MODEL SERVICES CONTRACT

DATED 4th SEPTEMBER 2024

- (1) SECRETARY OF STATE FOR SCIENCE, INNOVATION AND TECHNOLOGY and
 - (2) WORKDAY LIMITED

CONTRACT

relating to

MATRIX PROGRAMME - TECHNOLOGY SOLUTION AND SAAS ERP SERVICES

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THIS CONTRACT is made on 4th SEPTEMBER 2024

BETWEEN:

- (1) The Secretary of State for Science, Innovation and Technology of 100 Parliament Street, Westminster, London, SW1A 2BQ (the "Authority"); and
- **Workday Limited** a company registered in Ireland under company number 521013 whose registered office is at The Kings Building, May Lane, Dublin 7, Ireland (the "**Supplier**")

(each a "Party" and together the "Parties").

INTRODUCTION

- (A) The Authority is a member of a cluster of Central Government Departments known as Matrix. The Matrix cluster comprises the following Central Government Departments: Attorney General's office (AGO); Cabinet Office (CO); Department for Business and Trade (DBT); Department for Culture Media and Sport (DCMS); Department for Education (DfE); Department for Energy Security and Net Zero (DESNZ); Department for Health and Social Care (DHSC); Department for Science, Innovation and Technology (DSIT); HM Treasury (HMT). There are also a number of 'Arm's Length Bodies' ('ALBs') and other government entities which sit under these Central Government Departments which may become part of the Matrix Cluster in due course. Where such ALBs become part of the Matrix Cluster, any employees, workers or contractors at those ALBs will also be included.
- (B) DSIT is the lead contracting authority for Matrix and is the Authority for the purposes of this Contract, contracting on its own behalf and on behalf of the other Matrix cluster Central Government Departments (and in due course potentially some ALBs).
- (C) Matrix has been established to bring together individual Government Department plans in line with the Shared Services Strategy for Government published by the Government Business Service.
- (D) To meet these objectives, Matrix has undertaken a "bundled procurement" for an Enterprise Resource Planning (ERP) platform and for System Integration (SI) services. The intention is for the ERP and SI Suppliers to work together to deliver a cohesive solution and delivery approach. This Contract will facilitate the provision of the ERP platform.
- (E) The Services have been procured under a Competitive Procedure with Negotiation in accordance with Regulation 29 of the Public Contract Regulations 2015. On 4th July 2023 the Authority advertised on Find a Tender (reference 2023/S 000-018976), inviting prospective suppliers to submit proposals for the Services.
- (F) The Supplier is a leading provider of enterprise cloud applications for finance and human resources.

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IT IS AGREED as follows:

SECTION A - PRELIMINARIES

1 <u>DEFINITIONS AND INTERPRETATION</u>

- 1.1 In this Contract, unless otherwise provided or the context otherwise requires, capitalised expressions shall have the meanings set out in Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
- 1.2 Interpretation is as set out in Schedule 1 (Definitions).
- 1.3 If there is any conflict between the Clauses and the Schedules and/or any Annexes to the Schedules, the conflict shall be resolved in accordance with the following order of precedence:
 - (a) the Clauses and Schedule 1 (Definitions);
 - (b) Schedules 2 (Services Description) and 3 (Performance Levels) and their Annexes;
 - (c) any other Schedules and their Annexes (other than Schedule 8 (Supplier Solution));
 - (d) the Product Terms; and
 - (e) Schedule 8 (Supplier Solution) unless any part of Schedule 8 offers a better commercial position for the Authority (as decided by the Authority, in its absolute discretion), in which case that aspect of Schedule 8 will take precedence over the documents above.
- 1.4 The Schedules and their Annexes form part of this Contract.
- 1.5 In entering into this Contract the Authority is acting as part of the Crown.
- 1.6 Under this Contract the Authority is procuring the Services for the benefit of each Services Recipient. Each Services Recipient shall have the right to benefit from the Services that shall be provided by each Supplier

2 DUE DILIGENCE

- 2.1 The Supplier acknowledges that, subject to the Allowable Assumptions and the Authority Responsibilities:
 - (a) the Authority has delivered or made available to the Supplier all of the information and documents that the Supplier considers necessary or relevant for the performance of its obligations under this Contract;
 - (b) it has made its own enquiries to satisfy itself as to the accuracy and adequacy of the Due Diligence Information;

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- (c) it has satisfied itself (whether by inspection or having raised all relevant due diligence questions with the Authority before the Effective Date) of all relevant details relating to:
 - (i) the Authority Requirements;
 - (ii) the suitability of the existing and (to the extent that it is defined or reasonably foreseeable at the Effective Date) future Operating Environment; and
- (d) it has advised the Authority in writing of:
 - (i) each aspect, if any, of the Operating Environment that is not suitable for the provision of the Services;
 - (ii) the actions needed to remedy each such unsuitable aspect; and
 - (iii) a timetable for and, to the extent that such costs are to be payable to the Supplier, the costs of those actions,

and such actions, timetable and costs are fully reflected in this Contract, including the Services Description and/or Authority Responsibilities as applicable.

- 2.2 The Supplier shall not be excused from the performance of any of its obligations under this Contract on the grounds of, nor, subject to Clause 2.3, shall the Supplier be entitled to recover any additional costs or charges, arising as a result of:
 - (a) any unsuitable aspects of the Operating Environment;
 - (b) any misinterpretation of the Authority Requirements; and/or
 - (c) any failure by the Supplier to satisfy itself as to the accuracy and/or adequacy of the Due Diligence Information.
- 2.3 The Parties shall comply with the provisions of Paragraph 6 of Part C of Schedule 15 (*Charges and Invoicing*) in relation to the verification of any Allowable Assumptions.

3 WARRANTIES

- 3.1 The Authority represents and warrants that:
 - (a) it has full capacity and authority to enter into and to perform this Contract;
 - (b) this Contract is executed by its duly authorised representative;
 - (c) there are no actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, threatened against it that might affect its ability to perform its obligations under this Contract; and

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(d) its obligations under this Contract constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or law).

3.2 The Supplier represents and warrants that:

- it is validly incorporated, organised and subsisting in accordance with the Laws of its place of incorporation;
- (b) it has full capacity and authority to enter into and to perform this Contract;
- (c) this Contract is executed by its duly authorised representative;
- (d) it has all necessary consents and regulatory approvals to enter into this Contract;
- (e) it has notified the Authority in writing of any actions, suits or proceedings or regulatory investigations before any court or administrative body or arbitration tribunal pending or, to its knowledge, any threatened against it or any of its Affiliates that might affect its ability to perform its obligations under this Contract;
- (f) its execution, delivery and performance of its obligations under this Contract will not constitute a breach of any Law or obligation applicable to it and will not cause or result in a default under any agreement by which it is bound;
- (g) its obligations under this Contract constitute its legal, valid and binding obligations, enforceable in accordance with their respective terms subject to applicable bankruptcy, reorganisation, insolvency, moratorium or similar Laws affecting creditors' rights generally and subject, as to enforceability, to equitable principles of general application (regardless of whether enforcement is sought in a proceeding in equity or law);
- (h) the written statements and representations made by the Supplier as part of the procurement process, comprising:
 - (i) its response to the selection questionnaire;
 - (ii) its tender in response to the "Invitation to Submit Final Tender" document;
 - (iii) its responses to any clarification questions; and
 - (iv) any and all documentation provided to the Authority by the Supplier in connection with the Authority's assessment of the Supplier's financial standing,

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remain true and accurate except to the extent that such statements and representations have been superseded or varied by this Contract or to the extent that the Supplier has otherwise disclosed to the Authority in writing prior to the date of this Contract;

- (i) it has notified the Authority in writing of any Occasions of Tax Non-Compliance and any litigation in which it is involved that is in connection with any Occasion of Tax Non-Compliance;
- (j) it has all necessary rights in and to the Licensed Software, the Third Party IPRs, the Supplier Background IPRs and any other materials made available by the Supplier (and/or any Sub-contractor) to the Authority which are necessary for the performance of the Supplier's obligations under this Contract and/or the receipt of the Services by the Authority;
- (k) it is not subject to any contractual obligation, compliance with which is likely to have a material adverse effect on its ability to perform its obligations under this Contract; and
- (I) no proceedings or other steps have been taken and not discharged (nor, to the best of its knowledge, are threatened) for the winding up of the Supplier or for its dissolution or for the appointment of a receiver, administrative receiver, liquidator, manager, administrator or similar officer in relation to any of the Supplier's assets or revenue.
- 3.3 The representations and warranties set out in Clause 3.2 shall be deemed to be repeated by the Supplier on the Effective Date (if later than the date of signature of this Contract) by reference to the facts then existing.
- 3.4 Each of the representations and warranties set out in Clauses 3.1 and 3.2 shall be construed as a separate representation and warranty and shall not be limited or restricted by reference to, or inference from, the terms of any other representation, warranty or any other undertaking in this Contract.
- 3.5 If at any time a Party becomes aware that a representation or warranty given by it under Clause 3.1 or 3.2 has been breached, is untrue or is misleading, it shall immediately notify the other Party of the relevant occurrence in sufficient detail to enable the other Party to make an accurate assessment of the situation.
- 3.6 For the avoidance of doubt, the fact that any provision within this Contract is expressed as a warranty shall not preclude any right of termination which the Authority may have in respect of breach of that provision by the Supplier.
- 3.7 Except as expressly stated in this Contract, all warranties and conditions whether express or implied by statute, common law or otherwise are hereby excluded to the extent permitted by Law.

SECTION B - THE SERVICES

4 TERM

- 4.1 This Contract shall:
 - (a) come into force on the Effective Date; and
 - (b) unless terminated at an earlier date by operation of Law or in accordance with Clause 28 (*Termination Rights*), terminate:
 - (i) at the end of the Initial Term; or
 - (ii) if the Authority elects to extend the Initial Term by giving the Supplier at least 60 days' notice before the end of the Initial Term.

4.2 Condition Precedent

- (a) Save for Clauses 1 (Definitions and Interpretation), 3 (Warranties), 4 (Term), 19 (Confidentiality), 20 (Transparency and Freedom of Information), 22 (Publicity and Branding), 23 (Limitations on Liability), 32 (Waiver and Cumulative Remedies), 33 (Relationship of the Parties), 35 (Severance), 37 (Entire Agreement), 38 (Third Party Rights), 39 (Notices), 40 (Disputes) and 42 (Governing Law and Jurisdiction), this Contract is conditional upon the valid execution of the SI Contract (the "Condition Precedent").
- (b) The Authority shall procure the satisfaction of, the Condition Precedent as soon as possible. In the event that the Condition Precedent is not satisfied within 20 Working Days after the date of this Contract then:
 - (i) this Contract shall automatically cease and shall not come into effect; and
 - (ii) neither Party shall have any obligation to pay any compensation to the other Party as a result of such cessation.

5 SERVICES

Standard of Services

- 5.1 The Supplier shall provide the Services from (and including) the Service Commencement Date.
- 5.2 The Supplier shall ensure that:
 - (a) the Services (including any Improvements):
 - (i) materially meet the obligations set out in Schedule 2 (Services Description); and

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- (ii) are performed materially in accordance with the Supplier Solution the provisions of this Contract, and the Documentation.
- 5.3 The Supplier shall perform its obligations under this Contract, including in relation to the supply of the Services in accordance with:
 - (i) all applicable Law;
 - (ii) the Standards; and
 - (iii) the Supplier's own established procedures and practices to the extent the same do not conflict with the requirements of this Clauses 5.3.

Supplier covenants

- 5.4 The Supplier shall:
 - (a) ensure that:
 - (i) it shall continue to have all necessary rights in and to the Licensed Software, the Third Party IPRs, the Supplier Background IPRs and any other materials made available by the Supplier (and/or any Sub-contractor) to the Authority which are necessary for the performance of the Supplier's obligations under this Contract and/or the receipt of the Services by the Authority;
 - (ii) Unless otherwise agreed to by the parties in writing, Supplier shall not use Artificial Intelligence to provide the Service or any applicable Enhanced Features, unless and only to the extent permitted by the terms of the Agreement. For purposes of this section, "Artificial Intelligence" is defined as a machine-based system that, for explicit or implicit objectives, infers, from Authority Data, how to generate outputs such as predictions, content, recommendations, or decisions that can influence physical or virtual environments. The Supplier will adopt and maintain a commercially reasonable governance and risk management program for artificial intelligence to comply with Supplier's ethical artificial intelligence principles and with applicable Law..

Specially Written Software warranty

5.5 Whilst the Parties do not anticipate there will be any Specially Written Software provided by the Supplier under this Contract, in the event the Authority requires the Supplier to provide Specially Written Software then, without prejudice to Clauses 5.4 (Supplier Covenants) and 5.6 (Services) and any other rights and remedies of the Authority howsoever arising, the Supplier warrants to the Authority that all components of the Specially Written Software shall not infringe any Intellectual Property Rights.

Continuing obligation to provide the Services

5.6 The Supplier shall continue to perform all of its obligations under this Contract any may only suspend the supply of the Services if such action is necessary to preserve the integrity and/or security of the Services. Supplier will, where practicable, notify Customer of any such suspension at least 60 days prior to taking such action and will limit the suspension to the minimum extent required based on the circumstances leading to the suspension and remove the suspension after the circumstances leading to the suspension have been resolved.

Optional Services

- 5.7 The Authority may require the Supplier to provide any or all of the Optional Services at any time by giving notice to the Supplier in writing. The Supplier acknowledges that the Authority is not obliged to take any Optional Services from the Supplier and that nothing shall prevent the Authority from receiving services that are the same as or similar to the Optional Services from any third party.
- 5.8 If a Change Request is submitted, the Supplier shall, as part of the Impact Assessment provided by the Supplier in relation to such Change Request, provide details of the impact (if any) that the proposed Change will have on the relevant Optional Services.
- 5.9 Following receipt of the Authority's notice pursuant to Clause 5.7:
 - (a) the Parties shall document the inclusion of the relevant Optional Services within the Services in accordance with the Change Control Procedure, modified to reflect the fact that the terms and conditions on which the Supplier shall provide the relevant Optional Services have already been agreed;
 - (b) any additional charges for the Optional Services shall be incorporated in the Charges as specified in Paragraph 3 of Part B of Schedule 15 (*Charges and Invoicing*); and
 - the Supplier shall, from the date agreed provide the relevant Optional Services to meet or exceed the applicable Target Performance Level in respect of all Performance Indicators applicable to the Optional Services as set out in Annex 1 of Schedule 3 (*Performance Levels*).

Authority Responsibilities

5.10 The Authority shall use the Services in accordance with the Documentation and comply with its responsibilities set out in Schedule 7 (*Authority Responsibilities*).

6 CO-OPERATION WITH IMPLEMENTATION

Implementation

- 6.1 The Supplier shall at all times:
 - 6.1.1 comply with the terms of the Collaboration Agreement; and
 - 6.1.2 co-operate with the SI and provide all reasonable assistance to effect and enable the implementation of the Services during the Implementation Period.

7 PERFORMANCE INDICATORS

7.1 The Supplier shall comply with the provisions of Schedule 3 (*Performance Levels*) in relation to the monitoring and reporting on its performance against the Performance Indicators.

Performance Failures

- 7.2 If in any Service Period:
 - (a) a KPI Failure occurs, Service Credits shall be deducted from the Service Charges in accordance with Paragraph 3 of Part C of Schedule 15 (Charges and Invoicing);
 - (b) a PI Failure occurs, the Supplier shall notify the Authority of the action (if any) it will take to rectify the PI Failure and/or to prevent the PI Failure from recurring; and/or
- 7.3 Service Credits shall be the Authority's exclusive financial remedy for a KPI Failure except where:
 - (a) the KPI Failure:
 - (i) has arisen due to the wilful default by the Supplier or any Supplier Personnel; or
 - (ii) results in:
 - (A) the corruption or loss of any Authority Data (in which case the remedies under Clause 18.6 (*Authority Data and Security Requirements*) shall also be available); and/or
 - (B) the Authority being required to make a compensation payment to one or more third parties;
 - (b) the Supplier has fraudulently misreported its performance against any Performance Indicator; and/or

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(c) the Authority is otherwise entitled to or does terminate the relevant Services or this Contract pursuant to Clause 28.1(a) (*Termination by the Authority*).

Critical Performance Failure

7.4

Changes to Performance Indicators and Service Credits

- 7.5 Not more than once in each Contract Year the Authority may, on giving the Supplier at least 3 months' notice:
 - (a) change the weighting that applies in respect of one or more specific Key Performance Indicators; and/or
 - (b) convert one or more:
 - (i) Key Performance Indicators into a Subsidiary Performance Indicator; and/or
 - (ii) Subsidiary Performance Indicators into a Key Performance Indicator (in which event the Authority shall also set out in the notice details of what will constitute a Minor KPI Failure, a Serious KPI Failure and a Severe KPI Failure for the new Key Performance Indicator).
- 7.6 The Supplier shall not be entitled to object to any changes made by the Authority under Clause 7.5, or increase the Service Charges as a result of such changes provided that:
 - (a) the total number of Key Performance Indicators does not exceed 20;
 - (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;

8 SERVICES IMPROVEMENT

- 8.1 The Supplier shall have an ongoing obligation throughout the Term to identify new or potential improvements to the Services in accordance with this Clause 8. As part of this obligation the Supplier shall identify and report to the Programme Board once every 12 months on:
 - (a) the emergence of new and evolving relevant technologies which could improve the IT Environment and/or the Services, and those technological advances potentially available to the Supplier and the Authority which the Parties may wish to adopt;
 - (b) new or potential improvements to the Services including the quality, responsiveness, procedures, benchmarking methods, likely

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- performance mechanisms and customer support services in relation to the Services:
- (c) new or potential improvements to the interfaces or integration of the Services with other services provided by third parties or the Authority which might result in efficiency or productivity gains or reduction of operational risk;
- (d) changes in business processes and ways of working that would enable the Services to be delivered at lower cost and/or with greater benefits to the Authority; and/or
- (e) changes to the IT Environment, business processes and ways of working that would enable reductions in the total energy consumed in the delivery of Services.
- 8.2 The Supplier shall ensure that the information that it provides to the Authority shall be sufficient for the Authority to decide whether any improvement should be implemented. The Supplier shall provide any further information that the Authority requests.
- 8.3 If the Authority wishes to incorporate any improvement identified by the Supplier the Authority shall send the Supplier a Change Request in accordance with the Change Control Procedure.
- 8.4 The Authority shall be entitled to take all reasonable steps to investigate any complaint it receives regarding:
 - 8.4.1 the standard of Services;
 - 8.4.2 the manner in which any Services have been supplied;
 - 8.4.3 the manner in which work has been performed;
 - 8.4.4 the materials or procedures the Supplier uses; or
 - any other matter connected with the performance of the Supplier's obligations under the Contract.
- 8.5 Without prejudice to its other rights and remedies under the Contract or otherwise, the Authority may, in its sole discretion, uphold a complaint and take further action in accordance with Clause 25 of the Contract (as appropriate).
- 8.6 In order to maintain the Service, the Supplier shall provide Improvements in the Services without the need for Authority's consent and without following the Change Control Procedure. The Authority shall be responsible for ensuring Improvements are implemented in a timely manner. For the avoidance of doubt, the Supplier shall ensure that:
 - 8.6.1 no Improvement(s) shall materially adversely affect the Authority's use of the Services in the Authority's reasonably opinion); and

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8.6.2 the functionality as set out in the Documentation will not be materially decreased from the functionality as set out in the Documentation on the Effective Date,

(otherwise the parties agree that any such change would be subject to the Change Control Procedure).

