Building the Workforce	HR4-01_21	21	Deliver Learning	enable course participants to complete tests or assessments pre, during or after the class or course has ended.	
4	Building the Workforce	HR4-01_22	22	Manage Enrolments and Completion	enable budget holders to set various levels of spend approvals for learning and validate costs at the set appropriate level for certain courses.	
4	Building the Workforce	HR4-01_23	23	Manage Enrolments and Completion	track and record academic and professional accreditations/ certifications/licences and update the competencies on the employee talent profile. This includes internally created or imported external training records.	
4	Building the Workforce	HR4-01_24	24	Manage Enrolments and Completion	provide a master learning record for all employees which captures and automatically updates all learning and developmental activity upon completion including archiving historic learning with line manager access granted to view the learning path and history.	
4	Building the Workforce	HR4-01_25	25	Manage Enrolments and Completion	allow employees to self-serve specific learning, to enrol, cancel or reschedule a learning event which then triggers approval workflow to manager and/or budget holder. The employee must automatically receive pre/post work content and enable connections with MS outlook calendars to block out the event in the diary.	
4	Building the Workforce	HR4-01_26	26	Manage Enrolments and Completion	enable employees to add any additional information required to their course booking such as for example accessibility and dietary requirements.	
4	Building the Workforce	HR4-01_27	27	Manage Enrolments and Completion	provide specialist users with functionality to mass manage and enrol employees onto courses, learning, or curriculum based on configurable eligibility rules. For example, all new starters.	
4	Building the Workforce	HR4-01_28	28	Manage Enrolments and Completion	send workflow notifications to employees to remind mandatory learning deadlines and inform line managers about employee training activity.	
4	Building the Workforce	HR4-01_29	29	Manage Enrolments and Completion	create a waiting list for interested employees, generate automatic notifications and automatically enrol the next person on the waiting list when a slot becomes available.	
4	Building the Workforce	HR4-01_30	30	Manage Enrolments and Completion	provide a prompt/alert if minimal numbers (which vary for different courses) are not met for course attendance and enable appropriate action to be taken (for example cancel course/ re-allocate places).	
4	Building the Workforce	HR4-01_31	31	Manage Enrolments and Completion	enable new joiners to access learning prior to their first day at the Department aligned to departmental policies and allow them to be booked on to relevant courses and complete any pre-joining learning activities from day one.	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
4	Building the Workforce	HR4-01_32	32	Manage Cancellations	enable automatic notifications to attendees of a learning event in case of cancellation / or changes (including for example venue change).	
4	Building the Workforce	HR4-01_33	33	Manage Cancellations	enable an initiation, review and approval process for the removal of the user from the course.	
4	Building the Workforce	HR4-01_34	34	Manage Cancellations	allow a user to be easily rescheduled on to the next centrally available course when a current one is cancelled	
4	Building the Workforce	HR4-01_35	35	Manage Off-Catalogue Requests	manage (request/record/access reports) off-catalogue courses; provide workflow to approve such courses; ability to evidence successful completion of courses/training.	
4	Building the Workforce	HR4-02_1	1	Design Talent Processes, Tools and Schemes	create, store and manage multiple professional frameworks.	
4	Building the Workforce	HR4-02_2	2	Design Talent Processes, Tools and Schemes	provide career paths and allow employees to explore options and drive their own career path for example skills and behaviours required of the higher grade and or different jobs within the same grade.	
4	Building the Workforce	HR4-02_3	3	Design Talent Processes, Tools and Schemes	create Talent Programmes, record uptake and report on career progression based on training for example promotions.	
4	Building the Workforce	HR4-02_4	4	Design Talent Processes, Tools and Schemes	create a talent pool which feeds and supports succession planning. The talent pool must be able to be viewed using various fields filters for example grade, location, business unit, function, profession and employee diversity Information.	
4	Building the Workforce	HR4-02_5	5	Design Talent Processes, Tools and Schemes	support the Civil Service 9 Box grid process by recording individual talent markings as well as any summary information in respect of an employee's progression (for example new qualifications they have obtained with clear reference to the respective year for progress tracking and individual trends).	
4	Building the Workforce	HR4-02_6	6	Manage Succession Plan	conduct a skills gap analysis to compare and report on succession pipelines (for example number of people with the right skills, number of people on career progression schemes) and aggregate for the entire Authority at multiple levels.	
4	Building the Workforce	HR4-02_7	7	Manage Succession Plan	match vacancies against individuals with the right skills set from internal succession plans and/ or compare against a reserve / merit list of external candidates to fill the vacancy.	
4	Building the Workforce	HR4-02_8	8	Manage Succession Plan	enable the identification of successors by best fit functionality and provide the ability to assess successor readiness and link into development planning.	
4	Building the Workforce	HR4-02_9	9	Conduct Talent Review and Identify Talent	create targeted training plans for specific talent pools.	
4	Building the Workforce	HR4-02_10	10	Conduct Talent Review and Identify Talent	administer talent reviews for moderation across various levels such as for example peer group, organisation level, job families.	
4	Building the Workforce	HR4-02_11	11	Conduct Talent Review and Identify Talent	enable line managers to verify the information their team input to a skills assessment . Assurance of activities by line manager through a workflow must be built into the solution.	
4	Building the Workforce	HR4-02_12	12	Conduct Talent Review and Identify Talent	review a team's capabilities and skills, to enable workload to be collectively reassigned to fill skill gaps and meet department demands.	
4	Building the Workforce	HR4-02_13	13	Conduct Talent Review and Identify Talent	report on talent information from individual to wider departmental instances across all levels. Reporting must include talent pipeline gaps, risks, opportunities for movement, developmental plans completion, user talent profiles vs job profiles etc.	
4	Building the Workforce	HR4-02_14	14	Manage talent pool/network	provide self-service functionality allowing employees to update their talent profile with skills, qualifications, career history/achievements with line manager approval as appropriate. The talent profile must be able to link into Performance and Learning so that learning can be targeted based on skills gap or development plans agreed in performance related discussions.	
4	Building the Workforce	HR4-02_15	15	Manage talent pool/network	enable employees or line managers to compare their individual talent profile against profiles of jobs recorded on the ERP.	
4	Building the Workforce	HR4-02_16	16	Mentoring and Outreach	develop and implement mentoring schemes and initiatives across Operating Units, including mentor matching activities.	
4	Building the Workforce	HR4-02_17	17	Mentoring and Outreach	search and request a mentor, coach, buddy. These must be able to be filtered by (including for example by role, grade, location, previous talent schemes, professional accreditations and specialties).	
4	Building the Workforce	HR4-02_18	18	Mentoring and Outreach	allow employees to be re-allocated to a new buddy/ coach / mentor with all existing learning details remaining accessible to the employee	
4	Building the Workforce	HR4-02_19	19	Mentoring and Outreach	record the incidence of buddying, coaching, mentoring and sponsoring with the ability to record against the protected characteristics (age, disability, gender reassignment, race, religion and belief and sex) and inclusion measures (socio-economic status, gender identity).	
4	Building the Workforce	HR4-02_20	20	Manage Talent Schemes	support recruitment to the talent schemes, monitor applicants' diversity and support managers to identify suitable employees to place in succession plans.	
4	Building the Workforce	HR4-02_21	21	Manage Talent Schemes	record, report and evaluate existing talent pool and alumni to ensure flow targets to SCS (race and disability) are effectively serviced, managed and maintained.	
5	Managing the Workforce	HR05-01_1	1	Design Performance Processes and Tools	support future initiatives including capability-based pay assessment and Reward & Recognition through integrating performance outcomes.	
5	Managing the Workforce	HR05-01_2	2	Design Performance Processes & Tools	enable reporting of defined performance metrics to a number of users via a reporting tool/ dashboard.	
5	Managing the Workforce	HR05-01_3	3	Design Performance Processes & Tools	enable performance records to be transferred between Line Managers during a staff transfer. It must allow performance objectives to be set, edited and tracked at an organisational, team and individual level on system aligned to system roles/access. These objectives will be stored on system for employees to view and cascade as appropriate, at any time.	
5	Managing the Workforce	HR05-01_4	4	Design Performance Processes & Tools	be easily configured to accommodate any changes to policy or process, maintaining history and audit trails.	
5	Managing the Workforce	HR05-01_5	5	Design Performance Processes & Tools	allow for a number of specialist users with defined permissions to access the performance records.	
5	Managing the Workforce	HR05-01_6	6	Design Performance Processes & Tools	enable the capture of performance related data with historical performance data available for comparison.	
5	Managing the Workforce	HR05-01_7	7	Design Performance Processes & Tools	retain any documentation produced for future use or reference with notifications when the retention period is reached.	

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5	Managing the Workforce	HR05-01_8	8	Design Processes and Tools, Create, Develop, and Refresh Objectives	enable performance objectives to be set, edited and tracked at an organisational, team and individual level aligned to system roles/access. These objectives will be stored on system for employees to view and cascade as appropriate.	
5	Managing the Workforce	HR05-01_9	9	Design Processes and Tools, Create, Develop, and Refresh Objectives	accommodate differences in frequencies of performance related discussions. Managers and employees must receive workflow notifications on upcoming performance related discussions or formal performance appraisals.	
5	Managing the Workforce	HR05-01_10	10	Conduct Performance Reviews	request and provide performance related feedback on an ongoing basis. Any employee or line manager must be able to request feedback from any other employee (360 feedback); this must be captured against an employee's HCM profile and visible to the employee and manager to support performance management discussions.	
5	Managing the Workforce	HR05-01_11	11	Conduct Performance Reviews	provide the option to capture key discussion points and record any actions from performance related discussions between an employee/manager and retain documentation produced for future use or reference with notifications when the retention period is reached in line with GDPR and Departmental policy retention.	
5	Managing the Workforce	HR05-01_12	12	Conduct Performance Reviews	self-appraise at any point throughout the year.	
5	Managing the Workforce	HR05-01_13	13	Manage Performance Improvement, Create and Manage Development Plans	allow for performance development plans (including poor performance) to be recorded and tracked on system. The performance development plans must be able to reference courses/learning pathways from the ERP Learn Module.	
5	Managing the Workforce	HR05-01_14	14	Create and Manage Development Plans	map career development goals to CS professional frameworks or Career Pathways.	
5	Managing the Workforce	HR05-01_15	15	Manage Probation Period	allow for an individual's probation period to be recorded and timely notifications raised when action is required by the line Manager, including template letters/ documentation for e.g., record an individual's probation period, using template letters and documentation in (or files uploaded) the solution, and generate timely notifications to the line manager when action is required.	
5	Managing the Workforce	HR05-02_1	1	Administer Leave	accommodate the differences within departmental T&Cs for entitlements on all absence leave types (examples include occupational pay entitlements, special leave paid/unpaid, annual leave and annual leave carry over across leave years etc).	
5	Managing the Workforce	HR05-02_2	2	Administer Leave	define absence schemes per individual departmental T&Cs and configure multiple schemes for each absence type to control the eligibility for enrolment to the schemes, based on set business rules (e.g.. Grade, Terms and Conditions, Length of Service, and International Workers).	Yes
5	Managing the Workforce	HR05-02_3	3	Administer Leave	record all of the agreed absence leave types for the Authority with automatic inbound integration to ERP payroll for pay impacting leave types as well as HR and workforce rostering and scheduling tool. Refer to 204 Integration Catalogue (Metis Interfaces) and (SOP Interfaces - DEFRA DWP MoJ)	
5	Managing the Workforce	HR05-02_4	4	Administer Leave	have processes for the issuing of letters/ documentation etc., as per departmental policy/ legislation.	Yes
5	Managing the Workforce	HR05-02_5	5	Administer Leave	enter an Adjusted Service Date against employee records, which will be used in the calculation of length of service across all absence plans.	
5	Managing the Workforce	HR05-02_6	6	Administer Leave	allow via self-service the buying and selling of additional annual leave subject to HR policy, with upfront estimates on the cost and real time integration with annual leave balances.	
5	Managing the Workforce	HR05-02_7	7	Administer Leave	accommodate an individual with a number of concurrent leave types, for e.g.., an individual who is currently on sick leave requests for annual leave to be taken – both leave types would run in parallel.	
5	Managing the Workforce	HR05-02_8	8	Manage Leave of Absence	report on each absence leave type and have the ability to aggregate the absence data across individual teams, business unit or at an organisational level.	
5	Managing the Workforce	HR05-02_9	9	Manage Leave of Absence	allow Managers/ individuals with delegated responsibility via role-based access permissions to access employee absence and submit absences for employees they do not directly line manage.	
5	Managing the Workforce	HR05-02_10	10	Manage Leave of Absence	accommodate for multiple assignments to have different absence plans for each assignment i.e., the need for someone on multiple assignments to have different absence plans and be able to cater for seasonal workers.	
5	Managing the Workforce	HR05-02_11	11	Manage Leave of Absence	report on actual and forecasted leave and absence (i.e., all types of leave and absence).	
5	Managing the Workforce	HR05-02_12	12	Manage Leave of Absence	record sensitive cases such as still birth, miscarriage, post-natal, adoption cases. Add an additional field called 'special condition' with access only for defined users.	
5	Managing the Workforce	HR05-02_13	13	Manage Leave of Absence	enable line managers to carry out all return-to-work activities via automated actions e.g.., receiving alerts/ booking RTW interviews/ recording outputs which must include notifications to users and affected employees.	
5	Managing the Workforce	HR05-02_14	14	Manage Leave of Absence	send annual leave requests through workflow approval to line manager and send prompts to remind a line manager to review the leave request. Also applies to PPH leave.	
5	Managing the Workforce	HR05-02_15	15	Manage Leave of Absence	allow employees to request annual leave through capturing category of leave (annual leave/ flexi/ TOIL etc.) dates and number of hours to be taken. Leave must be able to be amended or cancelled if plans change via self-service. The solution also applies to employees with Public and Privilege Holiday leave plans.	
5	Managing the Workforce	HR05-02_16	16	Manage Leave of Absence	employees with visibility of their leave entitlements by absence leave type and notifications of remaining balance for annual leave. For example, annual leave entitlement/ family leave types. This will also include any statutory elements that have been legislated for e.g.., Maternity/ Paternity entitlement.	Yes
5	Managing the Workforce	HR05-02_17	17	Manage Leave of Absence, Record Long Term Sickness absence	accommodate formal arrangements for returning to work part time on medical grounds/ phased return and capturing reasonable adjustments to ensure payroll is impacted correctly aligned to the departmental occupational sick pay policies. This must also include notifications for start and end dates as per departmental policy.	
5	Managing the Workforce	HR05-02_18	18	Manage Leave of Absence, Sickness absence (short and long term)	allow both employees and manager to record a sick absence, with an option to upload supporting documentation for e.g., paper fit notes, and store against an employee's record and allow retention periods to be set in line with GDPR regulations and departmental policy.	
5	Managing the Workforce	HR05-02_19	19	Manage Leave of Absence, Sickness absence (short and long term)	record 'keep in touch' dates on system with the option to record key discussions points between an employee and line manager. A process would also need to form part of the solution to enable other Managers access in the case of direct Line Manager absence.	
5	Managing the Workforce	HR05-02_20	20	Manage Leave of Absence, Industrial Action	allow Industrial Action leave to be entered by managers and in cases where the numbers of employees absent are large, there must be a mechanism to upload bulk absence in bulk.	

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5	Managing the Workforce	HR05-02_21	21	Manage Leave of Absence, Rostering/Time management	provide a two-way interafce with rostering solutions if rostering is not available through the ERP product to: i) Download details of Joiners, Leavers ii) Download details of employee changes (contracted hours, contract type (zero hours/part time etc.) and shift patterns) iii) Download details of planned absences (holiday, maternity etc.) iv) Upload planned work schedules v) Upload planned absences (holidays) vi) Upload actual hours worked vii) Upload actual absence details (sickness, unpaid leave, holidays)	
5	Managing the Workforce	HR05-02_22	22	Record Sickness Absence (short and long term)	use workflow notifications to prompt managers on actions related to absence leave types. Examples include managing sick absence trigger points, managing AWOL employees, managing return to work checklist.	
5	Managing the Workforce	HR05-02_23	23	Record Short Term Sickness	support the identification of sickness absence patterns via set criteria/ algorithms and enable individuals with defined access rights (case managers, HRBPS) to view the data to manage/ support unsatisfactory attendance.	
5	Managing the Workforce	HR05-02_24	24	Record Long Term Sickness Absence	denote sickness absence as SLE (Sick Leave Excusal) and extend the occupational sick pay limits aligned to the specific departmental policies. Solution also needs the ability to exempt certain types of absence from sickness trigger point calculations (if used) e.g., pregnancy related sickness incl. number of instances permitted.	
5	Managing the Workforce	HR05-02_25	25	Develop employee Wellbeing Initiatives	promote wellbeing events across the department, capturing wellbeing of the workforce etc.	
5	Managing the Workforce	HR05-02_26	26	Manage Flexible Working	allow employees to request flexible working arrangements via self-serve for their manager's review/approval.	
5	Managing the Workforce	HR05-02_27	27	Manage Flexible Working	accommodate flexible working arrangements which impact an individuals specific terms and conditions, these must be automatically fed through to payroll and employee records to reflect the changes with the dates of changes included.	
5	Managing the Workforce	HR05-02_28	28	Manage Flexible Working	record career breaks on system with dates and any supporting documentation.	
5	Managing the Workforce	HR05-02_29	29	Manage Flexible Working	store documentation that an individual can use when moving departments, for e.g., workplace adjustment passport/ disability passport, carers passport.	
5	Managing the Workforce	HR05-03_1	1	Change employee personal data	enable employees to manage and maintain their own personal data via self-service as well as send workflow notifications to remind employee to complete their personal data fields.	
5	Managing the Workforce	HR05-03_2	2	Change employee personal data	enable employees to request changes to their terms and conditions as per departmental policies with workflow approval through to their manager and automatic changes to inbound integrations (payroll). The actions must also produce outputs for e.g., updated contracts, confirmation of change letters that can be stored within the solution.	
5	Managing the Workforce	HR05-03_3	3	Change employee personal data	enable the line manager or proxy HR Specialist to manage and maintain certain employee personal data, in cases where the employee cannot update this themselves (business continuity).	
5	Managing the Workforce	HR05-03_4	4	Change employee personal data	ensure appropriate defined user access is allowed to view and report on personal data changes.	
5	Managing the Workforce	HR05-03_5	5	Change employee personal data	automate personal data changes via inbound systems (e.g.. payroll, finance, benefits, identity access, pensions, time and attendance).	
5	Managing the Workforce	HR05-03_6	6	Change employee personal data	record and maintain a range of person and assignment data such as (but not limited to) cost centre, location, hierarchy details.	
5	Managing the Workforce	HR05-03_7	7	Change employee personal data	account for new data fields to be added, if required due to legal or Civil Service wide policy change. e.g.. number of dependents.	
5	Managing the Workforce	HR05-03_8	8	Administer mass data changes	process mass data changes for e.g., pay changes/ entitlements, with appropriate approval(s) and an agreed governance hierarchy.	
5	Managing the Workforce	HR05-03_9	9	Manage personnel files	enable electronic storage and document management of all key documentation relevant to an employee's record. Documentation must be kept in line with data retention policies and GDPR. Refer to link: https://www.gov.uk/data-protection#:~:text=The%20Data%20Protection%20Act%202018%20is%20the%20UK%27s%20implementation%20of,used%20fairly%2C%20lawfully%20and%20transparently	
5	Managing the Workforce	HR05-03_10	10	Manage personnel files	enable the management of employee and assignment changes both permanent and temporary through self-serve and integrate with external service providers where required.	
5	Managing the Workforce	HR05-03_11	11	Manage Personnel files	allow specified users with defined access rights to be able to over-ride the defined business rules in specific circumstances.	
5	Managing the Workforce	HR05-03_12	12	Manage personnel files	record and report on number of Contracted Homeworkers.	
5	Managing the Workforce	HR05-03_13	13	Manage personnel files	retain workflow notifications sent to employees for Audit purposes and potential ET requirements.	
5	Managing the Workforce	HR05-03_14	14	Manage personnel files	convert contingent and fixed-term workers into permanent employee records.	
5	Managing the Workforce	HR05-03_15	15	Change Work Schedules	allow via self-service, an employee to request a change to their working schedule (not their total working hours) with workflows to line manager for approval as per departmental business rules.	
5	Managing the Workforce	HR05-04_1	1	Manage relocation	identify staff posted overseas (and associated details including but not limited to protected rights, cost centre, grade), so that they can be correctly managed during the posting and returned at the end of the overseas posting.	
5	Managing the Workforce	HR05-04_2	2	Manage Start/ End of Loans Manage Secondments	allow differences in the process for managing loans and secondments by department to ensure that correct actions are followed, and ensure inbound processes are automated (payroll, employee record history etc.). This must also include the ability to show different elements of detached duty within a dept. for data & reporting purposes.	
5	Managing the Workforce	HR05-04_3	3	Manage Start/ End of Loans and Secondments Manage Loan/ Secondment Changes	enable recording of loan and secondment agreements on system to hold accurate record of dates and any agreed extensions. This data must remain on an employee's record and be transferrable as part of their career history in the Civil Service.	
5	Managing the Workforce	HR05-04_4	4	Manage TUPE & COSoP	hold a unique identifier for individuals with specific contract terms for e.g.., TUPE in/ out or CSOP transfer, secondments etc.	

