FUTURE SERVICE DELIVERY CONTRACT

SCHEDULE 2.2

PERFORMANCE LEVELS

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PERFORMANCE LEVELS

PART A: PERFORMANCE INDICATORS AND SERVICE CREDITS

This Schedule refers to and should be read alongside the Annexes appended to Schedule 2.1 (Services Description). References in this Schedule 2.2 to Annexes are to applicable Annexes A - S in Schedule 2.1.

1 PERFORMANCE INDICATORS

1.1 The Annexes to Schedule 2.1 set out the majority of the Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services by the Contractor. There are, in addition, a number of Key Performance Indicators which are in addition to those set in the Annexes to Schedule 2.1. A combined list of all Key Performance Indicators is set out in the Annex to this Schedule 2.2. In the event of any conflict between the Performance Indicators in the Annexes to Schedule 2.1 and the list set out in the Annex to this Schedule 2.2, the list in the Annex to this Schedule 2.2 shall prevail.

1.2 The Performance Indicators are categorised as either:

(a) Key Performance Indicators (for the most important Service Requirements) identified in the Annexes as 'Key' and/or included in the list of Key Performance Indicators in the Annex to this Schedule 2,2; or

(b) Subsidiary Performance Indicators for all other Service Requirements;

in order to reflect the level of significance that the Authority allocates to each Performance Indicator.

1.3 The Contractor shall monitor its performance against each Performance Indicator over the relevant Performance Measurement Period and shall send the Authority a report detailing the level of service actually achieved in accordance with Part B of this Schedule 2.2. The Authority may provide reasonable assistance to ensure that the Contractor complies with this obligation (for example by identifying discrepancies on any draft reports). The Contractor shall be required to report on all Key Performance Indicators and on those Subsidiary Performance Indicators that are identified as being reportable in the Annexes ('**Reportable SPIs**').

1.4 Not more than once in each Contract Year the Authority may, on giving the Contractor at least 3 months' notice, convert one or more:

(a) Key Performance Indicator(s) into a Subsidiary Performance Indicator(s); and/or

(b) Subsidiary Performance Indicator(s) into a Key Performance Indicator(s).

1.5 The Contractor shall not be entitled to object to any changes made by the Authority under paragraph 1.4, or increase the Charges as a result of such changes provided that:

(a) the total number of Key Performance Indicators does not exceed 70; and

(b) the principal purpose of the change is to reflect changes in the Authority's business requirements and/or priorities or to reflect changing industry standards.

1.6 Notwithstanding any modifications undertaken pursuant to paragraphs 1.4 and 1.5 above there shall be no change to the Failure Charge Cap.

1.7 Save for modifications permitted under paragraphs 1.4 and 1.5 above, all other Changes (including any Changes to the Target Performance Levels) shall be identified and agreed in accordance with Schedule 8.2 (*Change Control Procedure*);

2 PERFORMANCE FAILURE

Key Performance Indicators and Failure Charges

2.1 If the level of performance of the Contractor in relation to a Key Performance Indicator during a Performance Measurement Period is below the Target Performance Level (a KPI Failure), the Authority shall (subject to paragraph 2.22 of this Part A) be entitled to charge and the Contractor shall be liable for a Failure Charge.

2.2 In the case of Key Performance Indicators which have more than one sub-indicators the following shall apply:

(a) A Failure Charge may be imposed where the Contractor fails to achieve the Target Performance Level for any one or more of the sub-indicators; but

(b) No more than one Failure Charge shall apply in relation to a group of sub-indicators against a single Key Performance Indicator.

By way of worked example, in Key Performance Indicator A73, a failure to achieve the Target Performance Level for any of 73.1, 73.2, 73.3 or 73.4 may give rise to a Failure Charge but a failure to achieve the Target Performance Level for more than one shall not result in more than one Failure Charge.

2.3 Subject to paragraph 2.4, the Failure Charge for each KPI Failure shall be [redacted] of the Monthly Service Charge for the relevant month in which the KPI Failure occurs.

2.4 In the event that more than one KPI Failure occurs due to the same event (or series of events which are directly and reasonably related to each other or are caused by the same event) the Authority shall impose a single Failure Charge rather than multiple Failure Charges for each Performance Failure.

2.5 The total amount of the Failure Charges payable during any month shall not exceed the Failure Charge Cap.

2.6 Save for Paragraph 2.5 above and the Annual Failure Charge Cap, the Failure Charges are not included within any other liability cap for the purposes of this Agreement.

Exclusive Remedy

2.7 In relation to Performance Failures:

(a) Failure Charges shall be the Authority's exclusive financial remedy for any KPI Failure except where the Contractor has accrued Failure Charges in excess of the Annual Failure Charge Cap; and

(b) Permanent Deductions shall be the Authority's exclusive financial remedy for any SPI Failure except where the Contractor has accrued Permanent Deductions in excess of [redacted] of the Monthly Service Charge.

Performance Indicators and Action Plans

2.8 In the event of any Performance Failure or if the level of performance of the Contractor in relation to any Performance Indicator(s) is reasonably likely to fall below the Target

Performance Level for that Performance Indicator(s) the Authority may issue a Contract Performance Notice to the Contractor.

2.9 Unless the Contract Performance Notice has been withdrawn, the Authority and the Contractor must meet to discuss the Contract Performance Notice and any related issues within 3 Working Days following the date of the Contract Performance Notice.

2.10 At the meeting referred to in paragraph 2.9 (a '**Performance Management Meeting**') the Authority and the Contractor shall act reasonably and must agree either:

(a) that the Contract Performance Notice is withdrawn;

(b) that the Performance Failure may be remedied quickly, easily and without the need for an Action Plan; or

(c) to implement an appropriate Action Plan unless the Parties have otherwise already agreed to implement Incident remedial actions which are designed to rectify the Performance Failure.

2.11 Where a Performance Failure appears likely to arise and/or continue the Parties shall act reasonably in attending a Performance Management Meeting and in seeking to agree any necessary Action Plan: the intention being to focus on the resolution of the Performance Failure and not trigger a dispute in relation to any Action Plan.

2.12 If an Action Plan is to be implemented, the Authority and the Contractor must agree the contents of the Action Plan within 3 Working Days following the Performance Management Meeting or such other time as the Parties may reasonably agree.

2.13 An Action Plan must set out the actions required and which Party is responsible for completion of each action to remedy the Performance Failure in question and the date by which each action must be completed.

2.14 The Contractor and the Authority must implement the actions and achieve and maintain the improvements applicable to it within the timescales set out in, and otherwise in accordance with, the Action Plan.

2.15 The Authority and the Contractor must record progress made or developments under the Action Plan in accordance with its terms. The Authority and the Contractor must review and

consider that progress on an ongoing basis and in any event at the next Performance Review Meeting.

Failure to agree an Action Plan

2.16 If the Contractor fails to attend a Performance Management Meeting or unreasonably fails to agree an Action Plan then:

(a) In relation to a Subsidiary Performance Indicator, the Authority may withhold a reasonable and proportionate sum up to [redacted] of the Monthly Service Charge for each Performance Measurement Period that the particular SPI Failure continues; and

(b) In relation to a Key Performance Indicator, the Authority may, as set out in Paragraph 2.1 above, impose and the Contractor may be liable for a Failure Charge for each Performance Measurement Period that the particular KPI Failure continues;

Failure to implement an Action Plan and remedy Performance Failure

2.17 Subject to paragraph 2.21 (double recovery) below, if the Contractor fails to complete a material action required of it, or to deliver the improvement required by an Action Plan in accordance with that Action Plan then:

(a) in relation to any KPI Failure, the Contractor shall be liable for a Failure Charge in accordance with Paragraph 2.1 above;

(b) in relation to any SPI Failure, the Authority may withhold a reasonable and proportionate sum of up to [redacted] of the Monthly Service Charge for each Performance Measurement Period that the SPI Failure continues subject to an overall maximum monthly withholding for all SPI Failures of [redacted] of the Monthly Service Charge **("Withholding Deduction Cap");** and

(c) in relation to any Withholding Deductions imposed pursuant to paragraph (b) above, the Authority shall pay the Contractor any sums withheld under this paragraph 2.17 within 10 Working Days following rectification of the SPI Failure. No interest will be payable on those sums, which shall be referred to as "**Released Withholding Deductions**".

2.18 In paragraphs 2.16 and 2.17, the Withholding Deduction or Failure Charge is calculated as follows:

(i) in respect of Performance Indicators with a Performance Measurement Period of a month, by reference to Monthly Service Charge in which the Performance Failure occurs; and

(ii) in respect of Performance Indicators with a Quarterly Performance Measurement Period, by reference to final Monthly Service Charge in the Quarter in which the Performance Failure occurs;

2.19 The Authority shall not impose any Withholding Deductions pursuant to paragraph 2.17 above if the Action Plan agreed by the Parties records that the period for remedial action is likely to extend beyond the end of the Performance Measurement Period in which the Action Plan is agreed and the Parties have agreed that no Withholding Deductions shall be imposed for a specified period of time (as set out in the Action Plan). The Parties may also agree to extend the period in which the remedial action is to take place and may agree that no Withholding Deductions shall be imposed during such extended period.

2.20 If a Performance Failure continues for 3 consecutive Performance Measurement Periods then,

(a) In relation to a KPI Failure, the ongoing Performance Failure shall constitute a Critical Performance Failure.

(b) in relation to a SPI Failure, the Authority may notify the Contractor that any sums withheld by the Authority under paragraph 2.17 above are to be retained permanently and any unresolved dispute may be referred for Dispute Resolution. Any monies permanently retained by the Authority pursuant to this paragraph 2.20 shall not count towards the Failure Charge Cap but are subject to the limit in paragraph 2.17(b) above. Unless otherwise agreed by the Parties (acting reasonably), the Authority shall be entitled to permanently deduct up to [redacted] of the relevant Monthly Service Charge for each Performance Measurement Period that the SPI Failure continues beyond the above period of three consecutive Performance Measurement Periods, subject to an overall maximum monthly withholding and/or deductions for all SPI Failures of [redacted] of the relevant Monthly Service Charge.

No double recovery

2.21 In relation to any KPI Failure, the Authority shall not be entitled to impose both (i) a Failure Charge and (ii) a Withholding Deduction or Permanent Deduction. The Authority may, during the course of a Performance Measurement Period, trigger the need for an Action Plan in relation to a KPI Failure or reasonably likely KPI Failure but any remedy shall comprise the imposition of a Failure Charge only.

Performance Indicator 'Holiday'

2.22 During the first three (3) months immediately following the Operational Services Commencement Date, the Contractor shall report and remedy any Performance Failures but the Authority shall not be entitled to impose any Failure Charges, Withholding Deductions or Permanent Deductions or seek any other remedy in relation to any Performance Failures during that three (3) month period.

Performance Failures and Authority Cause

2.23 The Contractor shall not be liable to any Failure Charge, any Withholding Deduction or any Permanent Deduction pursuant to this Part A of Schedule 2.2 (*Performance Indicators*) where the relevant Performance Failure is due to an Authority Cause or where an Authority Cause prevents the Contractor from implementing any Action Plan. In those circumstances the provisions of Clause 36.1 (*Authority Cause*) shall apply.

Mature IT Service Management (ITSM)

2.24 In relation to Performance Indicator M1 (IT Service Management - Adopting The ITIL Framework and its Extended Use To Support Business Services) the Parties agree that:

(a) before the Achievement of all Key Transformation Milestones, the Authority shall not be entitled to impose any Deductions in accordance with this Schedule 2.2 and that the consequences of any failure to meet the requirements of Performance Indicator M1 shall be addressed solely through Schedule 6.1 (Transition and Transformation Plans); and

(b) following the Achievement of all Key Transformation Milestones, the provisions of this Schedule 2.2 shall apply in full to Performance Indicator M1.

3 PERMITTED MAINTENANCE

3.1 The Contractor shall be allowed to book a maximum of 4 hours Service Downtime for Permitted Maintenance in any one Service Period which shall take place between the hours and on the day specified in the Maintenance Schedule unless otherwise agreed in writing with the Authority. Any period of Permitted Maintenance shall not count towards the measurement of any Performance Indicator dealing with system/service availability.

PART B: PERFORMANCE MONITORING

1 PERFORMANCE MONITORING AND PERFORMANCE REVIEW

1.1 The Contractor is required to monitor its own performance against all Performance Indicators and must notify the Authority in the event of any Performance Failure. Where the Contractor becomes aware that a Performance Failure is or is reasonably likely to occur, the Contractor shall advise the Authority as soon as reasonably possible and, in any event, within 2 Working Days for Key Performance Indicators and within 5 Working Days for Subsidiary Performance Indicators.

1.2 Subject to paragraphs 1.3 and 1.4 below, the Contractor shall only be required to report to the Authority in relation to its performance against the Key Performance Indicators and the Reportable SPIs.

1.3 Within 10 Working Days of the end of each Service Period, the Contractor shall provide:

(a) a report to the Authority Representative which summarises the performance by the Contractor against

(i) each Key Performance Indicator; and

(ii) each Reportable SPI; and

(iii) any Subsidiary Performance Indicator which has been the subject of a Contractor Performance Notice during the preceding 3 Service Periods together with any ongoing SPI Failure;

as more particularly described in Paragraph 1.4 of this Part B (the "**Performance Monitoring Report**"); and

(b) a report to the Authority's senior responsible officer which summarises the Contractor's performance over the relevant Service Period as more particularly described in Paragraph 1.5 of this Part B (the "**Performance Scorecard Report**").