9 MAINTENANCE

Maintenance

9.1 The Supplier has a rolling schedule of planned maintenance to the IT Environment (the "Maintenance Schedule") which shall be agreed with the Authority. The Supplier shall only undertake such planned maintenance (which shall be known as "Permitted Maintenance") in accordance with the Maintenance Schedule set out in Schedule 3 (Performance Measures).

PAYMENT, TAXATION AND VALUE FOR MONEY PROVISIONS

10 FINANCIAL AND TAXATION MATTERS

Charges and Invoicing

- 10.1 In consideration of the Supplier carrying out its obligations under this Contract, including the provision of the Services, the Authority shall pay the Charges to the Supplier in accordance with the pricing and payment profile and the invoicing procedure specified in Schedule 15 (*Charges and Invoicing*).
- 10.2 Except as otherwise provided, each Party shall each bear its own costs and expenses incurred in respect of compliance with its obligations under 12 (Records, Reports, Audits and Open Book Data), 20 (Transparency and Freedom of Information) and 21 (Protection of Personal Data).
- 10.3 If the Authority fails to pay any undisputed Charges properly invoiced under this Contract, the Supplier shall have the right to charge interest on the overdue amount at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the due date up to the date of actual payment, whether before or after judgment.

VAT

- 10.4 The Charges are stated exclusive of VAT, which shall be added at the prevailing rate as applicable and paid by the Authority following delivery of a valid VAT invoice.
- 10.5 The Supplier shall indemnify the Authority on a continuing basis against any liability, including any interest, penalties or costs incurred, that is levied, demanded or assessed on the Authority at any time in respect of the Supplier's failure to account for or to pay any VAT relating to payments made to the Supplier under this Contract. Any amounts due under this Clause 10.5 shall be paid in cleared funds by the Supplier to the Authority not less than five

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- Working Days before the date upon which the tax or other liability is payable by the Authority.
- 10.6 Without prejudice to Clause 10.4, for the avoidance of doubt, it shall at all times remain the sole responsibility of the Supplier to:
 - a) assess the VAT rate(s) and tax liability arising out of or in connection with the Contract; and
 - b) account for or pay any VAT (and any other tax liability) relating to payments made to the Supplier under the Contract to HM Revenue & Customs ("HMRC").
- 10.7 The Authority shall not be liable to the Supplier in any way whatsoever for any error or failure made by the Supplier (or the Authority) in relation to VAT, including without limit:
 - a) where the Supplier is subject to a VAT ruling(s) by HMRC (or such other relevant authority) in connection with the Contract;
 - b) where the Supplier has assumed that it can recover input VAT and (for whatever reason) this assumption is subsequently held by HMRC (or such other relevant authority) to be incorrect or invalid;
 - c) where the Supplier's treatment of VAT in respect of any claim for payment made under the Contract is subsequently held by HMRC (or such other relevant authority) for whatever reason to be incorrect or invalid; and/or
 - d) where the Supplier has specified a rate of VAT, or a VAT classification, to the Authority (including, but not limited to, Out of Scope, Exempt, 0%, Standard Rate and Reduced Rate) but the Supplier subsequently regards such a rate, or such a classification, as being a mistake on its part. Further, in the scenario described in this Clause 10.7(d), the Supplier shall be obliged to repay any overpayment by the Authority on demand.
- 10.8 Where the Supplier does not include VAT on an invoice, the Authority will not be liable to pay any VAT for that invoice either when it falls due, or at any later date.
- 10.9 The Supplier acknowledges that the Authority has advised the Supplier that the Supplier should seek its own specialist VAT advice in relation to the Contract and, in the event of any uncertainty following specialist advice, the Supplier should seek clarification of the Contract's VAT status with HMRC.

Set-off and Withholding

10.10 The Authority may set off any amount owed by the Supplier to the Crown or any part of the Crown (including the Authority) against any amount due to the Supplier under this Contract or under any other agreement between the Supplier and the Authority.

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- 10.11 If the Authority wishes to:
 - (a) set off any amount owed by the Supplier to the Crown or any part of the Crown (including the Authority) against any amount due to the Supplier pursuant to Clause 10.10; or
 - (b) exercise its right pursuant to Clause 7.2 (d)(ii) (*Performance Failures*) to withhold payment of a proportion of the Service Charges,

it shall give notice to the Supplier within thirty (30) days of receipt of the relevant invoice, setting out the Authority's reasons for withholding or retaining the relevant Charges.

Financial Distress

10.12 The Parties shall comply with the provisions of Schedule 18 (*Financial Distress*) in relation to the assessment of the financial standing of the Supplier and other specified entities and the consequences of a change to that financial standing.

Promoting Tax Compliance

- 10.13 If, at any point during the Term, an Occasion of Tax Non-Compliance occurs, the Supplier shall:
 - (a) notify the Authority in writing of such fact within 5 Working Days of its occurrence; and
 - (b) promptly provide to the Authority:
 - (i) details of the steps which the Supplier is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors that it considers relevant; and
 - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the Authority may reasonably require.

SECTION C - CONTRACT GOVERNANCE

11 GOVERNANCE

11.1 The Parties shall comply with the provisions of Schedule 21 (*Governance*) in relation to the management and governance of this Contract.

Representatives

- 11.2 Each Party shall have a representative for the duration of this Contract who shall have the authority to act on behalf of their respective Party on the matters set out in, or in connection with, this Contract.
- 11.3 The initial Supplier Representative shall be the person named as such in Schedule 29 (*Key Personnel*). Any change to the Supplier Representative shall be agreed in accordance with Clause 14 (*Supplier Personnel*).
- 11.4 The Authority shall notify the Supplier of the identity of the initial Authority Representative within 5 Working Days of the Effective Date. The Authority may, by written notice to the Supplier, revoke or amend the authority of the Authority Representative or appoint a new Authority Representative.

12 RECORDS, REPORTS AND AUDITS

- 12.1 The Supplier shall comply with the provisions of Schedule 24 (*Reports and Records Provisions*) in relation to the maintenance and retention of Records.
- 12.2 The Parties shall comply with the provisions of:
 - (a) Part B of Schedule 19 (*Financial Reports and Audit Rights*) in relation to the provision of the Financial Reports; and
 - (b) Part C of Schedule 19 (*Financial Reports and Audit Rights*) in relation to the exercise of the Audit Rights by the Authority or any Audit Agents.

13 CHANGE

Change Control Procedure

13.1 Any requirement for a Change shall be subject to the Change Control Procedure.

Change in Law

- 13.2 The Supplier shall neither be relieved of its obligations to supply the Services in accordance with the terms and conditions of this Contract nor be entitled to an increase in the Charges as the result of:
 - (a) a General Change in Law; or
 - (b) a Specific Change in Law where the effect of that Specific Change in Law on the Services is reasonably foreseeable at the Effective Date.

- (c) a change in guidance and/or best practice as set out by the Information Commissioner's Office.
- 13.3 If a Specific Change in Law occurs or will occur during the Term (other than as referred to in Clause 13.2(b)), the Supplier shall:
 - (a) notify the Authority as soon as reasonably practicable of the likely effects of that change, including:
 - (i) whether any Change is required to the Services, the Charges or this Contract; and
 - (ii) whether any relief from compliance with the Supplier's obligations is required, including any obligation to Achieve a Milestone and/or to meet the Target Performance Levels; and
 - (b) provide the Authority with evidence:
 - that the Supplier has minimised any increase in costs or maximised any reduction in costs, including in respect of the costs of its Sub-contractors;
 - (ii) as to how the Specific Change in Law has affected the cost of providing the Services; and
 - (iii) demonstrating that any expenditure that has been avoided, for example which would have been required under the provisions of Clause 8 (Services Improvement), has been taken into account in amending the Charges.
- 13.4 Any variation in the Charges or relief from the Supplier's obligations resulting from a Specific Change in Law (other than as referred to in Clause 13.2(b)) shall be implemented in accordance with the Change Control Procedure.
- 13.5 The Parties acknowledge and agree that no Contract Change or Operational Change may be made to this Contract which has the effect of:
 - 13.5.1 rendering this Contract materially different in character from the original terms of this Contract as at the original signature date of this Contract;
 - 13.5.2 changing the economic balance of this Contract in favour of either Supplier in a manner which is not provided for in this Contract as at the signature date of this Contract; and/or
 - 13.5.3 extending the scope of this Contract substantially.
- 13.6 The Parties agree that any change in guidance set out by the Information Commissioner's Office which alters the roles of the Parties in respect of their Controller and Processor relationship shall not require a Change and the Parties shall abide by the terms as set out in Clause 21 (Protection of Personal Data) in respect of their new roles.

SECTION D - SUPPLIER PERSONNEL AND SUPPLY CHAIN

14 SUPPLIER PERSONNEL

- 14.1 The Supplier shall:
 - (a) provide in advance of any admission to Authority Premises a list of the names of all Supplier Personnel requiring such admission, specifying the capacity in which they require admission and giving such other particulars as the Authority may reasonably require;
 - (b) ensure that all Supplier Personnel:
 - (i) are appropriately qualified, trained and experienced to provide the Services with all reasonable skill, care and diligence;
 - (ii) are vetted in accordance with Good Industry Practice and, where applicable, the security requirements set out in Schedule 5 (Security Management); and
 - (iii) comply with all reasonable requirements of the Authority concerning conduct at the Authority Premises, including the security requirements as set out in Schedule 5 (Security Management);
 - (c) subject to Schedule 28 (*Staff Transfer*), retain overall control of the Supplier Personnel at all times so that the Supplier Personnel shall not be deemed to be employees, agents or contractors of the Authority;
 - (d) be liable at all times for all acts or omissions of Supplier Personnel, so that any act or omission of a member of any Supplier Personnel which results in a Default under this Contract shall be a Default by the Supplier;
 - (e) bear the programme familiarisation and other costs associated with any replacement of any Supplier Personnel; and
 - (f) procure that the Supplier Personnel shall vacate the Authority Premises immediately upon the termination or expiry of this Contract.
- 14.2 The Supplier shall ensure that the Key Personnel fulfil the Key Roles at all times for the minimum periods set out in Schedule 29. Schedule 29 (*Key Personnel*) lists the Key Roles and names of the persons who the Supplier shall appoint to fill those Key Roles at the Effective Date.
- 14.3 The Authority may identify any further roles as being Key Roles and, following agreement to the same by the Supplier, the relevant person selected to fill those Key Roles shall be included on the list of Key Personnel.

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- 14.4 The Supplier shall not remove or replace any Key Personnel (including when carrying out Exit Management) unless:
 - (a) requested to do so by the Authority;
 - (b) the person concerned resigns, retires or dies or is on maternity leave, paternity leave or shared parental leave or long-term sick leave;
 - (c) the person's employment or contractual arrangement with the Supplier or a Sub-contractor is terminated for material breach of contract by the employee; or
 - (d) the Supplier obtains the Authority's prior written consent (such consent not to be unreasonably withheld or delayed).

14.5 The Supplier shall:

- (a) notify the Authority promptly of the absence of any Key Personnel (other than for short-term sickness or holidays of 2 weeks or less, in which case the Supplier shall ensure appropriate temporary cover for that Key Role);
- (b) ensure that any Key Role is not vacant for any longer than 10 Working Days;
- (c) give as much notice as is reasonably practicable of its intention to remove or replace any member of Key Personnel and, except in the cases of death, unexpected ill health or a material breach of the Key Personnel's employment contract, this will mean at least 60 Working Days' notice;
- (d) ensure that all arrangements for planned changes in Key Personnel provide adequate periods during which incoming and outgoing personnel work together to transfer responsibilities and ensure that such change does not have an adverse impact on the performance of the Services; and
- (e) ensure that any replacement for a Key Role:
 - (i) has a level of qualifications and experience appropriate to the relevant Key Role; and
 - (ii) is fully competent to carry out the tasks assigned to the Key Personnel whom he or she has replaced.

Employment Indemnity

14.6 The Parties agree that:

(a) the Supplier shall both during and after the Term indemnify the Authority against all Employee Liabilities that may arise as a result of any claims brought against the Authority by any person where

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- such claim arises from any act or omission of the Supplier or any Supplier Personnel; and
- (b) the Authority shall both during and after the Term indemnify the Supplier against all Employee Liabilities that may arise as a result of any claims brought against the Supplier by any person where such claim arises from any act or omission of the Authority or any of the Authority's employees, agents, consultants and contractors.

Income Tax and National Insurance Contributions

- 14.7 Where the Supplier or any Supplier Personnel are liable to be taxed in the UK or to pay national insurance contributions in respect of consideration received under this Contract, the Supplier shall:
 - (a) at all times comply with the Income Tax (Earnings and Pensions)
 Act 2003 and all other statutes and regulations relating to income
 tax, and the Social Security Contributions and Benefits Act 1992
 and all other statutes and regulations relating to national insurance
 contributions, in respect of that consideration; and
 - (b) indemnify the Authority against any income tax, national insurance and social security contributions and any other liability, deduction, contribution, assessment or claim arising from or made in connection with the provision of the Services by the Supplier or any Supplier Personnel.

Staff Transfer

- 14.8 The Parties agree that:
 - (a) Part C of Schedule 28 (*Staff Transfer*) shall apply, Part D of Schedule 28 may apply and Parts A and B of Schedule 28 (*Staff Transfer*) shall not apply; and
 - (b) Part E of Schedule 28 (*Staff Transfer*) shall apply on the expiry or termination of the Services or any part of the Services.

15 SUPPLY CHAIN RIGHTS AND PROTECTIONS

Appointment of Key Sub-contractors

- 15.1 Where the Supplier wishes to enter into a Key Sub-contract or replace a Key Sub-contractor, it must obtain the prior written consent of the Authority, such consent not to be unreasonably withheld or delayed. For these purposes, the Authority may withhold its consent to the appointment of a Key Sub-contractor if it reasonably considers that:
 - the appointment of a proposed Key Sub-contractor may prejudice the provision of the Services or may be contrary to the interests of the Authority;
 - (b) the proposed Key Sub-contractor is unreliable and/or has not provided reasonable services to its other customers; and/or

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- (c) the proposed Key Sub-contractor employs unfit persons.
- 15.2 The Supplier shall exercise due skill and care in the selection and appointment of any Key Sub-contractors to ensure that the Supplier is able to:
 - (a) comply with its obligations under this Contract in the delivery of the Services; and
 - (b) assign, novate or otherwise transfer to the Authority or any Replacement Supplier any of its rights and/or obligations under each Key Sub-contract that relates exclusively to this Contract.
- 15.3 Prior to sub-contracting any of its obligations under this Contract to a Key Sub-contractor, the Supplier shall notify the Authority in writing of:
 - (a) the proposed Key Sub-contractor's name, registered office and company registration number;
 - (b) the scope of any Services to be provided by the proposed Key Subcontractor; and
 - (c) where the proposed Key Sub-contractor is an Affiliate of the Supplier, evidence that demonstrates to the reasonable satisfaction of the Authority that the proposed Key Sub-contract has been agreed on "arm's-length" terms.
- 15.4 If requested by the Authority within 10 Working Days of receipt of the Supplier's notice issued pursuant to Clause 15.3, the Supplier shall also provide:
 - (a) a summary of the proposed Key Sub-contract; and
 - (b) any further information reasonably requested by the Authority (but excluding commercially confidential details).
- 15.5 The Authority consents to the appointment of the Key Sub-contractors listed in Schedule 10 (*Notified Key Sub-contractors*) and the information in 15.4 shall not be required.
- 15.6 Except where the Authority has given its prior written consent (not to be unreasonably withheld or delayed) to omit a term within a particular Key Subcontract, the Supplier shall ensure that each Key Sub-contract shall include:
 - (a) provisions which will enable the Supplier to discharge its obligations under this Contract;
 - (b) a right under CRTPA for the Authority to enforce any provisions under the Key Sub-contract which are capable of conferring a benefit upon the Authority;
 - (c) a provision enabling the Authority to enforce the Key Sub-contract as if it were the Supplier:

- (d) obligations no less onerous on the Key Sub-contractor than those imposed on the Supplier under this Contract in respect of:
 - (i) data protection requirements set out in Clauses 18 (Authority Data and Security Requirements) and 21 (Protection of Personal Data);
 - (ii) FOIA requirements set out in Clause 20 (*Transparency and Freedom of Information*);
 - (iii) the keeping of records in respect of the services being provided under the Key Sub-contract; and
 - (iv) the conduct of Audits set out in Part C of Schedule 19 (Financial Reports and Audit Rights);
- (e) a provision requiring the Key Sub-contractor to participate in, and if required by the Authority in the relevant Multi-Party Procedure Initiation Notice to procure the participation of all or any of its Sub-contractors in, the Multi-Party Dispute Resolution Procedure; and
 - (i) co-operate with the Supplier and the Authority in order to give full effect to the provisions of Schedule 18 (*Financial Distress*), including meeting with the Supplier and the Authority to discuss and review the effect of the Financial Distress Event on the continued performance and delivery of the Services, and contributing to and complying with the Financial Distress Remediation Plan, and providing the information specified at Paragraph 4.3(b)(ii) of Schedule 18 (*Financial Distress*).
- 15.7 The Supplier shall not terminate or materially amend in such a way to adversely impact the delivery of the Services materially in accordance with the terms of this Contract, the terms of any Key Sub-contract without the Authority's prior written consent, which shall not be unreasonably withheld or delayed.