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5	Managing the Workforce	HR05-04_5	5	OGD Transfers	accommodate the specific Civil Service Employee Transfer process which is standardised across the Civil Service which includes the transfer of length of service, absence, disciplinary etc., from exporting department to importing department. Refer to link: https://www.gov.uk/government/publications/guidance-for-civil-servants-how-to-move-jobs-between-departments-and-agencies/how-to-move-roles-across-the-civil-service-guidance-for-employees#:~:text=You%20will%20need%20to%20complete,payroll%20and%20security%20clearance%20transfer	
5	Managing the Workforce	HR05-04_6	6	Global Mobility	manage Detached Duty (internal loan) including data & reporting aspects where detached duty staff need to be shown as 'off strength' for staffing/WFP/absence reports for the substantive organisation, but 'on strength' in the detached duty organisation.	
5	Managing the Workforce	HR05-04_7	7	Request/ Renew Work Permit/ Visa	Store Visa information against any employees record and allow them to request a new Visa near to expiry. The solution must hold visa type, any expiry date, if sponsorship is in place and prompt employee as well as manager if a visa requires action or is close to expiry (e.g changes to circumstances, location or job role requires employee to notify HO)	
5	Managing the Workforce	HR05-05_1	1	Contract Contingent Worker	ensure contingent labour can be onboarded on system with a basic employee record as per defined criteria and enable the correct access rights defined by contract type, for example, fixed term, agency or contractor.	
5	Managing the Workforce	HR05-05_2	2	Contract Contingent Worker	provide hiring managers of contingent workers workflow notifications to complete the necessary onboarding documentation to confirm inside or outside IR35.	
5	Managing the Workforce	HR05-05_3	3	Contract Contingent Worker End Contingent Worker Contract	record start and end dates for contingent labour types, for e.g.., fixed term, agency and contractor.	
5	Managing the Workforce	HR05-05_4	4	End Contingent Worker Contract Manage Fee Paid & Seasonal Workers	send workflow notification to employee managing contingent labour reminders of contracts coming to an end minimum of 3 months prior.	
5	Managing the Workforce	HR05-05_5	5	End Contingent Worker Contract Manage Fee Paid & Seasonal Workers	ensure that when a contingent worker is end-dated, this should retract access to other services (e.g.., building access, IT provisioning) automatically.	
5	Managing the Workforce	HR05-06_1	1		provide, create, design, test and launch, and send employee engagement surveys to either specific groups of user or all employees.	
5	Managing the Workforce	HR05-06_2	2	Manage Employee Engagement Activities	prompt employees to complete survey and send reminders to support completion rates. The solution must have the ability to anonymise results/reporting for surveys under 10 pax.	
5	Managing the Workforce	HR05-06_3	3	Manage Employee Surveys	allow specialist users with access to real time status updates of anonymous survey responses and provide an option to export the survey information from the ERP into other file formats – also be able to create dashboards and reports, analyse high volumes of free text comments and undertake deeper analysis.	
5	Managing the Workforce	HR05-06_4	4	Manage Employee Surveys	provide employees with the option to save an incomplete survey to return to and submit at a later date.	
5	Managing the Workforce	HR05-08_1	1	Manage Grievance and Dispute	identify any individuals with disciplinary sanctions including notifications of expiration and/ or review.	
5	Managing the Workforce	HR05-08_2	2	Manage Grievance & Dispute Manage Appeals	support processes for appeals/ reviews for grievance and conduct & discipline cases.	
5	Managing the Workforce	HR05-08_3	3	Manage Discipline and Conduct	record the outcome of poor performance and/or conduct procedures (e.g.. redeployment, dismissal, downgrading) on an employee profile. It must allow for managers responsible for poor performance cases to always records actions taken on the case management solution.	
5	Managing the Workforce	HR05-08_4	4	Manage Discipline and Conduct	allow for HR Specialists/Casework specialists to support casework, access to knowledge/information, and two-way interfaces available via externally held case management system (held in MoJ). Refer to 204 Integration Catalogue (SOP Interfaces - DEFRA DWP MoJ)	
5	Managing the Workforce	HR05-08_5	5	Manage Discipline and Conduct	hold individual documentation aligned to retention periods and provide notifications when documents are due to be purged following GDPR etc. Refer to link: https://www.gov.uk/data-protection#:~:text=The%20Data%20Protection%20Act%202018%20is%20the%20UK%27s%20implementation%20of,used%20fairly%2C%20lawfully%20and%20transparently	
5	Managing the Workforce	HR05-08_6	6	Manage Discipline and Conduct	facilitate workflow notifications in casework, starting when a case is logged and providing workflow notifications when action is required by users.	
5	Managing the Workforce	HR05-08_7	7	Manage Discipline and Conduct	identify and report all stages of the disciplinary process, including formal and informal investigation routes, any hand-offs to specialist teams, the type and category of the incident being investigated, the appropriate disciplinary route, **such as:** Minor, Serious, Gross, and any outcome from those processes.	
5	Managing the Workforce	HR05-08_8	8	Manage Formal Whistleblowing Arrangements	manage Formal Whistleblowing Arrangements where we have a requirement that the system must allow self-service ability to do this anonymously.	
6	Reward the Workforce	HR6-01_1	1	Notify Employee of Compensation	allow for multiple payroll cut off dates.	
6	Reward the Workforce	HR6-01_2	2	Manage Annual Compensation Review	support the calculation of the annual pay review that automates the processing of pre-defined business rules, with the ability to complete bulk salary uplifts incorporating a number of different T&C's.	
6	Reward the Workforce	HR6-01_3	3	Manage Off Cycle Compensation Changes & One Time Payments	initiate one-off salary increases and one-off payments.	
6	Reward the Workforce	HR6-01_4	4	Manage Off Cycle Compensation Changes & One-time Payments	report on salary adjustments.	
6	Reward the Workforce	HR6-01_5	5	Manage Off Cycle Compensation Changes & One-time Payments	report on any non-standard salary and allowance rates that are linked to individuals and cannot be automatically linked to master data or global values tables (e.g., qualification based). These must be reviewed regularly/ at least annually to ensure they are still applicable by designated users.	
6	Reward the Workforce	HR6-01_6	6	Design Compensation Plans	allow for specialist users with defined access rights to be able to create/amend any end date payroll elements.	
6	Reward the Workforce	HR6-01_7	7	Design Compensation Plans	provide functionality to retain salary grades with spot rates, minimum and maximum bandings. Grades must be attached to Organisations, T&Cs, roles and locations.	Yes

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
6	Reward the Workforce	HR6-01_8	8	Design Compensation Plans	award compensation aligned to Departmental pay/grading structures which contain minimum and maximum bandings, as well as unique pay variations such as the use of spinal points which exist in some departments within the Authority	
6	Reward the Workforce	HR6-01_9	9	Design Compensation Plans	allow access to current and historic compensation changes for reportable purposes.	
6	Reward the Workforce	HR6-01_10	10	Design Compensation Plans	record and report an employee's length of service in the Civil Service and automate loyalty & recognition awards notifications.	
6	Reward the Workforce	HR6-01_11	11	Design Compensation Plans	enable users to access relevant pay polices and guidance with accessible versions available as standard, which are then updated in line with annual compensation reviews/ legislative changes/ policy or guidance.	
6	Reward the Workforce	HR6-02_1	1	Design Benefits Processes, Tools & Programmes	recognise an employee's eligibility for benefits which can include their length of service/ terms and conditions and grade etc. Benefit options must automatically adjust in accordance with this criteria and in line with the relevant departmental policy.	Yes
6	Reward the Workforce	HR6-02_2	2	Design Benefits Processes, Tools & Programmes	allow employees to make charitable donations through GAYE (Give as You Earn) deductions.	
6	Reward the Workforce	HR6-02_3	3	Design Benefits Processes, Tools & Programmes	automatically enrol ALL new joiners into an appropriate Pension Scheme (using eligibility criteria defined using business rules), plus re-enrol staff in line with the requirement re-enrolment cycle.	
6	Reward the Workforce	HR6-02_4	4	Design Benefits Processes, Tools & Programmes	integrate and manage various types of pension schemes (Principal Civil Service Pension Scheme, National Employment Savings Trust, Local Government Pension Scheme, Partnerships etc.) including differences of the schemes by department, with the functionality to automatically calculate employee and employer contributions and maintain contribution rate tables that automatically update when changes are announced. Refer to systems and interfaces catalogue.	Yes
6	Reward the Workforce	HR6-02_5	5	Design Benefits Processes, Tools & Programmes	Allow data to be held within the ERP solution to create Total Reward statements on request and display total reward statements through employee self-service.	
6	Reward the Workforce	HR6-02_6	6	Design Benefits Processes, Tools & Programmes	apply Injury Benefit entitlements to payroll records, and trigger reviews where base salary subsequently changes.	
6	Reward the Workforce	HR6-02_7	7	Manage Pension, Benefit Enrolment & Amendments	work with integrated payroll to assess the impact on salary of the benefit application before it is approved including the storage of all related documentation for audit trail purposes. For example, if a benefit puts an employee's effective salary below the minimum wage, then HR need to be aware when making the decision to approve.	
6	Reward the Workforce	HR6-02_8	8	Manage Pension, Benefit Enrolment & Amendments	allow workers to request or apply for advances via employee self-service, for e.g., religious holidays, mid-monthly. This solution will require approval routing.	
6	Reward the Workforce	HR6-02_9	9	Manage Pension, Benefit Enrolment & Amendments	calculate and display the benefits that an employee may be entitled to as well as detailing any acceptance criteria.	
6	Reward the Workforce	HR6-02_10	10	Manage Pension, Benefit Enrolment & Amendments	allow employees on multiple assignments with two different pension schemes to assess and deduct pension contributions against each assignment separately rather than aggregating the two salaries.	
6	Reward the Workforce	HR6-02_11	11	Manage Pension, Benefit Enrolment & Amendments	add spouses and dependents on benefits enrolment.	
6	Reward the Workforce	HR6-03_1	1	Collect payroll Data	allow multiple sets of payroll elements for different sections of the workforce and then multiple T&Cs sets within, including policy variations.	
6	Reward the Workforce	HR6-03_2	2	Collect payroll Data	configure multiple sets of T&C's and policies held across the Authority with visiblity to the employee. Hold payroll entitlements against each employee to ensure accurate payment of salaries and allowances aligned to T&C's and policies.	Yes
6	Reward the Workforce	HR6-03_3	3	Collect payroll Data	automatically update payroll and an employee record in real time for any employee past, present and future via data changes that are inputted through self-serve in other HR modules.	
6	Reward the Workforce	HR6-03_4	4	Collect payroll Data	enable individual departmental policies to be configured to allow for appropriate approvals, business rules and exceptions for pay impacting changes. These approvals can then be automated through workflow notifications.	
6	Reward the Workforce	HR6-03_5	5	Collect payroll Data	allow the business rules to be flexible enough that they can be changed to reflect new legislative changes, policy initiatives or changing business needs.	
6	Reward the Workforce	HR6-03_6	6	Collect payroll Data	provide self-service functionality for Payroll activities (including adding bank details) with the ability to flag errors or set rules / configuration / validation as per defined user access.	
6	Reward the Workforce	HR6-03_7	7	Collect payroll Data	provide a coordinated approach, using automated notifications and workflows between HR, Finance, the effected employee and the line manager relating to all employee debt, overpayments and repayment schedules with the ability to suspend when financial hardship cases are identified.	
6	Reward the Workforce	HR6-03_8	8	Collect payroll Data	capture the end date of any temporary adjustment to pay i.e., any element that requires an end date such as recruitment and retention allowance (RRA), including foe example, during a temporary promotion / temporary cover allowance to prevent over-payment and enable payment to be made after an employee's date of exit including notifications for review.	
6	Reward the Workforce	HR6-03_9	9	Collect payroll Data	facilitate strict access controls to restrict the creation and maintenance of master payroll data.	
6	Reward the Workforce	HR6-03_10	10	Collect payroll Data	ensure that new hires are transferred to Payroll on a real time basis automatically. On an employee's start date, the new hire data is automatically live, and controls are in place to update, amend or archive the employee record as required.	
6	Reward the Workforce	HR6-03_11	11	Collect payroll Data	define multiple payment methods for both employees, third parties (e.g., BACS / Direct Deposit, Cheque) and employee according to departmental policies via self-service.	
6	Reward the Workforce	HR6-03_12	12	Collect payroll Data	verify that payroll data entered directly against employee records or bulk-uploaded (e.g., timesheet upload) has been uploaded successfully with any errors reported accurately to facilitate data correction.	
6	Reward the Workforce	HR6-03_13	13	Collect payroll Data	notify employees of any changes or amendments to their pay package that is generated by the department. The solution must allow employees/line managers to query these notifications (e.g., when pay deductions are generated that require acceptance.)	
6	Reward the Workforce	HR6-03_14	14	Collect payroll Data	store historical pay information and retain in-line with relevant legislation, including GDPR, pension scheme administration rules and departmental retention policies.	
6	Reward the Workforce	HR6-03_15	15	Collect payroll Data	automatically calculate, configure and recover totals for statutory payments including regulatory requirements and integrate with relevant RTI interface files. Refer to systems and interfaces catalogue.	Yes
6	Reward the Workforce	HR6-03_16	16	Collect payroll Data	support Mark Time Pay (MTP), providing workers with additional salary above the grade rate maximum. This must be automatically recalculated for erosion of MTP in relation to pay increments.	

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6	Reward the Workforce	HR6-03_17	17	Collect payroll Data	directly integrate payroll with project accounting/time solution within the ERP to enable payment for hours worked and for project costing, billing and tracking.	
6	Reward the Workforce	HR6-03_18	18	Process Payroll	calculate and display (at employee or organisation level), the following balances for a single element, a combination of elements, or based on element categories (e.g., earnings, pre-tax deductions): i) Period-to-date ii) Quarter-to-date iii) Year-to-date iv) Calendar-year-to-date v) Inception-to-date information for deduction codes etc.	
6	Reward the Workforce	HR6-03_19	19	Process Payroll	enter one-off, or override adjustments to an employee's pay.	
6	Reward the Workforce	HR6-03_20	20	Process Payroll	automatically calculate and pay any outstanding holiday pay/ time off in lieu (TOIL) owed to terminated employees, as part of their 'final' pay, based on Holiday Accrual rules which must include the facility to make payment after an individual has left the department.	
6	Reward the Workforce	HR6-03_21	21	Process Payroll	produce an electronic BACS file in multi file format with a specified BACS date and the facility to cancel payments. One file per BACS user number is required and an unlimited number of BACS user numbers are required. The contractors solution must include the ability to recreate the BACS file to allow for rectifications and allow for BACS recalls.	
6	Reward the Workforce	HR6-03_22	22	Process Payroll	hold the configuration of multiple payrolls with multiple tax-reporting units which can be run independently of each other.	Yes
6	Reward the Workforce	HR6-03_23	23	Process Payroll	support functionality for employees with more than one job or who has multiple assignments. Where the employer and pay frequency is the same, the solution must enable aggregation of earnings in line with HMRC regulations.	
6	Reward the Workforce	HR6-03_24	24	Process Payroll	produce outputs (payslip, P60, P45, P11D etc.) for all pay-rolled employees including retirees. Outputs must be available electronically through self-serve (and downloadable) and be able to be printed in a standard format and accessible formats, such as braille and large text outputs including departmental logo where appropriate. Must have the facility to archive outputs as per GDPR/ departmental retention periods to support requests from agencies/ courts etc. Issuing of the P45 can only be suppressed with HR approval, for e.g., in machinery of government changes.	
6	Reward the Workforce	HR6-03_25	25	Process Payroll	provide: i) Payments to employees, non-staff and third parties ii) PAYE real time reporting to HMRC iii) Payroll dashboard with real time embedded analytics populated for Payroll users to enable the monitoring of end-to-end payroll processes, viewable Gross to Net iv) Payroll run checklist online which monitor payroll processes and alerts errors, changes etc. v) Exception reporting vi) Gross to Net reporting vii) All Regulatory reporting (list not exhaustive).	Yes
6	Reward the Workforce	HR6-03_26	26	Process Payroll	interface with Pension Providers and Salary Sacrifice Scheme Providers, Reward and Recognition Platforms. Refer to systems and interfaces catalogue.	
6	Reward the Workforce	HR6-03_27	27	Process Payroll	facilitate the provision to create and maintain additional one off and recurring pay elements for both earnings and deductions, with a corresponding retrospective element. All pay elements must be able to be categorised based on Tax, NI Liability and pension elements.	
6	Reward the Workforce	HR6-03_28	28	Process Payroll	control and maintain the order in which pay elements are processed during the payroll cycle (e.g., court orders).	
6	Reward the Workforce	HR6-03_29	29	Process Payroll	provide accurate accounting and reporting of the Apprenticeship levy distinguished per PAYE accounting for each separate entity, providing a cumulative balance month on month.	
6	Reward the Workforce	HR6-03_30	30	Process Payroll	enter and maintain court order details against employees. This must include Priority and Non-Priority UK Court Orders, and Scottish Earnings Arrestment Orders. This must include details of the court to which the deduction should be passed.	
6	Reward the Workforce	HR6-03_31	31	Process Payroll	prorate and manage calculations of recurring earning elements based on (but not limited to): calendar days - working days (i.e., using employee work pattern details) - start/end dates - change effective dates - FTE - Working time equivalent	
6	Reward the Workforce	HR6-03_32	32	Process Payroll	perform a full payroll run book, including dummy runs, quick pay, rollback before final payroll sign-off with the appropriate approvals (list not exhaustive).	Yes
6	Reward the Workforce	HR6-03_33	33	Process Payroll	display payroll scheduling to all users, so that employees and Line Managers have awareness of when actions need to be completed by.	
6	Reward the Workforce	HR6-03_34	34	Process Payroll	continue to calculate and process benefit deductions, based on scheme rules, during payroll periods in which the employee receives reduced levels of pay or no pay (e.g., unpaid leave, maternity). For salary sacrifice deductions, this should also include the ability for the employer to pay the deduction on behalf of the employee if the employee has insufficient pay in the payroll period as per departmental policy.	
6	Reward the Workforce	HR6-03_35	35	Process Payroll	'gross up' elements of pay (where user enters 'Net' payment value, and the automatically applies the top-up required, taking Tax and NI liability into account) as per departmental policy.	
6	Reward the Workforce	HR6-03_36	36	Process Payroll	directly link performance/ capability assessments to payroll to automatically update salaries and/or issue in year rewards to employees in accordance with departmental policies and eligibility rules.	
6	Reward the Workforce	HR6-03_37	37	Process Payroll	Input and process taxable expenses, in accordance with departmental policies and eligibility rules.	
6	Reward the Workforce	HR6-03_38	38	Process Payroll	calculate employee and employer pension contributions during payroll periods and in circumstances in which an employee receives less than full pay.	
6	Reward the Workforce	HR6-03_39	39	Process Payroll	override default General Ledger codes and suspense account details at Payroll Definition level, Pay element definition and employee level.	
6	Reward the Workforce	HR6-03_40	40	Process Payroll	automatically post earnings, deductions and employer costs, at all levels of the organisation, to the correct GL accounts for all on-cycle and off-cycle payroll runs in the correct format.	