Performance Monitoring Report

1.4 The Performance Monitoring Report shall be in such format as agreed between the Parties from time to time and contain, as a minimum, the following information:

(a) Information in respect of the Service Period just ended

(i) for each Performance Indicator referred to in paragraph 1.3(a) above, the actual performance achieved over the relevant Performance Measurement Period, and that achieved over the previous 3 Performance Measurement Periods;

(ii) a summary of all Performance Failures that occurred during the Service Period together with details of any Authority Cause relating to such Performance Failures;

(iii) which Performance Failures remain outstanding and progress in resolving them;

(iv) for any Performance Failures occurring during the Service Period, the cause of the relevant Performance Failure and the action being taken to reduce the likelihood of recurrence;

(A) the status of any outstanding Action Plan including:

(B) whether or not an Action Plan has been agreed; and

(v) where an Action Plan has been agreed, a summary of the Contractor's progress in implementing that Action Plan;

(vi) the status of any outstanding Action Plan processes, including:

(A) whether or not an Action Plan has been agreed; and

(B) where an Action Plan has been agreed, a summary of the Contractor's progress in implementing that Action Plan;

(vii) the Failure Charges to be applied, indicating the KPI Failure(s) to which the Failure Charge relates;

(viii) the level of any Withholding Deductions or Permanent Deductions as a result of any SPI Failure indicating the SPI Failure to which the Withholding Deduction or Permanent Deduction relates;

(ix) the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the BCDR Plan;

(x) relevant particulars of any aspects of the Contractor's performance which fail to meet the requirements of this Agreement;

(xi) such other details as the Authority may reasonably require from time to time; and

(b) Information in respect of previous Service Periods

(i) a rolling total of the number of Performance Failures that have occurred over the past six Service Periods;

(ii) the amount of Failure Charges that have been incurred by the Contractor over the past six Service Periods;

(iii) the conduct and performance of any agreed periodic tests that have occurred in such Service Period such as the annual failover test of the BCDR Plan; and

(c) Information in respect of the next Quarter

(i) any scheduled Service Downtime for Permitted Maintenance and Updates that has been agreed between the Authority and the Contractor for the next Quarter.

Performance Scorecard Report

1.5 The Performance Scorecard Report shall be presented in the form of a dashboard and, as a minimum, shall contain a high level summary of the Contractor's performance over the relevant Service Period, including details of the following:

(a) financial indicators;

(b) the Target Performance Levels achieved;

(c) behavioural indicators;

(d) performance against its obligation to pay its Sub-Contractors within 30 days of receipt of an undisputed invoice;

(e) Milestone trend chart, showing performance of the overall programme; and

(f) sustainability and energy efficiency indicators, for example energy consumption and recycling performance, except where the Services are provided at Authority Premises.

1.6 The Performance Monitoring Report and the Performance Scorecard Report shall be reviewed and their contents agreed by the Parties at the next Performance Review Meeting held in accordance with Paragraph 1.7.

1.7 The Parties shall attend meetings on a monthly basis (unless otherwise agreed) to review the Performance Monitoring Reports and the Performance Scorecard Reports. The Performance Review Meetings shall (unless otherwise agreed):

(a) take place within 5 Working Days of the Performance Monitoring Report being issued by the Contractor;

(b) take place at such location and time (within normal business hours) as the Authority shall reasonably require (unless otherwise agreed in advance); and

(c) be attended by the Contractor Representative and the Authority Representative.

1.8 The Authority shall be entitled to raise any additional questions and/or request any further information from the Contractor regarding any Performance Failure.

2 PERFORMANCE RECORDS

2.1 The Contractor shall keep appropriate documents and records (including Help Desk records, staff records, timesheets, training programmes, staff training records, goods received documentation, Contractor accreditation records, complaints received etc.) in relation to the

Services being delivered. Without prejudice to the generality of the foregoing, the Contractor shall maintain accurate records of call histories for a minimum of 12 months and provide prompt access to such records to the Authority upon the Authority's request. The records and documents of the Contractor shall be available for inspection by the Authority and/or its nominee at any time and the Authority and/or its nominee may make copies of any such records and documents.

2.2 In addition to the requirement in Paragraph 2.1 to maintain appropriate documents and records, the Contractor shall provide to the Authority such supporting documentation as the Authority may reasonably require in order to verify the level of the performance of the Contractor both before and after the Operational Service Commencement Date.

2.3 The Contractor shall ensure that the Performance Monitoring Report, the Performance Scorecard Report and any variations or amendments thereto, any reports and summaries produced in accordance with this Schedule and any other document or record reasonably required by the Authority are available to the Authority on-line and are capable of being printed.

3 PERFORMANCE VERIFICATION

The Authority reserves the right to verify the availability of the IT Environment and/or the Services and the Contractor's performance under this Agreement against the Performance Indicators including by sending test transactions through the IT Environment or otherwise provided that such test activity does not impact adversely on the Contractor's performance of the Services and that such test transactions are representative of typical transactions and workload.

ANNEX TO SCHEDULE 2.2

FSDC Key Performance Indicators

FSDC X-Ref	Requirement Description	Target Performance Level
A1a	1a.1 Calculate, authorise and issue payment Instructions (being the SP's name, service number, bank details, and the amount to be paid) for all Service Personnel, in accordance with JSP 754, with particular reference to Minimum Drawing Rate requirements (JSP 754 Ch 7 Sect 4) and ensuring the nett Pay Scheme within Pay As You Earn (PAYE) is correctly applied prior to calculating Tax and National Insurance (NI). 1a.2 For salary-based pay, make payments to the correct Service Personnel, in the correct currency, in up to 4 nominated international bank accounts for each Service Personnel, on the last Working Day of the month for which pay is due. 1a.3 For attendance-based pay, make payments to the correct Service Personnel, in the correct currency, in up to 4 nominated international bank accounts for each Service Personnel, on the first Working Day after the end of the month for which pay is due.	1a.1 Payments made with at least 99.99% accuracy, measured monthly and calculated as "(payment instructions made correctly / total payment instructions made) * 100". 1a.2 Payments made with at least 99.99% accuracy, measured monthly and calculated as "(salary-based payments made to the correct Service Personnel, in the correct currency, in up to 4 nominated international bank accounts for each Service Personnel, on the last Working Day of the month for which pay is due / total salary-based payments made) * 100". 1a.3 Payments made with at least 99.9% accuracy, measured monthly and calculated as "(attendance-based payments made to the correct individual, in the correct currency, in up to 4 nominated international bank accounts for each Service Personnel on the first Working Day after the end of the month for which pay is due / total attendance-based payments made) * 100".

FSDC X-Ref	Requirement Description	Target Performance Level
	1a.4 Calculate all outstanding financial items (debits, credits, and any other items contained in the Control Accounts) and include such items within the Service Personnel's final payment on termination. 1a.5 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor, unless otherwise agreed with the Authority.	1a.4 Calculate and include all outstanding financial items within the Service Personnel's final payment on termination with 100% accuracy, measured monthly and calculated as "(outstanding financial items included within the Service Personnel's final payment on termination / total outstanding financial items for that Service Personnel) * 100". 1a.5 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100"
A16	16.1 Reconcile all Control Accounts by investigating and remedying all invalid postings related to JPA-administered transactions resulting from the Contractor's action/inaction within 20 Working Days of error being discovered or a remedial plan being agreed by the Authority (DBS MilPers MilOps PPG&A), whichever is the later. Each Control Account is to be supported each month by a formal Reconciliation Pack and performed as follows:	16.1 Control Accounts to be reconciled with 100% accuracy and 100% timeliness, supported by formal Reconciliation Pack, measured monthly and calculated as "(Control Accounts correctly reconciled and Reconciliation Pack correctly delivered / Control Accounts due to be reconciled and Reconciliation Packs delivered) * 100".

FSDC X-Ref	Requirement Description	Target Performance Level
	(a) all other unidentified transactions/discrepancies shall be formally discussed at a Monthly Control Account meeting and resolutions agreed, with appropriate re-work identified for resolution within the accounting period; (b) ensure that all Control Accounts are fully auditable down to transactional level (i.e. individual transactions for individual Service Personnel) and supported by a local record/ledger where appropriate, e.g. for all debtor accounts, excluding legacy balances; (c) remedial plan to reconcile any unreconciled Control Account submitted within 20 Working Days of discovery and agreed by the Authority (DBS MilPers MilOps PPG&A) within 10 Working Days of submission. Such remedial plan must include realistic resourcing levels and achievable timescales; and (d) differences between the amount deducted from	

FSDC X-Ref	Requirement Description	Target Performance Level
	pay and the amount paid to Third Parties every month together with details of how the difference has been accounted for and what corrective action, including accounting action, is required; 16.2 Progress against reconciliation plans reported within 10 Working Days of the end of every month. 16.3 Auditable explanations to support/justify any proposed write-off action requested of the Authority (DBS MilPers MilOps PPG&A) provided always for accounts administered directly by the Contractor. 16.4 All Unallocated Credits to be written-on to MOD Accounts when 6 calendar years have elapsed from date of receipt.	

FSDC X-Ref	Requirement Description	Target Performance Level
A19	19.1 Transmit monthly accounting data to DFMS within 1 Working Day of the subsequent month and rectify any errors on transmitting data to within 1 Working Days of discovery. The Contractor shall be responsible for any re-transmission(s) and for correcting any errors in the Feeder 15 file reported by DGFM. All data transmissions made in accordance with the extant technical specification for Feeder 15. 19.2 All portal errors, failures and/or auto-corrections (re-postings by the portal application) are to be notified to the Authority, investigated, and processes corrected to ensure that there are no repeat occurrences in the subsequent month.	19.1 Data transmitted with 100% accuracy and 100% timeliness measured monthly and calculated as "(Data transmitted to DFMS accurately in 1 Working Day / Data due to be transmitted to DFMS in 1 Working Day) * 100". 19.2 Portal errors, failures, and/or auto-corrections to be investigated and processed with 100% accuracy, measured monthly and calculated as "(all portal errors and auto-corrections investigated and processes corrected / all portal errors and auto-corrections) * 100".
A37	37.1 Calculate and pay-over all statutory Tax and Earnings-Related National Insurance Contributions (ERNIC) to HMRC for each correct PAYE Ref on the dates set in the Funding Forecast. 37.2 For statutory payments (e.g. PAYE/ERNIC, Student Loans and Apprentice Levy nett of allowed NI deductions for SMP/SAP/SPP etc.) the Contractor shall submit a report to the Authority for each payment run (normally monthly) showing the	37.1 All statutory tax and ERNIC deductions paid-over to HMRC with 100% accuracy and 100% timeliness, measured monthly and calculated as "(correct deductions for statutory Tax and ERNIC paid-over to HMRC on the dates set in the Funding Forecast / all deductions that should have been applied on dates set in the Funding Forecast) * 100". 37.2 Monthly report submitted to the Authority with 100% accuracy and 100% timeliness, measured monthly and calculated as "(Report

FSDC X-Ref	Requirement Description	Target Performance Level
	analysis of the total paid.	submitted for each payment run / All Payment Runs) * 100".
A55	55.1 Ensure all HMRC Statutory Rates, Bandwidths and Thresholds are updated and correctly applied to all Payroll Operations under PAYE, unless otherwise agreed with the Authority (DBS MilPers MilOps PPG&A). The update shall include, but not be limited to, the following: (a) Income Tax Rates and Bandwidths for the UK and for the devolved legislations with tax setting powers - e.g. Scottish Rate of Income Tax (SRIT). Note: The separate requirements of SRIT will be replicated when separate taxation powers are devolved to Wales and Northern Ireland; (b) National Insurance Rates and Bandwidths for all NI Categories for both Employers and Employees; (c) Rates of all forms of SMP, SPP including ASPP	55.1 HMRC Statutory Rates, Bandwidths, and Thresholds are updated and applied with 100% accuracy and 100% timeliness, measured monthly and calculated as "(HMRC Statutory Rates, Bandwidths and Thresholds applied accurately and on time / all HMRC Statutory Rates, Bandwidths and Thresholds applied) * 100".

FSDC X-Ref	Requirement Description	Target Performance Level
	and OSPP, SAP and ShPP; (d) P11D Benefit Threshold and HMT annual average Interest Rate; (e) Student Loan Threshold and percentage recovery rate for all plan types; and (f) Annual Allowance for Apprentice Levy.	
A59	59.1 Complete all End of Year (EoY) financial processes for all payrolls (including but not limited to P60, P11D, PSA extract. updating tax codes, checking validity of exemption certificates for tax and NI, and producing annual report of payroll activity), ensuring that all payroll balances relevant to the current Financial Year are cleared/zeroised in accordance with the HMRC/Authority timeframes and/or first payroll date of the new payroll year, as follows: (a) all processes shall be carried out in accordance with HMRC Publications 480 and CWG5 (both re-issued annually) and as required by the Authority	59.1 EoY finance processes completed with 100% accuracy and 100% timeliness in accordance with HMRC requirements and/or first payroll date of new payroll year, measured annually and calculated as "(EoY financial processes completed in accordance with HMRC time requirements and/or first payroll date of the new payroll year / all EoY financial processes due for completion) * 100".