Retention of Legal Obligations

15.8 Notwithstanding the Supplier's right to sub-contract pursuant to this Clause 15, the Supplier shall remain responsible for all acts and omissions of its Sub-contractors and the acts and omissions of those employed or engaged by the Sub-contractors as if they were its own. In respect of any element of the Services delivered by Supplier Personnel and/or which are Sub-contracted by the Supplier, an obligation on the Supplier to do or to refrain from doing any act or thing under this Contract, shall include an obligation on the Supplier to procure that the Supplier Personnel and the Sub-contractor also do or refrain from doing such act or thing in their delivery of those elements of the Services.

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Exclusion of Sub-contractors

- 15.9 Where the Authority considers whether there are grounds for the exclusion of a Sub-contractor under Regulation 57 of the Public Contracts Regulations 2015, then:
 - (a) if the Authority finds there are compulsory grounds for exclusion, the Supplier shall replace or shall not appoint the Sub-contractor;
 - (b) if the Authority finds there are non-compulsory grounds for exclusion, the Authority may require the Supplier to replace or not to appoint the Sub-contractor and the Supplier shall comply with such a requirement.

SECTION E - INTELLECTUAL PROPERTY, DATA AND CONFIDENTIALITY

16 INTELLECTUAL PROPERTY RIGHTS

16.1 The Parties agree that the terms set out in Schedule 32 (*Intellectual Property Rights*) shall apply to this Contract.

17 IPRs INDEMNITY

- 17.1 The Supplier shall at all times, during and after the Term, on written demand indemnify the Authority and each other Indemnified Person, and keep the Authority and each other Indemnified Person indemnified, against all Losses incurred by, awarded against or agreed to be paid by an Indemnified Person arising from an IPRs Claim.
- 17.2 If an IPRs Claim is made, or the Supplier anticipates that an IPRs Claim might be made, the Supplier may, at its own expense and sole option, either:
 - (a) procure for the Authority or other relevant Indemnified Person the right to continue using the relevant item which is subject to the IPRs Claim: or
 - (b) replace or modify the relevant item with non-infringing substitutes provided that:
 - (i) the performance and functionality of the replaced or modified item is at least equivalent to the performance and functionality of the original item;
 - (ii) the replaced or modified item does not have an adverse effect on any other services or the IT Environment;
 - (iii) there is no additional cost to the Authority or relevant Indemnified Person (as the case may be); and
 - (iv) the terms and conditions of this Contract shall apply to the replaced or modified Services.

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- 17.3 If the Supplier elects to procure a licence in accordance with Clause 17.2(a) or to modify or replace an item pursuant to Clause 17.2(b), but this has not avoided or resolved the IPRs Claim, then:
 - (a) the Authority may terminate this Contract (if subsisting) with immediate effect by written notice to the Supplier; and
 - (b) without prejudice to the indemnity set out in Clause 17, the Supplier shall be liable for all reasonable and unavoidable costs of the substitute items and/or services including the additional costs of procuring, implementing and maintaining the substitute items.

18 <u>AUTHORITY DATA AND SECURITY REQUIREMENTS</u>

- 18.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Authority Data.
- 18.2 The Supplier shall not store, copy, disclose, or use the Authority Data except as necessary for the performance by the Supplier of its obligations under this Contract or as otherwise expressly authorised in writing by the Authority.
- 18.3 To the extent that Authority Data is held and/or processed by the Supplier, the Supplier shall supply that Authority Data to the Authority as requested by the Authority in the format specified in Schedule 2 (Services Description).
- 18.4 The Supplier shall preserve the integrity of Authority Data and prevent the corruption or loss of Authority Data at all times that the relevant Authority Data is under its control or the control of any Sub-contractor.
- 18.5 The Supplier shall where the Services include the support and maintenance of the solution and subject to any provision to the contrary in Schedule 2 (Services Description) perform secure back-ups of all Authority Data and shall ensure that up-to-date back-ups are stored in accordance with Schedule 26 (Service Continuity Plan and Corporate Resolution Planning). The Supplier shall ensure that any system on which the Supplier holds any Authority Data, including back-up data, is a secure system that complies with the Security Requirements.
- 18.6 If the Authority Data is corrupted, lost or sufficiently degraded as a result of the Supplier's Default so as to be unusable, the Authority may:
 - require the Supplier (at the Supplier's expense) to restore or procure the restoration of Authority Data to the extent and in accordance with Schedule 26 (Service Continuity Plan and Corporate Resolution Planning) and the Supplier shall do so as soon as practicable from the date of receipt of the Authority's notice; and/or
 - (b) itself restore or procure the restoration of Authority Data, and shall be repaid by the Supplier any reasonable expenses incurred in doing so to the extent and in accordance with Schedule 26 (Service Continuity Plan and Corporate Resolution Planning).

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18.7 If at any time the Supplier suspects or has reason to believe that Authority Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Authority in accordance with the Breach of Security provisions of Schedule 5 (Security Management).

19 CONFIDENTIALITY

- 19.1 For the purposes of this Clause 19, the term "**Disclosing Party**" shall mean a Party which discloses or makes available directly or indirectly its Confidential Information and "**Recipient**" shall mean the Party which receives or obtains directly or indirectly Confidential Information.
- 19.2 Except to the extent set out in this Clause 19 or where disclosure is expressly permitted elsewhere in this Contract, the Recipient shall:
 - (a) treat the Disclosing Party's Confidential Information as confidential and keep it in secure custody (which is appropriate depending upon the form in which such materials are stored and the nature of the Confidential Information contained in those materials);
 - (b) not disclose the Disclosing Party's Confidential Information to any other person except as expressly set out in this Contract or without obtaining the owner's prior written consent;
 - (c) not use or exploit the Disclosing Party's Confidential Information in any way except for the purposes anticipated under this Contract; and
 - (d) immediately notify the Disclosing Party if it suspects or becomes aware of any unauthorised access, copying, use or disclosure in any form of any of the Disclosing Party's Confidential Information.
- 19.3 The Recipient shall be entitled to disclose the Confidential Information of the Disclosing Party where:
 - (a) the Recipient is required to disclose the Confidential Information by Law, provided that Clause 20 (*Transparency and Freedom of Information*) shall apply to disclosures required under the FOIA or the EIRs;
 - (b) the need for such disclosure arises out of or in connection with:
 - (i) any legal challenge or potential legal challenge against the Authority arising out of or in connection with this Contract;
 - (ii) the examination and certification of the Authority's accounts (provided that the disclosure is made on a confidential basis) or for any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority is making use of any Services provided under this Contract; or
 - (iii) the conduct of a Central Government Body review in respect of this Contract; or

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- (c) the Recipient has reasonable grounds to believe that the Disclosing Party is involved in activity that may constitute a criminal offence under the Bribery Act 2010 and the disclosure is being made to the Serious Fraud Office.
- 19.4 If the Recipient is required by Law to make a disclosure of Confidential Information, the Recipient shall as soon as reasonably practicable and to the extent permitted by Law notify the Disclosing Party of the full circumstances of the required disclosure including the relevant Law and/or regulatory body requiring such disclosure and the Confidential Information to which such disclosure would apply.
- 19.5 The Supplier may disclose the Confidential Information of the Authority on a confidential basis only to:
 - (a) Supplier Personnel who are directly involved in the provision of the Services and need to know the Confidential Information to enable performance of the Supplier's obligations under this Contract;
 - (b) its auditors; and
 - (c) its professional advisers for the purposes of obtaining advice in relation to this Contract.

Where the Supplier discloses Confidential Information of the Authority pursuant to this Clause 19.5, it shall remain responsible at all times for compliance with the confidentiality obligations set out in this Contract by the persons to whom disclosure has been made.

- 19.6 The Authority may disclose the Confidential Information of the Supplier:
 - (a) on a confidential basis to any Central Government Body for any proper purpose of the Authority or of the relevant Central Government Body;
 - (b) to Parliament and Parliamentary Committees or if required by any Parliamentary reporting requirement;
 - (c) to the extent that the Authority (acting reasonably) deems disclosure necessary or appropriate in the course of carrying out its public functions:
 - (d) on a confidential basis to a professional adviser, consultant, supplier or other person engaged by any of the entities described in Clause 19.6(a) (including any benchmarking organisation) for any purpose relating to or connected with this Contract;
 - (e) on a confidential basis for the purpose of the exercise of its rights under this Contract, including the Audit Rights and Exit Management rights; or
 - (f) on a confidential basis to a proposed Successor Body in connection with any assignment, novation or disposal of any of its rights, obligations or liabilities under this Contract,

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and for the purposes of the foregoing, references to disclosure on a confidential basis shall mean disclosure subject to a confidentiality agreement or arrangement containing terms no less stringent than those placed on the Authority under this Clause 19.

- 19.7 Nothing in this Clause 19 shall prevent a Recipient from using any techniques, ideas or know-how gained during the performance of this Contract in the course of its normal business to the extent that this use does not result in a disclosure of the Disclosing Party's Confidential Information or an infringement of Intellectual Property Rights.
- 19.8 The Parties acknowledge that, except for any information which is exempt from disclosure in accordance with the provisions of the FOIA and/or Confidential Information, which is specified as being exempt from disclosure under this Contract, the content of this Contract is not Confidential Information.
- The Supplier waives any contractual right or other confidentiality obligation in 19.9 connection with the customers mentioned in the list of contracts provided by the Supplier in its Tender to demonstrate evidence of past performance. Each Supplier agrees that these customers may provide information to the Authority in the form of certificates of performance and answer any clarifications that the Authority or anyone acting on behalf of the Authority in connection with this procurement may have. Each Supplier confirms that save for any deceitful or maliciously false statements of fact or purported fact included in a certificate or subsequent clarification from the Authority the customer will not owe either Supplier any duty of care for or otherwise have any legal liability to either Supplier in respect of any factual inaccuracies, whether innocent or negligent, and/or in respect of any expressions of opinion by the customer. This provision is for the benefit of each customer and may be relied on by them for the purposes of the Contracts (Rights of Third Parties) Act 1999. The Authority confirms that it will keep confidential and will not disclose to any third parties other than government departments, for the purposes of verification, the content of any certificates of performance from a customer.

20 TRANSPARENCY AND FREEDOM OF INFORMATION

- 20.1 The Parties acknowledge that:
 - (a) the Transparency Reports;
 - (b) the content of this Contract, including any changes to this Contract agreed from time to time, except for
 - (i) any information which is exempt from disclosure in accordance with the provisions of the FOIA, which shall be determined by the Authority; and
 - (ii) Commercially Sensitive Information; and
 - (c) the Publishable Performance Information

(together the "Transparency Information") are not Confidential Information.

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- 20.2 Notwithstanding any other provision of this Contract, the Supplier hereby gives its consent for the Authority to publish to the general public the Transparency Information in its entirety (but with any information which is exempt from disclosure in accordance with the provisions of the FOIA redacted). The Authority shall, prior to publication, consult with the Supplier on the manner and format of publication and to inform its decision regarding any redactions but shall have the final decision in its absolute discretion.
- 20.3 If the Authority believes that publication of any element of the Transparency Information would be contrary to the public interest, the Authority shall be entitled to exclude such information from publication. The Authority acknowledges that it would expect the public interest by default to be best served by publication of the Transparency Information in its entirety. Accordingly, the Authority acknowledges that it will only exclude Transparency Information from publication in exceptional circumstances and agrees that where it decides to exclude information from publication it will provide a clear explanation to the Supplier.
- 20.4 The Authority shall publish the Transparency Information in a format that assists the general public in understanding the relevance and completeness of the information being published to ensure the public obtain a fair view on how the Contract is being performed, having regard to the context of the wider commercial relationship with the Supplier.
- 20.5 The Supplier agrees that any Information it holds that is not included in the Transparency Reports but is reasonably relevant to or that arises from the provision of the Services shall be provided to the Authority on request unless the cost of doing so would exceed the appropriate limit prescribed under section 12 of the FOIA. The Authority may disclose such information under the FOIA and the EIRs and may (except for Commercially Sensitive Information, Confidential Information (subject to Clause 19.6(c))) publish such Information. The Supplier shall provide to the Authority within five (5) Working Days (or such other period as the Authority may reasonably specify) any such Information requested by the Authority.
- 20.6 The Supplier acknowledges that the Authority is subject to the requirements of the FOIA and the EIRs. The Supplier shall:
 - (a) provide all necessary assistance and cooperation as reasonably requested by the Authority to enable the Authority to comply with its obligations under the FOIA and EIRs;
 - (b) transfer to the Authority all Requests for Information relating to this Contract that it receives as soon as practicable and in any event within 2 Working Days of receipt;
 - (c) provide the Authority with a copy of all Information held on behalf of the Authority which is requested in a Request For Information and which is in its possession or control in the form that the Authority requires within 5 Working Days (or such other period as the Authority may reasonably specify) of the Authority's request for such Information; and

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- (d) not respond directly to a Request For Information addressed to the Authority unless authorised in writing to do so by the Authority.
- 20.7 The Supplier acknowledges that the Authority may be required under the FOIA and EIRs to disclose Information (including Commercially Sensitive Information) without consulting or obtaining consent from the Supplier. The Authority shall take reasonable steps to notify the Supplier of a Request For Information (in accordance with the Secretary of State's section 45 Code of Practice on the Discharge of the Functions of Public Authorities under Part 1 of the FOIA) to the extent that it is permissible and reasonably practical for it to do so but (notwithstanding any other provision in this Contract) the Authority shall be responsible for determining in its absolute discretion whether any Commercially Sensitive Information and/or any other information is exempt from disclosure in accordance with the FOIA and EIRs.

21 PROTECTION OF PERSONAL DATA

Status of the Controller

21.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the nature of the activity carried out by each of them in relation to their respective obligations under this Contract will determine the status of each Party under the Data Protection Legislation. To the extent it does not conflict with the Data Protection Legislation, the Parties agree that the Authority is the "Controller" and the Supplier is the "Processor" in respect of the Personal Data, as further set out in Schedule 31 (*Processing Personal Data*).

Where one Party is Controller and the other Party its Processor

- 21.2 Where a Party is a Processor, the only processing that it is authorised to do is listed in Schedule 31 (*Processing Personal Data*) by the Controller.
- 21.3 The Processor shall notify the Controller without undue delay (and in any event within 24 hours) if it considers that any of the Controller's instructions infringe the Data Protection Legislation.
- 21.4 The Processor shall provide all reasonable assistance to the Controller in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Controller, include:
 - (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and

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- (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 21.5 The Processor shall, in relation to any Personal Data processed in connection with its obligations under this Contract:
 - (a) process that Personal Data only in accordance with Schedule 31 (*Processing Personal Data*), unless the Processor is required to do otherwise by Law. If it is so required the Processor shall promptly notify the Authority before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, including in the case of the Supplier the measures set out in Clause 18 (*Authority Data and Security Requirements*), which the Controller may reasonably reject (but failure to reject shall not amount to approval by the Controller of the adequacy of the Protective Measures) having taken account of the:
 - (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
 - (c) ensure that:
 - the Processor Personnel do not process Personal Data except in accordance with this Contract (and in particular Schedule 31 (*Processing Personal Data*));
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Processor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Processor's duties under this Clause 21, Clauses 19 (*Confidentiality*) and 18 (*Authority Data and Security Requirements*);
 - (B) are subject to appropriate confidentiality undertakings with the Processor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Controller or as otherwise permitted by this Contract; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;

- (d) where the Personal Data is subject to UK GDPR, only transfer such Personal Data outside of the UK in accordance with the provisions of Schedule 5 (Security Management) or with the prior written consent of the Controller and where the following conditions are fulfilled:
 - (i) the transfer is in accordance with Article 45 of the UK GDPR (or section 73 of DPA 2018); or
 - (ii) the Controller or the Processor has provided appropriate safeguards in relation to the transfer (whether in accordance with Article 46 of the UK GDPR or DPA 2018 Section 75) as determined by the Controller which could include relevant parties entering into the International Data Transfer Agreement or International Data Transfer Agreement Addendum to the European Commission's SCCs as published by the Information Commissioner's Office and as set out in Annex 2 to Schedule 31(*Processing Personal Data*), as well as any additional measures determined by the Controller;
 - (iii) the Data Subject has enforceable rights and effective legal remedies;
 - (iv) the Processor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
 - (v) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data.
- (e) where the Personal Data is subject to EU GDPR, only transfer such Personal Data outside of the EU in accordance with the provisions of Schedule 5 (Security Management) or with the prior written consent of the Controller and where the following conditions are fulfilled:
 - (i) the transfer is in accordance with Article 45 of the EU GDPR; or
 - (ii) the Controller or the Processor has provided appropriate safeguards in relation to the transfer in accordance with Article 46 of the EU GDPR as determined by the Controller which could include relevant parties entering into Standard Contractual Clauses in the European Commission's decision 2021/914/EU set out in Annex 3 to Schedule 31 (*Processing Personal Data*) or such updated version of such Standard Contractual Clauses as are published by the European

- Commission from time to time as well as any additional measures determined by the Controller;
- (iii) the Data Subject has enforceable rights and effective legal remedies;
- (iv) the Processor complies with its obligations under the EU GDPR by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Controller in meeting its obligations); and
- (v) the Processor complies with any reasonable instructions notified to it in advance by the Controller with respect to the processing of the Personal Data; and
- (f) at the written direction of the Controller, delete or return Personal Data (and any copies of it) to the Controller on termination of the Contract unless the Processor is required by Law to retain the Personal Data.
- 21.6 Subject to Clause 21.7, the Processor shall notify the Controller promptly (and in any event within 24 hours) if it:
 - (a) receives a Data Subject Request (or purported Data Subject Request) related to this Contract;
 - (b) receives a request to rectify, block or erase any Personal Data processed under this Contract;
 - (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
 - (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
 - (e) receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
- 21.7 The Processor's obligation to notify under Clause 21.6 shall begin once the Supplier is aware such request or communication relates to this Contract and shall include the provision of further information to the Controller in phases, as details become available.
- 21.8 Taking into account the nature of the processing, the Processor shall provide the Controller with reasonable assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under Clause 21.6 (and insofar as possible within the timescales reasonably required by the Controller) including by promptly providing:

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- (a) the Controller with full details and copies of the complaint, communication or request;
- (b) such assistance as is reasonably requested by the Controller to enable it to comply with a Data Subject Request within the relevant timescales set out in the Data Protection Legislation;
- (c) the Controller, at its request, with any Personal Data it holds in relation to a Data Subject;
- (d) assistance as requested by the Controller following any Data Loss Event; and/or
- (e) assistance as requested by the Controller with respect to any request from the Information Commissioner's Office or any other regulatory authority, or any consultation by the Controller with the Information Commissioner's Office or any other regulatory authority.
- 21.9 The Processor shall maintain complete and accurate records and information to demonstrate its compliance with this Clause 21:
 - (a) the Controller determines that the processing is not occasional;
 - (b) the Controller determines the processing includes special categories of data as referred to in Article 9(1) of the UK GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the UK GDPR; or
 - (c) the Controller determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 21.10 .The Processor shall allow for audits of its Data Processing activity by the Controller or the Controller's designated auditor in accordance with Schedule 19 (Financial Reports and Audit Rights).
- 21.11 The Parties shall designate a Data Protection Officer if required by the Data Protection Legislation.
- 21.12 Before allowing any Sub-processor to process any Personal Data related to this Contract, the Processor must:
 - (a) notify the Controller in writing of the intended Sub-processor and processing at least sixty (60) days prior to authorising a new Sub-processor to Process Personal Data:
 - (b) enter into a written agreement with the Sub-processor which give effect to the terms set out in this Clause 21 and Schedule 5 (Security Management) such that they apply to the Sub-processor; and
 - (c) provide the Controller with such information regarding the Subprocessor as the Controller may reasonably require under Schedule 5 (Security Management).