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6	Reward the Workforce	HR6-03_41	41	Process Payroll	record salary costs for a single employee to one GL combination, and overtime to another.	
6	Reward the Workforce	HR6-03_42	42	Process Payroll	pay, create and maintain details of all third parties including for example; courts, benefit providers, pension providers with the ability to store payment details for all third parties (examples above).	
6	Reward the Workforce	HR6-03_43	43	Process Payroll	upload payroll data via multiple avenues (e.g., direct entry, spreadsheet upload, interface) and automatically generate payroll elements on employee records for the correct calendar period.	
6	Reward the Workforce	HR6-03_44	44	Process Payroll	override transfer payroll costing file into the General Ledger process, invoking automatic validation of costings.	
6	Reward the Workforce	HR6-03_45	45	Process Payroll	manage IR35 legislation for Government Organisations to ensure relevant deductions are taken and payments processed for contingent workers.	Yes
6	Reward the Workforce	HR6-03_46	46	Process Payroll	allow for ‘non-employees' (Fees Paid etc.) to receive payments via payroll and include all statutory information through to the RTI reporting file/integrations to HMRC.	
6	Reward the Workforce	HR6-03_47	47	Process Payroll	provide a Death in Service solution which ensures that a representative is identified and recorded who are paid on receipt of notice of death in service. There must be a specific system process contained within the solution for any Death in Service cases.	
6	Reward the Workforce	HR6-03_48	48	Process Payroll	support payments for Employee Loans/secondments by the exporting department to be permitted for at least 6 months on the exporting dept. payroll system to enable late payments.	
6	Reward the Workforce	HR6-03_49	49	Reporting	be able to hold and output all data required by UK legislation as well as for reporting purposes.	
6	Reward the Workforce	HR6-03_50	50	Manage Exceptions/ Escalation payments	review employee pay exceptions, so there is assurance specialists are being paid in line with market rate.	
6	Reward the Workforce	HR6-04_1	1	Record Employee Time Data	record actual time worked against standard working patterns and more complex working patterns such as shifts for operational staff in the Authority	
6	Reward the Workforce	HR6-04_2	2	Record Employee Time Data	provide an end-to-end full rostering functionality connected to the HR / Payroll solutions delivering complex rostering elements including elements of Self Service for Employees, Line Managers (building, automatically allocating schedules based on employees' availability/ right skills ,ability to swap shifts, manage on call shifts, manage any shift payment arrangements, emergency rostering (incident response), blocking out periods of time for demand planning, publishing work schedules, reporting and providing visibility of schedule information) up to 52 weeks in advance including capturing and storing Annualised Working Hours (AWH) Scheme data and for the relevant data to feed annualised hours.	
6	Reward the Workforce	HR6-04_3	3	Record Employee Time Data	enable pay-related policies and associated business rules to be configured by entitlements such as Job, Grade, T&Cs (Pre-Modernised; Modernised) etc. and must allow for paid time off in lieu (TOIL) to be taken at a later date via accrued travel time/ flexi-time/ on-call/ higher responsibility allowance etc.	Yes
6	Reward the Workforce	HR6-04_4	4	Record Employee Time Data	restrict hour-types available for selection on the timecard, based on the eligibility criteria defined for each hour type (e.g. only employees below certain grades eligible for bank holiday payments) and define and record multiple types of hours worked (1.0/ 1.5./ 2.0 etc.) including differing overtime rules. (Grade 7/ Grade 6 etc.).	
6	Reward the Workforce	HR6-04_5	5	Record Employee Time Data	allow employees through self-serve to maintain all data relating to their actual hours worked for both permanent and temporary staff recorded in hours and minutes.	
6	Reward the Workforce	HR6-04_6	6	Record Employee Time Data	both record and report on employees who opt out of the Working Time Directive or similar future legislation which would limit working hours.	
6	Reward the Workforce	HR6-04_7	7	Record Employee Time Data	allow line managers (or other users with defined access rights) to enter and maintain timecards for employees that are not direct reports.	
6	Reward the Workforce	HR6-04_8	8	Record Employee Time Data	override the default costing details for specific hours against an employee where costs need to be redirected to other cost centres.	
6	Reward the Workforce	HR6-04_9	9	Record Employee Time Data	automatically update time data to reflect absence when recorded either on the ERP directly or absence entered through any integrated platforms such as rostering tools. Refer to systems and interfaces catalogue.	
6	Reward the Workforce	HR6-04_10	10	Record Employee Time Data	use workflow to enhance processes, for e.g., to notify employees when time sheets are due/ route time sheets to manager for authorisation.	
6	Reward the Workforce	HR6-04_11	11	Record Employee Time Data	allow hourly paid workers to submit hourly-based claims for hours they work and allow flexibility on hourly rates for the defined worker type to enable departmental business units to pay different rates.	
6	Reward the Workforce	HR6-04_12	12	Record Employee Time Data	allow for only one approval to be required for absence on a Timecard i.e., once approved via Self Service, it appears on the timecard but does not need re-approval.	
6	Reward the Workforce	HR6-04_13	13	Record Employee Time Data	allow the configuration of validation rules in order to prevent incorrect or duplicate claims being made. Validation to include (but not limited to) : i) Invalid combinations of hours types on a single day ii) Limitation of weekend overtime hours types to Saturday & Sunday iii) Limitation of bank holiday hours, based on calendar iv) UTC (up to Conditioned Hours) checks.	
6	Reward the Workforce	HR6-04_14	14	Record Employee Time Data	include dates worked against hours approved and transfer through to Payroll, to enable hourly rates to be applied accurately including retrospective amendments.	
6	Reward the Workforce	HR6-04_15	15	Record Employee Time Data	allow for users with defined access rights to upload a bulk submission of additional hours and overtime for approval through workflow.	
6	Reward the Workforce	HR6-04_16	16	Record Employee Time Data	provide a full breakdown of hours worked and paid, on a payslip itemised by varying pay element type, for e.g., contractual hours, overtime (by type), on-call duty payments, allowances, enhancements (list not exhaustive), which is compliant with relevant legislation stored on the solution. The progress/ status of a variable overtime claim must also be visible throughout the approval process.	
6	Reward the Workforce	HR6-04_17	17	Record Employee Time Data	automatically update an employee time record in real time for any employee past, present and future via data changes that are inputted through self-serve in other HR modules.	
7	Leaving Work	HR7-01_1	1	Design Exit Processes, Tools & Programmes	allow employees and line managers to initiate, confirm and record the employee's departure (including those on fixed term appointments) in the system including the leaving reasons, routes, other relevant data and automatically feed into subsequent leavers processes, notify relevant stakeholders (supporting functions) and prompt/escalate the required actions.	

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7	Leaving Work	HR7-01_2	2	Design Exit Processes, Tools & Programmes	enable different types of termination of employment including but not exclusively Death in Service, End of Appointment, End of Secondment/Loan, Mutually Agreed Termination, Permanent transfer out, Redundancy, resignation to take Pension, Resignation (Other),Transfer of Undertakings Protection of Employment (TUPE) transfer, Voluntary exit.	
7	Leaving Work	HR7-01_3	3	Design Exit Processes, Tools & Programmes	manage mass exit transactions, record separation data and process required actions for all exit types e.g., voluntary, formal voluntary / involuntary exits, redundancy, manage outside business appointments and redeployment as defined in the Civil Service HR Taxonomy. Refer to link: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/706611/2018-04-12_CSHR_Global_HR_Design_Overview_Design_Principles_and_Taxonomy_vF_gov.uk.pdf	
7	Leaving Work	HR7-01_4	4	Design Exit Processes, Tools & Programmes	provide the users (employees and line managers) with a digital offboarding checklist, flag reminders to complete offboarding actions, report on offboarding checklist action items completion status (who has/has not completed) and trigger escalations on incomplete actions. Examples of the actions are conduct exit interviews, complete exit questionnaire and provide missing mandatory documents.	
7	Leaving Work	HR7-01_5	5	Design Exit Processes, Tools & Programmes	integrate (on notification of a leaver) with payroll, pension management, absence, benefits platforms and processes such as workforce rostering for automatic salary adjustments on untaken/overused leave, flexi, Time off in lieu (TOIL) and outstanding loan payments.	
7	Leaving Work	HR7-01_6	6	Design Exit Processes, Tools & Programmes	calculate employees' years of service and trigger a valedictory for appropriate leavers at set years of service in accordance with departmental policies.	
7	Leaving Work	HR7-01_7	7	Design Exit Processes, Tools & Programmes	amend end dates for contingent workers e.g., if they depart / early termination before the contract end date.	
7	Leaving Work	HR7-01_8	8	Design Exit Processes, Tools & Programmes	communicate final payment entitlements having reflected final salary adjustments as appropriate.	
7	Leaving Work	HR7-01_9	9	Manage Voluntary Leaving	capture different voluntary leaver types (allocated different codes) including subcategories with flexibility to capture additional value add information configured by leaver type and support the use of ERP held documents such as questionnaires etc.	
7	Leaving Work	HR7-01_10	10	Manage Voluntary Leaving	allow employees' self - service to manage their retirement (including those applying to retire) on an API between the ERP and the current 3rd party provider. Employees must obtain for example projected retirement pension income and initiate retirement (normal or actuarily reduced). Refer to 204 Integration Catalogue (Metis Interfaces) and (SOP Interfaces - DEFRA DWP MoJ)	
7	Leaving Work	HR7-01_11	11	Manage Voluntary Leaving	record the different tier of retirement on which the employee has left, dependent on which scheme they are in e.g., Environment Agency Pension Fund (EAPF) / Local Government Pension Scheme (LGPS) has 3 tiers and Civil Service pensions has 2 tiers). Refer to links: https://www.lgpsmember.org/ https://www.eapf.org.uk/	
7	Leaving Work	HR7-01_12	12	Manage Voluntary Leaving	apply notice periods automatically to end dates and enable managers (with appropriate approval rules) to manually adjust the dates.	
7	Leaving Work	HR7-01_13	13	Manage Voluntary Leaving	integrate directly with other government departments onboarding processes where staff are moving to another government department. Refer to 204 Integration Catalogue (Metis Interfaces) and (SOP Interfaces - DEFRA DWP MoJ)	
7	Leaving Work	HR7-01_14	14	Manage Formal Voluntary Exits	manage, validate and record data on end-to-end Voluntary Exit Scheme process from candidates' applications, self-service allowing candidates to track applications , generate key documents such as for example pension estimate quotes, letters, facilitate payments and produce relevant reports.	
7	Leaving Work	HR7-01_15	15	Manage Involuntary Exit	trigger legal requirements related actions and generate key documents (such as for example a compromise agreement, non-disclosure agreements and termination letter).	
7	Leaving Work	HR7-01_16	16	Manage Involuntary Exit	link the HCM system and the Case Management System (CMS) for all discipline, attendance and performance cases which result in dismissal. The system must calculate and notify line managers their employee's annual leave and flexi-time accrual (and subsequently follow the rest of the business process for leavers).	
7	Leaving Work	HR7-01_17	17	Manage Redundancy	manage the workflow to support the tasks required in the redundancy process (meet legal and any additional requirements), as well as auto-calculations of the occupational/statutory redundancy pay (based on the length of service and age).	
7	Leaving Work	HR7-01_18	18	Manage Redeployment	manage the end-to-end redeployment process (such as for example from initiate, record, track activity in redeployment of an employee to a new position, identify payroll or benefits impact and changes to employment status).	
7	Leaving Work	HR7-01_19	19	Manage Outside Business Appointments	configure a functionality to alert HR users and / or professional users when resignations require a special exit process or restriction on future employment opportunities because of potential conflict of interests or attrition/regrettable turn-over of staff requiring an HR Professional's intervention . This must be definable with business process rules.	
7	Leaving Work	HR7-01_20	20	Conduct Exit Interview &	trigger the exit interview process and issue exit surveys by specific leaver type, record, report and evaluate the use of exit interviews.	
7	Leaving Work	HR7-01_21	21	Manage Exit Compliance	report on leavers, covering a range of scenarios such as leavers by type/leaving reason, location, diversity characteristics. Access to reports to be controlled by security rules to ensure users only can see pertinent information.	
7	Leaving Work	HR7-01_22	22	Manage Death in Service	place the employee's pay on hold if an employee has been flagged as death in service or other agreed reasons.	
7	Leaving Work	HR7-01_23	23	Manage Death in Service	provide Integrated Case Management and automated support / guidance specifically for Managers / HR Professionals when a Death in Service occurs.	
8	HR Managing Service	HR08-01_1	1	Manage Statutory & Parliamentary Reporting	ensure compliance with required internal, central and mandatory (including statutory and parliamentary) frameworks and controls and automatically generate reports when data is refreshed (based on configurable data fields).	
8	HR Managing Service	HR08-01_2	2	Maintain / Update Report Catalogue & Schedule	pre-define standard reports via pre-populated dashboards that can be pushed through to the appropriate audiences, based on users roles and must enabler self-service in reporting.	
8	HR Managing Service	HR08-01_3	3	Maintain / Update Report Catalogue & Schedule	add and remove available reports to the reporting catalogue.	
8	HR Managing Service	HR08-01_4	4	Maintain / Update Report Catalogue & Schedule	Run reports at configurable intervals and configure and review the schedule and frequency in which reports are run.	
8	HR Managing Service	HR08-01_5	5	Manage Ad-Hoc Reporting Requests	allow users to report on all data within the ERP and integrated ERP applications (including for example reporting on diversity and inclusion representation).	
8	HR Managing Service	HR08-01_6	6	Manage Ad-Hoc Reporting Requests	provide reporting functionality based on both a standard report set and bespoke (ad hoc) reports where the format can be saved for future use as required by the department and supplier.	
8	HR Managing Service	HR08-01_7	7	Manage Ad-Hoc Reporting Requests	allow users to build and tailor dashboards, reports and views of all data via a number of presentational formats and collaborate/share with others accessibly (based upon access permissions and compliant with the Department's data policy/access rules).	
8	HR Managing Service	HR08-01_8	8	Manage Ad-Hoc Reporting Requests	enable users to drill down into reports and aggregate data (within set parameters).	

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8	HR Managing Service	HR08-01_9	9	Manage Ad-Hoc Reporting Requests	apply controls on who can report on sensitive information (sensitive as defined by the Department) and restrict access to this information where required.	
8	HR Managing Service	HR08-01_10	10	Manage Ad-Hoc Reporting Requests	import data from other sources (including other HR sources as well as Finance, Commercial systems and a reach back to legacy data held in other systems as detailed in the systems catalogue) and be able to report on and export this from the ERP.	
8	HR Managing Service	HR08-02_1	1	Receive & Resolve HR Queries	receive, assign and track HR queries via a service management system, with integrated analytics and real-time interactive dashboards.	
8	HR Managing Service	HR08-02_2	2	Receive & Resolve HR Queries	enable a multi-channel approach for customer queries (including digital assistant, live agent, phone, email, online web form).	
8	HR Managing Service	HR08-02_3	3	Receive & Resolve HR Queries	support the deployment of the most up to date robotic process automation (or other) utilising data from the ERP to resolve employee queries.	
8	HR Managing Service	HR08-02_4	4	Receive & Resolve HR Queries	hold a robust knowledge base enabling resolution to employee queries at first point of contact minimising the requirement for escalations, promotion of queries to a case, and/or second contact where possible.	
8	HR Managing Service	HR08-02_5	5	Receive & Resolve HR Queries	capture the transcripts of digital assistant and live agent interactions on conclusion of transactions. For example via an employee hub/a single place where an employee can see all their queries and responses raised regardless of the channel used to raise.	
8	HR Managing Service	HR08-02_6	6	Receive & Resolve HR Queries	issue update notices to the ticket originator to notify of progress or lack of it. These notices would reflect the latest position of the case and not a standard holding message (for example via the employee hub).	
8	HR Managing Service	HR08-02_7	7	Receive & Resolve HR Queries	provide an interface that supports case ticket management, prompting BPO/Third Party Supplier and/or HR Specialists to action a new or outstanding case. Notifications / alerts will be configurable based on business rules. The solution must be able to report on ticket management performance.	
8	HR Managing Service	HR08-02_8	8	Receive & Resolve HR Queries	deliver Queue management functionality for managing employee contact.	
8	HR Managing Service	HR08-02_9	9	Receive & Resolve HR Queries	be optimised and automated where possible to ensure the effective management of cases and queries, according to pre-defined processes, including incident creation, monitoring, escalation, tracking, resolution and closure, to enable all SLAs to be met.	
8	HR Managing Service	HR08-02_10	10	Receive & Resolve HR Queries	provide digital assistants to resolve employee queries and ensure digital assistant availability 24/7 to handle frequent / common queries without needing to contact the BPO call centre. If contact fails, the solution must route to a live agent (if within business hours) or prompt the automatic promotion/generation of a case within the Case Management System.	
8	HR Managing Service	HR08-02_11	11	Receive & Resolve HR Queries	enable digital assistant to be able to carry out transaction within the assistant module, for example book annual leave without the need to navigate to the core system screens to complete the booking. Where a query cannot be resolved via this route a referral must be instigated to a live agent plus the option to automatically generate a case ticket where an agent is not available or as preferred by the user.	
8	HR Managing Service	HR08-02_12	12	Receive & Resolve HR Queries	proactively push known live issues via the digital assistant to users where impacting. When a chat is started these issues must be highlighted as known with resolve ongoing.	
8	HR Managing Service	HR08-02_13	13	Receive & Resolve HR Queries	enable rapid ticketing for recurring incidents by enabling incident details to be copied and populated from other tickets where required.	
8	HR Managing Service	HR08-02_14	14	Receive & Resolve HR Queries	automatically populate employee information and access to the previous conversations when a referral from digital assistant to live agent is initiated.	
8	HR Managing Service	HR08-02_15	15	Receive & Resolve HR Queries	allow all transactions to be submitted by a user on behalf of an employee and track who has raised the transaction (configurable based on departmental permissions). A search facility must be available to assign a query to a user which restricts which employees can be selected dependent on user-based access permissions.	
8	HR Managing Service	HR08-02_16	16	Receive & Resolve HR Queries	restrict access for the employee to only view their own transactions or components of transactions relating to a different employee where it is raised on behalf of and in line with user-access permissions / business rules	
8	HR Managing Service	HR08-02_17	17	Receive & Resolve HR Queries	give confirmation to the employee and or user who submitted the transaction that the transaction has been actioned/answered and seek approval to close the case ticket.	
8	HR Managing Service	HR08-02_18	18	Receive & Resolve HR Queries	give confirmation to the employee and or user who submitted a query that the query has been actioned/answered and to seek approval to close the case ticket.	
8	HR Managing Service	HR08-02_19	19	Manage Escalations/Exceptions	manage the status of a child ticket independently from the parent ticket. For example, where a parent ticket is deemed to be "resolved" and closed, all child tickets will automatically close with the option to reopen a child ticket as required where an outstanding action or secondary issue has been identified.	
8	HR Managing Service	HR08-02_20	20	Manage Escalations/Exceptions	change the priority of an incident, upwards or downwards, in line with agreed parameters and authorisations.	
8	HR Managing Service	HR08-02_21	21	Manage Escalations/Exceptions	manage tickets by workflow whilst maintaining an audit trail.	
8	HR Managing Service	HR08-02_22	22	Manage Escalations/Exceptions	manage tickets outside of a workflow (where required), whilst maintaining an audit trail.	
8	HR Managing Service	HR08-03_1	1	Manage HR Information & Knowledge	provide knowledge and information to employees, managers, and specialists in the form of knowledge articles, how to guides, process guidance, videos, calculators etc. Information must cover any area of the relevant taxonomy or other operational information as needed and be accessible via multiple channels (including but not limited to desktop, mobile, voice, teams integration etc.).	
8	HR Managing Service	HR08-03_2	2	Manage HR Information & Knowledge	configure information to users (including knowledge articles, process walkthroughs, FAQs) that is departmental specific as well as information that may be standardised across the Authority.	
8	HR Managing Service	HR08-03_3	3	Manage HR Information & Knowledge	self service to have intelligent overlays to guide users and field content which must be user, role, department and is business specific. For example, a Home Office employee must not be able to see content relating to a benefit or entitlement that is specific to another department in the Authority, and information must be filtered to certain user groups e.g. line managers only or HR specialists only.	
8	HR Managing Service	HR08-03_4	4	Manage HR Information & Knowledge	have a single feedback mechanism in place across ERP and applications (with configured user access permissions), allowing contextualised feedback on the basis of users' recent transactions, searches and navigation through the system, etc.	
8	HR Managing Service	HR08-03_5	5	Manage HR Information & Knowledge	intuitively embed knowledge content into relevant process steps.	
8	HR Managing Service	HR08-03_6	6	Manage HR Information & Knowledge	have content approval built within the solution to allow for specific 'content groups' to be sent notifications with approval required.	