FSDC X-Ref	Requirement Description	Target Performance Level
	(DBS MilPers MilOps PPG&A); (b) accurate and auditable recalculation of all Gross Public Debts (GPD) to Nett Public Debts (NPD) shall be completed at the end of each FY for all personnel with a taxable debt before first payroll of new FY is actioned; (c) accurate Statutory outputs (e.g. P60 and P11D) shall be issued to SP/designated Third Party annually in accordance with HMRC directed timescales; (d) payroll balances shall be cleared/zeroised for all SPs in time for the first payroll following the start of the new payroll Year; and (e) details of the tax and National Insurance calculations re GPD to NPD shall be made available to the Authority (DBS MilPers MilOps RWO and/or DMS MilPers MilOps PPG&A Mgr)	

FSDC X-Ref	Requirement Description	Target Performance Level
	on request.	
A72	72.1 Create accurate individual pay accounts identical to source data for Service Personnel within 1 Working Day of notification from the recruiting authorities. 72.2 Securely retain all source documents for a minimum of six financial years after the end of financial year in which they were created.	72.1 Pay accounts created with 100% accuracy and 100% timeliness, measured monthly and calculated as "(number of individual pay accounts identical to source data for Service Personnel / total Individual pay accounts created) * 100". 72.2 Source data for Service Personnel securely retained for at least 6 Financial Years 100% of the time, measured as required and calculated as "(source documents retained for a minimum of 6 financial years / total source documents created) * 100".
A73	73.1 Maintain up-to-date and accurate pay accounts (including records of individual debts, advances and loans, for each Service Personnel) and accurately apply all authorised Changes to such pay accounts within 5 Working Days of receipt of the change notification. 73.2 Securely retain the following documents: (a) records of all payments and deductions of pay to/from SPs, for 6 Financial Years after the end of	73.1 Up-to-date pay accounts maintained to 100% accuracy, measured monthly and calculated as "(number of accurate and up-to-date pay accounts / total number of pay accounts) * 100". 73.2 All relevant documents and records securely retained for the specific time periods 100% of the time, measured as required and calculated as "(all relevant documents and records retained for a minimum of the specific time period / total relevant documents and records) * 100".

FSDC X-Ref	Requirement Description	Target Performance Level
	the Financial Year in which the transaction actioned; and (b) all documents and records relating to debts, advances, and loans or repayments for a minimum of 6 Financial Years after the end of the Financial Year in which the debt, advance or loan was repaid.	
A86	86.1 Make iExpense payments through BACS to the correct SP-designated bank account in the appropriate currency within 3 Working Days of the claim being approved. 86.2 Rectify any payment not made within 3 Working Days of approval or not made to the correct bank account within 2 Working Days of discovery or notification of failure to pay whichever is the earlier.	86.1 iExpense payments are made with at least 99.9% accuracy and 99.9% timeliness, measured monthly and calculated as "(number of iExpense payments paid through BACS to the correct SP-designated bank account in the appropriate currency within 3 Working Days of the claim being approved / Total Number of iExpense payments due to be actioned) *100". 86.2 Payments not made within 3 Working Days of approval or not made to the correct bank account are rectified with 100% accuracy and 100% timeliness, measured monthly and calculated as "(number of payments not made within 3 Working Days or not made to the correct bank account rectified within 2 Working Days of discovery or notification of failure to pay whichever is the earlier / total number of payments not made within 3

FSDC X-Ref	Requirement Description	Target Performance Level
		Working Days of approval or not made to the correct bank account) *100".
A95	95.1 Provide basic salary information and SP current location details to Child Maintenance and Enforcement Commission (Child Support Agency) (CMEC (CSA)) within 10 Working Days of receipt of the request.	95.1 Basic salary information and SP current location details provided to the CMEC (CSA) with 100% accuracy and 100% timeliness, measured monthly and calculated as "(number of correct basic salary information and SP current location details provided to CMEC (CSA) within 10 Working Days of request / total number of requests for basic salary information and SP current location details) * 100".
A102	102.1 Pay and account for authorised Terminal Grants and Gratuities to the correct SP-designated bank account within the following timescales: (a) for all SPs (except those covered by AFPS 15), within 10 Working Days of the date of termination or on receipt of all relevant documentation, whichever is the later; and (b) for all SPs covered by AFPS 15, within 20 Working Days of the SPs 'Career Average Re-valued Earnings Pot' (CARE Pot) finalisation in	102.1 Payments of Terminal Grants and Gratuities to be made to (a) all SPs (except those covered by AFPS 15) with 98% accuracy and 100% timeliness and (b) to SPs covered by AFPS 15 with 98% accuracy, 100%. timeliness, measured monthly and calculated as "(number of authorised Terminal Grants and Gratuities accounted for and paid to the correct SP-designated bank account within the specified timescales / total number of authorised Terminal Grants and Gratuities due to be accounted for and paid) * 100". 102.2 Inaccurate payments or payments not made to the correct bank account are rectified with 100% accuracy, measured monthly and calculated as "(inaccurate payments or payments not made to the correct

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	the month of termination or on receipt of all documentation, whichever is the later. 102.2 Any payments, including inaccurate payments, not made to the correct bank account are to be rectified within 5 Working Days of discovery or direction by the Authority.	bank account rectified / all inaccurate payments or payments not made to the correct bank account) * 100".
A106	106.1 Create and maintain up-to-date auditable and accurate debt records for individuals' debts being recovered through JPA within 5 Working Days of the Contractor being informed of the debt and/or any repayment. 106.2 Records of all debts owed by SPs to the MOD/Authority and repayments made against these debts to be retained for 6 Financial Years beyond the Financial Year in which transaction was actioned.	106.1 Debt records for individuals' debts being recovered through JPA are created and kept up-to-date with 100% accuracy and 100% timeliness, measured monthly and calculated as "(number of auditable and accurate debt records for individuals' debts being recovered through JPA being created and kept up-to-date within 5 Working Days of the Contractor being informed of the debt and/or any repayment / total number of debt records for individuals' debt being recovered through JPA that the Contractor has been informed of) * 100". 106.2 Records of all debts owed by SPs to the MOD/Authority and repayments made against these debts retained for 6 at least 6 Financial Years beyond the Financial Year in which the transaction was actioned 100% of the time, measured as required and calculated as "(number of records of debts owed by SPs to the MOD/Authority and repayments made against these debts retained for a minimum of 6 Financial Years

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		beyond the Financial Year in which the transaction was actioned / total number of records of debts owed by SPs to the MOD/Authority and repayments made against these debts created) * 100".
A115	115.1 Recover LSAP and FHTB in accordance with JSP 752 Chapter 2 Section 4 and JSP 464 Vol 1 Pt 1 Ch 12. 115.2 Issue a letter to any individual who will not clear their outstanding LSAP/FHTB balance at normal recovery rates within 10 Working Days of the point when they have 12 months left until their date of termination asking them to make adequate arrangement to ensure their LSAP/FHTB balance is cleared by final salary and/or terminal benefits. 115.3 When notification of a bankruptcy is received, update the LSAP/FHTB database and refer the matter to the Authority (DBS MilPers MilOps RWO) for a decision. 115.4 Implement Authority (DBS MilPers MilOps RWO) decisions within 5 Working Days of receipt of the decision.	115.1 Letter issued to correct individual with 100% timeliness, measured monthly and calculated as "(number of letters issued to any individual who will not clear their outstanding LSAP/FHTB balance at normal recovery rates within 10 Working Days of the point when they have 12 months left until their date of termination / total number of letters due to be issued) * 100". 115.2 LSAP/FHTB database updated and notification referred to the Authority (DBS MilPers MilOps RWO) within 5 Working Days of being notified that the SP has become bankrupt 100% of the time, measured monthly and calculated as "(number of updates to the LSAP/FHTB database and referrals to the Authority (DBS MilPers MilOps RWO) within 5 Working Days of being notified that the SP has become bankrupt / total number notifications that an SP has been declared bankrupt received) * 100". 115.4 Implement Authority (DBS MilPers MilOps RWO) decisions within 5 Working Days of notification of that decision 100% of the time, measured

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		monthly and calculated as "(number of Authority (DBS MilPers MilOps RWO) decisions implemented within 5 Working Days of receipt of that decision / total number of Authority (DBS MilPers MilOps RWO) decisions received) * 100".
A119	119.1 Recover public or Crown debts from an individual's Debit Account or Credit Card Account within 1 Working Day of being agreed with the individual debtor.	119.1 Debts recovered from an individual's Debit Account or Credit Card Account within 1 Working Day of being agreed with the individual 100% of the time, measured monthly and calculated as "(number of public or Crown debts recovered from an individual's Debit Account or Credit Card Account within 1 Working Day of being agreed with the individual debtor / total number of public or Crown debts agreed with the individual to be recovered from the individual's Debit Account or Credit Card Account) * 100".
D1	1.1 Accurately calculate, authorise, and pay the pension benefits to entitled individuals for immediate Pension Scheme awards for all DIS terminations (including but not limited to AFPS75, AFPS05, RFPS05, AFPS15) through a secure payment function. Payment of benefits in accordance with any relevant Armed Force Pension Scheme (AFPS) termination guidance including Desk Instructions within the following timescales:	1.1 Payments of DIS termination Pension Scheme awards to be made to (a) all SPs (except those covered by AFPS 15) with 100% accuracy and 100% timeliness and (b) to SPs covered by AFPS 15 with 100% accuracy, 100%. timeliness, measured monthly and calculated as "(number of authorised Pension Scheme awards for DIS terminations paid to

FSDC X-Ref	Requirement Description	Target Performance Level
	(a) for all DIS termination Pension Schemes awards (except AFPS15), within 5 Working Days of receipt of all relevant documentation; and (b) for all DIS termination AFPS15 Pension Scheme awards, within 5 Working Days of CARE Pot finalisation or receipt of all documentation whichever is the later. 1.2 Notify the entitled individual of the amount and payment date of the DIS termination Pension Scheme award within 5 Working Days of authorisation. 1.3 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor, unless otherwise agreed with the Authority. 1.4 Where an application form for the payment of a Pension Scheme award for DIS has not been received, it is to be hastened within 10 Working Days after notification of death in accordance with the relevant Desk Instruction.	the correct SP-designated bank account within the specified timescales / total number of authorised Terminal Grants and Gratuities due to be accounted for and paid) * 100". 1.2 Entitled individuals notified on the amount and payment date of the DIS termination Pension Scheme award with 100% timeliness, measured monthly and calculated as "(number of entitled individuals notified of the amount and payment date within 5 Working Days of authorisation of the DIS termination Pension Scheme award / total number of the DIS termination Pension Scheme awards authorised) * 100". 1.3 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100" 1.4 Hastening action taken with 100% timeliness, measured monthly and calculated as "number of hastening actions taken 10 Working Days after notification of death / total number of application forms for the payment of a DIS termination Pension Scheme award not received 10 Working Days

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	1.5 Where no application is received after hastening action has been taken place, forward the case to the Authority 20 Working Days after the date when the original hastening action was taken.	after the notification of death) * 100". 1.5 Case forwarded to the Authority with 100% timeliness, measured monthly and calculated as "number of cases forwarded to the Authority 20 Working Days after hastening where no application is received / total number of application forms for payment of a DIS termination Pension Scheme award not received 20 Working Days after the date of the hastening) * 100".
D2	2.1 Accurately, calculate, and authorise within 10 Working Days, and pay within 30 Working Days the non-DIS termination Pension Scheme award to entitled individuals for all non-DIS terminations (including but not limited to payment of discretionary and Ex Gratia awards including Early Departure Payments (EDP) and award of Resettlement Grants to eligible members) through a secure payment function in accordance with any relevant Armed Force Pension Scheme (AFPS) termination guidance including Desk Instructions: (a) for all non-DIS termination Pension Scheme awards (except AFPS15), the first payment to be received by the entitled individual within 30	2.1 Accurately, calculate and pay, authorise to entitled individuals for all non-DIS within 10 working days 100 % of the time with 100% accuracy; and, make payments: (a) for all non-DIS termination Pension Scheme awards (except AFPS15), within 30 calendar days of the individual's termination date with 100% accuracy; and (b) for all non-DIS termination AFPS15 Pension Scheme awards, within 30 calendar days of CARE Pot finalisation in the month of the termination date with 100% accuracy, measured monthly and calculated as "(number of authorised non-DIS

FSDC X-Ref	Requirement Description	Target Performance Level
	calendar days of an individual's termination date; and (b) for non-DIS termination AFPS15 Pension Scheme awards, the first payment to be received by the entitled individual within 30 (calendar days of CARE Pot finalisation in the month of the termination date. 2.2 Notify the entitled individual of the amount and payment date within 5 Working Days of authorisation of the non-DIS termination Pension Scheme award. 2.3 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor, unless otherwise agreed with the Authority. 2.4 Receive and acknowledge all requests for nominations of DIS lump sums under AFPS05 and AFPS15 Pension Schemes, all requests for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations),	termination Pension Scheme awards accurately paid within the specified timescales / total number of authorised non-DIS termination Pension Scheme awards authorised) * 100". 2.2 Entitled individuals notified on the amount and payment date of the non-DIS termination Pension Scheme award with 100% timeliness, measured monthly and calculated as "(number of entitled individuals notified of the amount and payment date within 5 Working Days of authorisation of the non-DIS termination Pension Scheme award / total number of the DIS termination Pension Scheme awards authorised) * 100". 2.3 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100" 2.4 All requests for nominations of DIS lump sums under AFPS05 and AFPR15 Pension Schemes, for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including