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- 21.13 The Processor shall remain fully liable for all acts or omissions of any of its Sub-processors.
- 21.14 The Authority may, at any time on not less than 30 Working Days' notice, revise this Clause 21 by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Contract).
- 21.15 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Authority may on not less than 30 Working Days' notice to the Supplier amend this Contract to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Standard Contractual Clauses

- 21.16 It is noted that on 28 June 2021 the European Commission made an implementing decision pursuant to Article 45 of the EU GDPR on the adequate protection of personal data by the United Kingdom which contains carve-outs for certain transfers outside of the EU to the UK of certain types of Personal Data (the "UK Adequacy Decision"). If any transfer of Personal Data which is subject to EU GDPR pursuant to this Contract is not covered by the UK Adequacy Decision or at any time during the term of the Contract the UK Adequacy Decision is:
 - 21.16.1 withdrawn, invalidated, overruled or otherwise ceases to have effect, or
 - 21.16.2 amended in such a way as to affect the transfers of Personal Data outside of the EU which are contemplated under this Contract,

Clauses 21.17 to 21.18 below shall apply.

21.17 The Parties agree:

- 21.17.1 that without any further action being required they have entered into the Standard Contractual Clauses in the European Commission's decision 2021/914/EU set out in Annex 4 to Schedule 31 (*Processing Personal Data*) in respect of data transfers by the Supplier outside of the EU to the UK;
- 21.17.2 that, where no other appropriate safeguard or exemption applies, that the Personal Data subject to this Contract (and to which Chapter V of the EU GDPR applies) will be transferred in accordance with those Standard Contractual Clauses as of the date the Parties entered into those Standard Contractual Clauses;
- 21.17.3 to use best endeavours to complete the annexes to the Standard Contractual Clauses promptly and at their own cost for the purpose of giving full effect to them; and
- 21.17.4 that if there is any conflict between this Contract and the Standard Contractual Clauses the terms of the Standard Contractual Clauses shall apply.

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- 21.18 In the event that the European Commission updates, amends, substitutes, adopts or publishes new Standard Contractual Clauses from time to time, the Parties agree:
 - 21.18.1 that the most up to date Standard Contractual Clauses from time to time shall be automatically incorporated in place of those in Annex 4 to Schedule 31 (*Processing Personal Data*) and that such incorporation is not a Change;
 - 21.18.2 that where no other appropriate safeguard or exemption applies, that the Personal Data subject to this Contract (and to which Chapter V of the EU GDPR applies) will be transferred in accordance with the relevant form of the most up to date Standard Contractual Clauses as of the date the European Commission decision regarding such new Standard Contractual Clauses becomes effective;
 - 21.18.3 to use best endeavours to complete any part of the most up to date Standard Contractual Clauses that a Party must complete promptly and at their own cost for the purpose of giving full effect to them; and
 - 21.18.4 that if there is any conflict between this Contract and the most up to date Standard Contractual Clauses the terms of the most up to date Standard Contractual Clauses shall apply.

22 PUBLICITY AND BRANDING

- 22.1 The Supplier shall not:
 - (a) make any press announcements or publicise this Contract or its contents in any way; or
 - (b) use the Authority's name or brand in any promotion or marketing or announcement of orders:
 - without the prior written consent of the Authority, which shall not be unreasonably withheld or delayed.
- 22.2 Each Party acknowledges to the other that nothing in this Contract either expressly or by implication constitutes an endorsement of any products or services of the other Party (including the Services, the Supplier System and the Authority System) and each Party agrees not to conduct itself in such a way as to imply or express any such approval or endorsement.

SECTION F - LIABILITY, INDEMNITIES AND INSURANCE

23 <u>LIMITATIONS ON LIABILITY</u>

Unlimited liability

- 23.1 Neither Party limits its liability for:
 - (a) death or personal injury caused by its negligence, or that of its employees, agents or sub-contractors (as applicable);
 - (b) fraud or fraudulent misrepresentation by it or its employees;
 - (c) breach of any obligation as to title implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
 - (d) any liability to the extent it cannot be limited or excluded by Law.
- 23.2 The Supplier's liability in respect of the indemnities in Clause 10.5 (VAT), Clause 14.6 (Employment Indemnity), Clause 14.7 (Income Tax and National Insurance Contributions), Clause 17 (IPRs Indemnity), Schedule 28 (Staff Transfer) and the Annexes to Schedule 28 (Staff Transfer) shall be unlimited.
- 23.3 The Authority's liability in respect of the indemnities in Clause 14.6 (*Employment Indemnity*), Schedule 28 (*Staff Transfer*) and the Annexes to Schedule 28 (*Staff Transfer*) shall be unlimited.

Financial and other limits

- 23.4 Subject to Clauses 23.1 and 23.2 (*Unlimited Liability*) and Clauses 23.7 (*Consequential losses*):
 - (a) the Supplier's aggregate liability in respect of loss of or damage to Authority Data or Losses incurred by the Authority due to breach of Data Protection Legislation that is caused by Default of the Supplier occurring in each and any Contract Year shall in no event exceed

not used; and

- (b) the Supplier's aggregate liability in respect of all other Losses incurred by the Authority under or in connection with this Contract as a result of Defaults by the Supplier shall in no event exceed the greater of and:
 - (i) in relation to Defaults occurring in the first Contract Year, an amount equal to of the Estimated Year 1 Charges;
 - (ii) in relation to Defaults occurring during any subsequent Contract Year, an amount equal to of the Charges paid and/or due to be paid to the Supplier under this Contract in the Contract Year immediately preceding the occurrence of the Default; and

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(iii) in relation to Defaults occurring after the end of the Term, an amount equal to of the Charges paid and/or due to be paid to the Supplier in the 12 month period immediately prior to the last day of the Term,

provided that where any Losses referred to in this Clause 23.4(b) have been incurred by the Authority as a result of the Supplier's abandonment of this Contract or the Supplier's wilful default, wilful breach of a fundamental term of this Contract or wilful repudiatory breach of this Contract, the references in such Clause to shall be deemed to be references to

- 23.5 Deductions from Charges shall not be taken into consideration when calculating the Supplier's liability under Clause 23.4(b).
- 23.6 Subject to Clauses 23.1 and 23.3 (*Unlimited Liability*) and Clause 23.7 (*Consequential Losses*) and without prejudice to the Authority's obligation to pay the Charges as and when they fall due for payment:
 - the Authority shall have no liability in respect of any Losses incurred by the Supplier under or in connection with this Contract as a result of early termination of this Contract by the Authority pursuant to Clause 28.1 (*Termination by the Authority*) or by the Supplier pursuant to Clause 28.3(a) (*Termination by the Supplier*); and
 - (b) the Authority's aggregate liability in respect of all Losses incurred by the Supplier under or in connection with this Contract as a result of Defaults of the Authority shall in no event exceed:
 - (i) in relation to Defaults occurring until the end of the fourth Contract Year.
 - (ii) in relation to Defaults occurring during any subsequent Contract Year, an amount equal to the total Charges paid and/or due to be paid under this Contract in the Contract Year immediately preceding the occurrence of the Default; and
 - (iii) in relation to Defaults occurring after the end of the Term, an amount equal to the total Charges paid and/or due to be paid to the Supplier in the 12 month period immediately prior to the last day of the Term.

Consequential Losses

- 23.7 Subject to Clauses 23.1, 23.2 and 23.3 (*Unlimited Liability*), neither Party shall be liable to the other Party for:
 - (a) any indirect, special or consequential Loss; or
 - (b) any loss of profits, turnover, business opportunities or damage to goodwill (in each case whether direct or indirect).

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Conduct of indemnity claims

23.8 Where under this Contract one Party indemnifies the other Party, the Parties shall comply with the provisions of Schedule 27 (*Conduct of Claims*) in relation to the conduct of claims made by a third person against the Party having (or claiming to have) the benefit of the indemnity.

Mitigation

23.9 Each Party shall use all reasonable endeavours to mitigate any loss or damage suffered arising out of or in connection with this Contract, including any Losses for which the relevant Party is entitled to bring a claim against the other Party pursuant to the indemnities in this Contract.

24 **INSURANCE**

24.1 The Supplier shall comply with the provisions of Schedule 6 (*Insurance Requirements*) in relation to obtaining and maintaining insurance.

SECTION G - REMEDIES AND RELIEF

25 RECTIFICATION PLAN PROCESS

- 25.1 In the event that:
 - (a) in any Service Period there has been:
 - (i) a Material KPI Failure; and/or
 - (ii) a Material PI Failure; and/or
 - (b) the Supplier commits a material Default that is capable of remedy (and for these purposes a material Default may be a single material Default or a number of Defaults or repeated Defaults (whether of the same or different obligations and regardless of whether such Defaults are remedied) which taken together constitute a material Default).

(each a "Notifiable Default"), the Supplier shall notify the Authority of the Notifiable Default as soon as practicable but in any event within 3 Working Days of becoming aware of the Notifiable Default, detailing the actual or anticipated effect of the Notifiable Default and, unless the Notifiable Default also constitutes a Rectification Plan Failure or other Supplier Termination Event, the Authority may not terminate this Contract in whole or in part on the grounds of the Notifiable Default without first following the Rectification Plan Process.

Notification

25.2 If:

- (a) the Supplier notifies the Authority pursuant to Clause 25.1 that a Notifiable Default has occurred; or
- (b) the Authority notifies the Supplier that it considers that a Notifiable Default has occurred (setting out sufficient detail so that it is reasonably clear what the Supplier has to rectify),

then, unless the Notifiable Default also constitutes a Supplier Termination Event and the Authority serves a Termination Notice, the Supplier shall comply with the "Rectification Plan Process

as set out in Clauses 25.3 to 25.7 below.

Submission of the draft Rectification Plan

25.3 The Supplier shall (even if the Supplier disputes that it is responsible for the Notifiable Default) submit a draft Rectification Plan to the Authority for it to review as soon as possible and in any event within 10 Working Days (or such other period as may be agreed between the Parties, such agreement not to be withheld or delayed) after the original notification pursuant to Clause 25.2 (*Notification*).

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- 25.4 The draft Rectification Plan shall set out:
 - (a) full details of the Notifiable Default that has occurred, including a root cause analysis;
 - (b) the actual or anticipated effect of the Notifiable Default; and
 - (c) the steps which the Supplier proposes to take to rectify the Notifiable Default (if applicable) and to prevent such Notifiable Default from recurring, including timescales for such steps and for the rectification of the Notifiable Default (where applicable). For the avoidance of doubt the Supplier shall be permitted to redact commercially sensitive information provided under this clause 25.4.

Agreement of the Rectification Plan

- 25.5 The Authority may accept or reject the draft Rectification Plan by notice to the Supplier, acting reasonably and shall notify the Supplier of such acceptance or rejection as soon as reasonably practicable.
- 25.6 If the Authority rejects the draft Rectification Plan, the Authority shall give reasons for its decision and the Supplier shall take the reasons into account in the preparation of a revised Rectification Plan. The Supplier shall submit the revised draft of the Rectification Plan to the Authority for review within 5 Working Days (or such other period as agreed between the Parties, such agreement not to be unreasonably withheld or delayed) of the Authority's notice rejecting the first draft.
- 25.7 If the Authority consents to the Rectification Plan:
 - (a) the Supplier shall immediately start work on the actions set out in the Rectification Plan at its own cost unless otherwise agreed by the Parties; and
 - (b) the Authority may no longer terminate this Contract in whole or in part on the grounds of the relevant Notifiable Default;

save in the event of a Rectification Plan Failure or other Supplier Termination Event.

26 AUTHORITY CAUSE

- 26.1 Notwithstanding any other provision of this Contract, if the Supplier has failed to:
 - (a) provide the Operational Services in accordance with the Target Performance Levels; and/or
 - (b) comply with its obligations under this Contract,

(each a "Supplier Non-Performance"),

and can demonstrate that the Supplier Non-Performance would not have occurred but for an Authority Cause, then (subject to the Supplier fulfilling its obligations in this Clause 26):

- (i) the Supplier shall not be treated as being in breach of this Contract to the extent the Supplier can demonstrate that the Supplier Non-Performance was caused by the Authority Cause:
- (ii) the Authority shall not be entitled to exercise any rights that may arise as a result of that Supplier Non-Performance to terminate this Contract pursuant to Clause 28.1(a) (*Termination by the Authority*); or
- (iii) where the Supplier Non-Performance constitutes a Performance Failure:
 - (A) the Supplier shall not be liable to accrue Service Credits;
 - (B) the Authority shall not be entitled to withhold any of the Service Charges pursuant to 7.2(d)(ii) (*Performance Failures*);
 - (C) the Authority shall not be entitled to withhold and retain any Compensation for Unacceptable KPI Failure pursuant to Clause 7.4(a)(*Unacceptable KPI Failure*); and
 - (D) the Supplier shall be entitled to invoice for the Service Charges for the relevant Operational Services affected by the Authority Cause,

in each case, to the extent that the Supplier can demonstrate that the Performance Failure was caused by the Authority Cause.

- 26.2 In order to claim any of the rights and/or relief referred to in Clause 26.1, the Supplier shall as soon as reasonably practicable (and in any event within 10 Working Days) after becoming aware that an Authority Cause has caused, or is reasonably likely to cause, a Supplier Non-Performance, give the Authority notice (a "Relief Notice") setting out details of:
 - (a) the Supplier Non-Performance;
 - (b) the Authority Cause and its effect, or likely effect, on the Supplier's ability to meet its obligations under this Contract;
 - (c) any steps which the Authority can take to eliminate or mitigate the consequences and impact of such Authority Cause; and
 - (d) the relief and/or compensation claimed by the Supplier.
- 26.3 Following the receipt of a Relief Notice, the Authority shall as soon as reasonably practicable consider the nature of the Supplier Non-Performance and the alleged Authority Cause and whether it agrees with the Supplier's assessment set out in the Relief Notice as to the effect of the relevant

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- Authority Cause and its entitlement to relief and/or compensation, consulting with the Supplier where necessary.
- 26.4 The Supplier shall use all reasonable endeavours to eliminate or mitigate the consequences and impact of an Authority Cause, including any Losses that the Supplier may incur.
- 26.5 Without prejudice to Clause 5.6 (*Continuing obligation to provide the Services*), if a Dispute arises as to:
 - (a) whether a Supplier Non-Performance would not have occurred but for an Authority Cause; and/or
 - (b) the nature and/or extent of the relief and/or compensation claimed by the Supplier,
 - either Party may refer the Dispute to the Dispute Resolution Procedure. Pending the resolution of the Dispute, both Parties shall continue to resolve the causes of, and mitigate the effects of, the Supplier Non-Performance.
- 26.6 Any Change that is required to the Implementation Plan or to the Charges pursuant to this Clause 26 shall be implemented in accordance with the Change Control Procedure.

27 FORCE MAJEURE

- 27.1 Subject to the remaining provisions of this Clause 27 (and, in relation to the Supplier, subject to its compliance with its obligations in Schedule 26 (Service Continuity Plan and Corporate Resolution Planning)), a Party may claim relief under this Clause 27 from liability for failure to meet its obligations under this Contract for as long as and only to the extent that the performance of those obligations is directly affected by a Force Majeure Event. Any failure or delay by the Supplier in performing its obligations under this Contract which results from a failure or delay by an agent, Sub-contractor or supplier shall be regarded as due to a Force Majeure Event only if that agent, Sub-contractor or supplier is itself impeded by a Force Majeure Event from complying with an obligation to the Supplier.
- 27.2 The Affected Party shall as soon as reasonably practicable issue a Force Majeure Notice, which shall include details of the Force Majeure Event, its effect on the obligations of the Affected Party and any action the Affected Party proposes to take to mitigate its effect.
- 27.3 If the Supplier is the Affected Party, it shall not be entitled to claim relief under this Clause 27 to the extent that consequences of the relevant Force Majeure Event:
 - (a) are capable of being mitigated, but the Supplier has failed to do so;
 - (b) should have been foreseen and prevented or avoided by a prudent provider of services similar to the Services, operating to the standards required by this Contract; or

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- (c) are the result of the Supplier's failure to comply with its Service Continuity Plan (except to the extent that such failure is also due to a Force Majeure Event that affects the execution of the Service Continuity Plan).
- 27.4 Subject to Clause 27.5, as soon as practicable after the Affected Party issues the Force Majeure Notice, and at regular intervals thereafter, the Parties shall consult in good faith and use reasonable endeavours to agree any steps to be taken and an appropriate timetable in which those steps should be taken, to enable continued provision of the Services affected by the Force Majeure Event.
- 27.5 The Parties shall at all times following the occurrence of a Force Majeure Event and during its subsistence use their respective reasonable endeavours to prevent and mitigate the effects of the Force Majeure Event. Where the Supplier is the Affected Party, it shall take all steps in accordance with Good Industry Practice to overcome or minimise the consequences of the Force Majeure Event.
- 27.6 Where, as a result of a Force Majeure Event:
 - (a) an Affected Party fails to perform its obligations in accordance with this Contract, then during the continuance of the Force Majeure Event:
 - (i) the other Party shall not be entitled to exercise any rights to terminate this Contract in whole or in part as a result of such failure other than pursuant to Clause 28.1(c) (*Termination by the Authority*) or Clause 28.3(b) (*Termination by the Supplier*); and
 - (ii) neither Party shall be liable for any Default arising as a result of such failure;
 - (b) the Supplier fails to perform its obligations in accordance with this Contract:
 - (i) the Authority shall not be entitled

to receive Service Credits, to withhold any of the Service Charges pursuant to Clause 7.2(d)(ii) *Performance Failures*) or withhold and retain any of the Service Charges as compensation pursuant to Clause 7.4(a) (*Unacceptable KPI Failure*) to the extent that a Performance Failure has been caused by the Force Majeure Event; and

(ii) the Supplier shall be entitled to receive payment of the Charges (or a proportional payment of them) only to the extent that the Services (or part of the Services) continue to be performed in accordance with the terms of this Contract during the occurrence of the Force Majeure Event.