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8	HR Managing Service	HR08-03_7	7	Manage HR Information & Knowledge	embed content into department intranet sites including for example corporate intranets, SharePoint.	
8	HR Managing Service	HR08-03_8	8	Manage HR Information & Knowledge	bulk import existing knowledge articles to the solution.	
8	HR Managing Service	HR08-03_9	9	Manage HR Information & Knowledge	be user-centric and provide the ability for employees to search for multiple and individual knowledge articles or knowledge categories / types. The solution must allow employees to favourite and share knowledge articles.	
8	HR Managing Service	HR08-04_1	1	Manage Continuous Improvement	set-up, monitor and report on pre-defined key performance indicators (KPIs), Service level agreements (SLA), and general MI that may or may not be classified as KPIs in the future (including for example BPO SLA breaches and trigger action on these).	
8	HR Managing Service	HR08-04_2	2	Manage Continuous Improvement	generate data which will feed directly into governance reporting and distinguish between formal governance input (SLA/KPI) and general MI for information.	
8	HR Managing Service	HR08-04_3	3	Manage Continuous Improvement	enable predictive analytics.	
8	HR Managing Service	HR08-04_4	4	Manage Continuous Improvement	monitor process, progress, elapsed time between different stages, and completion of transactions (or processes).	
8	HR Managing Service	HR08-04_5	5	Manage Employee Complaints	manage and track complaints, including producing reports on the types of complaints, resolution times etc.	
8	HR Managing Service	HR08-04_6	6	Manage Customer Satisfaction Survey	conduct employee satisfaction surveys (including for example allowing feedback on the basis of users' recent transactions, searches and navigation through the system) with insights presented as aggregated dashboards for analysis.	
8	HR Managing Service	HR08-04_7	7	Manage Vendors (Operational Mgt)	provide digital assistants to route queries to the BPO and/or agreed customer locations, and for automatic cases to be created on the Case Management System.	

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5	Expenses	CLS_EXP_001	1	Create Online Expense Claims	allow employees to only submit compliant expense claims with built in system validation matched to business rules	
5	Expenses	CLS_EXP_002A	2	Create Online Expense Claims	pre-populate information in expense claims, such as drawing directly from a user's employee record or from scanned receipts	
5	Expenses	CLS_EXP_049	3	Create online Expense Claims	load procurement card data into expenses and automatically populate the relevant fields within claims	
5	Expenses	CLS_EXP_053	4	Create Online Expense Claims	allow a user to create, amend or delete an expense claim whilst offline and save it for subsequent uploading and submission	
5	Expenses	CLS_EXP_054	5	Create Online Expense Claims	select an alternative cost centre and/or approver that is different to a user's default	
5	Expenses	CLS_EXP_056	6	Create Online Expense Claims	record and differentiate business and personal mileage within claims	
5	Expenses	CLS_EXP_058	7	Create Online Expense Claims	create, duplicate and store templates for regular / repeated expense claims	
5	Expenses	CLS_EXP_003	8	Submit receipts for auditing (Paper / electronic)	upload documents/receipts within an expense claim	
5	Expenses	CLS_EXP_020	9	Advances (GBP and Foreign Currency)	allow users to apply for an advance of expenses in any permitted currency, the advance to be offset automatically against future expense claims	
5	Expenses	CLS_EXP_024	10	Create Online Expense Claim on Behalf of Another User	allow creation of an expense claim for submission by another user eg creation by a personal assistant	
5	Expenses	CLS_EXP_106	11	Review and approve online expense claims	allow expense claims to follow approval or self-approval path dependent on specific criteria	
5	Expenses	CLS_EXP_034	12	Set up rules to delegate approvals whilst out of office	apply vacation/out of office rules to delegate expense approval to another authorised manager or user	
5	Expenses	CLS_EXP_038	13	Disburse Payment	apply a full or partial payment hold to expense claims and/or claimants that meet specific criteria	
5	Expenses	CLS_EXP_040	14	Disburse Payment	allow overpayments to be offset automatically against future expense claims submitted within a specified time period	
5	Expenses	CLS_EXP_026	15	Setup and Maintain Expenses Categories	automatically determine whether an expense claim is taxable or non taxable via the use of expense categories	
5	Expenses	CLS_EXP_057	16	Setup and Maintain Expenses Categories	capture taxable expenses and apply an indicator/requirement to transfer/interface to payroll, P11D and pay-as-you-earn (PAYE) Settlement Agreement	
5	Expenses	CLS_EXP_028	17	Setup and Maintain Employee Data	allow non-payroll claimant (such as interview attendees, fast stream) to submit an expense claim and to be routed to appropriate approval	
5	Expenses	CLS_EXP_037	18	Apply audit selection criteria for online claims	identify claims for audit based on specific criteria and notify the user	
5	Expenses	CLS_EXP_099	19	Apply audit selection criteria for online claims	apply audit selection criteria for transactions audit	
5	Expenses	CLS_EXP_096	20	Core design	present appropriate expenses guidance based on a user's particular profile or role (such as different policy application)	
10	P2P	CLS_P2P_001	1	Master Data setup & maintenance	allow suppliers to create an account, manage and maintain their own details, such as bank accounts	
10	P2P	CLS_P2P_005	2	Master Data setup & maintenance	allow supplier contract spend limits to be set and controlled	
10	P2P	CLS_P2P_009	3	Master Data setup & maintenance	allow suppliers to create, upload and maintain catalogue content	
10	P2P	CLS_P2P_010	4	Master Data setup & maintenance	allow PunchOut to external catalogues	
10	P2P	CLS_P2P_013	5	Master Data setup & maintenance	configure procurement categories to align with the common categorisation standards, such as United Nations Standard Product and Services Code (UNSPSC). Refer to link: https://www.ungm.org/Public/UNSPSC	
10	P2P	CLS_P2P_096	6	Master Data setup & maintenance	allow users to validate, update, delete and identify unused supplier records	
10	P2P	CLS_P2P_098	7	Master Data setup & maintenance	create, upload, maintain and report catalogue content	
10	P2P	CLS_P2P_104	8	Master Data setup & maintenance	make available catalogue content from other government entities	
10	P2P	CLS_P2P_111	9	Master Data setup & maintenance	support a Request for Quote (RFQ) / Dynamic Purchasing System (DPS) functionality	
10	P2P	CLS_P2P_015	10	Purchase	initiate an inventory check before triggering an external procurement	
10	P2P	CLS_P2P_018	11	Purchase	calculate and assign VAT to transactions based on predetermined business rules (category or product type etc)	Yes
10	P2P	CLS_P2P_019	12	Purchase	allow users to raise a requisition against a contract and to link a requisition and Purchase Order to a contract	
10	P2P	CLS_P2P_021	13	Purchase	for all types of requisitions, allow both manual and auto-creation and manual and auto-approval of purchase orders	Yes
10	P2P	CLS_P2P_025	14	Purchase	modify and cancel requisitions	Yes
10	P2P	CLS_P2P_027	15	Purchase	identify tax exempt payments, recoverable taxes and reverse charges automatically. This will include generating tax exemption certificates when a PO is created.	
10	P2P	CLS_P2P_029	16	Purchase	allow retrospective price changes to requisitions and purchase orders, subject to workflowed approvals.	
10	P2P	CLS_P2P_034	17	Purchase	allow suppliers to receive, acknowledge and update the status of orders on the system and view their account position and query transactions.	
10	P2P	CLS_P2P_035	18	Purchase	allow users to modify and cancel purchase orders and automatically communicate to suppliers in multiple formats (such as Web, Instant Messaging or email)	Yes
10	P2P	CLS_P2P_103	19	Purchase	allow mass updates and closure of purchase orders based on user access levels	
10	P2P	CLS_P2P_105	20	Purchase	create pre-populated request templates for non-catalogue requisitions	

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10	P2P	CLS_P2P_112	21	Purchase	provide an online approval process for non purchase order payments and allow workflow based on criteria such as purchase value	Yes
10	P2P	CLS_P2P_119	22	Purchase	allow users to add a one time location	
10	P2P	CLS_P2P_123	23	Purchase	facilitate Blanket Purchase Agreements.	
10	P2P	CLS_P2P_130	24	Purchase	provide order tracking information such as expected delivery dates.	
10	P2P	CLS_P2P_037	25	Receipts	handle advance shipment notifications from suppliers	
10	P2P	CLS_P2P_042	26	Receipts	support the effective processing and management of returns, disputes, and warranties	Yes
10	P2P	CLS_P2P_043	27	Accounts Payable	to process invoices, credit notes and receipts received in any common industry format and the solution to match them with corresponding purchase orders and ePayments.	Yes
10	P2P	CLS_P2P_043a	28	Accounts Payable	allow partial reversal and cancellation of goods and service receipting	Yes
10	P2P	CLS_P2P_044	29	Accounts Payable	enable VAT compliant self-billing and payment on receipt	
10	P2P	CLS_P2P_047	30	Accounts Payable	allow suppliers to create and submit invoices using multiple methods such as PO flip, file upload	
10	P2P	CLS_P2P_050	31	Accounts Payable	create requisitions and purchase orders in foreign currencies and calculate exchange rate gains and losses, both realised and unrealised, on foreign currency invoices	Yes
10	P2P	CLS_P2P_051	32	Accounts Payable	allow both two and three way matching of invoices and allow matching tolerance rules to be set based on, for example, supplier, business area, value, category	
10	P2P	CLS_P2P_054	33	Accounts Payable	allow invoices matched with a purchase order and receipts, in accordance with two and three way matching rules, to be approved and posted automatically	Yes
10	P2P	CLS_P2P_064	34	Accounts Payable	calculate automatically the appropriate treatment of VAT on non-PO invoices	Yes
10	P2P	CLS_P2P_067	35	Accounts Payable	allow invoices to be disputed, blocked or part paid and to flag this on the system	
10	P2P	CLS_P2P_071	36	Accounts Payable	generate credit notes against purchase orders and either deduct from the following payment or recover through Accounts Receivable	
10	P2P	CLS_P2P_073	37	Accounts Payable	auto-create, post and report on goods received not invoiced (GRNI) and other month end accruals.	Yes
10	P2P	CLS_P2P_129	38	Accounts Payable	apply reason-specific three-way matching holds to invoices and run scheduled revalidations for all invoices to remove holds when mismatches have been resolved	
10	P2P	CLS_P2P_075	39	Payment Processing	allow the review and approval of procurement card activities	
10	P2P	CLS_P2P_075a	40	Payment Processing	accommodate the use of all Government Business Services approved payment methods	Yes
10	P2P	CLS_P2P_081	41	Payment Processing	identify and prevent duplicate payments	
10	P2P	CLS_P2P_085	42	Payment Processing	issue remittance advices for all payment methods, such as BACS, CHAPS	
10	P2P	CLS_P2P_108	43	Payment Processing	upload bulk files using common file types such as CSV or XLS files, for example bulk payment requests for approval and payment	Yes
10	P2P	CLS_P2P_110	44	Payment Processing	automate invoice payments utilising procurement cards, virtual and lodge cards for auto matched invoices	
11	Order to Cash	CLS_O2C_001	1	Maintain Customers	allow customer records to be created, validated, maintained and removed and include all mandatory and key data (such as customer name, address, bank details). This will include repeat and one-time customers	
11	Order to Cash	CLS_O2C_099	3	Maintain Collection Strategies	assign customers to collection strategies based on the characteristics of the customer, type of income and legislative constraints	
11	Order to Cash	CLS_O2C_017	4	Approval Limits	enable credit notes to be referenced and linked to the original invoice number	
11	Order to Cash	CLS_O2C_100	5	Maintain Invoice accounts receivable catalogue	maintain and control the accounts receivable product and service catalogue of the master data centrally.	
11	Order to Cash	CLS_O2C_021	6	Create Invoices Electronically	generate invoices including all mandatory and key data from the relevant source (such as feeder systems)	
11	Order to Cash	CLS_O2C_037	7	Create Invoices Electronically	distribute invoices through multiple channels (such as email) with relevant markings (such as 'copy')	
11	Order to Cash	CLS_O2C_038	8	Create Invoices Electronically	create invoices by applying and controlling the accounting, revenue recognition and tax rules	
11	Order to Cash	CLS_O2C_043	9	Create Invoices Electronically	attach supporting evidence with the invoice summary (supporting all permitted file formats)	
11	Order to Cash	CLS_O2C_138	10	Create Invoices Electronically	attach documents to approval request, customer record and debt (supporting all permitted file formats)	
11	Order to Cash	CLS_O2C_155	11	Create Invoices Electronically	issue receipts to debtors when requested	
11	Order to Cash	CLS_O2C_158	12	Create Invoices Electronically	enable sales integrity by linking finished goods in inventory and the sales invoice creation process	
11	Order to Cash	CLS_O2C_045	13	Receive & Apply Payments. Receice Remittance Advice	import payment files (where payment systems exist outside the ERP) and apply receipts to invoices automatically	
11	Order to Cash	CLS_O2C_047	14	Receive & Apply Payments. Receice Remittance Advice	set tolerance limits to allow underpayments/ rounding differences to be written-off within pre-determined tolerances	
11	Order to Cash	CLS_O2C_050	15	Receive & Apply Payments. Receice Remittance Advice	handle errors within payments file upload by allowing upload of supplementary data (such as payment backing information) to support applying receipts against payments	
11	Order to Cash	CLS_O2C_046	16	Receive & Apply Cash / Cheques	accept multiple payment methods and currencies including cash, cheques and electronic transactions	
11	Order to Cash	CLS_O2C_061	17	Manage unapplied receipts	match and notify the user of unapplied receipts and payments using intelligent Enterprise Resource Planning matching capability	
11	Order to Cash	CLS_O2C_113	18	Manage Unapplied Receipts	manage unapplied receipts including receipting on account.	
11	Order to Cash	CLS_O2C_060	19	Receive & Apply Cash/cheques	allow digital copies of cheques to be stored in the system and transmitted to bank for clearing.	
11	Order to Cash	CLS_O2C_146	20	Review Aged Debt	allow multiple debts to be held against a customer	