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	and all requests for inverse commutation. 2.5 When notified by the Authority (AH AFPS) Pension Scheme award payments are to be recalled. 2.6 Non-receipt of completed AFPS Pension Form 1 to be hastened with one hastening letter. 2.7 Establish and maintain a members' CARE Pot, including Average Weekly Earnings (AWE) published monthly updates this also includes the application of the CPI.	revocations), and for inverse commutation are received and acknowledged with 100% timeliness, measured monthly and calculated as "(number of requests for nominations of DIS lump sums under AFPS05 and AFPR15 Pension Schemes, for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations), and for inverse commutation are acknowledged within 2 Working Days of receipt / total number of requests for nominations of DIS lump sums under AFPS05 and AFPR15 Pension Schemes, for the allocation of active and deferred pensions under AFPS05 and AFPS15 Pension Schemes (including revocations), and for inverse commutation received) * 100". 2.5 All Pension Scheme award payments recalled following notification by the Authority (AH AFPS) 100% of the time. 2.6 A minimum of 30 Working Days prior to termination date.
D3	3.1 Accurately calculate and process any applications from individuals for Additional Voluntary Contributions (AVC) / Added Pension applications.	3.1 Applications for AVC or Added Pension are to be correctly processed: (a) within 10 Working Days of receipt of application 98% of the time;

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		(b) for applications not processed within 10 Working Days of receipt of the application, within 20 Working Days of receipt of the application 100% of the time, measured monthly and calculated as "(applications for AVC or Added Pension correctly processed within the required timescale / total application for AVC or Added Pension) * 100".
D6	6.1 Pay (in accordance with the data held) the correct amount to the right payee, that the correct time, to the right destination, for the correct period. 6.2 Any payments of Pension Scheme awards shall be made by electronic transfer or, where applicable, by payable orders as instructed by the individual pensioners, including, where appropriate, transfers to overseas accounts where the payment may be in sterling or foreign currencies. 6.3 Any single exception/failures to make payments are to be reported to the Authority (AH Pensions) in the monthly management report.	6.1 Pay (in accordance with the data held) the correct amount: • to the right payee, • at the correct time, • to the right destination, • for the correct period 100% of the time 6.2 Payments of Pension Scheme awards are made by electronic

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	6.4 Any significant failures (where payments have been made incorrectly, for the wrong amounts, or could cause a quantifiable financial loss) are to be brought to the immediate attention of the Authority.	transfer or, where applicable, by payable orders 100% of the time.. 6.3 Single exception/failures to make payments are reported to the Authority (AH Pensions) in the monthly management report 100% of the time. 6.4 Significant failures are to be brought to the immediate attention of the Authority 100% of the time.
D7	7.1 Process and pay applications made by members for Early Payment of Preserved Pensions (EPPP) that is where the preserved pension is paid early on the grounds of ill health. 7.2 EPPP payment, acceptance or rejection letters to individuals are to be issued within 10 Working Days of receipt of authorisation. 7.3 Non-receipt of applications, GP Forms or Hospital Case Notes are to be hastened 20 Working Days after initial issue or receipt of the request.	7.1 Applications for EPPP are correctly processed: (a) within 10 Working Days of receipt to 100 % accuracy 98% of the time; and. (b) for any applications not processed within 10 Working Days of receipt, within 15 Working Days of receipt 100% of the time, 100% accuracy, measured monthly and calculated as "(applications for EPPP correctly processed within the required timescale / total application for EPPP) * 100".

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		7.2 EPPP payment, acceptance, or rejection letters issued with 100% timeliness, measured monthly and calculated as "(EPPP payment, acceptance, or rejection letters issued within 10 Working Days of receipt of authorisation / total EPPP payment, acceptance, or rejection letters requiring issue) * 100". 7.3 Non-receipt of applications, GP Forms, or Hospital Case Notes hastened with 100% timeliness, measured monthly and calculated as "(non-receipt of applications, GP Forms, or Hospital Case Notes hastened within 20 Working Days after initial issue or receipt of request / total non-receipt of applications, GP Forms, or Hospital Case Notes required to be hastened) * 100".
D8	8.1 Accurately forecast and administer the Guaranteed Minimum Pensions (GMP) in accordance with relevant legislation, payable by the scheme at the State Pension Age of each member within 10 Working Days of receipt of relevant information. 8.2 For members who reached SPA before 6th April 2016, notices of GMP liability (CA1625) are to be entered onto the Compensation And Pension System (CAP) and the GMP Database and any other relevant system where GMP information	8.1 Accurately forecast and administer the GMP with 100% timeliness, measured monthly and calculated as "(GMP accurately forecast and administered within 10 Working Days of receipt of relevant information / total GMP to be accurately forecast and administered) * 100". 8.2 Notices of GMP liability (CA1625) entered onto the Compensation And Pension System (CAP) and the GMP Database with 100% timeliness, measured monthly and calculated as "(notices of GMP liability (CA1625) entered onto the Compensation And Pension System (CAP)

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	is held within 10 Working Days of receipt of the GMP information. 8.3 Process the GMP notifications within 10 Working Days of receipt of GMP notification from HMRC, except during the HMRC annual closedown 1st January to 31 March to allow the annual uplift to take place. Award recalculation to be applied on the next available payment date following receipt of GMP information. 8.4 Send dependants application form and covering letter to relevant individual. 8.5 Notices of GMP liability (CA1625) to be entered on to payment record and CAPS, within 10 Working Days. 8.6 Notices of final revaluation (CA1629) to be entered onto pensions and compensation system solution re-calculation to be applied to the next available payment date following receipt of GMP information. 8.7 Issue an unclaimed pension letter and the relevant application form to the correct individual within 20 Working Days of	and the GMP Database within 10 Working Days of receipt of the GMP information / total notices of GMP liability (CA1625) to be entered onto the Compensation And Pension System (CAP) and the GMP Database) * 100". 8.3 Process the GMP notifications within 10 Working Days of receipt of GMP notification from HMRC, except during the HMRC annual closedown 1st January to 31 March to allow the annual uplift to take place with 100% timeliness, measured monthly and calculated as "(GMP notifications processed within 10 Working Days of receipt of GMP notification from HMRC, except during the HMRC annual close down period between 1 January and 31 March / total GMP notifications to be processed) * 100". 8.4 Within 10 Working Days of receipt of GMP notification from HMRC or at the point of checking GMP liability. Award re-calculation to an accuracy level of 100%. 8.5 Notices of GMP liability (CA1625) to be accurately entered on to payment record with 100% timeliness, measured monthly and calculated as "(notices of GMP liability (CA1625) to be entered on to payment record within 10 Working Days / total notices of GMP liability (CA1625) to be

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	notification. 8.8 Non-receipt of completed Dependants forms to be hastened by letter 30 Working Days after issue of initial application forms. 8.9 Second hastening action to be taken 10 Working Days after first hastening letter, which can be done by telephone. If no response received the case should be annotated accordingly and archived. 8.10 Non-receipt of a completed unclaimed preserved pension application form is to be hastened once by letter/email or other communication method 20 Working Days after the application form is sent. If no response is received to hastener to non-receipt of a completed pension application form, the case/record should be marked accordingly that no further action is being taken.	entered on to payment record) * 100". 8.6 Notices of final revaluation (CA1629) to be entered onto pensions and compensation system solutionaccurately re-calculated with 100% timeliness, measured monthly and calculated as "notices of final revaluation (CA1629) to be entered onto pensions and compensation system solutionre-calculation applied within 10 Working Days of receipt from the relevant individual, except during the annual close down period between 1 January and 31 March / total notices of final revaluation (CA1629) to be entered onto pensions and compensation system solutionrecalculation to be applied) * 100". 8.7 Unclaimed pension letter and the relevant application form issued to the correct individual with 100% timeliness, measured monthly and calculated as "unclaimed pension letters and relevant application forms issued to the correct individuals within 20 Working Days of notification / total unclaimed pension letter and relevant application forms to be issued) * 100". 8.8 Non-receipt of completed Dependants forms hastened by letter with 100% timeliness, measured monthly and calculated as "non-receipt of completed Dependants forms hastened within 20 Working Days of

FSDC X-Ref	Requirement Description	Target Performance Level
		notification / total non-receipt of completed Dependents forms to be hastened) * 100". 8.9 Second hastening action (which may be done by telephone) taken with 100% timeliness, measured monthly and calculated as "second hastening action taken 10 Working Days after first hastening letter / total second hastening actions to be taken) * 100". 8.10 Non-receipt of a completed unclaimed pension application form hastened with 100% timeliness, measured monthly and calculated as "non-receipt of a completed pension application form hastened 20 Working Days after the application form is sent / total non-receipt of completed pension application forms to be hastened) * 100".
D9	9.1 Ensure Retired Pay and Pensions are correctly uprated in accordance with annual pension increases, taking account of any GMP and according with orders issued and the Pensions Increase Act 1971 (as amended). Additionally, the Contractor is responsible for acquiring the GMP information. 9.2 Accurately implement annual Pension Increases (PIs) as instructed by HMT by effective date unless otherwise agreed by	9.1 100% compliance with the SR. 9.2 PIs applied 100% accurate from data provided

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	the Authority (AH AFPS Pensions).	
D15	15.1 After a War Pension Scheme (WPS) or Armed Forces Compensation Scheme (AFCS) assessment/re-assessment/revision, the Contactor shall accurately calculate and authorise pensions payment through a secure payment function and issue the associated letter in accordance with 'MAI 04/11'. 15.2 Any calculation, authorisation or payment inaccuracy to be rectified within 5 Working Days of discovery or notification to the Contractor, unless otherwise agreed with the Authority.	15.1 Correctly calculate, authorise, and make letter notification to 100% accuracy: (a) within 10 Working Days of receipt of letter 98% of the time; and (b) for any notifications not made within 10 Working Days of receipt of letter, within a maximum of 15 Working Days from receipt of letter 100% of the time, (c) in accordance with current standards, measured monthly and calculated as "(letter notifications made within the required timescale / total letter notifications to be made) * 100". 15.2 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment

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		inaccuracies discovered or notified to the Contractor) * 100"
D27	27.1 Maintain 'Service Overseas' pensions and Ghurkhas pensions. Calculate, authorise and pay Ghurkha pensions, service overseas pensions, widows and dependants and authorise pension payments within 5 Working Days of receipt of all documentation. 27.2 Rectify any inaccuracies or discrepancies within 5 Working Days of discovery or notification from the Authority. 27.3 Secure database is to be accurate and is to reflect any changes of pension increases within 5 Working Days.	27.1 100% accuracy; 100% timeliness. 27.2 Calculation, authorisation or payment inaccuracies rectified with 100% accuracy, measured monthly and calculated as "(number of calculation, authorisation or payment inaccuracies rectified within 5 Working Days of discovery or notification (unless otherwise agreed with the Authority) / total number of calculation, authorisation or payment inaccuracies discovered or notified to the Contractor) * 100". 27.3 Accuracy 100%, timeliness 100%.
D35	35.1 Accurately finalise retired pay or pension issues including cessation of payments upon the death of pensioners where the pension is in payment and establish and pay any entitlement to a Forces Family Pension (FFP) using a secure payment function. 35.2 Accurately finalise retired pay or pensions where no beneficiaries to Forces Family Pensions (FFP) is applicable or finalise pension issues upon the death of Pensioners where the	35.1 Accurately finalise retired pay or pension issues and establish and pay any entitlement to a Forces Family Pension (FFP) using a secure payment function: (a) within 5 Working Days 99.8% on receipt of relevant documentations ; and (b) for any cases not finalised within 5 Working Days, within

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	pension is not in payment (Preserved Pension) and there is no FFP applicable within 5 Working Days of receipt of notification of death of pensioner. 35.3 Cease payment of Family Forces Pension on death of widow(er) or end of children entitlement within 1 Working Day of receipt of notification. 35.4 Retain records securely for 100 years from date of birth of pensioner or 7 years from date of death of the pensioner's widow. 35.5 Non-receipt of completed application forms to be hastened 30 Working Days after the Contractor has issued the initial FFP application forms. 35.6 Second hastening action to be taken 10 Working Days after the dispatch of the first hastening letter, which can be done by telephone. 35.7 If no response is received within 10 Working Days after the action of the second hastening action, add a 'top enclosure' within the individual's file confirming that no further action required	10 Working Days on receipt of relevant documentation 100% of the time, (c) 100% accuracy, measured monthly and calculated as "(retired pay or pension issues finalised within the required timescale / total pay or pension issued to be finalised) * 100". 35.2 Accurately finalise retired pay or pensions where no beneficiaries to Forces Family Pensions (FFP) is applicable or finalise pension issues upon the death of Pensioners where the pension is not in payment (Preserved Pension) and there is no FFP applicable with 100% accuracy. 35.3 Cease payment of Family Forces Pension on death of widow(er) or end of children entitlement within 1 Working Day of receipt of notification with 100% accuracy. 35.4 Records securely retained for 100 years from date of birth of pensioner or 7 years from date of death of the pensioner's widow 100% of the time, measured as required and calculated as "(records securely retained for 100 years from date of birth of pensioner or 7 years from date

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	unless further contact made by the individual and archive the individual's file to Documents Handling Centre (DHC). 35.8 Administer and process the outputs from the DWP "Tell us Once" initiative for the AFPS and the AFCS schemes and, where notification of death has been received via the DWP "Tell us Once" initiative, suspension of payment is to be actioned within 48 hours. 35.9 Once approved by the Authority (AH AFPS Pensions), accurately calculate the gross unclaimed arrears of pension and arrange for arrears to be paid to the Estate within 5 Working Days of authorisation.	of death of the pensioner's widow / total records to be retained) * 100". 35.5 Non-receipt of completed application forms to be hastened with 100% timeliness. 35.6 10 Working Days after the action of the second hastening action, 'Top enclosure' added to the individual's file confirming that no further action is required unless further contact made by the individual and archive the individual's file to Documents Handling Centre (DHC) with 100% accuracy. 35.8 DWP "Tell us Once" initiative is administered and suspension of payment is actioned within 48 hours of notification of death received via the DWP "Tell us Once" initiative 100% of the time. 35.9 Accurately calculate gross unclaimed arrears of pension and arrange for arrears to be paid to the Estate with 100% timeliness.
D38	38.1 The Contractor must provide to individual and/or third party pension Provider/Contractor an accurate Life Time Allowance (LTA) percentage on termination for all:	38.1 Accurate Life Time Allowance (LTA) percentage provided to individual and/or third party pension provider on termination:

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	(a) active members (those serving in the Armed Forces and accruing pension entitlement); (b) for DIS cases, at the request of a serving member or appropriate individual; and (c) for all members awaiting payment of a Pension on Divorce (POD) or preserved pension award (when requested) and also at the point of award or at the request of a third party pension Provider/Contractor.	(a) for all Pension Schemes (except AFPS15): (i) within 10 Working Days of termination, death, or receipt of request (provided all required information is available), whichever is the later, 99.9% of the time; and (ii) where not provided within 10 Working Days, within 15 Working Days of termination, death, or receipt of request (provided all required information is available), whichever is the later, 100% of the time; or (b) for AFPS15 Pension Scheme: (i) within 10 Working Days of members CARE Pot finalisation in the month of termination or on receipt of all documentation, whichever is the later, 99.9% of the time; and (ii) where not provided within 10 Working Days, within15 Working Days of members CARE Pot

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		finalisation in the month of termination or on receipt of all documentation, whichever is the later, 100% of the time, measured monthly and calculated as "(number of accurate LTA percentages provided within the required timescale / total number of LTA percentages to be provided) * 100".
D40	40.1 Accurately process any request from the Pension Scheme members for the transfer in or out of pension from the approved Pension Scheme as follows. 40.2 Transfer the pension pot on the date agreed between both pension providers. 40.3 HMRC informed of transfer in accordance with extant regulations and reporting timescales. 40.4 Identify and maintain a record for future reassessment of pension and complete such pension re-assessments. 40.5 Non-receipt of transfer information to be hastened 30	40.1 Requests from pension members for the transfer in or out of pension from the approved scheme are accurately processed. 40.2 Pension pot is transferred on the date agreed between both pension providers 100% of the time. 40.3 HMRC informed of transfer in accordance with extant regulations and reporting timescales 100% of the time. 40.4 Reassessment of pensions is completed: (a) within 10 Working Days 99.9% of the time; and (b) any reassessments not completed within 10 Working Days, within a

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	Calendar Days after initial request. 40.6 Where no response is received within 20 Working Days of the despatch of the hastening letter, the relevant parties are to be informed that the procedure cannot be completed and the reason why and supporting IT records to be updated within 5 Working Days.	further 5 Working Days 100% of the time. 40.5 Hasten any non-receipt of transfer information 30 Calendar Days after initial request is made with 100% timeliness. 40.6 Where no response is received 20 Working Days of the despatch of the hastening letter, the relevant parties are to be informed that the procedure cannot be completed and the reason why and supporting IT records to be updated within 5 Working Days 100% of the time.
D45	45.1 Provide accurate pension forecasts (including Resettlement Commutation) within the following timescales: (a) for all Pension Awards (except for pension forecasts related to ill health on AFPS 05, RFPS 05 and AFPS 15 Pension Schemes), dispatch the pension forecast in response to requests from entitled individuals or other entitled bodies (e.g. legal representatives, Service Complaint Appeal Boards, VWS and Senior Military Officers Personal Assistants where applicable) within 15 Working Days of receipt of the request from the	45.1 Accurate pension forecasts provided to the correct individual: (a) within the specified timescales at least 99.9% of the time; and (b) where pension forecast is not provided within the specified timescales, within a further 5 Working Days of the specified timescales 100% of the time, measured monthly and calculated as "(number of accurate pension forecasts provided to the correct individual within the specified timescales / total number of pension forecasts to be

FSDC X-Ref	Requirement Description	Target Performance Level
	individual; (b) for AFPS05, RFPS 05 and AFPS15 Awards for ill health, always dispatch an ill health pension forecast within 5 Working Days of receipt of the Tier Award notification; and (c) for AFPS75 Awards for ill health, always dispatch an ill health pension forecast within 5 Working Days of receipt of a 'Medical Discharge Notification'.	provided) * 100".
D50	50.1 Identify individuals for whom a BCE has occurred, within 5 working Days of the occurrence. 50.2 Within 10 Working Days of a 'Benefit Crystallisation Event' (BCE), accurately reassess the Life Time Allowance (LTA) for the relevant individual (the pension tax applied by HMRC when the pension becomes due) including the pension and lump sum). 50.3 Any inaccuracy in the reassessment to be rectified within 5	50.1 100% accuracy, 100% timeliness. 50.2 Accurate reassessment of the LTA made within 10 Working Days of a BCE with 100% timeliness and 100% accuracy, measured monthly. 50.3 Any inaccuracy is to be rectified within 5 Working Days of discovery 100% of the time.

FSDC X-Ref	Requirement Description	Target Performance Level
	Working Days of discovery.	
D69	69.1 Update all relevant IT systems & tools within 20 Working Days of receipt of new or revised Factor Tables (including changes to Factor Values and or changes to Factor Table Formats).	69.1 All relevant IT systems & tools updated following receipt of new or revised Factor Tables with 100% timeliness, measured monthly and calculated as "(number of relevant IT systems and tools updated within 20 Working Days of receipts of new or revised Factor Tables / total number of new or revised Factor Tables received) * 100".
D71	71.1 Correctly pay regular compensation awards (e.g. Guaranteed Income Payment (GIP) or Survivors Guaranteed Income Payment (SGIP)) within 5 Working Days of authorisation of payment instructions. 71.2 GIP and SGIP awards being subject to an annual index-linked increase in payments (to take effect from a specified date each April and notified to the entitled individual in accordance with payment frequency spanning uprated date).	71.1 Regular compensation awards correctly paid: (a) within 5 Working Days of authorisation 99% of the time; (b) for any payments not made within 5 Working Days, within 10 Working Days of authorisation 100% of the time, measured monthly and calculated as "(number of regular compensation awards to correctly paid within the required timescale / total number of regular compensation awards authorised) * 100". 71.2 Subjecting GIP and SGIP awards to an annual index-linked increase in payments (taking effect from a specified date each April and notified to the entitled individual in accordance with payment frequency spanning

FSDC X-Ref	Requirement Description	Target Performance Level
		uprated date) 100% of the time.
E1	1.1 Generate in Microsoft Word format and validate, print, and despatch JPA C001 (Reservists Invite Letter) to the relevant Reservist and JPA C002 (Employers Invite Letter) to the relevant employer to the relevant SPC(s). Within 5 Working Days of the upload of the Mobilisation Candidate Invite by the Service Personnel Centre (SPC). 1.2 Update the JPA letter history within 3 Working Days of despatch of any JPA C001 (Reservists Invite Letter) and JPA C002 (Employers Invite Letter).	1.1 JPA C001 (Reservists Invite Letter) and JPA C002 (Employers Invite Letter) generated in Microsoft Word format and validated, printed, and despatched to the correct Reservist and employer within 5 Working Days with 100% accuracy and 100% timeliness, measured monthly. 1.2 JPA letter history updated within 3 Working Days of despatch of any JPA C001 (Reservists Invite Letter) and JPA C002 (Employers Invite Letter) with 100% accuracy and 100% timeliness, measured monthly.
F1	1.1 Issue Service Leavers Packs (SLP) to the home address of the relevant SP within 1 month of termination or within 5 Working Days of receipt of all necessary documentation, whichever is later. 1.2 Notify the Authority (SO1 Current Ops) on same day as discovery that an address could not be found on the individual's JPA record or the SLP is returned as undelivered.	1.1 Issue the SLP to the correct SP within the required timescales with 100% timeliness, measured monthly. 1.2 Authority (SO1 Current Ops) is notified on same day as discovery that an address could not be found on the individual's JPA record or the SLP is returned as undelivered with 100% timeliness, measured monthly. 1.3 SLP register updated within 3 Working Days of despatch of any SLP, discovery that an address could not be found on the individual's JPA

FSDC X-Ref	Requirement Description	Target Performance Level
	1.3 Update the SLP register within 3 Working Days of despatch of any SLP, discovery that an address could not be found on the individual's JPA record, or the SLP is returned as undelivered.	record, or the SLP is returned as undelivered with 100% timeliness, measured monthly.
H1	1.1 Provide the Mil Pers & Vets Reporting Platform (MP&VRP) in accordance with Part 8 of Schedule 2.1 which: (a) is fully functional and available at all times (save for Service Downtime which shall be agreed with the Authority (MilPers MI Mgr) at least 5 Working Days prior to the requested date); (b) contains data that accurately reflects all data sources (as at time of extraction) and in accordance with latest Authority approved 'Refresh Schedule'; (c) prior to the delivery of H33 of Annex H to Schedule 2.1, MP&VRP reporting layer data set currency to be as at end of Core Hours of the previous Working Day on Production Platform of data source, unless agreed otherwise by the	1.1 (a) (b) (c) (d), 1.2 (a) - 100% compliance with the SR 1.1 (e) - Complete all data / items with an accuracy target of 99.8%, timeliness in accordance with the Refresh Schedule, or as agreed with the Authority

FSDC X-Ref	Requirement Description	Target Performance Level
	Authority (MilPers MI Mgr); (d) MP&VRP successfully completes ETLs outside of Core Hours of Service Availability (unless agreed otherwise by the Authority (MilPers MI Mgr)); and (e) MP&VRP successfully completes ETLs against all data items in the MP&VRP. 1.2 Following the delivery of H33 of Annex H to Schedule 2.1: (a) MP&VRP reporting layer data set currency to be in accordance with Refresh Schedule for all MP&VRP data sources, unless agreed otherwise by the Authority (MilPers MI Mgr).	
H3	3.1 Provide specialist technical advice and face-to-face support to the Authority (MilPers MI Team) on all areas of the MP&VRP in accordance with Part 8 of Schedule 2.1 and available during Core Hours of Service Availability. 3.2 Attend meetings, when requested by Authority (MilPers MI	3.1 Technical support to be provided within 1 hour of time of request from Authority (MilPer MI Team) 75% of the time (within Core Hours of Service Availability), the remainder is to be provided within 3 hours (within Core Hours of Service Availability), of time of request from Authority (MilPers MI Team).

FSDC X-Ref	Requirement Description	Target Performance Level
	Mgr) giving a minimum of 24 hours' notice, in accordance with Core Hours of Service Availability.	Provision of technical answers/resolutions, within 2 Working Days of the request 90% of the time, the remainder within 5 Working Days or a later date set/agreed by the Authority (MilPers MI Mgr). Advice/support provided to be to the reasonable satisfaction of the Authority (MilPers MI Mgr). 3.2 100% compliance.
H6	6.1 MP&VRP to perform in accordance with the Performance Matrix (within Appendix 1 of Annex H (MP&VRP Dashboard Performance Matrix).	6.1 100% compliance, 100% of the time with the SR.
H14	14.1 Manage permissions and control access to MP&VRP and associated data to ensure only authorised individuals can access the functions and data they are authorised to access in accordance with Part 8 of Schedule 2.1. 14.2 From Operational Service Commencement Date the contractor shall: (a) ensure the Authority (MilPers MI Team) have access to change permissions in MP&VRP in	14.1 100% compliance, 100% of the time with the SR. 14.2 100% compliance, 100% of the time with the SR. 14.3 100% compliance, 100% of the time with the SR.

FSDC X-Ref	Requirement Description	Target Performance Level
	accordance with Core Hours of Service Availability; (b) (b) administer all account access through Trusted Route; and (c) implement and maintain all existing MP&VRP access permissions so they conform to permission requirements under any future MP&VRP upgrade. 14.3 From Operational Service Commencement Date until the successful delivery of serial H35, Annex H, the contractor shall: (a) align account access and permissions with vetting standards and DBS Security rules; (b) deliver to the Authority (MilPers MI Team) a monthly Permission Extract Report on the first Working Day of each Calendar month; (c) deliver ad-hoc reports from the MP&VRP	

FSDC X-Ref	Requirement Description	Target Performance Level
	Catalogue Manager within 5 Working Days from the receipt of the Authority (MilPers MI Team) request; and (d) create, delete or amend responsibilities and/or 'Security Profiles' in next planned change delivery method for MP&VRP from date of the request from Authority (MilPers MI Mgr), as agreed with the Authority (MilPers MI Mgr).	
H42a	42a.1 The Contractor must apply Data Quality assurance in design and by recovery provision as stated in Paragraph 10.1 and Paragraphs 10.6 to 10.8 inclusive of Part 8 of Schedule 2.1. 42a.2 At Operational Service Commencement Date confirm with the Authority all the Data Holdings cited in the MP&VPDHR as "high priority" in the priority level column and all their Data Flows cited in the DBS Data Flow control registers or the MP&VPDFR for which Data Quality assurance in design and by recovery provision will be provided; and for each provide the Data Quality assurance in design and by recovery provision as described in	42a.1 100% compliance, 100% of the time with the SR. 42a.2 100% compliance, 100% of the time with the SR. 42a.3 100% compliance, 100% of the time with the SR. 42a.4 100% compliance, 100% of the time with the SR. 42a.5 100% compliance, 100% of the time with the SR.