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- 27.7 The Affected Party shall notify the other Party as soon as practicable after the Force Majeure Event ceases or no longer causes the Affected Party to be unable to comply with its obligations under this Contract.
- 27.8 Relief from liability for the Affected Party under this Clause 27 shall end as soon as the Force Majeure Event no longer causes the Affected Party to be unable to comply with its obligations under this Contract and shall not be dependent on the serving of notice under Clause 27.7.

SECTION H – TERMINATION AND EXIT MANAGEMENT

28 TERMINATION RIGHTS

Termination by the Authority

- 28.1 The Authority may terminate this Contract by issuing a Termination Notice to the Supplier:
 - (a) if a Supplier Termination Event occurs;
 - (b) upon termination of the SI Contract;
 - (c) if a Force Majeure Event endures for a continuous period of more than ninety (90) days; or
 - (d) if the Contract has been substantially amended to the extent that the Public Contracts Regulations 2015 require a new procurement procedure,

and this Contract shall terminate on the date specified in the Termination Notice.

28.2 Where the Authority:

- (a) is terminating this Contract under Clause 28.1(a) due to the occurrence of either limb (b),(g) and/or (h) of the definition of Supplier Termination Event, it may rely on a single material Default or on a number of Defaults or repeated Defaults (whether of the same or different obligations and regardless of whether such Defaults are cured) which taken together constitute a material Default;
- (b) has the right to terminate this Contract under Clause 28.1(a) or Clause 28.1(b) or Clause 28.1(c), it may, prior to or instead of terminating the whole of this Contract, serve a Termination Notice requiring the partial termination of this Contract to the extent that it relates to any part of the Services which are materially affected by the relevant circumstances; and/or
- (c) has the right to terminate this Contract under Clause 28.1(b), before doing so, it shall provide the Supplier with the opportunity to propose an alternative to the Systems Implementor and the Parties shall act reasonably and in good faith to agree upon a substitute service provider, which could include the Supplier, as an alternative to terminating this Contract.

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Termination by the Supplier

- 28.3 The Supplier may, by issuing a Termination Notice to the Authority, terminate:
 - (a) this Contract if the Authority fails to pay an undisputed sum due to the Supplier under this Contract and such amount remains outstanding 60 Working Days after the receipt by the Authority of a notice of non-payment from the Supplier; or
 - (b) any Services that are materially impacted by a Force Majeure Event that endures for a continuous period of more than ninety (90) days,

and this Contract or the relevant Services (as the case may be) shall then terminate on the date specified in the Termination Notice (which shall not be less than 20 Working Days from the date of the issue of the Termination Notice).

29 CONSEQUENCES OF EXPIRY OR TERMINATION

General Provisions on Expiry or Termination

29.1 The provisions of Clauses 5.5 (Specially Written Software warranty), 10.4 and 10.5 (VAT), 10.10 and 10.11 (Set-off and Withholding), 12 (Records, Reports, Audits and Open Book Data), 14.6 (Employment Indemnity), 14.7 (Income Tax and National Insurance Contributions), 16 (Intellectual Property Rights), 17 (IPRs Indemnity), 19 (Confidentiality), 20 (Transparency and Freedom of Information), 21 (Protection of Personal Data), 23 (Limitations on Liability), 29 (Consequences of Expiry or Termination), 35 (Severance), 37 (Entire Agreement), 38 (Third Party Rights), 40 (Disputes) and 42 (Governing Law and Jurisdiction), and the provisions of Schedules 1 (Definitions), 15 (Charges and Invoicing), 16 (Payments on Termination), 19 (Financial Reports and Audit Rights), 23 (Dispute Resolution Procedure), 24 (Reports and Records Provisions), 25 (Exit Management), 28 (Staff Transfer), and 32 (Intellectual Property Rights), shall survive the termination or expiry of this Contract.

Exit Management

29.2 The Parties shall comply with the provisions of Schedule 25 (*Exit Management*) and any current Exit Plan in relation to orderly transition of the Services to the Authority or a Replacement Supplier.

Payments by the Authority

- 29.3 If this Contract is terminated (in part or in whole) by the Authority pursuant to Clauses 28.1(a), 28.1(b), 28.1(c) and/or 28.2 (*Termination by the Authority*), or the Term expires, the only payments that the Authority shall be required to make as a result of such termination (whether by way of compensation or otherwise) are:
 - (a) apportionments in accordance with Schedule 25 (Exit Management); and

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- (b) payments in respect of unpaid Charges for Services received up until the Termination Date.
- 29.4 The costs of termination incurred by the Parties shall lie where they fall if:
 - (a) either Party terminates or partially terminates this Contract for a continuing Force Majeure Event pursuant to Clauses 28.1(b) or 28.1(b) (*Termination by the Authority*) or 28.3(b) (*Termination by the Supplier*); or
 - (b) the Authority terminates this Contract under Clause 28.1(d) (*Termination by the Authority*).

Payments by the Supplier

29.5 Only in the event of termination or expiry of this Contract under Clause 28.1(a) and (b) where such termination under (b) by the Authority is for cause, shall the Supplier repay to the Authority all Charges it has been paid in advance in respect of Services not provided by the Supplier as at the date of expiry or termination.

SECTION I - MISCELLANEOUS AND GOVERNING LAW

30 COMPLIANCE

Health and Safety

- 30.1 The Supplier shall perform its obligations under this Contract (including those in relation to the Services) in accordance with:
 - (a) all applicable Law regarding health and safety; and
 - (b) the Health and Safety Policy whilst at the Authority Premises.
- 30.2 Each Party shall notify the other as soon as practicable of any health and safety incidents or material health and safety hazards at the Authority Premises of which it becomes aware and which relate to or arise in connection with the performance of this Contract. The Supplier shall instruct the Supplier Personnel to adopt any necessary associated safety measures in order to manage any such material health and safety hazards.
- 30.3 The Supplier shall ensure that its health and safety policy statement (as required by the Health and Safety at Work Act etc.1974) is made available to the Authority on request.

Employment Law

30.4 The Supplier must perform its obligations meeting the requirements of all applicable Law regarding employment.

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Equality and Diversity

30.5 The Supplier shall:

- (a) perform its obligations under this Contract (including those in relation to the Services) in accordance with:
 - (i) all applicable equality Law (whether in relation to race, sex, gender reassignment, age, disability, sexual orientation, religion or belief, pregnancy, maternity or otherwise);
 - (ii) the Authority's equality and diversity policy as provided to the Supplier from time to time; and
 - (iii) any other requirements and instructions which the Authority reasonably imposes in connection with any equality obligations imposed on the Authority at any time under applicable equality Law; and
- (b) take all necessary steps, and inform the Authority of the steps taken, to prevent unlawful discrimination designated as such by any court or tribunal, or the Equality and Human Rights Commission or (any successor organisation).

Official Secrets Act and Finance Act

- 30.6 The Supplier shall comply with the provisions of:
 - (a) the Official Secrets Acts 1911 to 1989; and
 - (b) section 182 of the Finance Act 1989.

Conflicts of Interest

- 30.7 The Supplier:
 - (a) must take action to ensure that neither the Supplier nor the Supplier Personnel are placed in the position of an actual, potential or perceived Conflict of Interest.
 - (b) must promptly notify and provide details to the Authority if an actual, potential or perceived Conflict of Interest happens or is expected to happen.
- 30.8 The Authority will consider whether there are any appropriate measures that can be put in place to remedy an actual, perceived or potential Conflict of Interest. If, in the reasonable opinion of the Authority, such measures do not or will not resolve an actual or potential Conflict of Interest, the Authority may terminate this Contract immediately by giving notice in writing to the Supplier where there is or may be an actual or potential Conflict of Interest.

Modern Slavery

30.9 The Supplier:

- (a) shall not use, nor allow its sub-contractors to use forced, bonded or involuntary prison labour;
- (b) shall not require any Supplier Personnel or the personnel of any sub-contractors to lodge deposits or identity papers with their employer and shall be free to leave their employer after reasonable notice;
- (c) warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world;
- (d) warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offences anywhere around the world;
- shall make reasonable enquires to ensure that its officers, employees and sub-contractors have not been convicted of slavery or human trafficking offences anywhere around the world;
- (f) shall have and maintain throughout the Term its own policies and procedures to ensure its compliance with the Modern Slavery Act 2015 and include in its contracts with its sub-contractors anti-slavery and human trafficking provisions;
- (g) shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under the Contract;
- (h) within sixty (60) Working Days after the Effective Date each Supplier will complete the Modern Slavery Assessment Tool (MSAT), or share an existing Assessment, the results of which will be reviewed at periodicity to be agreed with the Authority during the Contract Term to reduce the risk of Modern Slavery and human trafficking taking place in the supply chain;
- (i) shall not use, nor allow its employees or sub-contractors to use physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or sub-contractors;
- (j) shall not use or allow child or slave labour to be used by its subcontractors;
- (k) shall report the discovery or suspicion of any slavery or trafficking by it or its sub-contractors to the Authority and the Modern Slavery Helpline;

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- (I) shall comply with any request by the Authority to complete the Modern Slavery Assessment Tool within sixty (60) days of such request;
- (m) shall, if the Supplier or the Authority identifies any occurrence of modern slavery connected to this Contract, comply with any request of the Authority to follow the Rectification Plan Process to submit a remedial action plan which follows the form set out in Annex D of the guidance Tackling Modern Slavery in Government Supply Chains, which can be found at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/830150/September_2019_Modern_Slavery Guidance.pdf

and such remedial action plan shall be deemed to be a Rectification Plan;

- (n) will assist the Authority with any investigations into reports or risks identified of Modern Slavery or human trafficking in the supply chain
- (o) shall comply with any request by the Authority to provide a Supply Chain Map within fourteen (14) days of such request;
- (p) shall comply with any request by the Authority to provide a copy of any reports of any sub-contractor regarding any or all of workforce conditions, working or employment practices and recruitment practices within fourteen (14) days of such request;
- (q) shall carry out due diligence to ensure workers in its business and its supply chains are not paying illegal or exploitative recruitment fees to secure employment, and where these fees are uncovered shall ensure that workers are remedied:
- (r) shall report the discovery or suspicion of any slavery, forced labour, child labour, involuntary prison labour or labour rights abuses in its operations and supply chains to the Authority and relevant national or local law enforcement agencies.
- 30.10 If the Supplier notifies the Authority pursuant to Clause 30.12 it shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with the Contract.
- 30.11 If the Supplier is in Default under Clause 30.9 the Authority may by notice:
 - (a) require the Supplier to remove from performance of the Contract any Sub-Contractor, Supplier Personnel or other persons associated with it whose acts or omissions have caused the Default; or
 - (b) immediately terminate the Contract.

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Whistleblowing

- 30.12 As soon as it is aware of it the Supplier and Supplier Personnel must report to the Authority any actual or suspected breach of:
 - (a) Law;
 - (b) Clauses 30.1 to 30.9 or 30.13; or
 - (c) Clause 34.
- 30.13 The Supplier must not retaliate against any of the Supplier Personnel who in good faith reports a breach listed in this Clause to the Authority or a Prescribed Person.
- 30.14 While on the Authority's Premises, the Supplier shall comply with any health and safety measures implemented by the Authority in respect of Supplier Personnel and other persons working there.
- 30.15 The Supplier shall notify the Authority immediately in the event of any incident occurring in the performance of its obligations under the Contract on the Authority's Premises, where that incident causes any personal injury or damage to property which could give rise to personal injury.
- 30.16 The Supplier shall comply with the requirements of the Health and Safety at Work Act etc.1974 and any other acts, orders, regulations and codes of practice relating to health and safety, which may apply to Supplier Personnel and other persons working on the Authority's Premises in the performance of its obligations under the Contract.

Non-solicitation

30.17 Except in respect of any transfer of staff pursuant to Schedule 28 (Staff Transfer), neither Party shall (except with the prior written consent of the other party) directly or indirectly solicit or entice away (or attempt to solicit or entice away) from the employment of the other Party any person employed or engaged by such other Party in the provision of the Services or (in the case of the Authority) in the receipt of the Services or the management of this agreement or any significant part at any time during the term of this agreement or for a further period of 1 year after the termination of this agreement other than by means of a national advertising campaign open to all comers and not specifically targeted at any of the staff of the other Party.

31 ASSIGNMENT AND NOVATION

31.1 The Supplier shall not assign, novate or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Contract without the prior written consent of the Authority.

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- 31.2 The Authority may at its discretion assign, novate or otherwise dispose of any or all of its rights, obligations and liabilities under this Contract and/or any associated licences to:
 - (a) any Central Government Body; or
 - (b) to a body other than a Central Government Body (including any private sector body) which performs any of the functions that previously had been performed by the Authority,
 - and the Supplier shall, at the Authority's request, enter into a novation agreement in such form as the Authority shall reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause 31.2.
- 31.3 A change in the legal status of the Authority such that it ceases to be a Central Government Body shall not (subject to Clause 31.4) affect the validity of this Contract and this Contract shall be binding on any successor body to the Authority.
- 31.4 If the Authority assigns, novates or otherwise disposes of any of its rights, obligations or liabilities under this Contract to a body which is not a Central Government Body or if a body which is not a Central Government Body succeeds the Authority (any such body a "Successor Body"), the Supplier shall have the right to terminate for an Insolvency Event affecting the Successor Body identical to the right of termination of the Authority under limb (k) of the definition of Supplier Termination Event (as if references in that limb (k) to the Supplier were references to the Successor Body).

32 WAIVER AND CUMULATIVE REMEDIES

- 32.1 The rights and remedies under this Contract may be waived only by notice and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Contract or by law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- 32.2 Unless otherwise provided in this Contract, rights and remedies under this Contract are cumulative and do not exclude any rights or remedies provided by law, in equity or otherwise.

33 RELATIONSHIP OF THE PARTIES

33.1 Except as expressly provided otherwise in this Contract, nothing in this Contract, nor any actions taken by the Parties pursuant to this Contract, shall create a partnership, joint venture or relationship of employer and employee or principal and agent between the Parties, or authorise either Party to make representations or enter into any commitments for or on behalf of any other Party.

34 PREVENTION OF FRAUD AND BRIBERY

- 34.1 The Supplier represents and warrants that neither it, nor to the best of its knowledge any Supplier Personnel, have at any time prior to the Effective Date:
 - (a) committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act: and/or
 - (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government programmes or contracts on the grounds of a Prohibited Act.
- 34.2 The Supplier shall not during the term of this Contract:
 - (a) commit a Prohibited Act; and/or
 - (b) do or suffer anything to be done which would cause the Authority or any of the Authority's employees, consultants, contractors, subcontractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- 34.3 The Supplier shall during the term of this Contract:
 - (a) establish, maintain and enforce, and require that its Sub-contractors establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act;
 - (b) have in place reasonable prevention measures (as defined in sections 45(3) and 46(4) of the Criminal Finance Act 2017) to ensure that Associated Persons of the Supplier do not commit tax evasion facilitation offences as defined under that Act:
 - (c) keep appropriate records of its compliance with its obligations under Clause 34.3(a) and make such records available to the Authority on request; and
 - (d) take account of any guidance about preventing facilitation of tax evasion offences which may be published and updated in accordance with Section 47 of the Criminal Finances Act 2017.
- 34.4 The Supplier shall immediately notify the Authority in writing if it becomes aware of any breach of Clause 34.1 and/or 34.2, or has reason to believe that it has or any of the Supplier Personnel have:
 - (a) been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - (b) been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or

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- otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; and/or
- (c) received a request or demand for any undue financial or other advantage of any kind in connection with the performance of this Contract or otherwise suspects that any person or Party directly or indirectly connected with this Contract has committed or attempted to commit a Prohibited Act.
- 34.5 If the Supplier makes a notification to the Authority pursuant to Clause 34.4, the Supplier shall respond promptly to the Authority's enquiries, co-operate with any investigation, and allow the Authority to Audit any books, Records and/or any other relevant documentation in accordance with Clause 12 (Records, Reports, Audits and Open Book Data).
- 34.6 If the Supplier is in Default under Clauses 34.1 and/or 34.2, the Authority may by notice:
 - (a) require the Supplier to remove from performance of this Contract any Supplier Personnel whose acts or omissions have caused the Default; or
 - (b) immediately terminate this Contract.
- 34.7 Any notice served by the Authority under Clause 34.6 shall specify the nature of the Prohibited Act, the identity of the Party who the Authority believes has committed the Prohibited Act and the action that the Authority has elected to take (including, where relevant, the date on which this Contract shall terminate).

35 SEVERANCE

- 35.1 If any provision of this Contract (or part of any provision) is held to be void or otherwise unenforceable by any court of competent jurisdiction, such provision (or part) shall to the extent necessary to ensure that the remaining provisions of this Contract are not void or unenforceable be deemed to be deleted and the validity and/or enforceability of the remaining provisions of this Contract shall not be affected.
- 35.2 In the event that any deemed deletion under Clause 35.1 is so fundamental as to prevent the accomplishment of the purpose of this Contract or materially alters the balance of risks and rewards in this Contract, either Party may give notice to the other Party requiring the Parties to commence good faith negotiations to amend this Contract so that, as amended, it is valid and enforceable, preserves the balance of risks and rewards in this Contract and, to the extent that is reasonably possible, achieves the Parties' original commercial intention.
- 35.3 If the Parties are unable to agree on the revisions to this Contract within 5 Working Days of the date of the notice given pursuant to Clause 35.2, the matter shall be dealt with in accordance with Paragraph 4 (*Commercial Negotiation*) of Schedule 23 (*Dispute Resolution Procedure*) except that if the representatives are unable to resolve the dispute within 30 Working Days of

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the matter being referred to them, this Contract shall automatically terminate with immediate effect. The costs of termination incurred by the Parties shall lie where they fall if this Contract is terminated pursuant to this Clause 35.3.