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11	Order to Cash	CLS_O2C_119	21	Perform Collection Activities	assign and record collection activities to customers, determined by the collection strategy assigned to a customer	
11	Order to Cash	CLS_O2C_082	22	Resolve Disputes	allow customer disputes to be managed and reported by creating, controlling and approving a customer dispute with appropriate classifications	
11	Order to Cash	CLS_O2C_084	23	Resolve Disputes	record settlement arrangements, including specific terms agreed with a customer	
11	Order to Cash	CLS_O2C_087	24	Create Credit Notes	create, control and approve customer refunds using adjustments or the issue of credit notes	
12	Inventory	CLS_INV_002	1	Master Data setup & maintenance	anonymise transactions for specific categories (such as prison locks & associated parts)	
12	Inventory	CLS_INV_003	2	Master Data setup & maintenance	categorise chart of accounts values based on the item category, which cannot be overridden. Item categories need to be aligned to cross government procurement codes and categories such as United Nations Standard Product and Services Code (UNSPSC) Refer to links: https://www.gov.uk/government/publications/grants-standards https://www.gov.uk/government/collections/government-financial-reporting-manual-frem	
12	Inventory	CLS_INV_004	3	Master Data setup & maintenance	use item templates to ensure mandatory information required in the item master is populated	
12	Inventory	CLS_INV_005	4	Master Data setup & maintenance	allow qualitative review of Item master to identify inactive, duplicate, out of stock, in-stock items and out of date records.	
12	Inventory	CLS_INV_006	5	Master Data setup & maintenance	restrict access to view and purchase sensitive item categories to relevant users. Where necessary, additional approval requirements can be configured for specific item categories.	
12	Inventory	CLS_INV_017	6	Managing Inventory	apply the correct accounting treatment to stock purchased outside the solution (such as stock purchased via procurement card).	
12	Inventory	CLS_INV_044	7	Managing Inventory	manage potential different costs for items that have been purchased in different stages, for example the same item bought-in finished or consumable stock	
12	Inventory	CLS_INV_047	8	Managing Inventory	raise provisions within the Inventory module for potential obselete stock	
12	Inventory	CLS_INV_048	9	Managing Inventory	trace and manage stock batches from sell back to source (manufacture or purchase)	
12	Inventory	CLS_INV_019	10	Processing Transactions	manage and account for raw materials and bill of material for manufactured items, with the facility to uplift labour costs in line with revised charged-out rates.	
12	Inventory	CLS_INV_024	11	Manage Logistics	manage Quality Assurance for the outgoing Inventory items (Inspection parameters, results recording, reporting and analytics)	
12	Inventory	CLS_INV_026	12	Manage Logistics	process returned Inventory, based on quality review. For example, to either return to stock, dispose, repair or exchange	
12	Inventory	CLS_INV_027	13	Manage Logistics	trace any exchange of goods to the original order	
12	Inventory	CLS_INV_030	14	Inventory Accounting	perform valuation on Inventory using IAS2 accounting standards, in line with HM Treasury financial reporting guidance Refer to link: https://www.gov.uk/government/collections/government-financial-reporting-manual-frem	
12	Inventory	CLS_INV_031	15	Inventory Accounting	allow auto-accounting entries for inventory movements, stock adjustments, receipts, disposals, impairments and order fulfilment	
12	Inventory	CLS_INV_049	16	Inventory Accounting	capture volume data, track & manage time-sensitive stock (such as with expiry or sell-by date)	
12	Inventory	CLS_INV_038	17	Supporting Activities	apply organisational restructing/significant business changes to inventory structures and data in bulk	
12	Inventory	CLS_INV_039	18	Supporting Activities	integrate with third party systems and data sources, specifically supplier punch-out catalogues, eMarketplace and warehouse management solutions Refer to 204 Integration Catalogue (Metis Interfaces)	
14	Cash Management	CLS_CM_002	1	Bank Account Creation	validate bank account details (such as sort code and account)	
14	Cash Management	CLS_CM_039	2	Banking Systems	allow to manage Bank Accounts in multiple currencies	
14	Cash Management	CLS_CM_004	3	Departmental Bank Account setup on Financial Systems	allow a single entity to make payments to/from multiple bank accounts	
14	Cash Management	CLS_CM_048	4	Departmental Bank Account setup on Financial Systems	enable Inter Account Transfers or Intra Account Transfers (IAT) between departments and their sponsored bodies whom use Government Banking Services (GBS) bank accounts	
14	Cash Management	CLS_CM_032	5	Cash Planning	enable transfer of funding between bank accounts within the Exchequer pyramid	
14	Cash Management	CLS_CM_011	6	Money Transactions	allow Government Banking Services approved payment methods and multiple currencies	
14	Cash Management	CLS_CM_035	7	Money Transactions	return Incorrect payments	
14	Cash Management	CLS_CM_014	8	Transaction Controls	enable control and selection of payment process to support cashflow forecasts (such as promoting or demoting payment priority)	
14	Cash Management	CLS_CM_020	9	Cash & Cheques	store scanned / electronic copies of documentation	
14	Cash Management	CLS_CM_021	10	Cash Transactions	reconcile receipts, payments and cash balances	
14	Cash Management	CLS_CM_037	11	Cash Transactions	produce, record and reconcile receipts for payments made	
14	Cash Management	CLS_CM_046	12	Cash Transactions	record, reconcile and report on 'over the counter' / petty cash transactions.	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Requirement Description - The solution must have the ability to…	Mandatory Requirements
14	Cash Management	CLS_CM_024	13	Daily, Monthly and long term forecasts	plan and project consolidated cash forecasts on a daily, monthly, financial year and rolling 15 months basis etc, including data from non-ERP entities	
14	Cash Management	CLS_CM_026	14	Cash flow Management Scheme (CFM)	capture adjustments (such as uncashed cheques) to manage management of cash outturn to cashflow forecasts into Net Cash Requirement	
14	Cash Management	CLS_CM_027	15	Forecasting Principles	enable business groups to forecast and record transactions attaching supporting documentation.	
15	Project Accounting	CLS_PA_005	1	Master Data Set Up & Maintenance	create the project through the use of pre-defined project templates that are sufficiently flexible to allow for both capital and/or resource expenditure	
15	Project Accounting	CLS_PA_095	2	Master Data Set Up & Maintenance	enable the project accounting module to hold other project related information within fields and/or attachments	
15	Project Accounting	CLS_PA_003	3	Master Data Set Up & Maintenance	assign owners to all projects only from the organisation's HR hierarchy	
15	Project Accounting	CLS_PA_007	4	Create and Plan Projects	hold the project duration, actual and expected completion dates	
15	Project Accounting	CLS_PA_006	5	Create and Plan Projects	create new projects using a predefined work breakdown structure (WBS) or without a WBS if necessary.	
15	Project Accounting	CLS_PA_070	6	Create and Plan Projects	create and update project plans that include such data items as headcount Full Time Equivalent (FTE), staff costs, project costs, contractors, contingent labour	
15	Project Accounting	CLS_PA_091	7	Create and Plan Projects	record, analyse and report performance metrics for a project	
15	Project Accounting	CLS_PA_097	8	Create and Plan Projects	manage budgets and forecasts flexibly at project and task level, allowing budgets and forecast to be imported from external tools if necessary Refer to 204 Integration Catalogue (Metis Interfaces)	
15	Project Accounting	CLS_PA_010	9	Create and Plan Projects	ensure changes to work breakdown structures (WBS) are subject to review and approval.	
15	Project Accounting	CLS_PA_011	10	Create and Plan Projects	capture and maintain key details by WBS task such as dates, flags, chargeable vs non chargeable and owners	
15	Project Accounting	CLS_PA_098	11	Create and Plan Projects	define specific user project roles to manage and control all activities within project accounting, such as levels of access and approval	
15	Project Accounting	CLS_PA_012	12	Create and Plan Projects	hold multiple project classifications against the same project (such as revenue, Government Major Projects Portfolio (GMPP) or strategic outcomes)	
15	Project Accounting	CLS_PA_014	13	Create and Plan Projects	allow both automated and manual assignment of unique project numbers	
15	Project Accounting	CLS_PA_015	14	Create and Plan Projects	require authorised users to approve project creation and record the workflow audit trail	
15	Project Accounting	CLS_PA_088	15	Create and Plan Projects	allow project planning to happen within Project Accounting on initiatives awaiting approval and then change the status to a live project/programme once approved	
15	Project Accounting	CLS_PA_100	16	Capture Project Costs	Manage and monitor assets under construction and link directly to the Non-Current Assets process' process	
15	Project Accounting	CLS_PA_021	17	Capture Project Costs	ensure Payroll costs can be coded/interfaced into Project Accounting directly	
15	Project Accounting	CLS_PA_022	18	Capture Project Costs	allocate general overheads to projects with ability to record the rationale for their purpose and the applicable periods they apply to	
15	Project Accounting	CLS_PA_023	19	Capture Project Time	ensure timesheet entries held in a time recording module can be coded/interfaced into Project Accounting directly	
15	Project Accounting	CLS_PA_075	20	Capture Project Time	create and update cost rates for labour and materials throughout an accounting period	
15	Project Accounting	CLS_PA_027	21	Project Billing	create project billing and instructions within Project Accounting before interfacing into Order to Cash, including for external customers.	
15	Project Accounting	CLS_PA_033	22	Project Billing	allow access to customer data held within Order to Cash master data for use with project billing	
15	Project Accounting	CLS_PA_076	23	Project Billing	create internal recharges and external recharges (such as cross government to external organisations outside the Authority boundaries)	
15	Project Accounting	CLS_PA_035	24	Project Billing	review and approve the Project Billing requests via online workflow, prior to being interfaced into Order to Cash for payment	
15	Project Accounting	CLS_PA_110	25	Month End	align the projects ledger and the general ledger (GL), with project codes recorded and visible in GL for reconciliation	
15	Project Accounting	CLS_PA_047	26	Project Close	allow projects costs to be recorded as either operational expenses and/or as capital expenses to ensure correct accounting treatment is followed.	
15	Project Accounting	CLS_PA_051	27	Project Close	automatically transfer relevant project costs to associated assets within Non Current Assets (NCA)	
15	Project Accounting	CLS_PA_054	28	Project Close	use the status of a project to control the posting of costs to a project (such as active or inactive)	
15	Project Accounting	CLS_PA_055	29	Project Close	allow project status to be changed from inactive to active and automatically capture relevant costs that had not been posted originally.	
15	Project Accounting	CLS_PA_119	30	Project Close	allow an overide for certain transaction type postings to be set. This will include allowing open purchase orders to post against a closed project or rejecting late submitted timecards	
15	Project Accounting	CLS_PA_086	31	MI & Analytics	allow updates to baseline information (such as volume refreshes), that get reflected directly against revised business case versions.	
15	Project Accounting	CLS_PA_121	32	MI & Analytics	enable commitment accounting	
16	Grants Administration	CLS_GA_001	1	Design Grant Scheme	for each grant award, hold a record of key Government Grant information (such as Grant ID, Grant Type i.e. General, Formula, Grants In Aid) and generate a unique identifier. Refer to link: https://www.gov.uk/government/publications/grants-standards	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Requirement Description - The solution must have the ability to…	Mandatory Requirements
16	Grants Administration	CLS_GA_003	2	Design Grant Scheme	allow the completion and approval of grants business cases.	
16	Grants Administration	CLS_GA_004	3	Master Data setup & maintenance	create, update and apply payment schedules for grant recipients. (grant recipients are non-citizen)	
16	Grants Administration	CLS_GA_006	4	Master Data setup & maintenance	distinguish between grant payments and commercial supplier payments	
16	Grants Administration	CLS_GA_007	5	Master Data setup & maintenance	allow grant recipients to create an account, manage and maintain their own details, such as bank accounts (grant recipients are non-citizen)	
16	Grants Administration	CLS_GA_008	6	Master Data setup & maintenance	allow grant recipients to self-raise payment requests where conditions for self-raised payments are met. (grant recipients are non-citizen)	
16	Grants Administration	CLS_GA_009	7	Master Data setup & maintenance	allow grant recipients to submit a forecast of grant claims that will feed to other business processes within the solution once authorised (such as planning, budgeting and forecasting) (grant recipients are non-citizen)	
16	Grants Administration	CLS_GA_038	8	Master Data setup & maintenance	record grants that are under development or in the pipeline to meet central government reporting requirements and ensure they remain 'in draft' and are not reported until set as live. Refer to link: https://www.gov.uk/government/publications/grants-standards	
16	Grants Administration	CLS_GA_039	9	Master Data setup & maintenance	allow for any exceptions to the default exempt VAT position for grants.	
16	Grants Administration	CLS_GA_010	10	Grant Award	issue payment for grants both automatically or through a manual process when required.	
16	Grants Administration	CLS_GA_014	11	Grant Award	only allow payments against open grant agreement records and update any payment information in the general ledger.	
16	Grants Administration	CLS_GA_015	12	Performance monitoring and payment	record expected outcomes for grants and measure performance of awards and payments against outcomes.	
16	Grants Administration	CLS_GA_018	13	Performance monitoring and payment	allow recurring payment requests from grants recipients. (grant recipients are non-citizen)	
16	Grants Administration	CLS_GA_020	14	Performance monitoring and payment	allow grants to be paid in foreign currency.	
16	Grants Administration	CLS_GA_021	15	Performance monitoring and payment	allow grant recipients to enter payment requests, provide evidence and query their account position. (grant recipients are non-citizen)	
16	Grants Administration	CLS_GA_027	16	Final Grant Reconciliation & Review	identify final grant award activities/payments and prompt either overpayment recovery action or closure of the grant record.	
18	Non-Current Assets	CLS_NCA_087	1	Maintain Asset Categories. Maintain Depreciation Rules	allow permitted currency for asset book to default to, and be restricted to, a set currency (such as GB Pounds)	
18	Non-Current Assets	CLS_NCA_048	2	Create Assets Automatically	recognise capital accounting transactions and create assets from purchase orders and Project Accounting	
18	Non-Current Assets	CLS_NCA_051	3	Create Assets Automatically	record grouping, linking and merging of new or existing assets.	
18	Non-Current Assets	CLS_NCA_004	4	Create Assets Manually	create, amend and dispose/retire of assets both manually and, where applicable, automatically using defined business rules.	
18	Non-Current Assets	CLS_NCA_052	5	Principles Applicable to Asset Creation Regardless Of Creation Method	assign, remove and re-assign owners to assets	
18	Non-Current Assets	CLS_NCA_009	6	Transfer Assets Under Construction	commence depreciation or amortisation at the date in service point.	
18	Non-Current Assets	CLS_NCA_106	7	Transfer Assets Under Construction	create a Fixed Asset at the point of an Asset Under Construction or Construction In Progress event.	
18	Non-Current Assets	CLS_NCA_058	8	Transfer Between Departments	record the transfer and account for the movement of assets between government departments.	
18	Non-Current Assets	CLS_NCA_059	9	Transfer Between Departments	ensure that any asset transfers are recorded in both the originating and receiving entity using the same data fields to ensure accuracy.	
18	Non-Current Assets	CLS_NCA_060	10	Finance leases	account for leased assets on system using International Financial Reporting Standards (IFRS) accounting rules.	
18	Non-Current Assets	CLS_NCA_062	11	Finance leases	create, modify and dispose of leased assets.	
18	Non-Current Assets	CLS_NCA_011	12	Private Finance Initiatives	process, calculate and account for Private Finance Initiatives (PFI).	
18	Non-Current Assets	CLS_NCA_012	13	Asset Impairments	process and calculate both scheduled and ad hoc asset impairments and revaluations.	
18	Non-Current Assets	CLS_NCA_065	14	Asset Impairments	apply both modified historic cost accounting (MHCA), historic cost accounting and and Depreciated Replacement Cost (DRC) accounting methodologies to assets	
18	Non-Current Assets	CLS_NCA_066	15	Asset Impairments	process multiple, ad hoc or scheduled asset events such as revaluations during a single accounting period.	
18	Non-Current Assets	CLS_NCA_093	16	Amend Assets Details. Amend Asset Life. Amend Asset Category	apply changes of classification to assets and, where appropriate, back-date these changes to a defined point in time	
18	Non-Current Assets	CLS_NCA_091	17	Asset Changes	amend and, where necessary, back-date the life of an asset as part of an asset lifecycle review and make associated depreciation adjustments	
18	Non-Current Assets	CLS_NCA_090	18	Splitting Assets	allow an asset to be partially retired.	

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18	Non-Current Assets	CLS_NCA_077	19	Perform Year End Activities	roll forward asset balances into a new accounting period (such a financial year)	
18	Non-Current Assets	CLS_NCA_029	21	Sell/Gift Asset	amend an asset record to change its status within a set of pre-defined criteria (such as Held for Sale, Sold, Gift)	
18	Non-Current Assets	CLS_NCA_081	22	Dispose or Write off Assets	calculate accounting entries for gains and losses on disposal.	
18	Non-Current Assets	CLS_NCA_082	23	Reinstate Asset	re-instate previously disposed or retired assets and their associated asset transaction histories.	
18	Non-Current Assets	CLS_NCA_089	24	Depreciation Forecasts	generate depreciation forecasts over an assets useful life	
17	Record to Report	CLS_R2R _152	1	Master Data Setup and Maintenance	allow Machinery of Government (MOG) changes to be reflected in the solution in a timely and efficient way.	
17	Record to Report	CLS_R2R_001	2	Master Data Setup and Maintenance	create, modify and close Common Chart of Accounts (CCoA) segment values and update the relevant hierarchies.	
17	Record to Report	CLS_R2R_002	3	Master Data Setup and Maintenance	compare current cost centre hierarchies with historic cost centre hierarchies when reporting	
17	Record to Report	CLS_R2R_003	4	Master Data Setup and Maintenance	move all items linked to a cost centre (such as assets, employees, purchase orders) automatically when hierarchies change	
17	Record to Report	CLS_R2R_004	5	Master Data Setup and Maintenance	conform to, and be flexible to changes in, Government Common Chart of Accounts standards and HM Treasury's reporting requirements, such as the Online System for Central Accounting and Reporting (OSCAR) and statutory accounts.	
17	Record to Report	CLS_R2R_035	6	Master Data Setup and Maintenance	replicate chart of accounts changes across all ERP modules that hold chart of accounts values.	
17	Record to Report	CLS_R2R_037	7	Master Data Setup and Maintenance	set controls to restrict or allow posting to specified segment code combinations	
17	Record to Report	CLS_R2R_039	8	Master Data Setup and Maintenance	allow accounting structures to reflect the actual legal entity and tax structures	
17	Record to Report	CLS_R2R_040	9	Master Data Setup and Maintenance	hold a summary level of detail in the general ledger, with full transactional details available in sub-ledgers and/or feeder systems	
17	Record to Report	CLS_R2R_059	10	Master Data Setup and Maintenance	integrate the chart of accounts with information within HR and procurement data structures.	
17	Record to Report	CLS_R2R_062	11	Master Data Setup and Maintenance	allow creation of multiple hierarchies for each segment to meet different reporting requirements (such as for management or financial reporting)	
17	Record to Report	CLS_R2R_063	12	Master Data Setup and Maintenance	allow multiple currencies in each module (as appropriate) and ensure that gains and losses are calculated and posted automatically when exchange rates are updated	
17	Record to Report	CLS_R2R_007	13	Planning, & Budgeting	run full end to end multi-year financial planning processes, including forecasting and budgeting.	
17	Record to Report	CLS_R2R_008	14	Planning, & Budgeting	capture financial commentary and add this to financial plans and forecasts	
17	Record to Report	CLS_R2R_009	15	Planning, & Budgeting	consolidate all financial plans and forecasts, including those for bodies / entities within the departmental group and not on the ERP.	
17	Record to Report	CLS_R2R_010	16	Planning, & Budgeting	enable the end to end management of the budget allocation and transfer process. This includes the creation, allocation, re-allocation, approval, and control over movement of budgets.	
17	Record to Report	CLS_R2R_015	17	Planning, & Budgeting	record local or standard financial assumptions and cost drivers to generate plans, budgets and forecasts.	
17	Record to Report	CLS_R2R_016	18	Planning, & Budgeting	allow creation and updating of cost models using multiple sources of information (such as workload forecasts, employee totals, employee activity, productivity, costs, savings and contracts)	
17	Record to Report	CLS_R2R_019	19	Planning, & Budgeting	model, test and compare multiple planning and budgeting scenarios	
17	Record to Report	CLS_R2R_021	20	Planning, & Budgeting	view, amend and report on financial budgets and forecasts against actuals	
17	Record to Report	CLS_R2R_023	21	Planning, & Budgeting	capture and report financial risks & opportunities (as a point or range)	
17	Record to Report	CLS_R2R_024	22	Planning, & Budgeting	record overlay adjustments to forecasts and budgets at a consolidated level	
17	Record to Report	CLS_R2R_031	23	Planning, & Budgeting	perform value for money analysis by combining data sets and information such as financials, staff FTE, productivity and performance	
17	Record to Report	CLS_R2R_034	24	Planning, & Budgeting	combine employee activity and productivity data with process efficiency data for reporting people and process optimisation	