FSDC X-Ref	Requirement Description	Target Performance Level
	Paragraphs 10.6 to 10.8 inclusive of Part 8 of Schedule 2.1. 42a.3 From the Operational Service Commencement Date provide Data Quality assurance in design and by recovery provision confirmed at 42a.2 above. 42a.4 From the Operational Service Commencement Date for each Data Holding cited in the MP&VPDHR as "high priority" in the priority level column and/or each of their Data Flows cited in the DBS Data Flow control registers or the MP&VPDFR under development at Operational Service Commencement Date confirm with the Authority at the Operational Service Commencement Date the Data Quality assurance in design and by recovery provision as described in Paragraphs 10.6 to 10.8 inclusive of Part 8 of Schedule 2.1 and provide that provision. 42a.5 From the Operational Service Commencement Date for each Data Holding cited in the MP&VPDHR as "high priority" in the priority level column and/or each of their Data Flows cited in the DBS Data Flow control registers or the MP&VPDFR subsequently developed after the Operational Service Commencement Date confirm with the Authority the Data Quality	

FSDC X-Ref	Requirement Description	Target Performance Level
	assurance in design and by recovery provision as described in Paragraphs 10.6 to 10.8 inclusive of Part 8 of Schedule 2.1 and provide that provision. 42b.1 The Contractor must apply Data Quality assurance in design and by recovery provision as stated in Paragraph 8.4 and Paragraph 8.5 of Part 8 of Schedule 2.1. 42b.2 At Operational Service Commencement Date confirm with the Authority all the Data Holdings cited in the MP&VPDHR as "lower priority" in the priority level column and all their Data Flows cited in the DBS Data Flow control registers or the MP&VPDFR for which Data Quality assurance in design and by recovery provision will be provided; and for each provide the Data Quality assurance in design and by recovery provision as described in Paragraph 8.4 and Paragraph 8.5 of Part 8 of Schedule 2.1. 42b.3 From the Operational Service Commencement Date provide Data Quality assurance in design and by recovery provision confirmed at 42b.2 above. 42b.4 From the Operational Service Commencement Date for	

FSDC X-Ref	Requirement Description	Target Performance Level
	each Data Holding cited in the MP&VPDHR as "lower priority" in the priority level column and/or each of their Data Flows cited in the DBS Data Flow control registers or the MP&VPDFR under development at Operational Service Commencement Date confirm with the Authority at the Operational Service Commencement Date the Data Quality assurance in design and by recovery provision as described in Paragraph 8.4 and Paragraph 8.5 of Part 8 of Schedule 2.1 and provide that provision. 42b.5 From the Operational Service Commencement Date for each Data Holding cited in the MP&VPDHR as "lower priority" in the priority level column and/or each of their Data Flows cited in the DBS Data Flow control registers or the MP&VPDFR subsequently developed after the Operational Service Commencement Date confirm with the Authority the Data Quality assurance in design and by recovery provision as described in Paragraph 8.4 and Paragraph 8.5 of Part 8 of Schedule 2.1 and provide that provision.	
I4	4.1 Safely and securely store manual personnel records. All Staff shall have undertaken recognised GDPR training sufficient for	4.1 100% accuracy.

FSDC X-Ref	Requirement Description	Target Performance Level
	administration of this service prior to commencing work and to remain GDPR compliant through annual refresher training.	
I10	10.1 Return stored Wills to originator as part of the standard termination process. 10.2 On the approval of JCCC the content of Wills envelope shall be scanned and sent as pdf by email to JCCC Deceased. 10.3 Hard copy Wills shall be despatched to JCCC deceased estates on receipt of request from JCCC by either courier or 24 hours postal special next day delivery.	10.1 99% accuracy within 10 Working Days of request or receipt of an updated Will. 10.2 100% within 1 Working Days of receipt of request. 10.3 99% accuracy within 1 Working Day.
J4	4.1 Procure identity cards in accordance with Authority specification, and then, Process applications, produce and despatch personalised ID cards. 4.2 Check the personal data held on JPA against the data submitted on the application form and authorised by Unit HR. 4.3 ID cards for Regular and Volunteer Reservists, Cadet Force Adult Volunteer (CFAV). All applications shall be authorised by	4.1 99.9% produced within 10 Working Days of receipt of application (measured each 3 months of the preceding 3 months) 4.5 100% within 1 month of notification of retirement date. 4.7 100% within 1 Working Day of authorised request. 4.8 100% within 2 Working Days of identification of reason for rejection.

FSDC X-Ref	Requirement Description	Target Performance Level
	the Centralised Service specific authoriser and by the local CFAV unit before being eligible for processing. 4.4 ID cards for MOD Civilian (including Royal Fleet Auxiliary personnel). All applications shall be authorised by their parent unit's Security Office before being eligible for processing. 4.5 Produce HM Armed Forces Veteran cards for retiring Regular Service personnel as part of the Service Leavers process, for inclusion in SLP at DHC. 4.6 Produce HM Armed Forces Veteran cards for Reserve personnel and Veteran personnel who have already left the Services. Applications are to be validated and authorised by MODMO before being eligible for processing. Dispatch cards to MODMO for onward transmission to the Veteran. 4.7 Urgent and "operational priority" ID cards to be despatched via Royal Mail Special Delivery. 4.8 Rejected applications to be communicated to Unit HR	

FSDC X-Ref	Requirement Description	Target Performance Level
	explaining the reason for rejection. 4.9 ID cards shall be despatched to the unit HR Administrator (Identity cards are not to be sent directly to the individual applicant within the Unit or to a civilian address - unless Authority permission has been expressly given) in accordance with the UIN annotated on the application form or rejected within 10 Working Days. Routine ID cards to be despatched by: (a) MOD Courier if the delivery address is within the delivery area; (b) First Class post for volumes of 19 or less; and (c) Royal Mail Special Delivery for volumes of 20 or more.	
J5	5.1 Process applications for and produce and despatch medical warning tags. 5.2 Medical warning tags for each individual shall be laser etched or engraved with the detail completed on the F Med 704 as	5.6 100% within 2 Working Days of identification of reason for rejection. 5.7 99.9% within 1 Working Day (measured each 3 months of the preceding 3 months).

FSDC X-Ref	Requirement Description	Target Performance Level
	follows: MED TAG, Service Number, Surname, Condition, Cause, Condition (2nd issue), Cause (2nd Issue) Specification in drawing UK/SC4701 Issue 1. 5.3 Blanks shall be clear and bright 35mm flat 65mm x 30mm rectangle with rounded edges of 0.7mm rolled metal. With a 5mm hole (on the left edge of tag half way between top edge and bottom edge) and no sharp edges. Finish of embossed medical warning tags shall be maintained so that it can be worn against the skin. Lettering shall be at least 3mm high. 2 tags per individual. 5.4 Each set of medical warning tags shall be individually packaged with the individual's details clearly visible. 5.5 Check the personal data held on JPA and check for Unit authorisation. 5.6 Rejected applications to be communicated to Unit HR explaining the reason for rejection. 5.7 Where it is not possible for security reasons (Special Forces	5.8 100% within 1 Working Day of authorised request. 5.9 99.9% within 10 Working Days (measured each 3 months of the preceding 3 months).

FSDC X-Ref	Requirement Description	Target Performance Level
	and overseas units) for the Contractor's Contractor to be provided with a unit postal address tags should be returned to the ID card section for onward despatch. 5.8 Any "urgent" or "operational priority" requests shall be despatched in packages together with a list of contents to the Unit HR administrator via the Contractor using Royal Mail Special Delivery. 5.9 Routine medical warning tags shall be despatched to Unit HR administrators in packages together with a list of contents by: (a) MOD Courier if the delivery address is within the delivery area; (b) First class post for volumes of 19 or less; and (c) Royal Mail Special delivery for volumes of 20 or more.	
J6	6.1 Process applications for and produce and despatch ID discs. Blanks shall be clear and bright 35mm flat round discs of	6.3 100% within 2 Working Days of identification of the reason for

FSDC X-Ref	Requirement Description	Target Performance Level
	0.7mm rolled metal. With a 5mm hole on the top/upper edge of the disc and no sharp edges. 6.2 Check the personal data against that held on JPA against the data submitted on the application form and authorised by Unit HR. 6.3 Rejected applications to be communicated to units explaining the reason for rejection. 6.4 Where it is not possible for security reasons (Special Forces and overseas units) to be provided a unit postal address discs should be returned to the ID card section for onward despatch. 6.5 Any "urgent" or "operational priority" requests to be despatched to Unit HR administrators via Royal Mail Special Delivery in packages together with a list of contents. 6.6 Routine ID discs to be despatched in packages together with a list of contents by: (a) MOD Courier if the delivery address is within the	rejection. 6.4 99.9% to be returned within 1 Working Day (measured each 3 months of the preceding 3 months). 6.5 100% despatched within 1 Working Day 99.9% (measured each 3 months of the preceding 3 months). 6.6 99.9 % despatched within 10 Working Days (measured each 3 months of the preceding 3 months).

FSDC X-Ref	Requirement Description	Target Performance Level
	delivery area; (b) First class post for volumes of 19 or less; (c) Royal Mail Special delivery for volumes of 20 or more.	
K2a	2a.1 In accordance with Good Industry Practice utilising a single telephone number, provide a timely and responsive telephone answering Service in support of the help desk JPAC. 2a.2 Answer calls within 20 seconds of the Interactive Voice Recognition (IVR) message finishing, measured over a calendar month. 2a.3 Average call waiting time shall not exceed 50 seconds measured over a calendar month. 2a.4 Max call waiting time for any call shall not to exceed 90 seconds measured over a calendar month.	2a.1 50% of calls answered within 20 seconds of the Interactive Voice Recognition (IVR) message finishing measured over a calendar month. 2a.2 100% accuracy. 2a.3 97% accuracy measured over a calendar month.

FSDC X-Ref	Requirement Description	Target Performance Level
K2b	2b.1 Non-IT problems, including password resets, shall be resolved during the initial call measured over a calendar month. 2b.2 Unresolved calls: originator shall be provided with unique query reference number and calls to be referred to the Contractor back office. 2b.3 Remedial action shall be taken by the Contractor to confirm resolution with originator, for IT and non-IT problems (excluding medals but including User Errors across all processes). 2b.4 Incidents shall not be closed without originator/Authority approval.	2b.1 80% accuracy measured over a calendar month. 2b.2 100% accuracy within 1 Working Day of receipt. 2b.3 100% accuracy within 1 Working Day. 2b.4 100% accuracy.
K3	3.1 Provide a response and resolution to all written enquiries received by the JPAC within 30 Working Days of receipt of the written enquiry and back office referral. 3.2 Written updates on progress shall be provided every 10 Working Days whilst the enquiry/back office referral is outstanding with the Contractor until resolution. This shall include providing an estimated time for resolution of the unresolved	3.1 100% of written enquiries responded to within 30 Working Days of receipt. 90% of written enquiries and back office referrals resolved within 10 Working Days of receipt. 98% of written enquiries and back office referrals resolved within 20 Working Days of receipt. 99.5% resolved within 30 Working Days 3.2 100 accuracy, 100% timeliness.

FSDC X-Ref	Requirement Description	Target Performance Level
	written enquiry and back office referral to the originator. 3.3 Written enquiries and back office referrals shall be referred to the appropriate Authority department, Third Parties or archives where Contractor resolution is not possible within 1 Working Day of the determination by the Contractor that the enquiry cannot be resolved by themselves and must be referred to the Authority or Third Parties. 3.4 For written enquiries referred to the Authority or Third Parties, the contractor shall retains responsibility for ensuring the originator of the issue is kept appraised every 10 Working Days of the issue status. The Contractor shall confirm the resolution with the originator once the issue has been resolved. Incidents cannot be closed without originator/Authority approval.	3.3 100 accuracy, 100% timeliness. 3.4 100 accuracy, 100% timeliness.
Q22	22.1 Make WPS payments, to be received by entitled individual within 5-7 Working Days of notification for new awards. 22.2 Ongoing payments to be made in accordance with requested payment frequency to be received by entitled individual	22.1 100% accuracy, 100% timeliness to be measured monthly.

FSDC X-Ref	Requirement Description	Target Performance Level
	on the day that payment is due.	
Q110	110.1 Provide a monthly War Pension Benefits trial balance in Microsoft Excel format by the first Working Day following the month end.	110.1 100% accuracy. 100% timeliness.
CHANGE1	Impact Assessments to be delivered in accordance with the criteria set out in Schedule 8.2 and within the timelines as set out in Schedule 2.1 Part 13.C21.	99% of the time of Impact Assessments delivered within specified timelines, measured monthly.
CHANGE2	Authority raised Operational Change Requests to be delivered to the live environment in accordance with the requirements and delivery date as set out in the Request for Change.	99% of Authority raised Operational Change Requests delivered within specified timelines, measured monthly.
CHANGE3	Contract Change to be delivered to the live environment in accordance with the requirements set out in the Request For Change and within the timelines agreed with the Authority and recorded within the Solution Document.	99% of Contract Change to be delivered within specified timelines, measured monthly.
CHANGE4	Finalised Solution Documents to be delivered within the timescales agreed with the Authority and recorded in the Impact	99% % of Finalised Solution Documents delivered within the specified timelines, measured monthly.

FSDC X-Ref	Requirement Description	Target Performance Level
	Assessment.	
CHANGE5	Test Plans to be delivered to the Authority in accordance with the criteria and timelines as set out in Schedule 6.2.	99% of Test Plans delivered within specified timelines, measured monthly.
CHANGE6	Testing to be conducted in accordance with the relevant test plan as agreed with the Authority.	99% of the time, measured monthly.
CHANGE7	Test completion reports to be delivered to the Authority in accordance with the criteria and timeline as set out in Schedule 6.2.	99% of the time Test Reports delivered within the specified timelines, measured monthly
CHANGE8	All Releases to be delivered to the Authority agreed scope and Release date as agreed in the Forward Release Plan without the use of contingency dates.	90% Releases to be delivered 100% accurately within specified timelines, measured monthly.
M1	1.1 Implement and maintain a Mature IT Service Management (ITSM) capability across all Services and for all ITIL processes and functions, ensuring a measurable progression Maturity of its ITSM capability, using an Authority agreed best practice framework as set out in the	1.1 Within 12 months following the Operational Service Commencement Date, Maturity Level 3 in the ITSM Maturity Assessment has been achieved.

