

Schedule 2

Services Description

1 Definitions

In this Schedule, the definitions set out in Schedule 1 apply.

2 Introduction

This Schedule sets out the detailed requirements of the Authority which the Services to be provided by each Supplier bundle shall meet and provides a description of the documents that set out what each requirement entails.

3 Background

- 3.1 The aim of this service is the acquisition of technology (including ERP) and systems integration services for the delivery of best in class, Value for Money (VfM), shared Human Resources (HR), Finance and Commercial service which meet the needs of the Authority's service users.
- 3.2 As part of its shared services strategy, the Authority has been tasked with driving significant business transformation across the four central government departments that are Service Recipients along with the Authority. To achieve this objective the Authority will develop a new Common Operating Model (COM) and introduce a new user-centric service.
- 3.3 It is intended that the COM design will evolve iteratively throughout delivery phases agreed with the Supplier. As a result, benefits will also continue to evolve over time.
- 3.4 The Service description below sets out in more detail the Authority's actual requirements as they relate to the delivery of both Implementation Services and Operational Services. Copies of all documents listed in Paragraph 4 below, except Appendix A (Requirements Matrix) and Schedule 33 (Social Value & Sustainability Delivery Plan), have been uploaded to the Virtual Library, and those copies are hereby incorporated by reference into this Schedule.
- 3.5 The actual Implementation Services and Operational Services are described in greater detail in:
 - 3.5.1 Schedule 8 (Supplier Solution);
 - 3.5.2 Schedule 13 (Implementation Plan);
 - 3.5.3 Schedule 15 (Charges and Invoicing), and
 - 3.5.4 in the case of Supplier A only, Schedule 34 (ERP Supplier Terms)

4 Services Description

4.1 General Requirements

The documents listed in this section describe the Authority's needs across the end-to-end delivery of the new service from discovery through to live-service. As the delivery of the Programme enables the departments to adopt a modern cloud-based ERP platform, the Authority would like the Supplier(s) to adopt industry leading practice around all general requirements, as set out in (i) Schedule 33 (Social Value & Sustainability Delivery Plan) and (ii) the documents listed below.

- 4.1.1 052_COM_Design_Principles_v1.0
- 4.1.2 226 Approach to Design and Delivery v2.3
- 4.1.3 Sustainability Vision v1.0

- 4.1.4 Usability Approach v2.0
- 4.1.5 DD&I Requirements (contained as a tab within Appendix A (Requirements Matrix))

4.2 Functional Requirements

The tabs of Appendix A (Requirements Matrix) that are listed in this section describe the functional needs of the Service that are required to be delivered to meet the User needs.

- 4.2.1 **Finance Functional Requirements (“Finance Functional”)**: this requirement set describes the reasonable functional requirements Supplier(s) must have in place for Finance services.
- 4.2.2 **HR Functional Requirements (“HR Functional”)**: this requirement set describes the reasonable functional requirements Supplier(s) must have in place for HR services.
- 4.2.3 **Source to Contract Requirements (“S2C Functional”)**: This requirement set describes the reasonable functional requirements each Supplier must have in place for Source to Contract services.

4.3 Non-functional Requirements

The non-functional requirements tab of Appendix A (Requirements Matrix) (labelled “Product 044 NFR”) sets out the reasonable standards each Supplier must have in place to protect Authority Data, assets and the rights of individuals.

4.4 Data and Digital Requirements Vision

This section sets out the Authority’s Vision statements, which encompass a suite of mandated principles, standards and required technical capabilities that need to be committed to in order to ensure effective and compliant delivery of the relevant Data and Digital requirements. The Vision statements include the types of delivery management obligations and responsibilities that the Suppliers will need to meet the Vision requirements.

- 4.4.1 **Technology Vision (120 Technology Vision v4.3)**: This document provides a high-level conceptual view of the key capabilities that will be provided by the cloud hosted Enterprise Resource Planning (ERP) solution based on our current understanding of the key business needs. Further to Section 12.1 (System Clock Synchronisation) of this document, the Authority hereby waives the requirement for the target SaaS, PaaS and IaaS services to synchronise their platforms to the system clock of the Authority or any Service Recipient.
- 4.4.2 **Integration Vision (078 Synergy Integration Vision v2.0)**: This document captures the need for an integration platform to complement the future Software-as-a-Service back-office system, highlighting key design principles.
- 4.4.3 **Data Strategy (237 Data Migration Scope v3.2)**: This document sets out the Authority’s Data Strategy and provides a framework for the management of data used by the cluster departments within the Synergy Programme, this document also shows how the strategy interacts with the respective data strategies defined at a National Government and Shared Service for Government levels.
- 4.4.4 **Security Vision (080 Security Vision v4.3)**: The strategy to enable the Authority and all Service Recipients to have a single security governance and a set of security principles which align to all Synergy cluster members.
- 4.4.5 **Reporting Vision (160 Reporting Vision v2.2)**: This document summarises the current reporting application landscape/tooling within Synergy with a view to our future vision and design principles.

4.5 **Optional Services**

The provision, design and implementation of source to contract (**S2C**) and training is an optional Authority requirement. The optional training and S2C requirements each Supplier must have in place are set out in the tabs marked “S2C Functional (Optional)” and “Training (Optional)” in Appendix A (Requirements Matrix).

Appendix A

Requirements Matrix

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