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17	Record to Report	CLS_R2R_041	25	Planning, & Budgeting	hold multiple versions of plans, budgets and forecasts including prior years with accompanying narrative and history	
17	Record to Report	CLS_R2R_072	26	Planning, & Budgeting	provide self service reports for Budget holders	
17	Record to Report	CLS_R2R_132	27	Planning, & Budgeting	support archiving versions of the financial budget and forecasts	
17	Record to Report	CLS_R2R_133	28	Planning, & Budgeting	calculate average salaries and staff cost rates (capitation rates) for direct use in budgeting and forecasting	
17	Record to Report	CLS_R2R_076	29	Forecasting	align forecasting data across modules such HR and Payroll financial and headcount data, Projects data (capital, expense, workforce / time).	
17	Record to Report	CLS_R2R_025	30	Period End Accounting	set rules on non-reconciling items	
17	Record to Report	CLS_R2R_028	31	Period End Accounting	allocate / apportion costs between funding streams / cost centres	
17	Record to Report	CLS_R2R_048	32	Period End Accounting	use separate adjustment periods for the end of year audit adjustments	
17	Record to Report	CLS_R2R_049	33	Period End Accounting	prevent out of balance journals from being posted (such as controls that apply set rules on decimal place rounding)	
17	Record to Report	CLS_R2R_050	34	Period End Accounting	automate regular adjustments (with the appropriate approval controls in place) using recurring journals	
17	Record to Report	CLS_R2R_051	35	Period End Accounting	apply materiality limits against manual journals including manual accruals (with ability to set different thresholds for different journal types, organisations, or parts of organisations)	
17	Record to Report	CLS_R2R_084	36	Period End Accounting	use and enforce a month-end close for all subledgers (such as calendar, checklist, sequence, cut-off times)	
17	Record to Report	CLS_R2R_086	37	Period End Accounting	upload bank statement transactions to perform reconciliations	
17	Record to Report	CLS_R2R_088	38	Period End Accounting	perform ageing analysis on all reconciling items	
17	Record to Report	CLS_R2R_091	39	Period End Accounting	capture and report on who created, authorised and posted journals	
17	Record to Report	CLS_R2R_092	40	Period End Accounting	restrict the range of account codes that are available to particular groups of users to post journals.	
17	Record to Report	CLS_R2R_097	41	Period End Accounting	ensure that a single point of entry for recharges requires both provider and receiver approval in the system before posting	
17	Record to Report	CLS_R2R_099	42	Period End Accounting	produce consolidated group financial accounts for bodies / entities within the departmental boundary including those not on the ERP	
17	Record to Report	CLS_R2R_101	43	Period End Accounting	enables general ledger data to be pushed to the consolidation ledger at multiple intervals or points during period end process	
17	Record to Report	CLS_R2R_103	44	Period End Accounting	prevent posting of transactions to closed accounting periods.	
17	Record to Report	CLS_R2R_105	45	Period End Accounting	automatically reverse journals marked as 'auto reversing' in line with defined posting criteria when the next accounting period is opened.	
17	Record to Report	CLS_R2R_128	46	Period End Accounting	allow named individuals responsible for resolving balance sheet reconciliations exceptions.	
17	Record to Report	CLS_R2R_160	47	Period End Accounting	perform intercompany reconciliations and identify non-reconciling items	
17	Record to Report	CLS_R2R_029	48	External Reporting	produce the Annual Report & Accounts in line with statutory reporting requirements	
17	Record to Report	CLS_R2R_107	49	External Reporting	automatically transfer internal Management Accounts data to update HM Treasury Online System for Central Accounting and Reporting (OSCAR).	
17	Record to Report	CLS_R2R_030	50	Management Information and Analytics	allow input and hold commentary to Management Accounts reports (such as comment on forecast movement)	
17	Record to Report	CLS_R2R_033	51	Management Information and Analytics	allow drill up/down into the sub ledgers for visibility to lowest level of transactions.	
17	Record to Report	CLS_R2R_057	52	Management Information and Analytics	provide accurate budget holder reporting on ring-fenced budgets that are set with HM Treasury and require absolute control	
17	Record to Report	CLS_R2R_109	53	Management Information and Analytics	produce agreed, standard board packs with data and narrative for strategic and operational reporting, including performance, risks and opportunities and key issues.	
17	Record to Report	CLS_R2R_110	54	Management Information and Analytics	produce management accounts covering all budgetary control limits and key HM Treasury budgeting classifications (such as programme, admin and capital). This includes information for bodies / entities not on the ERP.	
17	Record to Report	CLS_R2R_113	55	Management Information and Analytics	allow Finance data sets to be combined with HR, procurement, policy and operational data in order to complete transactions or generate new insights.	
13	Tax	CLS_TAX_001	1	Set Up and Maintain Tax Rules, Codes and Registrations	record, update & apply standard tax data as a master data store (such as tax rates, codes, procurement category codes, memo lines etc.)	
13	Tax	CLS_TAX_002	2	Set Up and Maintain Tax Rules, Codes and Registrations	record & apply regional variations of tax rates and thresholds to relevant calculations (such as Scottish/Welsh rates of Income Tax)	
13	Tax	CLS_TAX_003a	3	Set Up and Maintain Tax Rules, Codes and Registrations	schedule dates for tax rates (e.g. VAT, NI and PAYE) or changes to PAYE- related thresholds to become active	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Requirement Description - The solution must have the ability to…	Mandatory Requirements
13	Tax	CLS_TAX_025	4	Set Up and Maintain Tax Rules, Codes and Registrations	apply the Tax and VAT regimes relevant to the legal status of the entity; this includes entities operating in line with Section 33, Section 33e and S41 of the VAT Act 1994, and entities operating under the general regulations of VAT Act 1994.	
13	Tax	CLS_TAX_050	5	Set-up and Maintain Tax Rates and Codes	round Tax values for mandatory reporting in line with HMRC guidance para 17.5 of VAT Notice 700	
13	Tax	CLS_TAX_036	6	Set-up and Maintain Tax Rules and Processes	identify Imports and exports of goods and services, to correctly account and report on input/output VAT	
13	Tax	CLS_TAX_038	7	Set Up and Maintain Tax Rules, Codes and Registrations	create, maintain, consolidate and report on a VAT group, or multiple different VAT groups separately, calculating relevant data to meet mandatory Tax Return requirements	
13	Tax	CLS_TAX_008	9	Direct Tax	automatically apply via Payroll the correct HMRC tax rules to each category of employee expenses and employee benefits.	
13	Tax	CLS_TAX_010	10	Direct Tax	identify and store Posting-Terms against the employee record (i.e. Long Term Detached Duty, dual-based location), applying the correct taxation of expenses and benefits in kind for employees	
13	Tax	CLS_TAX_011	11	Direct Tax	identify relevant Construction Industry supplier invoices, calculate the Withholding Tax and remit the Tax to HMRC in line with HMRC automated procedures. This includes generating appropriate Construction Industry Scheme reports.	
13	Tax	CLS_TAX_012	12	Direct Tax	automatically create PAYE Settlement Agreements and P11D electronic returns to HMRC taking the relevant data from records stored in various places of the system	
13	Tax	CLS_TAX_075	13	Direct Tax	identify "Off Payroll Workers" such as Contractors, and correctly account for Tax and NI payments	
13	Tax	CLS_TAX_004	14	Indirect Tax	identify overseas transactions and relevant domestic transactions that are subject to a Reverse Charge procedure, automating the calculation and accounting for necessary adjustments.	
13	Tax	CLS_TAX_007	15	Indirect Tax	differentiate between Business and Non-Business (Statutory) activity and apply the relevant VAT regime to VAT recovery and the completion of the mandatory VAT Returns.	
13	Tax	CLS_TAX_026	16	Indirect Tax	identify and account for local (overseas) tax payments, where the 'Place of Supply' for VAT purposes is not UK	
13	Tax	CLS_TAX_080	17	Indirect Tax	capture, manage and record partial Exemption VAT adjustments	
13	Tax	CLS_TAX_059	18	Asset Management	calculate tax depreciation under Capital Goods Scheme based on relevant country tax rules, adjusting tax values where necessary on the disposal/recategorisation of relevant assets	
13	Tax	CLS_TAX_033	19	Exception reporting, compliance and errors	make VAT adjustments for written-off unpaid accounts receivable invoices (Output VAT) and unpaid accounts payable invoices (Input VAT) in line with HMRC regulations	
13	Tax	CLS_TAX_006	20	Statutory Returns and Reporting	for those legal entities subject to S33e and S41 of the VAT Act 1994 apply to non-business purchases, at the point of procurement, the relevant VAT recoverable treatment, correctly accounting for recoverable and non-recoverable Input VAT under the relevant Contracted Out Services Headings	
13	Tax	CLS_TAX_032	21	Statutory Returns and Reporting	calculate the Input VAT incurred based on the correct net value where an invoice has a discount rate applied (for example, for payment by a certain date)	
13	Tax	CLS_TAX_035	22	Statutory Returns and Reporting	identify relevant transactions originating from sources other than Accounts Payable (such as General Ledger journals, General Ledger applications for Funding) and calculate VAT implications to include in the periodical VAT Return.	
13	Tax	CLS_TAX_014	23	Supporting Technology	enable compliance with HMRC requirements for Making Tax Digital across all tax areas, with automated electronic interfaces to HMRC	
13	Tax	CLS_TAX_064	24	Tax External Reporting	automatically create the periodical VAT Return, incorporating system-derived purchasing (Input VAT) and sales (Output VAT) data, General Ledger adjustments and post-payment assurance activity corrections. The solution must prevent Input VAT on out-of-date S41 invoices from being recovered.	
13	Tax	CLS_TAX_066	25	Tax External Reporting	automatically account for Input and Output VAT on salary sacrifice and similar schemes (such as Cycle to Work, lease cars), based on the nature of the supply	
13	Tax	CLS_TAX_072	26	Tax Internal Reporting	support reporting and compliance/assurance activities across all Tax areas. An example of this would be the identification and analysis of incomplete transactional records	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
9	Source to Contract	S2C_S_47	S_47	Spend analytics	integrate with common Source to Contract Systems to enable synchronisation of shared data with the Enterprise Resource Planning System (ERPs) to facilitate an end-to-end Source to Pay process (creation of sourcing project through to invoice payment) e.g. supplier data, contract data, spend data, HR organisation structures/hierarchies.	Yes

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR001	1.3	Accessibility	The solution must comply with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. See: https://www.gov.uk/guidance/accessibility-requirements-for-public-sector-websites-and-apps	Yes
NFR002	1.3	Accessibility	The solution must support the use of Windows 10 Narrator. See: https://support.microsoft.com/en-us/windows/complete-guide-to-narrator-e4397a0d-ef4f-b386-d8ae-c172f109bdb1	
NFR003	1.3	Accessibility	The solution must support the use of Windows 10 native screen magnification app, Magnifier. See: https://support.microsoft.com/en-us/topic/setting-up-and-using-magnifier-e1330ccd-8d5c-2b3c-d383-fd202808c71a	
NFR004	1.3	Accessibility	The solution must support the use of Windows 10 Windows Speech Recognition. See: https://support.microsoft.com/en-us/windows/use-voice-recognition-in-windows-83ff75bd-63eb-0b6c-18d4-6fae94050571	
NFR005	1.3	Accessibility	The solution must support the use of Windows 10 Eye Control. See: https://support.microsoft.com/en-us/windows/get-started-with-eye-control-in-windows-1a170a20-1083-2452-8f42-17a7d4fe89a9#:~:text=Use%20Windows%2010%20eye%20control,and%20turn%20on%20the%20toggle.&text=Eye%20control%20settings-,When%20you%20switch%20on%20eye%20control,launchpad%20appears%20on%20the%20screen.	
NFR006	1.3	Accessibility	The solution must be compatible and work with the NonVisual Desktop Access software (NVDA desktop screen reader). See: https://www.nvaccess.org/download/	
NFR007	1	Accessibility	The solution must be compatible and work with VoiceOver on iOS (mobile screen reader) latest version. See: https://support.apple.com/en-gb/guide/iphone/iph3e2e415f/ios#:~:text=1%20Go%20to%20Settings%20%3E%20Accessibility%20%3E%20VoiceOver%2C,%28other%20models%29.%205%20Use%20Control%20Center.%20See%20More	
NFR008	1.3	Accessibility	The solution must be compatible and work with Magic (screen reader) latest version. See: https://support.freedomscientific.com/Products/LowVision/MAGic	
NFR009	1.3	Accessibility	The solution must be compatible and work with TalkBack (mobile screen reader) latest version. See: https://support.google.com/accessibility/android/answer/6283677?hl=en#:~:text=TalkBack%20is%20the%20Google%20screen,you%20might%20experience%20some%20differences.	
NFR010	1.3	Accessibility	The solution must be compatible and work with Dragon (speech recognition) 15 or later. See: https://www.nuance.com/en-gb/dragon.html	
NFR011	1	Accessibility	The solutions functionality must be accessible via keyboard strokes, without the need of pointing devices such as a mouse.	
NFR012	1.3	Accessibility	The solution must not contravene the Equality Act 2012, in any way. See: https://www.gov.uk/society-and-culture/equality	
NFR013	1.3	Accessibility	The solution must support all of the accessibility tooling available on modern, supported browsers for the most current major production release and one prior release. In particular Microsoft Edge Chromium support is a requirement. As a minimum, the latest stable browser version and the predecessor must be supported. Note: https://www.gov.uk/service-manual/technology/designing-for-different-browsers-and-devices	
NFR014	1	Consistency	The design of the solution must appear consistent throughout its look and feel of the User Interface.	

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR015	1	Consistency	The solution must provide a personalisation feature that allows for the use of Customer branding, logos and colour themes to support the Clusters identity branding.	
NFR016	1.3	Documentation	The solution must include training and support materials for the operation and administration of the System, examples include tool tips and intention based, self-directed learning. These must be available at the point of need within the solution.	
NFR017	1.3	Documentation	The solution must include functional user guides for all business process modules. These must be available at the point of need within the solution.	
NFR018	1.3	Documentation	The solution vendor must provide Release Notes and supporting material in advance of feature upgrades. These must be in a digital format and available via an online portal.	
NFR019	1.3	Documentation	The solution Vendor, upon request, must be able to provide a Service Security Management plan aligned to IT Infrastructure Library (ITIL) v4.	
NFR020	1.3	Documentation	The solution Vendor, upon request, must be able to provide a Incident Management plan aligned to IT Infrastructure Library (ITIL) v4.	
NFR021	1.3	Documentation	The solution Vendor, upon request, must be able to provide a Release and Change Management plan applicable to the core SaaS solution aligned to IT Infrastructure Library (ITIL) v4.	
NFR022	1.3	Documentation	The solution Vendor, upon request, must be able to provide a System Management plan aligned to IT Infrastructure Library (ITIL) v4.	
NFR023	1.3	Interoperability	The non-SaaS components which support the solution must be able to integrate with the Departments and Clusters third party Security Incident and Event Monitoring application(s) hosted outside the solution vendor's infrastructure, on a near real-time basis. See Synergy Products : 078 Integration Vision 120 Technology Vision 204 Integration Catalogue	
NFR024	1	Interoperability	The non-SaaS components which support the solution must be able to integrate with third party Monitoring applications to provide indications of alerts, warnings and errors.	
NFR025	3	Interoperability	The solution must be accessible via the Microsoft Edge (Chromium) web browser, within N-2 (major) of the current release.	Yes
NFR026	3	Interoperability	The solution must be accessible via the Safari web browser, within N-2 (major) of the current release.	Yes
NFR027	1	Interoperability	The solution functionality must be accessible via a supported browser virtualised in Citrix Win7 environment.	
NFR028	1	Interoperability	The solution is able to function without the need for adjustments to the web browser or the need to deploy any additional software such as browser plugins.	Yes
NFR029	1	Interoperability	The solution must support End User access via devices running the Windows 10, or Higher, Operating System.	
NFR030	1	Interoperability	The solution must support End User access via Microsoft Surface device running Windows10	
NFR031	1	Interoperability	The solution must support End User access via Mobile devices operating the Apple iOS Operating System.	
NFR032	1	Interoperability	The solution must support End User access via Mobile devices operating the Android Operating System.	
NFR033	1	Interoperability	If Microsoft office components are leveraged the solution must be compatible with MS Office 2010.	
NFR034	1	Interoperability	If Microsoft office components are leveraged the solution must be compatible with MS Office 365 Microsoft Office Professional Plus 2016/9.	
NFR035	1	Interoperability	The solution must support the use of Microsoft Excel loaders for the ingestion of bulk data.	
NFR036	1	Interoperability	The solution must integrate with the Government Shared Services integration architecture, including the Government's Central Services Integration Hub, to leverage and make full use of the Government Application Programming Interfaces (APIs) to Government shared solutions, such as Civil Service Learning.	
NFR037	1	Interoperability	The solution must provide a feature to import/export training content using the SCORM (2004) format.	

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR038	1.3	Interoperability	The solution must include software, tooling and processes for data migration from the Department's existing SOP Oracle e-business suite (hosted on Oracle Cloud Infrastructure) and the Home Office's METIS service (hosted on Oracle SaaS) to the new solution. The transfer must preserve data integrity, temporality and any associated metadata. See Synergy Product: 237 Data Migration Scope	
NFR039	1.3	Interoperability	To support a staggered go-live/dual running scenerio, the solution must include a mechanism that permits ongoing i.e. Business As Usual (BAU) data transfer from/to the Department's existing SOP Oracle e-business suite and METIS Oracle Fusion SaaS (hosted on Oracle Cloud Infrastructure) from/and to the new solution, utilising an Oracle supported mechanism, or similar platform, that also preserves data integrity and temporality and any associated metadata.	
NFR040	1	Interoperability	The solution must allow data interchange between third party applications via a set of Vendor supported API's. A list of published API's is to be made available by the vendor.	
NFR041	3	Interoperability	The solution must allow data interchange between third party applications using Authority approved protocols via File Transfer Protocol Secure (FTPS). Any need to use non-Authority approved protocols will require appropriate mitigations and Authority approvals	
NFR042	1	Monitoring	The solution must provide a facility for a System Administrator to monitor user license compliance, and provide an alerting/reporting capability to warn of possible licence exceptions.	
NFR043	1.3	Monitoring	The solution must raise alerts/alarms in the event of a system component failure or the breach of a pre-defined and configurable threshold availbility threshold.	
NFR044	1	Monitoring	The solution must provide meaningful error codes that can be mapped to work instructions and resolution steps specific to the alarm/fault.	
NFR045	1	Reportable	All views, reports and analytics within the solution must be based on live data, reflecting the current position at the point the report was initially viewed/generated.	
NFR046	1.5	Reportable	The solution must have the ability to restrict data access to view, edit and process rights based on role and role hierarchies, and must ensure only authorised individuals are able to view information for which they are authorised to access .	
NFR047	3	Reportable	The solution must be able to provide end-to-end reporting on 'how long/time' it takes key transactions take to complete.	
NFR048	1	Reportable	The solution must provide a self-service reporting and analytics capability that allows authorised users to generate reports, data visualisations and dashboards by selecting data from multiple datasets through a single user interface that allows data to be navigated, integrated and interrogated.	
NFR049	1	Reportable	The system must provide a self-service reporting and analytics capability that allows authorised users to apply data filters (e.g. to easily select and provide data for ministerial requests) to reports.	
NFR050	1	Reportable	The solution must provide a self-service reporting and analytics capability that allows authorised users to define KPIs for reporting and tracking on dashboards that can be personal (only visible to the user) or shared across user types/roles etc.	
NFR051	1	Reportable	The solution must provide a self-service reporting and analytics capability which supports data visualisations (including e.g. bar charts, pie charts, and geographical maps).	
NFR052	1	Reportable	The solution must provide a self-service reporting and analytics capability which supports trend analysis over time.	
NFR053	1	Reportable	The solution must provide a self-service reporting and analytics capability which supports predictive modelling and forecasting.	
NFR054	1	Reportable	The solution must provide a self-service reporting and analytics capability which supports drill-down capability via user-defined hierarchies (e.g. time periods or departmental hierarchies) to enable data to be analysed across multiple dimensions.	
NFR055	1	Reportable	The solution must provide a self-service reporting and analytics capability which supports multiple external reporting output formats i.e. MS Excel, MS Word, MS PowerPoint. [Insert Versions/File formats]	
NFR056	3	Reportable	The solution must provide a reporting and analytics capability, underpinned by RBAC security, supports retrieval of outputs from historic dates for the lifetime of the service.	
NFR057	3	Reportable	The solution must provide reporting / query capability underpinned by roles, which supports retrieval of outputs from historical dates for the lifetime of the service.	
NFR058	1	Reportable	The solution must provide a self-service reporting and analytics capability which supports the sharing of customised reports.	
NFR059	3	Reportable	The solution must provide a self-service reporting and analytics capability which supports the scheduling for the execution of reports.	

