

PART 3
SERVICE SUMMARY

1 OVERVIEW

- 1.1 The Supplier shall provide services as described in this Part 3 to support the Trader Journeys and the associated Trader Journey Processes.

2 IT SYSTEMS & PLATFORMS

- 2.1 [REDACTED]

3 NICTA PORTAL: TRAINING AND (PRE-TSS PORTAL) REGISTRATION

- 3.1 Trader management and education:

- 3.1.1 The Supplier shall provide the NICTA Portal which shall have the capability to allow entities to register interest for the Services prior to the TSS Portal becoming available. The registration of interest will capture data to identify Users, their registration and to provide customs declarations training.

- 3.1.2 The Supplier shall:

- (i) provide information about the Services to Traders, Carriers, and Customs Intermediaries who express an interest in TSS;
- (ii) provide support for entities who want to register their interest for the Services;
- (iii) create a database of entities who have registered interest for the Service;
- (iv) transfer captured registration data to the ServiceNow Now Platform;
- (v) provide Users with access to the Supplier's online platform for training; and
- (vi) provide the training listed in Annex 4.

4 SERVICENOW NOW PLATFORM

- 4.1 The Supplier shall make available the following modules on ServiceNow Now Platform to the extent described in this paragraph 4:

- 4.1.1 Customer Service Management (CSM) module, providing:

- (i) the TSS Portal, as described in Paragraph 4.4.1 of this Part 3; and
- (ii) the Case Management System, as described in Paragraph 4.4.2(c) of this Part 3; and

- 4.1.2 IT Service Management (ITSM) module, as described in Paragraph 4.5.

- 4.2 The three (3) elements are as follows:
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- 4.2.1 Customer Service Management (CSM) release 1, as described in Paragraph 4.3 below, shall be made available to Users via the TSS Portal in order that they can provide information needed for declarations processing post transition;
- 4.2.2 Customer Service Management (CSM) release 2 as described in Paragraph 4.4 below will provide for the applicable Trader Journeys functionality for:
- (i) the Trader Journey Processes in relation to declarations processing;
 - (ii) the Case Management System to manage all Users interactions with the system;
 - (iii) workflows to manage the flow of information to other Supplier system components; and
 - (iv) the Knowledge Base (which includes guidance notes and FAQs) to support the Users and Contact Centre Agents (which the Supplier will maintain during Term); and
- 4.2.3 IT Service Management (ITSM) system to handle service management aspects of the Services as described in Paragraph 4.5 of this Part 3.
- 4.3 Customer Service Management release 1:
- 4.3.1 The TSS Portal shall:
- (i) import the registration of interest database from the NICTA Portal; and
 - (ii) be configured with the fields, structure and processes to enable traders to complete the Registration Process, the Ready to Trade Process and to provide the applicable data referred to in the Agreed Datasets, with fields to support the Contact Centre Agents and direct Users to the NICTA Portal for training.
- 4.3.2 [REDACTED]
- 4.4 Customer Service Management release 2:
- 4.4.1 The Supplier shall extend the Customer Service Management release 1 described in Paragraph 4.3 above, by:
- (i) further configuring the TSS Portal to align to the Authority required branding, and providing a single point of access for Users to the Services in order to:
 - (A) provide information to Traders, Hauliers, Carriers and Customs Intermediaries on the Services;
 - (B) enable registration of Users;
 - (C) enable Users to maintain the information held by the Supplier in order to perform the Services

- (D) enable access to training materials;
 - (E) enable access to training via the NICTA Portal;
 - (F) [REDACTED]
 - (ii) adding additional fields where required to support the Agreed Datasets and the Trader Journey Processes.
- 4.4.2 The Supplier shall provide the following services and processes:
- (a) a TSS Portal to:
 - (i) allow entities who have not yet registered for the Service and Users to register and manage their information for the Service;
 - (ii) allow Users to create, manage and upload Declaration details; and
 - (iii) provide both English and Welsh language support for Users for registration and Declarations. [REDACTED];
 - (b) Knowledge Base, linking directly into the NICTA Portal;
 - (c) Case Management System to manage all User interactions with the Service;
 - (d) SLA reporting associated with the Performance Indicators identified in Schedule 2.2 [REDACTED];
 - (e) Workflow to manage the conditional movement of information to other system components;
 - (f) [REDACTED]