36 FURTHER ASSURANCES

36.1 Each Party undertakes at the request of the other, and at the cost of the requesting Party to do all acts and execute all documents which may be reasonably necessary to give effect to the meaning of this Contract.

37 ENTIRE AGREEMENT

- 37.1 This Contract constitutes (along with the Collaboration Agreement) the entire agreement between the Parties in respect of its subject matter and supersedes and extinguishes all prior negotiations, arrangements, understanding, course of dealings or agreements made between the Parties in relation to its subject matter, whether written or oral.
- 37.2 Neither Party has been given, nor entered into this Contract in reliance on, any warranty, statement, promise or representation other than those expressly set out in this Contract.
- 37.3 Nothing in this Clause 37 shall exclude any liability in respect of misrepresentations made fraudulently.

38 THIRD PARTY RIGHTS

- 38.1 The provisions of Clause 17 (*IPRs Indemnity*), Paragraphs 2.1 and 2.6 of Part A, Paragraphs 2.1, 2.6, 3.1 and 3.3 of Part B, Paragraphs 2.1 and 2.3 of Part C, Part D and Paragraphs 1.4, 2.3 and 2.8 of Part E of Schedule 28 (*Staff Transfer*) and the provisions of Paragraph 6.9 of Schedule 25 (*Exit Management*) (together "**Third Party Provisions**") confer benefits on persons named or identified in such provisions other than the Parties (each such person a "**Third Party Beneficiary**") and are intended to be enforceable by Third Parties Beneficiaries by virtue of the CRTPA.
- 38.2 Each of the Services Recipients will be a Third Party Beneficiary for the purposes of CRTPA and may enforce the following provisions of the Contract pursuant to CRTPA:
 - 38.2.1 Clause 9.1 (Equipment and maintenance);
 - 38.2.2 Clause 12 (Records, reports, audits and open book data);
 - 38.2.3 Clause 18 (Authority data and security requirements);
 - 38.2.4 Clause 19 (Confidentiality);
 - 38.2.5 Clause 21 (Protection of Personal Data);
 - 38.2.6 Clause 23 (Limitations on liability); and
 - 38.2.7 Clause 29.2 (Exit management).

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- 38.3 Subject to Clause 38.1, a person who is not a Party to this Contract has no right under the CRTPA to enforce any term of this Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.
- 38.4 No Third Party Beneficiary may enforce, or take any step to enforce, any Third Party Provision without the prior written consent of the Authority, which may, if given, be given on and subject to such terms as the Authority may determine.
- 38.5 Any amendments or modifications to this Contract may be made, and any rights created under Clause 38.1 may be altered or extinguished, by the Parties without the consent of any Third Party Beneficiary.

39 NOTICES

- 39.1 Any notices sent under this Contract must be in writing.
- 39.2 Subject to Clause 39.4, the following table sets out the method by which notices may be served under this Contract and the respective deemed time and proof of service:

Manner of Delivery	Deemed time of service	Proof of service
Email	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message.
Personal delivery	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day.	Properly addressed and delivered as evidenced by signature of a delivery receipt
Prepaid, Royal Mail Signed For™ 1st Class or other prepaid, next Working Day service providing proof of delivery.	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm).	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt

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39.3 Notices shall be sent to the addresses set out below or at such other address as the relevant Party may give notice to the other Party for the purpose of service of notices under this Contract:

	Supplier	Authority
Contact		
Address	The Kings Building, May Lane, Dublin 7, Ireland	Department for Science, Innovation and Technology 100 Parliament Street London SW1A 2BQ United Kingdom
Email		

- 39.4 Any of the Parties may change its address for service by serving a notice in accordance with this Clause.
- 39.5 The following notices may only be served as an attachment to an email if the original notice is then sent to the recipient by personal delivery or recorded delivery in the manner set out in the table in Clause 39.2:
 - (a) Force Majeure Notices;
 - (b) notices issued by the Supplier pursuant to Clause 28.3 (*Termination by the Supplier*);
 - (c) Termination Notices; and
 - (d) Dispute Notices.

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- 39.6 Failure to send any original notice by personal delivery or recorded delivery in accordance with Clause 39.4 shall invalidate the service of the related e-mail transmission. The deemed time of delivery of such notice shall be the deemed time of delivery of the original notice sent by personal delivery or Royal Mail Signed For™ 1st Class delivery (as set out in the table in Clause 39.2) or, if earlier, the time of response or acknowledgement by the other Party to the email attaching the notice.
- 39.7 This Clause 39 does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution (other than the service of a Dispute Notice under Schedule 23 (*Dispute Resolution Procedure*)).

40 DISPUTES

- 40.1 The Parties shall resolve Disputes arising out of or in connection with this Contract in accordance with the Dispute Resolution Procedure.
- 40.2 The Supplier shall continue to provide the Services in accordance with the terms of this Contract until a Dispute has been resolved.

41 COUNTERPARTS

- 41.1 This Contract may be executed in counterparts, each of which when executed and delivered shall constitute an original but all counterparts together shall constitute one and the same agreement.
- 41.2 The Parties agree to sign this Contract by electronic signature (whatever form the electronic signature takes) and that this method of signature is as conclusive of the Parties intention to be bound by this Contract as if signed by each Party's manuscript signature.

42 GOVERNING LAW AND JURISDICTION

- 42.1 This Contract and any issues, disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.
- 42.2 Subject to Clause 40 (*Disputes*) and Schedule 23 (*Dispute Resolution Procedure*) (including the Authority's right to refer the dispute to arbitration), the Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (whether contractual or noncontractual) that arises out of or in connection with this Contract or its subject matter or formation.

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This Contract has been duly executed by the Parties on the date which appears at the head of its page 1.

SIGNED for and on behalf of **Workday Limited** by a director:



SIGNED for and on behalf of Secretary of State for Science, Innovation and Technology



Matrix Programme - Technology Solution and SaaS ERP Services

SCHEDULE 1 DEFINITIONS

1.	DEFINITIONS	4
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Technology Solution and SaaS ERP Services Schedule 1 – Definitions

1. DEFINITIONS

- 1.1 In the Contract, unless the context otherwise requires, capitalised expressions shall have the meanings set out in this Schedule 1 (Definitions) or the relevant Schedule in which that capitalised expression appears.
- 1.2 If a capitalised expression does not have an interpretation in this Schedule or any other Schedule, it shall, in the first instance, be interpreted in accordance with the common interpretation within the relevant market sector/industry where appropriate. Otherwise, it shall be interpreted in accordance with the dictionary meaning.
- 1.3 In the Contract, unless the context otherwise requires:
 - 1.3.1 the singular includes the plural and vice versa;
 - 1.3.2 reference to a gender includes the other gender and the neuter;
 - 1.3.3 references to a person include an individual, company, body corporate, corporation, unincorporated association, firm, partnership or other legal entity or Crown Body;
 - 1.3.4 a reference to any Law includes a reference to that Law as amended, extended, consolidated or re-enacted from time to time:
 - 1.3.5 the words "including", "other", "in particular", "for example" and similar words shall not limit the generality of the preceding words and shall be construed as if they were immediately followed by the words "without limitation";
 - 1.3.6 references to "writing" include typing, printing, lithography, photography, display on a screen, electronic and facsimile transmission and other modes of representing or reproducing words in a visible form, and expressions referring to writing shall be construed accordingly;
 - 1.3.7 references to "representations" shall be construed as references to present facts, to "warranties" as references to present and future facts and to "undertakings" as references to obligations under the Contract;
 - 1.3.8 references to "Clauses" and "Schedules" are, unless otherwise provided, references to the clauses and schedules of the Core Terms and references in any Schedule to parts, paragraphs, annexes and tables are, unless otherwise provided, references to the parts, paragraphs, annexes and tables of the Schedule in which these references appear;
 - 1.3.9 references to "Paragraphs" are, unless otherwise provided, references to the paragraph of the appropriate Schedules unless otherwise provided; and

- 1.3.10 references to a series of Clauses or Paragraphs shall be inclusive of the clause numbers specified.
- 1.3.11 the headings in the Contract are for ease of reference only and shall not affect the interpretation or construction of the Contract; and
- 1.3.12 where the Buyer is a Crown Body it shall be treated as contracting with the Crown as a whole.
- 1.3.13 Any reference in this Contract which immediately before IP Completion Day (or such later date when relevant EU law ceases to have effect pursuant to Section 1A of the European Union (Withdrawal) Act 2018) is a reference to (as it has effect from time to time):
 - (a) any EU regulation, EU decision, EU tertiary legislation or provision of the EEA agreement ("EU References") which is to form part of domestic law by application of Section 3 of the European Union (Withdrawal) Act 2018 shall be read on and after IP Completion Day as a reference to the EU References as they form part of domestic law by virtue of Section 3 of the European Union (Withdrawal) Act 2018 as modified by domestic law from time to time; and
 - (b) any EU institution or EU authority or other such EU body shall be read on and after IP Completion Day as a reference to the UK institution, authority or body to which its functions were transferred.
- 1.4Where a standard, policy or document is referred to in this Contract by reference to a hyperlink, then if the hyperlink is changed or no longer provides access to the relevant standard, policy or document, the Supplier shall notify the Authority and the Parties shall update this Contract with a reference to the replacement hyperlink.

"Accessible Digital Standards"	means the standards set out in paragraph 6.1 of Schedule 4 (Standards);
"Accounting Reference Date"	means in each year the date to which the Supplier prepares its annual audited financial statements;
"Affected Party"	the Party seeking to claim relief in respect of a Force Majeure Event;
"Affiliate"	in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under

	direct or indirect common Control with, that body corporate from time to time;	
"Allowable Assumptions"	the assumptions set out in Annex 5 of Schedule 15 (Charges and Invoicing);	
"AMS"	application management services;	
"Annual Contract Report"	has the meaning given in Schedule 19 (Financial Reports and Audit Rights);	
"Annual Revenue"	means, for the purposes of determining whether an entity is a Public Sector Dependent Supplier, the audited consolidated aggregate revenue (including share of revenue of joint ventures and Associates) reported by the Supplier or, as appropriate, the Supplier Group in its most recent published accounts, subject to the following methodology:	
	(a) figures for accounting periods of other than 12 months should be scaled pro rata to produce a proforma figure for a 12 month period; and	
	(b) where the Supplier, the Supplier Group and/or their joint ventures and Associates report in a foreign currency, revenue should be converted to British Pound Sterling at the closing exchange rate on the Accounting Reference Date;	
"Approved Sub-	any of the following:	
Licensee"	(a) a Central Government Body;	
	(b) any third party providing services to a Central Government Body; and/or	
	(c) any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Authority;	
"Artificial Intelligence Technology"	means as defined in Clause 5.4 of the Core Terms;	

"Assets"	all assets and rights used by the Supplier to provide the Services in accordance with this Contract but excluding the Authority Assets;	
"Assistive Technology"	assistive, adaptive and rehabilitative software and hardware used to enable independence for people with disabilities, and includes the process used in selecting, locating and using such software and hardware;	
"Associated Person"	has the meaning given to it in Section 44(4) of the Criminal Finances Act 2017;	
"Associates"	means, in relation to an entity, an undertaking in which the entity owns, directly or indirectly, between 20% and 50% of the voting rights and exercises a degree of control sufficient for the undertaking to be treated as an associate under generally accepted accounting principles;	
"Assurance"	means written confirmation from a Relevant Authority to the Supplier that the CRP Information is approved by the Relevant Authority;	
"Audit"	any exercise by the Authority of its Audit Rights pursuant to Clause 12 (Records, Reports, Audit and Open Book Data) and Schedule 19 (Financial Reports and Audit Rights);	
"Audit Agents"	(a) the Authority's internal and external auditors;	
	(d) the Authority's statutory or regulatory auditors;	
	(e) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;	
	(f) HM Treasury or the Cabinet Office;	
	(g) any party formally appointed by the Authority to carry out audit or similar review functions; and	
	(h) successors or assigns of any of the above;	
"Audit Rights"	the audit and access rights referred to in Schedule 19 (Financial Reports and Audit Rights);	

"A (1 - 14	d. A. d. St. Marchael, A. d. St. IDD at A. d. St.	
"Authority Assets"	the Authority Materials, Authority IPR, the Authority infrastructure and any other data, software, assets, equipment or other property owned by and/or licensed or leased to the Authority and which is or may be used in connection with the provision or receipt of the Services;	
"Authority Background IPRs"	(a) IPRs owned by the Authority before the Effective Date, including IPRs contained in any of the Authority's Know-How, documentation, processes and procedures;	
	(i) IPRs created by the Authority independently of this Contract; and/or	
	(j) Crown Copyright which is not available to the Supplier otherwise than under this Contract;	
	but excluding IPRs owned by the Authority subsisting in the Authority Software;	
"Authority Cause"	any material breach by the Authority of any of the Authority Responsibilities, except to the extent that such breach is:	
	(a) the result of any act or omission by the Authority to which the Supplier has given its prior consent; or	
	(b) caused by the Supplier, any Sub-contractor or any Supplier Personnel;	
"Authority Data"	means electronic data or information submitted to the Service by the Authority or End Users, excluding Customer Inputs, and includes data produced as a result of the processing activities of the Service for the data submitted by the Authority so long as it resides in the Service	
"Authority IT Strategy"	the Authority's IT policy in force as at the Effective Date (a copy of which has been supplied to the Supplier), as updated from time to time in accordance with the Change Control Procedure;	
"Authority Materials"	the Authority Data together with any materials, documentation, information, programs and codes supplied by the Authority to the Supplier, the IPRs in which:	
	(a) are owned or used by or on behalf of the Authority; and	

	(b) are or may be used in connection with the provision or receipt of the Services,
	but excluding any Project Specific IPRs, Specially Written Software, Supplier Software, Third Party Software and Documentation relating to Supplier Software or Third Party Software;
"Authority Premises"	premises owned, controlled or occupied by the Authority, the BPO Supplier and/or any Central Government Body which are made available for use by the Supplier or its Sub-contractors for provision of the Services (or any of them);
"Authority Representative"	the representative appointed by the Authority pursuant to Clause 11.4 (Representatives);
"Authority Requirements"	the requirements of the Authority set out in Schedule 2 (Services Description)), Schedule 3 (Performance Levels), Schedule 4 (Standards), Schedule 5 (Security Management), Schedule 6 (Insurance Requirements), Schedule 24 (Reports and Records Provisions), Schedule 25 (Exit Management) and Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);
"Authority Responsibilities	the responsibilities of the Authority specified in Schedule 7 (Authority Responsibilities);
"Authority Software"	software which is owned by or licensed to the Authority (other than under or pursuant to this Contract) and which is or will be used by the Supplier for the purposes of providing the Services;
"Authority System"	the Authority's or the BPO Supplier's computing environment (consisting of hardware, software and/or telecommunications networks or equipment) used by the Authority or the BPO Supplier or the Supplier in connection with this Contract which is owned by the Authority and/or the BPO Supplier or licensed to it by a third party and which interfaces with the Supplier System or which is necessary for the Authority to receive the Services;
"Balanced Scorecard Report"	has the meaning given in Paragraph 1.1(b) of Part B of Schedule 3 (Performance Levels);

"Board"	means the Supplier's board of directors;	
"Board Confirmation"	means the written confirmation from the Board in accordance with Paragraph 8 of Schedule 18 (Financial Distress);	
"BPO Supplier"	means the Authority's Business Process Outsourcing service provider;	
"Breach of Security"	has the meaning given in Schedule 5 (Security Management);	
"BS"	means as published by the British Standards Institution;	
"Business Hours"	the normal weekly hours of operation for the Supplier's personnel being Monday to Friday 08:00 to 21:00;	
"Cabinet Office Markets and Suppliers Team"	means the UK Government's team responsible for managing the relationship between government and its Strategic Suppliers, or any replacement or successor body carrying out the same function;	
"Central Government Body"	a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:	
	(a) Government Department;	
	(b) Non-Departmental Public Body or Assembly Sponsored Public Body (advisory, executive, or tribunal);	
	(c) Non-Ministerial Department; or	
	(d) Executive Agency;	
"Change"	any change to this Contract;	
"Change Authorisation Note"	a form setting out an agreed Contract Change which shall be substantially in the form of Annex 2 of Schedule 22 (Change Control Procedure);	
"Change Control Procedure"	the procedure for changing this Contract set out in Schedule 22 (Change Control Procedure);	

"Change in Law"	any change in Law which impacts on the performance of the Services which comes into force after the Effective Date;	
"Change Request"	a written request for a Contract Change substantially in the form of Annex 1 (Change Request Form);	
"Charges"	the charges for the provision of the Services set out in or otherwise calculated in accordance with Schedule 15 (Charges and Invoicing), including any Milestone Payment or Service Charge together with any charges for the Optional Services and "Charge" shall be construed accordingly;	
"Class 1 Transaction"	has the meaning set out in the listing rules issued by the UK Listing Authority;	
"Cloud User"	means the Department of Health and Social Care, Department of Education, Attorney General's Office and His Majesty's Treasury;	
"CNI"	means Critical National Infrastructure;	
"Commercially Sensitive Information"	the information listed in Schedule 9 (Commercially Sensitive Information) comprising the information of a commercially sensitive nature relating to:	
	(a) the pricing of the Services;	
	(b) details of the Supplier's IPRs; and	
	(c) the Supplier's business and investment plans;	
	which the Supplier has indicated to the Authority that, if disclosed by the Authority, would cause the Supplier significant commercial disadvantage or material financial loss;	
"Confidential Information"	 (a) Information, including all Personal Data, which (however it is conveyed) is provided by the Disclosing Party pursuant to or in anticipation of this Contract that relates to: (i) the Disclosing Party Group; or 	
	(ii) the operations, business, affairs, developments, intellectual property rights,	

Technology Solution and SaaS ERP Services
Schedule 1 – Definitions

trade secrets, know-how and/or personnel of the Disclosing Party Group;

- (b) other Information provided by the Disclosing Party pursuant to or in anticipation of this Contract that is clearly designated as being confidential or equivalent or that ought reasonably to be considered to be confidential (whether or not it is so marked) which comes (or has come) to the Recipient's attention or into the Recipient's possession in connection with this Contract;
- (c) discussions, negotiations, and correspondence between the Disclosing Party or any of its directors, officers, employees, consultants or professional advisers and the Recipient or any of its directors, officers, employees, consultants and professional advisers in connection with this Contract and all matters arising therefrom; and
- (d) Information derived from any of the above, but not including any Information which:
 - (i) was in the possession of the Recipient without obligation of confidentiality prior to its disclosure by the Disclosing Party;
 - (ii) the Recipient obtained on a non-confidential basis from a third party who is not, to the Recipient's knowledge or belief, bound by a confidentiality agreement with the Disclosing Party or otherwise prohibited from disclosing the information to the Recipient;
 - (iii) was already generally available and in the public domain at the time of disclosure otherwise than by a breach of this Contract or breach of a duty of confidentiality;
 - (iv) was independently developed without access to the Confidential Information; or
 - (v) relates to the Supplier's:
 - (1) performance under this Contract; or