FSDC X-Ref	Requirement Description	Target Performance Level
	Service Operations Manual.	
	1.2 Conduct ITSM Maturity Assessments to ensure continual Maturity of the ITSM capability and confirm the Maturity Level on the Operational Services Commencement Date + 2 months and on each anniversary of the Contract Year thereafter until the final Contract Year when the final assessment must be undertaken 2 months prior to end of the Term. .	1.2 Within 24 months following the Operational Service Commencement Date, Maturity Level 4 in the ITSM Maturity Assessment has been achieved.
	1.3 Schedule and provide SQEP attendees at a monthly review meeting within 3 Working Days following the end of each relevant month.	1.3 Within 36 months of the Operational Services Commencement Date, Maturity Level 5 in the ITSM Maturity Assessment has been achieved and is maintained at this level thereafter until the end of the Term.
	1.4 From Operational Services Commencement Date, arrange and provide a monthly review meeting for SQEP attendees with the Authority (Tech Assurance). Such meeting to be fully minuted and will review outputs and adherence to metrics for the ITSM process area. Improvement activities to be recorded and actioned within mutually agreed timescales.	

FSDC X-Ref	Requirement Description	Target Performance Level
ITSM1	The Applications which provide the business functionality shall meet the Service Availability Requirements of the Authority.	100% compliance with the Service Availability characteristics within the Non-Functional Requirements Matrix, as set out in Schedule 2.1, Annex M, Appendix 1, measured monthly.
ITSM2	Technical Incident resolution to Contractor Systems shall be delivered within the timescales agreed with the Authority.	100% compliance with the Incident Resolution Matrix, as set out in Schedule 2.1, Annex M, Appendix 2, measured monthly.
ITSM3	The Applications which provide the business functionality shall perform without degradation for the number of concurrent End Users as specified by the Authority.	100% compliance in accordance with the Performance characteristics within the Non-Functional Requirements Matrix, as set out in Schedule 2.1, Annex M, Appendix 1, measured monthly.
ITSM4	Batch Interfaces to successfully complete according to the Operational Schedule.	99% of the time.
ITSM5	The Data Room to be maintained as a complete and coherent reflection of the knowledge documents, which encompass all technical and business process documents that define and document the Services.	100% accuracy within 20 working days of a change to a Service document, measured monthly.
SECURITY1	User Access Control Provide a Security Operation Centre (SOC) managed by an	Audit reports to be provided 100% of the time within 1 Working Day of detection of an anomaly, measured monthly.

FSDC X-Ref	Requirement Description	Target Performance Level
	independent Contractor with continuous real time monitoring and real time auditing capability including fraud detection, for all MOD Systems and Applications managed by the Contractor. The service is to be in accordance with RMADS. The SOC shall perform as a minimum the following: (a) Investigate and report all anomalies to Authority (SO1 Sy) within 1 Working Days of detection; (b) Upon request from the Authority (SO1 Sy) to provide specified audit reports; (c) Ensure dedicated DBS Mil Pers and Veterans monitoring and resultant logs/alerts are operated and managed by appropriately cleared, authorised and trained personnel; (d) Operate continuous monitoring / alerting supported by a robust 'Incident Response Plan' (in the form prescribed by the Authority from time to time); and (e) Be able to either implement or trigger an appropriate response to any identified incident in accordance with the	

FSDC X-Ref	Requirement Description	Target Performance Level
	Cyber incident Response Policy.	
SECURITY2	NCSC Cloud Security Principles - Cloud Security Principals: Configuration and Change Management. The Contractor shall ensure that Configuration and Change Management Procedures are implemented such that all network assets are accountable and their configuration status is known. - The status, location and configuration of service components (both hardware and software) are to be tracked throughout their lifetime at all times. - Changes to the service are to be assessed for potential security impact, then managed and tracked through to completion. The Service Contractor provides evidence of this to the Authority through the Security led Assurance Strategy Meeting.	Demonstrate that all network assets are accountable and their configuration status is known 100% of the time, measured monthly.
SECURITY3	Provide, deliver, maintain and upgrade a real time Protective Monitoring solution for all DBS system.	System to be restored following unplanned downtime within 60 mins 90% of the time and within 120 minutes 100% of the time, measured monthly.

FSDC X-Ref	Requirement Description	Target Performance Level
SECURITY4	Ensure that authority is received from the Defence Assurance & Information Security (DAIS) Accreditor via the Authority (SO1 Sy) or their delegated representative prior to any change to an existing system or the development of any new system (automated and manual). Ensure all change complies with security policy.	Change to systems to have prior security Approval from the DAIS Accreditor through the Authority SAC 100% of the time, measured monthly.
SECURITY5	Report all security breaches, security near misses, security incidents and security weaknesses identified to the Authority (SO1 Sy) within 1 Working Day. Reporting format is to be in accordance with the JSP 541.	100% of security breaches, security near misses, security incidents and security weaknesses identified to the Authority within 24 hours. All reporting to facilitate DBS upward reporting to the ICO within 72 hrs, 100% of the time, measured monthly.
SECURITY6	Monitor and apply Contractor Privileged Users Access Management Controls. All Contractor Privileged Users system usage to be recorded and analysed in accordance with Good Practice Guide (GPG) 13 at all times.	Contractor Privileged User access managed and monitored 100% of the time, measured monthly.

FSDC Reportable Subsidiary Performance Indicators

FSDC X-Ref	Requirement Description	Target Performance Level
A1b	1b.1 Any payment not made to the correct individual on the day for which pay is due (last Working Day of the month for salary based pay or the first Working Day after the end of the month for which pay is due for attendance based pay) or in the correct currency to be rectified within 5 Working Days or notification of failure to pay whichever is the later. 1b.2 Any erroneous payment, outside the 98% accuracy criteria, made to the correct individual to be rectified within 5 Working Days of the last Working Day of the month or notification of failure to pay whichever is the later where Contractor is in receipt or returned payments to enable this action. 1b.3 Any erroneous payment, albeit within the 98% accuracy criteria, made to the correct individual to be rectified with the subsequent month's pay. 1b.4 All payments to be in accordance with JSP 754, with particular reference to Minimum Drawing Rate requirements (JSP 754 Ch 7 Sect 4)	1.b1 100% accuracy within 5 Working Days 1b.2 100% accuracy 5 Working Days 1b.3 100% accuracy within subsequent month's pay 1b.4 in accordance with JSP 754, with particular reference to Minimum Drawing Rate requirements (JSP 754 Ch 7 Sect 4)

FSDC X-Ref	Requirement Description	Target Performance Level
A2	2.1 Manage payroll activities for eligible SPs taking 'Statutory Absences', including but not limited to those under the terms of the 'Armed Forces Occupational Maternity Scheme' (AFOMS), 'Statutory Maternity Pay' (SMP), 'Statutory Paternity Pay' (SPP), 'Statutory Adoption Pay' (SAP) and 'Shared Parental Pay and Leave' (ShPP and SPL) in accordance with JSP 760 Chapters 20, 21 and 22. 2.2 Maternity record to be created on receipt of notification from the Service Personnel's Unit HR Admin after the 20th week before the Expected Week of Childbirth (EWC). 2.3 Entitlement to commence on the first day of projected maternity absence date, provided by the Authority. 2.4 Payment instructions must be established for the correct individual within 10 Working Days of receipt of a correctly completed application, to enable payment on the last Working Day of the month in which entitlement commences 2.5 Any payment not made to the correct individual to be rectified within 5 Working Days of identification of failure to pay.	2.4 The individual end of month nett pay amounts to be at least 98% accurate. 2.5 Any erroneous payment, outside the 98% accuracy criteria, made to the correct individual to be rectified within 5 Working Days of the last Working Day of the month or notification of failure to pay whichever is the later where Contractor is in receipt of all relevant pay data or returned payments to enable this action. Any erroneous payment, albeit within the 98% accuracy criteria, made to the correct individual to be rectified with the subsequent month's pay.

FSDC X-Ref	Requirement Description	Target Performance Level
A6	6.1 Pay or recover (as applicable) all forms of 'Commitment Bonus' (as defined in JSP 754) upon receipt of relevant documentation (for example JPAC) at the next available monthly payroll following receipt of relevant document(s) (i.e documents which are relevant to the payment of a Commitment Bonus).	6.1 Payments/Recovery must be actioned at the next available monthly Payroll at least 99.9% of the time with an accuracy level of at least 99.9%.
A30	30.1 Administer schedules of 'Bulk Cheques' received from Units, process them through the bank, crediting unit Imprests (a military unit financial account) with total value of valid cheques received. 30.2 Update a 'Register of Cheque Blocks' forwarded by Units within 1 Working Day of receipt. 30.3 Inform the relevant Unit of missing cheque block serial(s) when a subsequent cheque block is received, within 3 Working Days of receipt. 30.4 Present all valid cheques to bank for credit in accordance with RBS procedures, crediting to relevant MOD Accounting String in accordance with current MOD Banking Instructions within 5 Working Days of receipt. 30.5 Always return invalid cheques to Unit for correction within 1 Working Day of discovery.	30.4 Enter valid cheques into local ledger within 3 Working Days of receipt. 30.6 Return Cheque Block receipt note to originating unit within 3 Working Days of receipt of cheque block.

FSDC X-Ref	Requirement Description	Target Performance Level
	30.6 Notify the Authority (DBS MilPers MilOps PPG&A and Current Ops) on every occasion of an apparently missing cheque block.	
A46	46.1 Accurately update Income Tax codes for payroll operations under 'PAYE – Received' via XML. Incorrect data received from HMRC to be rectified within 10 Working Days of discovery of issue. 46.2 Any P6 received after the cut-off date for March payroll must be returned to HMRC marked "Unactioned".	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
A49	49.1 Ensure the correct NI Category is used for Payroll operations under PAYE. 49.2 Inform the Authority (DBS MilPers MilOps PPG&A) when no single Service (sS) listing of Apprentices has been received by the agreed deadline prior to monthly payroll process. 49.3 Update the NI Category for SPs in accordance with the monthly sS lists of Apprentices in time for the main payroll run.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
A51	51.1 Resolve returned P60s and P45s and securely destroy prior year returned P45s. Where P45s are returned due to incorrect addresses being provided, contact an individual's last known Unit HR requesting an updated address within 10 Working Days of return. 51.2 Where P60s are returned due to incorrect addresses being provided, contact an individual's last known Unit HR Admin requesting an updated address within 30 Working Days of return. 51.3 All P45s printed with no address/unit address to be retained until the beginning of next Financial Year or despatch to terminated individual on request within 5 Working Days of receipt. 51.4 Despatch P45s and P60s to updated addresses within 5 Working Days of receipt.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
A58	58.1 Provide the Authority with an accurate and complete EXCEL® Report of all payroll activity for the Tax Year. The Report must contain: (a) assignment number; (b) surname;	58.1 100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
	(c) payroll; (d) NINO; (e) tax code; (f) tax basis; (g) NI category; (h) 'GTEs This Employment'; (i) 'Tax This Employment'; (j) 'GTEs Previous Employment'; (k) tax previous employment; (l) employees NI deductions this employment; (m) employers NI deductions this employment; (n) Student Loan deductions this employment; (o) SMP/SAP/SPP/ASPP/OSPP or ShPP paid; (p) joining date (if in the Payroll Year); and	