4.5 IT Service Management:

- 4.5.1 The Supplier shall manage its provision of the Services utilising the following IT Service Management (ITSM) services within ServiceNow Now Platform which are aligned to ITIL:
- (i) Configuration management.
 - (ii) Incident management including major incident management.
 - (iii) Problem management.
 - (iv) Change management and release management.
 - (v) Request fulfilment management.
 - (vi) Standard ServiceNow Continuous Improvement Management (CIM) application.
 - (vii) A single survey process and reporting to capture User feedback.
- 4.5.2 The Supplier shall implement, before the Operational Service Commencement Date, a manual process between the Supplier and the Authority's service management organisations to provide awareness and notification of service incidents associated with the Service and the

Authority, before the Operational Service Commencement Date, shall implement a manual process in the case of notifications to be provided by the Authority to the Supplier, in relation to the Authority Systems.

4.6 Management Information Dashboard

4.6.1 [REDACTED]

5 CONTACT CENTRE SERVICES

5.1 The Contact Centre shall provide guidance for the Registration Process and, for the applicable Trader Journeys, Declarations to Traders, Carriers and the Customs Intermediaries moving goods between GB and NI in both the English and Welsh languages.

5.2 The Contact Centre shall be made up of Contact Centre Agents who shall handle inbound calls, queries submitted via from the TSS Portal and inbound emails in response to specific cases under management from Users in both English and Welsh languages. Outbound emails shall only be provided in response to queries submitted by the Traders via the TSS Portal or in response to a previously initiated TSS outbound email. Where capacity exists, proactive outbound calls shall be made to try to resolve Users' queries, expedite Declarations or encourage the completion of the capture of User data for the applicable Agreed Datasets. Outbound calls will also be made where identified in the Trader Journey Processes or described in Parts 4-9 of this Schedule 2.1.

5.3 [REDACTED]

5.4 [REDACTED]

[REDACTED]

5.5 [REDACTED] Telephone Number Strategy and IVR:

5.5.1 Two (2) freephone numbers shall be provided by the Supplier to use in connection with the Contact Centre. One number shall be used for English and the second for Welsh. These numbers will be detailed on the TSS Portal based on the Users language preference.

5.5.2 The Supplier shall provide IVR services for the published telephone numbers for both English and Welsh language support. Users will be able to access the Contact Centre Agents via telephony voice calls based on their language preference. The IVR services will direct Users based on their choices through the telephone keypad entries to the following service areas to address their enquiries:

- (i) Registration;
- (ii) Training;
- (iii) Declarations;
- (iv) Technical support;
- (v) Other general enquiries.

- 5.5.3 The calls shall be routed to the required service areas (by a Contact Centre Agent) where the Supplier shall provide the correctly skilled Tier 1, Tier 2, Tier 3a and Tier 3b Customs Agents to address User enquiries.

6 DECLARATION MANAGEMENT SERVICE

6.1 [REDACTED]

6.2 Declaration Validation

6.2.1 [REDACTED]

6.3 Goods Movement Support:

The Declaration Management Service [REDACTED] will have experience of resolving issues relating to customs, Goods Movement and clearance and shall

6.3.1 respond to and support the Authority and Border Force Route 1 Customs Procedure, Route 2 Customs Procedure, and Route 6 Customs Procedure and

6.3.2 receive escalated calls from [REDACTED] for resolution and

6.3.3 receive calls directly from Users outside of standard Contact Centre hours via Contact Centre IVR system.

7 DESCARTES GLOBAL LOGISTICS NETWORK

7.1 [REDACTED]