	(2) failure to pay any Sub-contractor as required pursuant to Clause 15.15(a) (Supply Chain Protection);		
"Conflict of Interest"	a conflict between the financial or personal duties of the Supplier or the Supplier Personnel and the duties owed to the Authority under the Contract, in the reasonable opinion of the Authority;		
"Contract Change"	any change to this Contract other than an Operational Change;		
"Contracts Finder"	the online government portal which allows suppliers to search for information about contracts as prescribed by Part 4 of the Public Contract Regulations 2015;		
"Contract Year"	(a) a period of 12 months commencing on the Effective Date; or		
	(b) thereafter a period of 12 months commencing on each anniversary of the Effective Date;		
	provided that the final Contract Year shall end on the expiry or termination of the Term;		
"Control"	the possession by person, directly or indirectly, of the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and "Controls" and "Controlled" shall be interpreted accordingly;		
"Controller"	has the meaning given in the UK GDPR or the EU GDPR as the context requires;		
"Corporate Change Event"	means: (a) any change of Control of the Supplier or a Parent Undertaking of the Supplier;		
	(b) any change of Control of any member of the Supplier Group which, in the reasonable opinion of the Authority, could have a material adverse effect on the Services;		
	(c) any change to the business of the Supplier or any member of the Supplier Group which, in the		

		reasonable opinion of the Authority, could have a material adverse effect on the Services;
	(d)	a Class 1 Transaction taking place in relation to the shares of the Supplier or any Parent Undertaking of the Supplier whose shares are listed on the main market of the London Stock Exchange plc;
	(e)	an event that could reasonably be regarded as being equivalent to a Class 1 Transaction taking place in respect of the Supplier or any Parent Undertaking of the Supplier;
	(f)	payment of dividends by the Supplier or the ultimate Parent Undertaking of the Supplier Group exceeding 25% of the Net Asset Value of the Supplier or the ultimate Parent Undertaking of the Supplier Group respectively in any 12 month period;
	(g)	an order is made or an effective resolution is passed for the winding up of any member of the Supplier Group;
	(h)	any member of the Supplier Group stopping payment of its debts generally or becoming unable to pay its debts within the meaning of section 123(1) of the Insolvency Act 1986 or any member of the Supplier Group ceasing to carry on all or substantially all its business, or any compromise, composition, arrangement or agreement being made with creditors of any member of the Supplier Group;
	(i)	the appointment of a receiver, administrative receiver or administrator in respect of or over all or a material part of the undertaking or assets of any member of the Supplier Group; and/or
	(j)	any process or events with an effect analogous to those in Paragraphs (e) to (g) inclusive above occurring to a member of the Supplier Group in a jurisdiction outside England and Wales;
"Corporate Change Event Grace Period"	for pro	s a grace period agreed to by the Relevant Authority oviding CRP Information and/or updates to Service nuity Plan after a Corporate Change Event;
"Corporate Resolvability		s part of the CRP Information relating to the Supplier to be provided by the Supplier in accordance with

Assessment (Structural Review)"	Paragraphs 2 and Annex 2: Corporate Resolvability Assessment (Structural Review) of Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);	
"Costs"	has the meaning given in Schedule 15 (Charges and Invoicing);	
"Critical National Infrastructure"	means those critical elements of UK national infrastructure (namely assets, facilities, systems, networks or processes and the essential workers that operate and facilitate them), the loss or compromise of which could result in:	
	(a) major detrimental impact on the availability, integrity or delivery of essential services – including those services whose integrity, if compromised, could result in significant loss of life or casualties – taking into account significant economic or social impacts; and/or	
	(b) significant impact on the national security, national defence, or the functioning of the UK;	
"Critical Performance Failure"	the Authority may elect to terminate this Agreement by delivering notice of termination no later than 30 days after the most recent Critical Service Failure	
"Critical Service Contract"	means the overall status of the Services provided under this Contract as determined by the Authority and specified in Paragraph 1.1 of Part B to Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);	
"Crown Body"	means the government of the United Kingdom (including the Northern Ireland Assembly and Executive Committee, the Scottish Government and the National Assembly for Wales), including government ministers and government departments and particular bodies, persons, commissions or agencies from time to time carrying out functions on its behalf;	
"Crown Copyright"	has the meaning given in the Copyright, Designs and Patents Act 1988	
"CRTPA"	the Contracts (Rights of Third Parties) Act 1999;	

	,		
"Customer Input"	means suggestions, enhancement requests, recommendations or other feedback provided by the Authority, its users and/or authorised users relating to the operation or functionality of the Services;		
"Cyber Essentials"	the Cyber Essentials certificate issued under the Cyber Essentials Scheme;		
"Cyber Essentials Plus"	the Cyber Essentials Plus certificate issued under the Cyber Essentials Scheme;		
"Cyber Essentials Scheme"	the Cyber Essentials scheme operated by the NCSC;		
"Data Loss Event"	any event that results, result, in unauthorised access to Personal Data held by the Supplier under this Contract, and/or actual loss and/or destruction of Personal Data in breach of this Contract, including any Personal Data Breach;		
"Data Migration"	migration of all Matrix Departments' data from their current back-office systems to the Supplier Solution in accordance with the requirements set out in Appendix 1 of Schedule 2;		
"Data Protection Impact Assessment"	an assessment by the Controller of the impact of the envisaged processing on the protection of Personal Data;		
"Data Protection Legislation"	 (a) the UK GDPR; (b) the DPA 2018 to the extent that it relates to processing of personal data and privacy; (c) all applicable Law about the processing of personal data and privacy; and (d) (to the extent that it applies) the EU GDPR; 		
"Data Subject"	has the meaning given to it in the UK GDPR or the EU GDPR as the context requires;		
"Data Subject Request"	a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation to their Personal Data;		

"Deductions"	all Service Credits, Compensation for Unacceptable KPI Failure or any other deduction which is paid or payable to the Authority under this Contract;	
"Default"	any breach of the obligations of the relevant Party (including abandonment of this Contract in breach of its terms, repudiatory breach or breach of a fundamental term) or any other default, act, omission, negligence or statement:	
	(a) in the case of the Authority, of its employees, servants, agents; or	
	(b) in the case of the Supplier, of its Sub-contractors or any Supplier Personnel,	
	in connection with or in relation to the subject-matter of this Contract and in respect of which such Party is liable to the other;	
"Disclosing Party"	has the meaning given in Clause 19.1 (Confidentiality);	
"Disclosing Party Group"	(a) where the Disclosing Party is the Supplier, the Supplier and any Affiliates of the Supplier; and	
	(b) where the Disclosing Party is the Authority, the Authority and any Central Government Body with which the Authority or the Supplier interacts in connection with this Contract;	
"Dispute"	any dispute, difference or question of interpretation arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Services, failure to agree in accordance with the Change Control Procedure or any matter where this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;	
"Dispute Notice"	a written notice served by one Party on the other stating that the Party serving the notice believes that there is a Dispute;	
"Dispute Resolution Procedure"	the dispute resolution procedure set out in Schedule 23 (Dispute Resolution Procedure);	

,,	the then-current version of the Supplier electronic "Administrator Guide" for the applicable Service application, which may be updated by Supplier from time to time;
"DOTAS"	the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance Contributions (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868) made under section 132A of the Social Security Administration Act 1992;
"DPA 2018"	the Data Protection Act 2018;
"Due Diligence Information"	any information made available through access to Sites or supplied to the Supplier by or on behalf of the Authority prior to the Effective Date;
"Effective Date"	the date on which this Contract is signed by both Parties;
"EIRs"	the Environmental Information Regulations 2004, together with any guidance and/or codes of practice issued by the Information Commissioner or any Central Government Body in relation to such Regulations;
"Employee Liabilities"	all claims, actions, proceedings, orders, demands, complaints, investigations (save for any claims for personal injury which are covered by insurance) and any award, compensation, damages, tribunal awards, fine, loss, order, penalty, disbursement, payment made by way of settlement and costs, expenses and legal costs reasonably incurred in connection with a claim or investigation related to employment including in relation to the following: (a) redundancy payments including contractual or enhanced redundancy costs, termination costs and notice payments;

	(b) unfair, wrongful or constructive dismissal compensation;
	(c) compensation for discrimination on grounds of sex, race, disability, age, religion or belief, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation or claims for equal pay;
	(d) compensation for less favourable treatment of part- time workers or fixed term employees;
	(e) outstanding employment debts and unlawful deduction of wages including any PAYE and national insurance contributions;
	(f) employment claims whether in tort, contract or statute or otherwise;
	(g) any investigation relating to employment matters by the Equality and Human Rights Commission or other enforcement, regulatory or supervisory body and of implementing any requirements which may arise from such investigation;
"Employment Regulations"	the Transfer of Undertakings (Protection of Employment) Regulations 2006 (SI 2006/246) as amended or replaced;
"Enhanced Features"	as defined in the Product Terms in Schedule 12
"End User"	any person authorised by the Authority to use and/or access the ICT Environment, BPO Services or data including: Authority Personnel, Supplier Personnel and Other Suppliers' personnel;
"Enterprise Resource Planning" or "ERP"	a centralised system that integrates all major enterprise functions including but not limited to HR, Planning, Procurement, Sales, Finance and/or Analytics;
"Estimated Initial Service Charges"	the estimated Service Charges payable by the Authority during the period of 12 months from the first Service Commencement Date, as set out in the Financial Model;

"EU GDPR"	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) as it has effect in EU law;
"EU"	European Union;
"Exit Management"	services, activities, processes and procedures to ensure a smooth and orderly transition of all or part of the Services from the Supplier to the Authority and/or a Replacement Supplier, as set out or referred to in Schedule 25 (Exit Management);
"Exit Plan"	the plan produced and updated by the Supplier during the Term in accordance with Paragraph 4 of Schedule 25 (Exit Management);
"Expedited Dispute Timetable"	the reduced timetable for the resolution of Disputes set out in Paragraph 3 of Schedule 23 (Dispute Resolution Procedure);
"Expert"	has the meaning given in Schedule 23 (Dispute Resolution Procedure);
"Expert Determination"	the process described in Paragraph 6 of Schedule 23 (Dispute Resolution Procedure);
"Exposure Information (Contracts List)"	means part of the CRP Information relating to the Supplier Group to be provided by the Supplier in accordance with Paragraphs 2 and Annex 1 of Part B of Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);
"Extension Period"	a period of 2 years from the end of the Initial Term;
"Financial Distress Event"	the occurrence of one or more of the events listed in Paragraph 3.1 of Schedule 18 (Financial Distress);
"Financial Information and Commentary"	means part of the CRP Information requirements set out in accordance with Paragraphs 2 and Annex 3 of Part B of Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);

"Financial Distress Remediation Plan"	a plan setting out how the Supplier will ensure the continued performance and delivery of the Services in accordance with this Contract in the event that a Financial Distress Event occurs. This plan should include what the Authority would need to put in place to ensure performance and delivery of the Services in accordance with this Contract up to and including any Insolvency Event in respect of the relevant FDE Group entity and may refer to the Insolvency Continuity Plan in this regard;
"Financial Model"	has the meaning given in Schedule 19 (Financial Reports and Audit Rights);
"Financial Reports"	has the meaning given in Schedule 19 (Financial Reports and Audit Rights);
"FOIA"	the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time, together with any guidance and/or codes of practice issued by the Information Commissioner or any relevant Central Government Body in relation to such Act;
"Force Majeure Event"	any event outside the reasonable control of either Party affecting its performance of its obligations under this Contract arising from acts, events, omissions, happenings or non-happenings beyond its reasonable control and which are not attributable to any wilful act, neglect or failure to take reasonable preventative action by that Party, including riots, war or armed conflict, acts of terrorism, acts of government, local government or regulatory bodies, fire, flood, storm or earthquake, or other natural disaster but excluding any industrial dispute relating to the Supplier or the Supplier Personnel or any other failure in the Supplier's or a Sub-contractor's supply chain;
"Force Majeure Notice"	a written notice served by the Affected Party on the other Party stating that the Affected Party believes that there is a Force Majeure Event;
"Former Supplier"	has the meaning given in Schedule 28 (Staff Transfer);
"General Anti- Abuse Rule"	(a) the legislation in Part 5 of the Finance Act 2013; and

	(b) any future legislation introduced into Parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;
"General Change in Law"	a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply;
"Go Live"	as defined in Paragraph 5 of Schedule 15;
"Good Industry Practice"	at any time the exercise of that degree of care, skill, diligence, prudence, efficiency, foresight and timeliness which would be reasonably expected at such time from a leading and expert supplier of services similar to the Services to a customer like the Authority, such supplier seeking to comply with its contractual obligations in full and complying with applicable Laws;
"Halifax Abuse Principle"	the principle explained in the CJEU Case C-255/02 Halifax and others;
"Health and Safety Policy"	the health and safety policy of the Authority and/or other relevant Central Government Body as provided to the Supplier on or before the Effective Date and as subsequently provided to the Supplier from time to time except any provision of any such subsequently provided policy that cannot be reasonably reconciled to ensuring compliance with applicable Law regarding health and safety;
"HMRC"	HM Revenue & Customs;
"Impact Assessment"	has the meaning given in Schedule 22 (Change Control Procedure);
"Implementation Services"	the implementation services described as such in the Services Description;
"Improvement(s)"	means all improvements (including verification of such improvements), updates, enhancements, error corrections, bug fixes, prevention of or addressing service or technical problems, release notes, upgrades and changes to the Service and Documentation, as developed by Supplier and

	generally made available for Production use without a separate charge to customers")
"Indemnified Person"	the Authority and each and every person to whom the Authority (or any direct or indirect sub-licensee of the Authority) sub-licenses, assigns or novates any Relevant IPRs or rights in Relevant IPRs in accordance with this Contract;
"Independent Controller"	a party which is Controller of the same Personal Data as the other Party and there is no element of joint control with regards to that Personal Data;
"Information"	all information of whatever nature, however conveyed and in whatever form, including in writing, orally, by demonstration, electronically and in a tangible, visual or machine-readable medium (including CD-ROM, magnetic and digital form);
"Initial Term"	the period of 10 years from and including the Effective Date;
"Initial Upload Date"	means the occurrence of an event detailed in Schedule 24 (Reports and Records Provisions) Annex 3: (Records To Upload To Virtual Library) which requires the Supplier to provide its initial upload of the relevant information to the Virtual Library;
"Insolvency Event"	 with respect to any person, means: (a) that person suspends, or threatens to suspend, payment of its debts, or is unable to pay its debts as they fall due or admits inability to pay its debts, or: (i) (being a company or a LLP) is deemed unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986, or (ii) (being a partnership) is deemed unable to pay its debts within the meaning of section 222 of the Insolvency Act 1986; (b) that person commences negotiations with one or more of its creditors (using a voluntary arrangement, scheme of arrangement or otherwise) with a view to rescheduling any of its debts, or makes a proposal for or enters into any compromise

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or arrangement with one or more of its creditors or takes any step to obtain a moratorium pursuant to Section 1A and Schedule A1 of the Insolvency Act 1986 other than (in the case of a company, a LLP or a partnership) for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;

- (c) another person becomes entitled to appoint a receiver over the assets of that person or a receiver is appointed over the assets of that person;
- (d) a creditor or encumbrancer of that person attaches or takes possession of, or a distress, execution or other such process is levied or enforced on or sued against, the whole or any part of that person's assets and such attachment or process is not discharged within fourteen (14) days;
- that person suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business;
- (f) where that person is a company, a LLP or a partnership:
 - (i) a petition is presented (which is not dismissed within fourteen (14) days of its service), a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that person other than for the sole purpose of a scheme for a solvent amalgamation of that person with one or more other companies or the solvent reconstruction of that person;
 - (ii) an application is made to court, or an order is made, for the appointment of an administrator, or if a notice of intention to appoint an administrator is filed at Court or given or if an administrator is appointed, over that person;
 - (iii) (being a company or a LLP) the holder of a qualifying floating charge over the assets of that person has become entitled to appoint or has appointed an administrative receiver; or

	 (iv) (being a partnership) the holder of an agricultural floating charge over the assets of that person has become entitled to appoint or has appointed an agricultural receiver; or (g) any event occurs, or proceeding is taken, with respect to that person in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned above; 	
Instance	means any unique instance of the Service, with a separate set of Authority Data held by Supplier in a logically separated database (ie a database segregated through password-controlled access)	
"Intellectual Property Rights" or "IPRs"	(a) copyright, rights related to or affording protection similar to copyright, rights in databases, patents and rights in inventions, semi-conductor topography rights, trade marks, rights in Internet domain names and website addresses and other rights in trade names, designs, Know-How, trade secrets and other rights in Confidential Information;	
	(b) applications for registration, and the right to apply for registration, for any of the rights listed at (a) that are capable of being registered in any country or jurisdiction; and	
	(c) all other rights having equivalent or similar effect in any country or jurisdiction;	
"IP Completion Day"	has the meaning given to it in the European Union (Withdrawal Agreement) Act 2020;	
"IPRs Claim"	any claim against any Indemnified Person of infringement or alleged infringement (including the defence of such infringement or alleged infringement) of any Relevant IPRs save for any such claim to the extent that it is caused by any use by or on behalf of that Indemnified Person of any Relevant IPRs, or the use of the Authority Software by or on behalf of the Supplier, in either case in combination with any item not supplied or recommended by the Supplier pursuant to this Contract or for a purpose not reasonably to be inferred from the Services Description or the provisions of this Contract;	