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR060	1.3	Reportable	The solution must provide native self-service reporting and analytics capability that allows authorised users to automatically distribute reports to a defined list of recipients (users) over configurable periods of time.	
NFR061	1	Reportable	The solution must provide a reporting capability for service usage and user access.	
NFR062	1	Reportable	The solution must provide Administration reports for service performance.	
NFR063	1	Responsiveness	During periods of maintenance or downtime, the solution has a mechanism for informing the User that the requested operation is currently unavailable.	
NFR065	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Time to Login/Logoff** < 5secs	
NFR066	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Standard screen load** < 2secs	
NFR067	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Common online reports** < 10 seconds of requesting it.	
NFR068	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundarymust provide a comfortable customer experience. Average response time expectation for the following function: **Time for complex action/page load** < 3secs	
NFR069	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Save Object** < 3secs	
NFR070	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Attachment to be Downloaded/Uploaded (< 7.99MB)** < 5secs	
NFR071	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Attachment to be Downloaded/Uploaded (> 8MB & < 10MB)** < 10secs	
NFR072	1.3	Responsiveness	Response speeds for user actions which are fully contained within the solution hosted environment boundary must provide a comfortable customer experience. Average response time expectation for the following function: **Linking of Objects** < 2secs	
NFR073	1.3	Responsiveness	Nightly ETL from the System to the Warehouse is completed within 6 hours.	
NFR074	1.3	Reportable	The solution vendor must provide to the Authority annual Service health check reports.	
NFR075	1	Accuracy	The solution must provide a mechanism for data to be synchronised/consistent across third party source systems.	
NFR076	1	Availability	The solution must be available 24 hours a day, 7 days a week (except for any contractually allowed downtime/scheduled maintenance) to achieve an availability level of at least 99.9%.	Yes
NFR077	1	Availability	Scheduled maintainenance windows must be outside of the core working hours of Monday to Saturday between 7am and 9pm UK time.	
NFR078	1.3	Availability	The solution Vendor must provide an annual Maintenance Plan for review and approval by the Customer.	
NFR079	1	Availability	Any scheduled downtime must be pre-agreed at least 10 working days in advance of the downtime.	

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR080	1	Availability	Any emergency downtime must be communicated via an agreed mechanism for reporting emergency and unscheduled system outages.	
NFR081	1	Availability	The solution's self-service reporting and analytics capability must be part of the core system.	
NFR082	1.3	Recoverability	The ability for the solution to be technically capable of performing zero downtime upgrades i.e. no uneccsary outage of the entire service whilst individual components or modules are upgraded.	
NFR083	1.3	Recoverability	The solution vendor has a business continuity plan alligned to ISO 22301 standard. See: https://www.iso.org/standard/75106.html	
NFR084	1	Recoverability	The solution is capable of having a recovery point objective (RPO) of 1 hour.	
NFR085	3	Recoverability	The solution must have an enhanced recovery time objective of 12 hours or less for the following core modules: finance, procurement and payroll.	
NFR086	1	Recoverability	The total solution is capable of having a recovery time objective (RTO) of 12 hours.	
NFR087	3	Recoverability	The solution must automatically replicate all data to a disaster recovery site in-line with recovery time objectives and service level agreements.	
NFR088	1	Recoverability	The solution vendor must have an agreed plan for declaring a disaster and notifying the Customer.	
NFR089	1	Recoverability	The solution vendor must execute a Disaster Recovery test to be carried out at least once within a 12 months cycle period and the test outcome provided to the Cluster.	
NFR090	1	Capacity	The solution must support 100,000 concurrent users.	Yes
NFR091	1	Capacity	Batch processing within the solution must have no impact on Transactional user operations and complete without having any negative performance impact on users of the system.	
NFR092	1.3	Capacity	The solution must be capable of supporting the existence of 1,000,000 active user profiles.	
NFR093	1.3	Capacity	The solution must be accessible from all Department(s) business operating locations across England, Wales, Northern Ireland and Scotland, and remote.	
NFR094	1	Capacity	The solution Reporting & Analytics capabilities must support 50,000 concurrent users without a significant degradation of performance (-25% speed).	
NFR095	1	Capacity	The solution must support a single file upload of up to 200MB with the capacity to support 100 upload batches.	
NFR096	1.3	Scalability	The solution must be architected to support dynamic scaling without the need of service downtime. The vendor's underlying infrastructure must be capable of increased and decreased capacity handling depending on demand.	
NFR097	1	Scalability	The solution vendor must ensure non-production environments are adequately sized to support the Cluster's activities planned for those environments.	
NFR098	3	Configurability	The solution must provide a Notification feature. Notification types available to the solution administrator for selection with a notification event must include, email, text message, in application on-screen prompt, in application on-screen notification, API push notification, and chatbot. Mobile push notification if a mobile apps is developed.	
NFR099	1	Configurability	The frequency of reminder rules must be user-configurable by the solution's admistrator based on the type of outstanding action.	
NFR100	1	Configurability	The solution must be able to store a User's notification preferences to receive notifications.	
NFR101	1	Configurability	The solution must support flexibility to configure system wide parameters by a system administrator	
NFR102	3	Configurability	The solution must have configurable 'non-working' times for sending system generated notifications to Non-Department owned devices. The sending of notifications must be limited to between 8am and 8pm, Monday-Saturday.	
NFR103	1	Configurability	The solution must have configurable 'non-working' times for sending system generated notifications to Department owned devices. The sending of notifications must be limited to between 8am and 8pm, Monday-Saturday.	
NFR104	1	Configurability	The solution must allow authorised Business Users to configure the solution, within the authorised limits of the Users role defined by the Role Based Access Control (RBAC) rules.	
NFR105	1	Configurability	The solution must provide the ability for a system administrator to enable / disable key functionality components.	
NFR106	1	Configurability	The solution must allow for UK Government published bank holidays to be loaded into the system and for a system administrator to assign these to individuals who are based in England, Scotland, Wales or Northern Ireland.	

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR107	1	Configurability	All activities which have a due date associated with them, must have the ability for the solution to send a system administrator configured notification.	
NFR108	3	Configurability	The individual solution components must be uninstallable (rollback of deployment to the previous working version must be supported) subject to the constraints of a SaaS Services.	
NFR109	3	Configurability	The solution must enable the Authority to amend the structure and format of reports and customize labels on reports.	
NFR110	1.3	Localisations	The solution must support UK regional language format in all areas such as currency and date format. The systems language is UK English.	
NFR111	1	Maintainability	The solution must provide a method for the propagation of changes between Customer environments.	
NFR112	1	Maintainability	The solution must version control business rules, including the ability to map old business rules to new business rules.	
NFR113	1	Maintainability	The solution must provide a configuration management capability to systematically control changes to system attributes / functionality and to maintain system integrity and traceability through the project lifecycle.	
NFR114	1.3	Maintainability	Deployments must be made with no unexpected loss of service during working hours.	
NFR115	1.3	Maintainability	The solution must provide comprehensive validation and exception handling functionality across the suite of software modules deployed.	
NFR116	1	Maintainability	The solution vendor must define and enforce an upgrade and patching policy to ensure that all hardware operated is on a Vendor supported version.	
NFR117	1	Maintainability	The solution vendor must define and enforce an upgrade and patching policy to ensure that all software operated is on a supported version.	
NFR118	1	Manageability	The solution vendor must provide vendor support to the Cluster operations teams between the core operational hours of the service. Outside of these core hours a 24*7 over 365 days support service must be provided for High priority incidents.	
NFR119	1	Open Standards	The solution must demonstrate the use of open standards and non-proprietary protocols wherever possible. Examples include adoption of Cloud Native Computing Foundation (CNCF) principles.	
NFR120	1	Open Standards	All elements and components of the solution must be covered by the support policy. Any open source components used by the solution must have a support model in place.	
NFR121	1.3	Portability	The solution must not have dependencies on any vendor specific hardware technology.	
NFR122	1	Portability	Individual Departments must own any data relating to that Department held within the solution, and have a right-of-access to that data at all times.	Yes
NFR123	1	Portability	The solution vendor has a demonstrable, robust and appropriate plan for returning data within the system to Departments in the future, for example if a Department decides to close down and retire the solution, or if Department decides to adopt an alternative software strategy.	
NFR124	3	Portability	The solution vendor must ensure that no products, code or functionality exists within or around the system that would prohibit or hinder the migration or porting of the system, or its services, to another live service support partner in the event of contract cancellation or cessation.	
NFR125	1.3	Testability	In addition to the Production environment, the solution vendor must provide additional environments to support the effective operation of the solution, and including but not limited to: A Testing environment, a Training environment, and Production support environments. The ability to copy or clone those environments must be available.	
NFR126	1	Testability	The solution vendor must provide details on environment request setup process and provisioning lead times.	
NFR127	3	Compliance	Data must only be stored for a period of time that is configurable by a service administrator. Different datasets must be able to be configured with different rules.	
NFR128	1	Manageability	The system is provided as a Software as a Service (SaaS). The Supplier is responsible for managing or control the underlying infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the exception of user specific application configuration settings.	
NFR129	1.3	Manageability	The supplier must provide a responsibility model document that details the Suppliers, Sub-contractors, Hosting partner and the Synergy team's responsibilities for the service implementation and live operation.	
NFR130	1	Compliance	The hosting organisation has a unified process for responding to subpoenas, service of process, and other legal requests.	
NFR131	1.1	Security	The Supplier shall, and shall procure that any Sub-Supplier (as applicable) shall, obtain and maintain certification to ISO/IEC 27001 (the “ISO Certificate”) in relation to the Services during the Contract Period.	Yes

Synergy REQ ID	Version	NFR Category	Requirement	Mandatory Requirements
NFR132	1.1	Security	The Supplier shall be able to demonstrate data protection by design through compliance to General Data Protection Regulation (GDPR) & Latest Data Protection Acts. This must include, but not exclusive to, providing data mapping and Records of Processing and Lawful Basis (ROPA) and supporting the Authority in completing Data Protection Impact Assessment (DPIA).	Yes
NFR133	1.1	Security	The Supplier shall ensure security of the supply chain is maintained inline with ISO 28000 principles during the contract period.	Yes
NFR134	1.1	Security	The Supplier shall provide and maintain evidence of a Business Continuity Program which is in alignment with ISO/IEC 22301.	Yes
NFR135	3	Security	The Supplier shall ensure the change process is aligned to clear security frameworks, e.g.Information Technology Infrastructure Library (ITIL) and National Cyber Security Centre (NCSC) guidelines, and has agreement of the proposed process with the client. This process is to be followed by any organisations associated to the Supplier in delivering the solution.	
NFR136	3	Security	The Supplier must organise background vetting checks for all relevant employees including sub-contractors: Users having both read-only and write access to live production data must be Counter Terrorist Check (CTC)/Level 1B, the Authority will support/sponsor users where needed. As a minimum all other personal must have BPSS or equivalent if outside UK.	
NFR137	3	Security	The Supplier must organise background vetting checks for all relevant employees including sub-contractors: System Administrators must be Security Cleared (SC). The Authority will support/sponsor users where needed.	
NFR138	1.1	Security	The Supplier and any Sub-Supplier (as applicable) shall, obtain and maintain certification to Cyber Essentials Plus (the “Cyber Essentials Plus Certificate”) in relation to the Services during Contract Period. The Cyber Essentials Plus Certificate shall be provided by the Supplier to the Authority annually.	
NFR139	1.1	Security	The Supplier shall carry out a Risk Assessment (i) at least annually, (ii) in the event of a material change in the Supplier’s Systems Environment or in the threat landscape or (iii) at the request of the Authority. The Supplier shall provide the report of the Risk Assessment to the Authority	
NFR140	1.1	Security	The Supplier shall ensure the data pertaining to Synergy is hosted and accessed from within the UK for the Synergy Services and for the information marked OFFICIAL-SENSITIVE.	Yes
NFR141	1.3	Security	The Supplier shall ensure security of the data in transit and at rest using encryption algorithms which comply with the guidance from National Cyber Security Centre (NCSC).	Yes
NFR142	1.3	Security	Any Cloud infrastructure used by the Supplier to provide services to the Authority must be secured in compliance with National Cyber Security Centre (NCSC) Cloud security principles.	Yes
NFR143	1.5	Configurability	The solution must allow for the configuration of role and position-based approval based on governance and business rule and work flows with alerts, notifications and escalations being sent at pre-defined timings and delegate selection being automated based on departmental hierarchy.	
NFR144	1.5	Compliance	The solution must enforce policies that prevent an individual performing multiple stages of a transaction. An example being that disposal transactions are not entered and approved by the same user	
NFR145	1.5	Configurability	The solution must allow for the online maintenance of Purchasing Catalogues in line with a commercial approval activity flow.	
NFR146	1.5	Configurability	The solution must provide an automation capability covering both functional and technical areas. The vendors may chose to use point solutions (or use market place solutions) as long as the solution meets the wider NFR needs and in particular complies with NFR133.	
NFR147	1.5	Configurability	The solution must support the creation or customisation of data entry screens to tailor the input fields presented to the End User. The customisation must include the ability to perform data entry validation checks and mandatory field options.	
NFR148	1.5	Configurability	The solution must support the attachment/upload of documents. The following formats are required as a minimum: Microsoft Word, Microsoft Excel, PDF, eMail saved message.	
NFR149	1.5	Configurability	The solution must provide the ability to create custom workflows across all SaaS modules aligned to business processes which enable users to complete actions in a defined order including but not limited to: Data entry, integrations, running of processes, approvals, reconciliation, error and warning resolution, and reporting	
NFR150	1.5	Configurability	The solution must have the capability to map public sector Organisational design and team structure.	
NFR151	1.5	Manageability	The solution must allow for Synergy master data to be managed in a single central location and shared thoughout the system.	
NFR152	1.5	Compliance	The solution must have built in anti-fraud controls and counter-measures.	
NFR153	3	Localisations	The solution should provide the ability to capture, retain, report on legislative / statutory data requirements for all the business processes / countries / Departments detailed in our Product workbooks / Requirements compliance matrix.	

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NFR154	1.5	Configurability	The solution must allow for data entry formats (e.g. free text / date / list) to be configurable with data validation rules built into the data definitions.	
NFR155	1.5	Documentation	The solution must have the ability to link to or access relevant guidance, policies and documents when completing HR processes if not stored directly in the solution.	
NFR156	1.5	Availability	The solution must provide self service capability to perform transactions covering HCM, ERP and Commercial solutions.	
NFR157	1.5	Documentation	The solution must have the ability to store documents and information relating to those documents electronically. The system must also be able to hold any necessary documentation relating to grants and payments in PDF, Word, Excel, csv formats. The solution must have the ability to store and report on document retention dates.	
NFR158	1.5	Auditable	The solution must provide a full audit history of changes to configuration, transactions and database items with time stamps and user details on Create, Update, Delete transactions	
NFR159	1.5	Interoperability	The solution must allow for exchange in currency to be automated at the current exchange rate into GBP when entering any foreign currency across modules, for example, an expense claim, by using a centrally controlled foreign exchange rate imported from the HMRC system.	
NFR160	1.5	Security	The Supplier must ensure Personal Identifiable Information (PII) data in all variations pertaining to Synergy is hosted and accessed from within the UK for the core ERP Platform and for the information deemed sensitive to Synergy program.	
NFR161	1.5	Interoperability	The solution must integrate with Departmental applications which manage electronic agreements, supporting the viewing and electronic signing (eSignature) of documentation.	
NFR163	1.5	Sustainability	The Supplier must comply with emerging leading practices and principles for green software development for the services provided, over the duration of the contract, encapsulating the concepts of: - Energy efficiency 'Consume the least amount of electricity as possible' - Hardware efficiency 'Use the least amount of embodied carbon possible' - Carbon awareness 'Do more when the electricity is clean and less when it's dirty'	
NFR164	1.5	Sustainability	The provision of the Services must contribute to the Authorities efforts to achieve and comply with: - Greening government: ICT and digital services strategy 2020 to 2025 see: https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025 - Greening Government Commitments 2021 to 2025 - GOV.UK see https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025	

Category	Requirement Reference	Requirement
Training	IMP_TRN_011	The Supplier shall advise and provide the Authority with any additional specialist/tailored materials and/or enable learning/capability to cater to all the user groups/ Departments - beyond that defined in the core training requirements - to enable the successful implementation and/or ongoing management of the ERP solution through the lifecycle of the programme. This more ‘specialist/niche’ learning or capability - potentially to smaller audiences - would be designed and delivered using the most effective delivery methods based on user outcome needs e.g. user guides, quick reference cards, training videos, embedded eLearning, face-to-face specialist user training and/or floor walking, learning attainment testing and management (but not limited to).