FSDC X-Ref	Requirement Description	Target Performance Level
	(q) discharge date (last day on pay in the year).	
A60	60.1 Provide duplicate P60 within 10 Working Days of request from SP.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
A67	60.2 Update all rates of pay, allowances, charges, expenses and foreign exchange in accordance with Appendix 3 to this Annex. 60.3 Implementation by effective date and from effective date (unless otherwise agreed by the Authority(DBS MilPers MilOps AH)) 60.4 For Forces Fixed Rate (FFR) - Within 2 Working Days of receipt of revised rates	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
A76	76.1 Rectify implications of late or incorrect notification of change of rank and colliding Life Events where the effective date is greater than 6 years prior to the current date. 76.2 Provide the Authority (DBS MilPers MilOps Current Ops) with justification and audit trail for each proposed change within 20 Working Days of receipt. 76.3 Rectify all cases within 5 Working Days of receipt of agreement to	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
	proceed from the Authority (DBS MilPers MilOps Current Ops).	
A82	82.1 Process approved manual iExpenses claims received from Unit HR Admin staff on spreadsheets or individual JPA Approved Forms in accordance with JPA BPG Expense Auditing. 82.2 Return forms F016 or F016a not authorised by the Unit Expenses Authoriser or that do not contain the Unit Auditors details within 2 Working Days of receipt. 82.3 Transfer valid data onto JPA within 2 Working Days of receipt. 82.4 Within 2 Working Days of receipt of claim select every 20th manual expenses claim and request despatching Unit HR Admin to confirm accuracy of calculation and entitlement.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
A83	83.1 Calculate sum to be paid to individual SP based on the details input subject to any required approval and/or authorisation and in accordance with the stated regulations within 1 Working Days of input or approval/authorisation, whichever is the later.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
A85	85.1 Process advances of travelling expenses input by Unit HR Admin 85.2 Payment equating to the calculated amount must be made to the correct SP's nominated bank account within 3 Working Days of claim being approved. 85.3 Any payments not made to the correct bank account or not made within 3 Working Days of approval either due to lateness or to data validation issues or system fix requirements is to be rectified within 2 Working Days or notification of failure to pay whichever is the later. 85.4 Advances not cleared by the 31st calendar day after completion of the duty for which the advance was authorised are to be deducted direct from the SPs pay account in accordance with stated regulation and statutory legislation.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
A88	88.1 Create and maintain up-to-date and accurate iExpense records for all SPs. Records of all payments to SPs to be retained accurately for 6 Financial Years beyond the year in which transaction actioned. 88.2 Input any authorised change accurately within 5 Working Days of receipt	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
A97	97.1 Enable and pay-over statutory and other third-party payments including rectification of all rejected payments, providing an explanation to each third party for any third party attributable errors and rejections. 97.2 All rectifications to be undertaken within 20 Working Days of the requirement to rectify being known. 97.3 Produce report of all rejected payments including explanation for rejection to allow third party to rectify non-occurrence by no later than following pay month. 97.4 All Deductions paid to the correct third party on the dates directed by the HMRC or agreed with such third parties. 97.5 All pay-overs to HMRC be supported by a monthly summary schedule report by 19th day of the month. 97.6 All other pay-overs to be supported by a schedule listing individual Service Personnel and the sums paid on their behalf. Sums paid on behalf of Service Personnel to be validated and fully reconciled against sums deducted via payroll.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
A98	98.1 Administer, enable and pay-over 'Child Care' Voucher' (CCV) payments including rectification of all rejected payments. 98.2 For all rejoiners (or requests for amendments by existing claimants) complete a formal review of salary and CCV 'Benefit Earnings Assessment' (BEA) calculation before payment instructions are passed to the CCV provider. 98.3 All rejoiners for 'Salary Sacrifice' for CCVs to be actioned to conform with the 'Operational Processing Timetable'. Sums paid on behalf of Service personnel to be validated and fully reconciled against sums deducted via payroll. 98.4 For claimants who joined post 31 March 2011, complete an annual BEA review of salary to ensure the amount of CCV claimed is within the allowed HMRC threshold in April annually. 98.5 All documentation relating to 'Salary Sacrifice' and CCVs to be retained for minimum 6 Financial Years from the Financial Year of a document's creation. 98.6 All pay-overs to be supported by a schedule listing individual Service	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
	personnel and the sums paid on their behalf. 98.7 All rectifications to be undertaken within 20 Working Days of receipt or notification.	
A114	114.1 Recover all valid debts listed in the 'Debtor Register' and provide hard copy documentation to the Authority (DBS MilPers MilOps RWO) when legal action is commenced. 114.2 All debts over £50 to be entered in the 'Debtor Register' and a first formal letter despatched within 20 Working Days of the production of the 'Debt Management Report or notification of a non-JPA debt. 114.3 If no response to first letter, despatch second formal letter 20 Working Days after despatch of first letter. 114,4 Debts less than £50 to be entered on both the 'Debtor Register' and 'Accounts Receivable', and passed to the Authority within 20 Working Days of production of the 'Debt Management Report' or notification of a non-JPA debt. 114.5 Accurately complete all accounting action within 20 Working Days of	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.

FSDC X-Ref	Requirement Description	Target Performance Level
	receipt of a repayment. 114.6 Electronic version of all documentation retained for a minimum of 6 Financial Years from the Financial Year of its creation.	
A120	120.1 Debt to be recovered from an individual's credit card account by means of direct debit action for any public or 'Crown Debt' agreed by the individual debtor within 1 Working Day of notification of payment by the individual.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable.
D3	3.1 Accurately calculate and process any applications from individuals for Additional Voluntary Contributions (AVC) / Added Pension applications.	3.1 Applications are to be processed within 10 Working Days of receipt of application 98% of the time and within 20 Working Days 100% of the time.
D10	10.1 Accurately update pension rates annually in relation to the AFPS75 as a result of : (a) the Armed Forces Pay Review Body (AFPRB) for regular scheme members, Special Forces and for the Royal Gibraltar Regt; (b) the Senior Salaries Review Body for Senior Officers (SSRB); and	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable

FSDC X-Ref	Requirement Description	Target Performance Level
	(c) the Doctor and Dentist Pay Review Body (DDPRB). 10.2 Implement annual pension rates by Effective Date unless otherwise agreed by the Authority (AH Pensions).	
D11	11.1 Accurately calculate and notify entitled individuals of their future preserved pension entitlement at the point of leaving Service; the notification information is to include the details of pension entitlement; lump sum and life time allowance entitlement. The pension entitlement is to be calculated in accordance with current regulations. 11.2 Notification to be despatched to the correct individual 100% of the time within 10 Working Days of receipt of all documentation.	11.2 For AFPS15, notification to be despatched to the correct individual 99.7% of the time within 10 Working Days of members CARE pot finalisation in the month of termination or on receipt of all documentation, whichever is the later.
D12	12.1 Accurately calculate, authorise and pay Preserved Pensions that is the pension payable at a pre-determined age (currently 60, 65 or SPA) using a secure payment function within 10 Working Days of receipt of all documentation. Any inaccuracy to be rectified within 5 Working Days of	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable

FSDC X-Ref	Requirement Description	Target Performance Level
	discovery.	
D14	14.1 Accurately calculate and authorise pension payments, including Early Departure Payments, after a period of re-employment through a secure payment function. 14.2 Any inaccuracies to be rectified within 5 Working Days of discovery.	14.1 Calculation and reassessment of re-employment payment to be made within 10 Working Days of the re-employment period ending. Calculation to be 100% accurate in accordance with current standards and regulations.
D18	18.1 Provide accurate calculations for divorce/cessation of civil partnership pension valuations and Benefit Statements on request from an entitled individual or in accordance with Court Orders irrespective of whether payment has been received from an individual, within 10 Working Days. 18.2 Any inaccuracy is to be rectified within 5 Working Days of discovery. 18.3 Applications are to be receipted within 5 Working Days.	18.1 In absence of Court Order, within 20 Working Days of receipt of all the necessary information 98% of the time. Any valuations / statements not provided within 20 Working Days are to be provided within a further 5 Working Days 100% of the time.

FSDC X-Ref	Requirement Description	Target Performance Level
D19	19.1 Reassess individual's pensions, process and accurately pay divorce/cessation of civil partnership pension amounts to ex-spouses / ex-partners through a secure payment function. 19.2 Non receipt of divorce finalisation information to be hastened 30 Working Days, after the initial request one hastening letter is to be sent. Where there is no response, relevant parties (claimant and respondent) are to be informed that the procedure cannot be carried out and the reason why after 30 Working Days of hastener being sent. 19.3 Any inaccuracy is to be rectified within 5 Working Days of discovery.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable
D21	21.1 Accurately calculate, authorise & pay Family Forces Pensions and pay all dependants pensions when commutation of small pensions is not applicable, using a secure payment function within 10 Working Days of receipt of all documentation. 21.2 Accurately calculate, authorise and pay (in accordance with current standards and regulations) Family Forces Pensions and pay all dependents for Reserve Service, Army Careers Office and Non-Regular Permanent Staff (NRPS) members within 10 Working Days of receipt of all documentation.	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable

FSDC X-Ref	Requirement Description	Target Performance Level
	21.3 Any inaccuracy is to be rectified within 5 Working Days of discovery.	
D22	22.1 Continue payments for eligible children over the age of 17/18 dependant on AFPS scheme (including discretionary extensions). 22.2 Despatch MOD 373 to parent/guardian of child no less than 20 Working Days before 17th birthday (AFPS 75)/18th birthday (AFPS 05, RFPS and AFPS 15). 22.3 Non receipt of MOD 373 for age 17/18 reviews to be hastened 30 Working Days after initial despatch. MOD 373 is issued on the anniversary of the 17th and 18th birthdays. 22.4 Despatch MOD 373 to parent/guardian for Annual Further Education (FE) reviews by 1st September annually. 22.5 Non receipt of MOD 373 Annual FE reviews to be hastened annually by 30th October (In order to allow students in England additional time as their FE establishments and courses sometimes do not begin until October).	22.1 No less than 20 Working Days before 17th birthday (AFPS 75)/18th birthday (AFPS 05, RFPS and AFPS 15) 100% timeliness. 22.2 100% 22.3 100% timeliness. 22.4 100% 22.5 100%

FSDC X-Ref	Requirement Description	Target Performance Level
D32	32.1 Stop or accurately abate payments of pensions and other benefits for pensioners re-joining the Services using a secure payment function within 10 Working Days of receipt of all documentation or re-employment date, whichever is the later. 32.2 Calculate abatement accurately in accordance with current standards and regulations. 32.3 Pay abated pension accurately in accordance with current standards and regulations. 32.4 Accurately recalculate and/or reassess pension payments entitlement within 5 Working Days of receipt of promotion or demotion notification. 32.5 Any inaccuracy is to be rectified within 5 Working Days of discovery.	32.1 100% accuracy; 100% timeliness within 10 Working Days. 32.2 100% accuracy; 100% timeliness. 32.3 100% accuracy; 100% timeliness. 32.4 100% accuracy; 100% timeliness within 5 Working Days.
D41	41.1 Within 10 Working Days of receipt of all the necessary information, produce Cash Equivalent Transfer Values (CETV) for transfer value of benefits (including 'No Liability Leavers') between Armed Forces Pension and other pension scheme Providers/Contractors and inform new pension scheme Providers/Contractors (Preserved Pension only).	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable

FSDC X-Ref	Requirement Description	Target Performance Level
D42	42.1 Ensure all pensions in issue are re-assessed and updated accurately, including the re-instatement of any resettlement commutation taken on termination, no later than 1 calendar month before the date of effect, i.e. the individual's 55th birthday.	42.1 Each case to be updated no later than 1 calendar month before date of effect and 100% accurately all of the time.
D63	63.1 Conduct financial tracing action for AFPS pensioners who have a pension in payment where correspondence has been returned e.g. P60's, Newsletters, Life Certificates etc. and they are defined as 'Gone Away'. Gone Away can also apply where a payment has lapsed (i.e. cheques remain uncashed or have been returned) action to be undertaken within 20 Working Days of the correspondence being returned or the most recent cheque remaining uncashed. 63.2 Once tracing action has been completed and a new address identified for the 'Gone Away Pensioner', the Contractor is to write to the pensioner once requesting they confirm their new address. This is to be actioned within 10 Working Days of the new address being identified. 63.3 Upon receipt of confirmation of the new address from the pensioner, the Contractor is to update all the source data within 10 Working Days. 63.4 Where no new address confirmation is received within 20 Working Days,	100% compliance with the SR in relation to compliance, timeliness and/or accuracy as applicable

FSDC X-Ref	Requirement Description	Target Performance Level
	the Contractor is to hold the money in trust and inform the Authority (AH AFPS Pensions). 63.5 Provide a monthly, quarterly and annual report to AH AFPS on the number of cases where address has been confirmed, plus the number and value of pensions held in trust	
G2	2.1 Conduct periodic checks on continued eligibility of all individuals in receipt of LSAP. Continued eligibility of all individuals in receipt of LSAP shall be checked every 6 months after original authorisation. Eligibility proforma shall be sent through the recipient's parent Unit HR for completion and return 2.2 Send hasteners between 20 Working Days and 28 Working Days after issue of proforma and, if required, a further hastener between 20 Working Days and 28 Working Days later 2.3 Refer a case to the Authority (DBS MilPers Mil Ops R&WO C1) if after 28 Working Days no completed proforma has been received following the issue of a 2nd hastener. 2.4 Responses received from the periodic check which change the circumstances of the case shall then be referred to the Authority (DBS MilPers	2.1 100% accuracy 2.2 100% within 28 days following issue of proforma. 2.3 100% within 2 Working Days 2.4 100% referred within 10 Working Days of receipt.

FSDC X-Ref	Requirement Description	Target Performance Level
	Mil Ops R&WO C1)	
G7	7.1 Process and check eligibility and validity of applications (JPA Form E035/036 or completed on-line self-service application) for FHTB in accordance with JSP 464 Volume 1 Part 1 Chapter 12. 7.2 Return rejected applications 7.3 Forward valid application to the appointed legal representative, with an information copy to the Service Personnel's (SP) Unit HR Admin, to obtain proof of purchase and a Promissory Note letter for signature	7.1 100% accuracy within 2 Working Days 7.2 100% accuracy within 2 Working Days of rejection 7.3 100% accuracy within 10 Working Days
I2	2.1 Despatch files as a result of requests from the single Service (sS) customer. (a) For routine requests, files shall be despatched via the mail Service/ messenger system (b) For authorised priority requests files shall be despatched via the mail Service/ messenger system	2.1 (a) 96% accuracy within 2 Working Days of request,100% within 3 Working Days of request. (b) 96% accuracy within 1 Working Day of request. 2.2 100% within 5 Working Days.

FSDC X-Ref	Requirement Description	Target Performance Level
	2.2 Rejoiner files electronically shall be despatched within 5 Working Days.	Measured monthly.
I3	3.1 Maintain and update record of the location of each file within 1 hour.	100% of records maintained accurately within specified time, measured monthly
I7	7.1 Acknowledge receipt (via JPA) of Wills received from Service Personnel (SP). Processes shall include Assurance Regime for Will collation introduced on or before 1 April 2013. 7.2 Reports of re-work where Units have not completed the process correctly shall be passed to the Authority on the first Working Day of each month.	7.1 100% within 3 Working Days of receipt from SP 7.2 100% on the first Working Day of each month