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
9	Source to Contract	S2C_PL_1	PL_1	Commercial strategy plan and pipeline	Ability to track and manage the timeframes and resource requirements associated with various stages of the procurement process	
9	Source to Contract	S2C_D_1	D_1	Conduct market engagement	create and manage sourcing project and associated workflow tasks including approval workflows based on the different templates	
9	Source to Contract	S2C_D_2	D_2	Conduct market engagement	flag sourcing events so they are excluded from the commercial pipeline	
9	Source to Contract	S2C_D_3	D_3	Conduct market engagement	flag inactive projects after a certain period	
9	Source to Contract	S2C_D_4	D_4	Conduct market engagement	link sourcing events under project name - ensure a unique reference number is assigned to each sourcing project - number carries over to contract etc	
9	Source to Contract	S2C_D_5	D_5	Conduct market engagement	share data with suppliers via a Virtual 'data room' where all data related to tendering/contracts is stored	
9	Source to Contract	S2C_D_6	D_6	Conduct market engagement	link sourcing activities to PINs (Prior Information Notices) Refer to link: https://www.legislation.gov.uk/uksi/2015/102/regulation/48/made	
9	Source to Contract	S2C_D_7	D_7	Conduct market engagement	broadcast and receive messages externally to registered suppliers	
9	Source to Contract	S2C_D_8	D_8	Conduct market engagement	support all common RFx events / types e.g. but not limited to > 1) ITT (Invitation to Tender); 2) RFI (Request for Information); 3) RFP (Request for Proposal); 4) RFQ (Request for Quotation); 5) sealed bids; 6) e-auctions	
9	Source to Contract	S2C_D_9	D_9	Conduct market engagement	allow for individual, configurable, sections and questions to be created within the RFx	
9	Source to Contract	S2C_D_10	D_10	Conduct market engagement	publish and evaluate business needs, market engagement and sourcing strategy questionnaires for internal stakeholders	
9	Source to Contract	S2C_D_11	D_11	Conduct market engagement	support procurements which are lotted	
9	Source to Contract	S2C_D_12	D_12	Conduct market engagement	support the communication and hosting of market engagement events	
9	Source to Contract	S2C_D_13	D_13	Conduct market engagement	automatically carry forward the data from a market engagement event to a sourcing project	
9	Source to Contract	S2C_D_14	D_14	Conduct market engagement	manage stakeholder roles and activity's and ensure these can be easily carried forward once the project has commenced	
9	Source to Contract	S2C_D_15	D_15	Conduct market engagement	manage stakeholder roles and activity's and ensure these can be easily carried forward once the project has commenced	
9	Source to Contract	S2C_D_16	D_16	Conduct market engagement	add a records or upload documents to facilitate data capture, for example asset registers and other appropriate information	
9	Source to Contract	S2C_D_17	D_17	Conduct market engagement	support identification of commercial procurement opportunities, potential suppliers best routes to market through reporting, AI, automation etc	
9	Source to Contract	S2C_D_18	D_18	Conduct market engagement	create and publish Early Engagement and Future Opportunity notices to Contracts Finder and Find a Tender services Refer to 204 Integration Catalogue (S2C) refer to links: https://www.contractsfinder.service.gov.uk/Search https://www.find-tender.service.gov.uk/Search	
9	Source to Contract	S2C_D_19	D_19	Develop and finalise procurement pack	enable configuration of the commercial stage sections and questions	
9	Source to Contract	S2C_D_20	D_20	Develop and finalise procurement pack	enable an evaluation to have a SQ and technical envelope only e.g. for use on some grants events.	
9	Source to Contract	S2C_D_21	D_21	Develop and finalise procurement pack	allow documents to be uploaded/downloaded at any point throughout the RFx lifecycle	
9	Source to Contract	S2C_D_22	D_22	Develop and finalise procurement pack	display an error message when publishing an RFx if common errors are found. (For example - a question section does not contain any questions, or scoring for a stage/section does not add up correctly)	
9	Source to Contract	S2C_D_23	D_23	Develop and finalise procurement pack	allow for use of the system in a light touch way using existing data to provide automation where possible e.g. opting out of using workflows, recording results of off-line evaluations	
9	Source to Contract	S2C_D_24	D_24	Develop and finalise procurement pack	capture Commercial Approval Board (CAB) approval stagers and allow the uploading of the final approved (Commercial Approval Document) CAD with evidence	
9	Source to Contract	S2C_D_25	D_25	Develop and finalise procurement pack	Automatically record anticipated savings, including contract savings and negotiated savings	
9	Source to Contract	S2C_PR_1	PR_1	Launch procurement	Ensure all necessary approvals are obtained prior to the publication of procurement documents, such as ITTs.	
9	Source to Contract	S2C_PR_2	PR_2	Launch procurement	punch out into other instances of sourcing systems used elsewhere - Crown Commercial Service - GOV.UK (www.gov.uk) Refer to Link: https://www.crowncommercial.gov.uk/	
9	Source to Contract	S2C_PR_3	PR_3	Launch procurement	setup a dynamic purchasing system (DPS) using appropriate interfaces where required - Crown Commercial Service - GOV.UK (www.gov.uk)	
9	Source to Contract	S2C_PR_4	PR_4	Launch procurement	create call offs (contracts or purchase orders) from pre-existing frameworks or agreements when conducting sourcing activity	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
9	Source to Contract	S2C_PR_5	PR_5	Launch procurement	provide a summary view of the number of suppliers who have viewed the published event, accepted to participate or are in process of accepting the event.	
9	Source to Contract	S2C_PR_6	PR_6	Launch procurement	monitor bidder activity and provide access to commercial documents including ITTs	
9	Source to Contract	S2C_PR_7	PR_7	Launch procurement	be able to send ITT to registered and non-registered (invited) suppliers (dependent on route to market), including the creation and publication of Live Opportunity notices to Contracts Finder and Find a Tender services where appropriate	
9	Source to Contract	S2C_PR_8	PR_8	Launch procurement	publish opportunities on a portal of available opportunities that is open to all without the need to register.	
9	Source to Contract	S2C_PR_9	PR_9	Launch procurement	send and configure alerts for all potential suppliers involved in a tender	
9	Source to Contract	S2C_PR_10	PR_10	Launch procurement	restrict a potential supplier from having sight of other potential suppliers, tenders and information not directly pertaining to them	
9	Source to Contract	S2C_PR_11	PR_11	Launch procurement	start an event at a predefined time, stop, pause and extend an event as required.	
9	Source to Contract	S2C_PR_12	PR_12	Launch procurement	allow a potential supplier to amend their RFx submission before the stated RFx return deadline	
9	Source to Contract	S2C_PR_13	PR_13	Launch procurement	either block or allow tender submissions made after a stated submission deadline	
9	Source to Contract	S2C_PR_14	PR_14	Launch procurement	amend the RFx if required and issue an alert to registered potential suppliers that an amendment has been made	
9	Source to Contract	S2C_PR_15	PR_15	Launch procurement	prompt suppliers automatically (email / notification) yet to acknowledge whether they plan to respond or not to the tender, before the deadline.	
9	Source to Contract	S2C_PR_16	PR_16	Manage and respond to bidder clarification questions	allow messaging between bidders and the Authority regarding an ITT	
9	Source to Contract	S2C_PR_17	PR_17	Confirm supplier qualification	restrict access to tenders submitted in any form until after the stated submission deadline and tenders are formally opened in the system as required	
9	Source to Contract	S2C_PR_18	PR_18	Confirm supplier qualification	disqualify suppliers from the procurement process when required	
9	Source to Contract	S2C_PR_19	PR_19	Confirm supplier qualification	be able to remove suppliers from lists once they have failed qualification	
9	Source to Contract	S2C_PR_20	PR_20	Confirm supplier qualification	support the completion of due diligence checks on suppliers who participate in a sourcing event based on SQ responses and external data feeds. For example checking financial status reports, recent activity via web scrapers. Using automated process where possible	
9	Source to Contract	S2C_PR_21	PR_21	Confirm supplier qualification	be able to communicate exclusion from sourcing event with the supplier	
9	Source to Contract	S2C_PR_22	PR_22	Evaluate supplier responses	create evaluation criteria and weightings	
9	Source to Contract	S2C_PR_23	PR_23	Evaluate supplier responses	pull response data into evaluation matrix (to be automated)	
9	Source to Contract	S2C_PR_24	PR_24	Evaluate supplier responses	configure evaluation set up for example "establish evaluation criteria, scoring methodology, forms, and evaluators"	
9	Source to Contract	S2C_PR_25	PR_25	Evaluate supplier responses	support a variety of configurable scoring models	
9	Source to Contract	S2C_PR_26	PR_26	Evaluate supplier responses	provide a flexible multi-stage procurement processes that allows configurable stages, including for example presentation / submission	
9	Source to Contract	S2C_PR_27	PR_27	Evaluate supplier responses	enable users to create and manage sourcing events/opportunities, continually add and evaluate suppliers onto the DPS (dynamic purchasing system), and facilitate the awarding of contract	
9	Source to Contract	S2C_PR_28	PR_28	Evaluate supplier responses	allow individual evaluators to amend their scores and rationale (keeping a record of any scores and/or rationale changed)	
9	Source to Contract	S2C_PR_29	PR_29	Evaluate supplier responses	control access/sequence of evaluation stages	
9	Source to Contract	S2C_PR_30	PR_30	Conduct moderation and due diligence	enable capturing and recording conflicts of interest for stakeholder and evaluators involved the procurement process	
9	Source to Contract	S2C_PR_31	PR_31	Conduct moderation and due diligence	assign a moderator(s) to assess evaluation scores, with the ability to override the evaluators score	
9	Source to Contract	S2C_PR_32	PR_32	Conduct moderation and due diligence	enable users to capture and maintain information on subcontractors involved in the procurement process, including their contact details, scope of work, and contractual agreements	
9	Source to Contract	S2C_PR_33	PR_33	Conduct moderation and due diligence	ensure evaluations are conducted with the appropriate separation of duties and transparency controls etc.	
9	Source to Contract	S2C_PR_34	PR_34	Coordinate post submission clarifications	allow potential suppliers to re-submit responses to the RFx if a question changes	
9	Source to Contract	S2C_PR_35	PR_35	Coordinate post submission clarifications	allow a change to the tender questions and configuration during the bidding window.	
9	Source to Contract	S2C_PR_36	PR_36	Prepare final award recommendation	automatically retrieve correct scores and create award letters and evaluation reports from sourcing event	
9	Source to Contract	S2C_PR_37	PR_37	Prepare final award recommendation	provide the automatic creation of a summary of the sourcing event process to support the required approval	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
9	Source to Contract	S2C_PR_38	PR_38	Finalise and award contracts	create contract award notice and publish to Contracts Finder and Find a Tender services. Refer to 204 Integration Catalogue (S2C) refer to links: https://www.contractsfinder.service.gov.uk/Search https://www.find-tender.service.gov.uk/Search	
9	Source to Contract	S2C_PR_39	PR_39	Finalise and award contracts	utilise and exchange data from tender documents and bid responses to facilitate the creation of contracts	
9	Source to Contract	S2C_PR_40	PR_40	Finalise and award contracts	allow the user or relevant user group to create and select templates for new contracts	
9	Source to Contract	S2C_PR_41	PR_41	Finalise and award contracts	enable the user or relevant user group to create documents from standard clause libraries	
9	Source to Contract	S2C_PR_42	PR_42	Finalise and award contracts	provide E-signature functionality	
9	Source to Contract	S2C_PR_44	PR_44	Finalise and award contracts	create an audit log of all the activities related to event approval, publishing, participation and selection, evaluation of event and award	
9	Source to Contract	S2C_PR_45	PR_45	Complete contract migration and implementation	ensure integration capability to allow the upload of Microsoft application files to the system, for example contract implementation plans	
9	Source to Contract	S2C_PR_46	PR_46	Complete contract migration and implementation	extract obligations within the contract and to be able to track these obligations	
9	Source to Contract	S2C_PR_47	PR_47	Complete contract migration and implementation	track a range of savings data including negotiated contract savings, actual contract savings to compare against forecast and budgets	
9	Source to Contract	S2C_M_1	M_1	Contract management	communicate with the supplier via online messaging system	
9	Source to Contract	S2C_M_2	M_2	Contract management	generate auto alerts for contract expiry	
9	Source to Contract	S2C_M_3	M_3	Contract management	capture and extract pricing data in a range of exportable documents for example Microsoft Office files	
9	Source to Contract	S2C_M_4	M_4	Contract management	create milestones for receiving supplier continuity plan etc.	
9	Source to Contract	S2C_M_5	M_5	Contract management	co-author a change to a contract	
9	Source to Contract	S2C_M_6	M_6	Contract management	maintain records of all amendments / variations	
9	Source to Contract	S2C_M_7	M_7	Contract management	automatically update main contract with all variations	
9	Source to Contract	S2C_M_8	M_8	Contract management	publish modifications above a certain threshold to Contracts Finder and Find a Tender services Refer to 204 Integration Catalogue (S2C) refer to links: https://www.contractsfinder.service.gov.uk/Search https://www.find-tender.service.gov.uk/Search	
9	Source to Contract	S2C_M_9	M_9	Contract management	publish notice of termination before natural expiry of contract	
9	Source to Contract	S2C_M_10	M_10	Contract management	create, track and publish KPIs from contracts	
9	Source to Contract	S2C_M_11	M_11	Contract management	create/edit supplier level scorecards/KPIs across multiple contracts	
9	Source to Contract	S2C_M_12	M_12	Contract management	generate automated alerts for completion of scorecards	
9	Source to Contract	S2C_M_13	M_13	Contract management	segment contracts by configurable tags/flags e.g. Gold/Silver/Bronze	
9	Source to Contract	S2C_M_14	M_14	Supplier performance management	allow both internal and external stakeholders to access scorecards	
9	Source to Contract	S2C_M_15	M_15	Supplier performance management	produce trend analysis	
9	Source to Contract	S2C_M_17	M_17	Supplier performance management	automatically generate a service credit flag when a supplier's performance falls below the specified threshold or triggers the penalty clause in the contract.	
9	Source to Contract	S2C_M_18	M_18	Supplier performance management	capture data relating to commercial claims against either the Authority or supplier	
9	Source to Contract	S2C_M_19	M_19	Supplier performance management	automatically calculate service credit based on actual performance vs contract, also provide the ability for manual calculations by the relevant user group	
9	Source to Contract	S2C_M_20	M_20	Supplier performance management	Enable authorised users to terminate or withdraw a contract, with the option to record the reason for termination or withdrawal	
9	Source to Contract	S2C_M_21	M_21	Supplier performance management	verify/approve savings within predefined workflows	
9	Source to Contract	S2C_M_22	M_22	Supplier performance management	manage and track extension options	
9	Source to Contract	S2C_M_23	M_23	Supplier performance management	track performance, improvement measures, interventions and benefits realised	
9	Source to Contract	S2C_M_24	M_24	Supplier relationship management	upload and share SRM templates (e.g. Financial Viability Risk Assessment, stakeholder matrix, supplier strategy etc.) with suppliers	
9	Source to Contract	S2C_M_25	M_25	Supplier relationship management	restrict supplier access to information	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
9	Source to Contract	S2C_M_26	M_26	Supplier relationship management	filter within online forms / templates and on suppliers for: Risk logs / action logs, innovation tracker, supplier front door log	
9	Source to Contract	S2C_M_27	M_27	Supplier relationship management	enable suppliers/evaluators to input scores and feedback into scorecards, including those with blind evaluations. Provide appropriate measures to ensure confidentiality of the evaluation process	
9	Source to Contract	S2C_M_28	M_28	Supplier relationship management	allow moderator(s) to manage evaluators and responses	
9	Source to Contract	S2C_M_29	M_29	Supplier relationship management	create a range of online templates with the ability to separate by category	
9	Source to Contract	S2C_M_30	M_30	Supplier relationship management	categorise / segment suppliers based on set criteria	
9	Source to Contract	S2C_M_31	M_31	Supplier relationship management	Use a range of data sources to identify, capture and report on risks associated with suppliers e.g. profit/insolvency warnings	
9	Source to Contract	S2C_S_2	S_2	Manage supplier data	auto-populate and track compliance against risk questionnaires	
9	Source to Contract	S2C_S_3	S_3	Manage supplier data	allow suppliers and grant applicants to self-register on a supplier portal with a full range of functionality, including the ability to manage their own data.	
9	Source to Contract	S2C_S_4	S_4	Manage supplier data	save a supplier's SQ response allowing it to be reused in subsequent sourcing events	
9	Source to Contract	S2C_S_5	S_5	Manage contract data	change to new supplier name but maintain record of previous supplier names	
9	Source to Contract	S2C_S_6	S_6	Manage contract data	manage activities relating to expired contracts e.g. reporting requirements	
9	Source to Contract	S2C_S_7	S_7	Manage contract data	report on changes to contracts	
9	Source to Contract	S2C_S_8	S_8	Manage contract data	report on contracts by meta data	
9	Source to Contract	S2C_S_9	S_9	Manage contract data	report on milestones and obligations, including obligations checklist	
9	Source to Contract	S2C_S_10	S_10	Manage contract data	report on compliance for contracts finder notifications	
9	Source to Contract	S2C_S_11	S_11	Manage contract data	review and report on all approvals contract has been through and when approval occurred	
9	Source to Contract	S2C_S_12	S_12	Manage contract data	capture and extract meta data	
9	Source to Contract	S2C_S_13	S_13	Manage contract data	upload and manage contract attachments	
9	Source to Contract	S2C_S_14	S_14	Manage contract data	capture and report on additional data relating to flags/activities eg. social value, modern slavery, net zero,cyber security, steel procurement etc.	
9	Source to Contract	S2C_S_15	S_15	Manage contract data	enable authorised users to reactivate a contract after expiry.	
9	Source to Contract	S2C_S_16	S_16	Manage contract data	record and monitor types of contract obligation, actions, owners, dates	
9	Source to Contract	S2C_S_17	S_17	Manage contract data	create key documents within the system in a controlled manner, preventing the need for offline document creation and upload.	
9	Source to Contract	S2C_S_20	S_20	Manage contract data	support contract assurance process by enforcing minimum requirements for what is stored against contracts at gold/silver/bronze	
9	Source to Contract	S2C_S_21	S_21	Manage contract data	flag or provide a warning indicator when a contract change results in a new contract value	
9	Source to Contract	S2C_S_22	S_22	Manage contract data	apply privacy settings to contracts so access can be restricted	
9	Source to Contract	S2C_S_23	S_23	Manage contract data	have hyperlinks to external area for the contract, such as a project folder on a SharePoint site	
9	Source to Contract	S2C_S_24	S_24	Manage project and pipeline data	group projects under an overarching programme	
9	Source to Contract	S2C_S_25	S_25	Manage project and pipeline data	record financial data and milestones within the system for example project budget to enable automated forecasts / burn rates / savings etc	
9	Source to Contract	S2C_S_26	S_26	Manage project and pipeline data	integrate between Plan, Source, Manage process stages allowing data to flow between the process stages and support automatic updates to the pipeline - Public procurement policy - GOV.UK (www.gov.uk) Refer to link: https://www.gov.uk/guidance/public-sector-procurement-policy	
9	Source to Contract	S2C_S_27	S_27	Manage project and pipeline data	provide a centralised contract repository, KPI templates and contract templates for reuse allowing the saving of multiple contracts in hierarchy	
9	Source to Contract	S2C_S_28	S_28	Manage project and pipeline data	support hierarchical relationships (master agreement, sub agreement, call off from a framework) and monitor call off total value	
9	Source to Contract	S2C_S_29	S_29	Manage project and pipeline data	create document categories/tags, search or organise documents via these categories/tags	
9	Source to Contract	S2C_S_30	S_30	Manage project and pipeline data	report on both a contract and project basis	
9	Source to Contract	S2C_S_31	S_31	Manage project and pipeline data	view pipeline per team / category	
9	Source to Contract	S2C_S_32	S_32	Manage project and pipeline data	produce/configure supplier dashboards with summary information related to contracts, risks, issues, top initiatives, supplier performance, compliance etc.	
9	Source to Contract	S2C_S_33	S_33	Manage project and pipeline data	support a variety of interface methods ensuring the widest possible compatibility with 3rd party systems APIs	
9	Source to Contract	S2C_S_34	S_34	Manage project and pipeline data	alert when publishing is required e.g. contracts finder / find a tender notices refer to links: https://www.contractsfinder.service.gov.uk/Search https://www.find-tender.service.gov.uk/Search	

Product Book Number	Product Book Title	Unique Ref No.	Ref	Taxonomy	Functional requirement - the solution must have the ability to….	Mandatory Requirements
9	Source to Contract	S2C_S_35	S_35	Manage project and pipeline data	provide a unique reference number for each pipeline entry created	
9	Source to Contract	S2C_S_36	S_36	Manage project and pipeline data	use a single pipeline data source for multiple business processes	
9	Source to Contract	S2C_S_37	S_37	Manage project and pipeline data	enable relationships between existing contracts, inflight projects and related pipeline entries to be recorded	
9	Source to Contract	S2C_S_38	S_38	Manage project and pipeline data	publishing data in OCDS (Open contracting data standard) format Refer to link https://www.gov.uk/government/publications/open-standards-for-government/open-contracting-data-standard-profile	
9	Source to Contract	S2C_S_39	S_39	Manage project and pipeline data	export Security Incident Event Management (SIEM) information	
9	Source to Contract	S2C_S_40	S_40	Manage project and pipeline data	run concurrent approvals as well as sequential	
9	Source to Contract	S2C_S_41	S_41	Manage project and pipeline data	provide guidance within workflows on documentation required	
9	Source to Contract	S2C_S_42	S_42	Manage project and pipeline data	Allow the uploading and embedding of a range of documentation into workflows by the authorised user	
9	Source to Contract	S2C_S_43	S_43	Manage project and pipeline data	to create configurable workflows that provide a light touch to facilitate user navigation	
9	Source to Contract	S2C_S_44	S_44	Manage project and pipeline data	allow both mandatory and non-mandatory additional information fields to be captured, viewable in context with the standard system fields	
9	Source to Contract	S2C_S_45	S_45	Manage project and pipeline data	enable configuration of workflow approvals (triggers, sequence, level etc.)	
9	Source to Contract	S2C_S_46	S_46	Manage project and pipeline data	enable event owner to assign different roles and responsibilities to a project team	
9	Source to Contract	S2C_S_48	S_48	Spend analytics	report on consolidated spend from transactional spend	