"IT"	information and communications technology;		
"IT Environment"	Any ICT systems environment (consisting of hardware, software and/or telecommunications networks or equipment) connected with the provision of the Services including Live Environments and Non-Live Environments;		
"IT Health Check"	has the meaning given in Schedule 5 (Security Management);		
"ITIL Software Scheme"	the endorsement for software vendors who develop ITIL-based tools;		
"Joint Controllers"	where two or more Controllers jointly determine the purposes and means of processing;		
"Key Performance Indicator"	the key performance indicators set out in Table 1 of Part A of Annex 1 of Schedule 3 (Performance Levels);		
"Key Personnel"	those persons appointed by the Supplier to fulfil the Key Roles, being the persons listed in Schedule 29 (Key Personnel) against each Key Role as at the Effective Date or as amended from time to time in accordance with Clauses 14.5 and 14.6 (Key Personnel);		
"Key Roles"	a role described as a Key Role in Schedule 29 (Key Personnel) and any additional roles added from time to time in accordance with Clause 14.4 (Key Personnel);		
"Key Sub- contract"	each Sub-contract with a Key Sub-contractor;		
"Key Sub- contractor"	 any Sub-contractor: (a) which, in the opinion of the Authority, performs (or would perform if appointed) a critical role in the provision of all or any part of the Services; and/or (b) with a Sub-contract with a contract value which at the time of appointment exceeds (or would exceed if appointed) 10% of the aggregate Charges forecast to be payable under this Contract (as set out in the Financial Model); 		

"Know-How"	all ideas, concepts, schemes, information, knowledge, techniques, methodology, and anything else in the nature of know how relating to the Services but excluding know how already in the other Party's possession before this Contract;		
"KPI Failure"	a failure to meet the Target Performance Level in respect of a Key Performance Indicator;		
"KPI Service Threshold"	shall be as set out against the relevant Key Performance Indicator in Table 1 of Part A of Annex 1 of Schedule 3 (Performance Levels);		
"Law"	any law, statute, subordinate legislation within the meaning of Section 21(1) of the Interpretation Act 1978, bye-law, right within the meaning of the European Union (Withdrawal) Act 2018 as amended by European Union (Withdrawal Agreement) Act 2020, regulation, order, regulatory policy, mandatory guidance or code of practice, judgment of a relevant court of law, or directives or requirements of any regulatory body with which the Supplier is bound to comply;		
"LED"	Law Enforcement Directive (Directive (EU) 2016/680);		
"Licensed Software"	all and any Software licensed by or through the Supplier, its Sub-contractors or any third party to the Authority for the purposes of or pursuant to this Contract, including any Supplier Software, Third Party Software and/or any Specially Written Software;		
"Losses"	losses, liabilities, damages, costs and expenses (including legal fees on a solicitor/client basis) and disbursements and costs of investigation, litigation, settlement, judgment interest and penalties whether arising in contract, tort (including negligence), breach of statutory duty or otherwise;		
"Maintenance Schedule"	shall have the meaning set out in Clause 9 (Maintenance);		
"Malicious Software"	means as defined in Schedule 5		

"Management Information"	the management information specified in Schedule 3 (Performance Levels), Schedule 15 (Charges and Invoicing) and Schedule 21 (Governance) to be provided by the Supplier to the Authority and any other management information recorded by the Supplier that the Authority requests from time to time to inform, validate and provide further insight into the Supplier's provision of Services;		
"Matrix" or "Matrix Cluster"	means the cluster of Government Departments and arm's length bodies that includes:		
	(a) Attorney General's office (AGO);		
	(b) Cabinet Office (CO);		
	(c) Department for Business and Trade (DBT);		
	(d) Department for Culture Media and Sport (DCMS);		
	(e) Department for Education (DfE);		
	(f) Department for Energy Security and Net Zero (DESNZ);		
	(g) Department for Health and Social Care (DHSC);		
	(h) Department for Science, Innovation and Technology (DSIT);		
	(i) HM Treasury (HMT); and		
	(j) such ALBs that sit under the Departments;		
"Matrix Design Principles"	means the rules and guidelines that will help guide design related delivery outcomes of the Authority in delivery of the system and service transformation as set out in Appendix 2 of Schedule 2;		
"Measurement Period"	in relation to a Key Performance Indicator or Subsidiary Performance Indicator, the period over which the Supplier's performance is measured (for example, a Service Period if measured monthly or a 12 month period if measured annually);		
"Modern Slavery Assessment Tool"	means the modern slavery risk identification and management tool which can be found online at: https://supplierregistration.cabinetoffice.gov.uk/msat		

a calendar month and "monthly" shall be interpreted accordingly;		
has the meaning given in Paragraph 9.1 of Schedule 28 (Staff Transfer) of Schedule 23 (Dispute Resolution Procedure);		
has the meaning given in Paragraph 9.2 of Schedule 23 (Dispute Resolution Procedure);		
the National Cyber Security Centre or any replacement or successor body carrying out the same function;		
any ICT Environment used by the Authority, the BPO Supplier, Former Suppliers or Other Suppliers for the development and testing of the Services, configuration items, Releases and processes, including any testing and any training in the use of the Services;		
a significant customer base with respect to the date of first release and the relevant market but excluding Affiliates and other entities related to the licensor;		
shall have the meaning given in Clause 25.1 (Rectification Plan Process);		
 any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 is found on or after 1 April 2013 to be incorrect as a result of: (a) a Relevant Tax Authority successfully challenging the Supplier under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle; (b) the failure of an avoidance scheme which the Supplier was involved in, and which was, or should have been, notified to a Relevant Tax Authority under the DOTAS or any equivalent or similar 		

	(c) any tax return of the Supplier submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Effective Date or to a civil penalty for fraud or evasion;		
"Onboarding"	means the process by which RAP Departments and/or ALBs are brought onto the new Solution in the live (production) SaaS environment;		
"Open Source"	computer Software that is released on the internet for use by any person, such release usually being made under a recognised open source licence and stating that it is released as open source;		
"Operating Environment"	the Authority System and the Sites;		
"Operational Change"	any change in the Supplier's operational procedures which in all respects, when implemented:		
	(a) will not affect the Charges and will not result in any other costs to the Authority;		
	(b) may change the way in which the Services are delivered but will not adversely affect the output of the Services or increase the risks in performing or receiving the Services;		
	(c) will not adversely affect the interfaces or interoperability of the Services with any of the Authority's IT infrastructure; and		
	(d) will not require a change to this Contract;		
"Service Commencement Date"	the day on which the Services commence;		
"Operational Services"	the operational services described as such in the Services Description;		
"Optional Services"	the services described as such in Schedule 2 (Services Description) which are to be provided by the Supplier if		

	required by the Authority in accordance with Clause 5.10 (Optional Services);		
"Other Supplier"	any supplier to the Authority (other than the Supplier) which is notified to the Supplier from time to time		
"Parties" and "Party"	have the meanings respectively given on page 1 of this Contract;		
"Performance Failure"	a KPI Failure or a PI Failure;		
"Performance Indicators"	the Key Performance Indicators and the Subsidiary Performance Indicators;		
"Permitted Maintenance"	has the meaning given in Clause 9 (Maintenance);		
"Performance Monitoring Report"	has the meaning given in Schedule 3 (Performance Levels);		
"Personal Data"	has the meaning given in the UK GDPR or the EU GDPR as the context requires;		
"Personal Data Breach"	has the meaning given in the UK GDPR or the EU GDPR as the context requires;		
"PI Failure"	a failure to meet the Target Performance Level in respect of a Subsidiary Performance Indicator;		
"PI Service Threshold"	shall be as set out against the relevant Subsidiary Performance Indicator in Table 2 in Part A of Annex 1 of Schedule 3 (Performance Levels);		
"Prescribed Person"	a legal adviser, an MP, or an appropriate body which a whistle-blower may make a disclosure to as detailed in 'Whistleblowing: list of prescribed people and bodies', available online at: https://www.gov.uk/government/publications/blowing-the-whistle-list-of-prescribed-people-and-bodies 2/whistleblowing-list-of-prescribed-people-and-bodies, as updated from time to time;		

"Processor"	has the meaning given to it under the UK GDPR or the EU GDPR as the context requires;		
"Processor Personnel"	means all directors, officers, employees, agents, consultants and suppliers of the Processor and/or of any Sub-processor engaged in the performance of its obligations under this Contract;		
"Product Terms"	The Supplier terms as set out (and updated in accordance with) Schedule 12;		
"Production"	means the Authority's use of or Supplier's written verification of the availability of the Service (1) to administer its users; (2) to generate data for Authority's books/records; or (3) in any decision support capacity. Production does not include sandbox, preview, or implementation Instances;		
"Programme Board"	the body described in Paragraph 5 of Schedule 21 (Governance);		
"Programme" or "Matrix Programme"	means the Authority's collective term for the Matrix Cluster Departments, comprising rapid adopting departments, Cloud Users and ALBs which are mandated to create a shared service and technology offering through a single programme;		
"Prohibited Act"	(a) to directly or indirectly offer, promise or give any person working for or engaged by the Authority a financial or other advantage to:		
	(i) induce that person to perform improperly a relevant function or activity; or		
	(ii) reward that person for improper performance of a relevant function or activity;		
	 (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with this Contract; 		
	(c) an offence:		

	(i)	under the Bribery Act 2010 (or any legislation repealed or revoked by such Act);
	(ii)	under legislation or common law concerning fraudulent acts; or
	(iii)	defrauding, attempting to defraud or conspiring to defraud the Authority (including offences by the Supplier under Part 3 of the Criminal Finances Act 2017); or
	const if sucl	ctivity, practice or conduct which would itute one of the offences listed under (c) above a activity, practice or conduct had been carried the UK;
"Protective Measures"	appropriate technical and organisational measures which may include: pseudonymising and encrypting Personal Data, ensuring confidentiality, integrity, availability and resilience of systems and services, ensuring that availability of and access to Personal Data can be restored in a timely manner after an incident, and regularly assessing and evaluating the effectiveness of the such measures adopted by it and which are described in the Supplier Universal Data Protection Exhibit set out in Appendix 1 to Schedule 5 (Security Measures)	
"Public Sector Dependent Supplier"	means a supplier where that supplier, or that supplier's group has Annual Revenue of £50 million or more of which over 50% is generated from UK Public Sector Business;	
"Publishable Performance Information"	means any of the information in the Performance Monitoring Report as it relates to a Performance Indicator where it is expressed as publishable in the table in Annex 1 which shall not constitute Commercially Sensitive Information;	
"Quarter"	Service Peri	e Service Periods and each subsequent three ods (save that the final Quarter shall end on ermination or expiry of this Contract);
"Recipient"	has the mea	ning given in Clause 19.1 (Confidentiality);
"Records"	has the mea Records Pro	ning given in Schedule 24 (Reports and visions);

"Rectification Plan"		a plan to address the impact of, and prevent the reoccurrence of, a Notifiable Default;		
"Rectification Plan Failure"	(a)	(a) the Supplier failing to submit or resubmit a draft Rectification Plan to the Authority within the timescales specified in Clauses 25.4 (Submission of the draft Rectification Plan) or 25.8 (Agreement of the Rectification Plan);		
	(b)	the Authority, acting reasonably, rejecting a revised draft of the Rectification Plan submitted by the Supplier pursuant to Clause 25.7 (Agreement of the Rectification Plan);		
	(c)	the Supplier failing to rectify a material Default within the later of:		
		(i) 30 Working Days of a notification made pursuant to Clause 25.2 (Notification); and		
		(ii) where the Parties have agreed a Rectification Plan in respect of that material Default and the Supplier can demonstrate that it is implementing the Rectification Plan in good faith, the date specified in the Rectification Plan by which the Supplier must rectify the material Default; and/or		
	(d)	following the successful implementation of a Rectification Plan, the same Notifiable Default recurring within a period of 6 months for the same (or substantially the same) root cause as that of the original Notifiable Default;		
"Rectification Plan Process"	the process set out in Clauses 25.4 (Submission of the draft Rectification Plan) to 25.9 (Agreement of the Rectification Plan);			
"Reimbursable Expenses"	has the meaning given in Schedule 15 (Charges and Invoicing);			
"Relevant Authority" or "Relevant Authorities"	means the Authority and the Cabinet Office Markets and Suppliers Team or, where the Supplier is a Strategic Supplier, the Cabinet Office Markets and Suppliers Team;			

	_	
"Relevant IPRs"	IPRs used to provide the Services or as otherwise provided and/or licensed by the Supplier (or to which the Supplier has provided access) to the Authority or a third party in the fulfilment of the Supplier's obligations under this Contract including IPRs in the Specially Written Software, the Supplier Non-COTS Software, the Software Supporting Materials, the Supplier Non-COTS Background IPRs, the Third Party Non-COTS Software and the Third Party Non-COTS IPRs but excluding any IPRs in the Authority Software, the Authority Background IPRs, the Supplier COTS Software, the Supplier COTS Background IPRS, the Third Party COTS Software and/or the Third Party COTS IPRs;	
"Relevant Requirements"	all applicable Law relating to bribery, corruption and fraud, including the Bribery Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010;	
"Relevant Tax Authority"	HMRC, or, if applicable, a tax authority in the jurisdiction in which the Supplier is established;	
"Relevant Transfer"	a transfer of employment to which the Employment Regulations applies;	
"Relief Notice"	has the meaning given in Clause 29.2 (Authority Cause);	
"Replacement Services"	any services which are the same as or substantially similar to any of the Services and which the Authority receives in substitution for any of the Services following the expiry or termination or Partial Termination of this Contract, whether those services are provided by the Authority internally and/or by any third party;	
"Replacement Supplier"	any third party service provider of Replacement Services appointed by the Authority from time to time (or where the Authority is providing replacement Services for its own account, the Authority);	
"Request For Information"	a Request for Information under the FOIA or the EIRs;	
"Security Management Plan"	has the meaning given in Schedule 5 (Security Management);	

"Service Charges"	the periodic payments made in accordance with Schedule 15 (Charges and Invoicing) in respect of the supply of the Operational Services;		
"Service Credits"	credits payable by the Supplier due to the occurrence of 1 or more KPI Failures, calculated in accordance with Paragraph 3 of Part C of Schedule 15 (Charges and Invoicing);		
"Service Period"	 a calendar month, save that: (a) the first service period shall begin on the first Service Commencement Date and shall expire at the end of the calendar month in which the first Service Commencement Date falls; and (b) the final service period shall commence on the first day of the calendar month in which the Term expires or terminates and shall end on the expiry or termination of the Term; (c) to the extent provided otherwise in Schedule 3 (Performance Levels); 		
"Service Points"	in relation to a KPI Failure, the points that are set out against the relevant Key Performance Indicator in the fifth column of the table in Annex 1 of Schedule 3 (Performance Levels);		
"Services"	any and all of the services to be provided by the Supplier under this Contract, including those set out in Schedule 2 (Services Description);		
"ERP System"	the enterprise resource planning SaaS solution along with any peripheral systems that the Supplier/ shall provide under this Contract;		
"Service Transfer Date"	has the meaning given in Schedule 28 (Staff Transfer);		
"Services Description"	the services description set out in Schedule 2 (Services Description);		

"SI Contract"	the contract entered into between the SI and the Authority for the provision of system configuration and implementation services;	
"SI"	Cognizant Worldwide Limited;	
"Sites"	(i) means as defined in Schedule 5	
"SME"	an enterprise falling within the category of micro, small and medium-sized enterprises defined by the Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises;	
"Social Value"	the additional social benefits that can be achieved in the delivery of the Contract, set out in the Authority's Requirements;	
"Social Value PI"	The Social Value performance indicators set out in Table 2 of Part A of Annex 1 of Schedule 3 (Performance Levels);	
"Social Value KPI"	The Social Value key performance indicators set out in Table 1 of Part A of Annex 1 of Schedule 3 (Performance Levels);	
"Software"	Software could be Specially Written Software, Supplier Software, Open Source Software, Supplier COTS Software and Third Party Software;	
"Software as a Service" or "SaaS"	a software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted;	
"Specially Written Software"	any software (including database software, linking instructions, test scripts, compilation instructions and test instructions) created by the Supplier (or by a Subcontractor or other third party on behalf of the Supplier) specifically for the purposes of this Contract, including any modifications or enhancements to Supplier Software or Third Party Software created specifically for the purposes of this Contract and within the Configuration Layer but shall not otherwise include the Supplier Background IPRs.	
"Specific Change in Law"	a Change in Law that relates specifically to the business of the Authority and which would not affect a Comparable Supply;	

"Staffing Information"	has the meaning given in Schedule 28 (Staff Transfer);	
"Standards"	the British or international standards, the Authority's internal policies and procedures, Government codes of practice and guidance referred to in Schedule 4 (Standards) together with any other specified standards, polices and/or procedures identified in Schedule 4 (Standards) or Schedule 5 (Security);	
"Strategic Supplier"	means those suppliers to government listed at https://www.gov.uk/government/publications/strategic-suppliers;	
"Sub-contract"	any contract or agreement (or proposed contract or agreement) between the Supplier (or a Sub-contractor) and any third party whereby that third party agrees to provide to the Supplier (or the Sub-contractor) all or any part of the Services or facilities or services which are material for the provision of the Services or any part thereof or necessary for the management, direction or control of the Services or any part thereof;	
"Sub- contractor"	 any third party with whom: (a) the Supplier enters into a Sub-contract; or (b) a third party under (a) above enters into a Sub-contract, or the servants or agents of that third party, including for the avoidance of doubt the Sub-processors; 	
"Sub- processor" or "Subprocessor"	any third party appointed to process Personal Data on behalf of the Supplier related to this Contract, which shall include the parties set out in Appendix 4 of Schedule 5 (Security Measures) (as updated by the Supplier from time to time in accordance with this Contract;	
"Subsidiary Performance Indicator"	the performance indicators set out in Table 2 of Part A of Annex 1 of Schedule 3 (Performance Levels);	
"Subsidiary Undertaking"	has the meaning set out in section 1162 of the Companies Act 2006;	

"Successor Body"	has the meaning given in Clause 34.4 (Assignment and Novation);		
"Supplier Background IPRs"	(a) Intellectual Property Rights owned by the Supplier before the Effective Date, for example those subsisting in the Supplier's standard development tools, program components or standard code used in computer programming or in physical or electronic media containing the Supplier's Know-How or generic business methodologies; and/or		
	(b) any derivative works of (a) created by the Supplier save only that this shall not extend to the Configuration Layer or project management documentation;		
	(c) Intellectual Property Rights created by the Supplier independently of this Contract, and/or		
	(d) Intellectual property Rights in the Documentation,		
	which in each case is or will be used before or during the Term for designing, testing implementing or providing the Services but excluding Intellectual Property Rights owned by the Supplier subsisting in the Supplier Software;		
"Supplier COTS	Any embodiments of Supplier Background IPRs that:		
Background IPRs"	(a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the Supplier save as to price; and		
	(b) has a Non-trivial Customer Base;		
"Supplier COTS	Supplier Software (including open source software) that:		
Software"	(a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the Supplier save as to price; and		
	(b) has a Non-trivial Customer Base;		
"Supplier Equipment"	the hardware, computer and telecoms devices and equipment used by the Supplier or its Sub-contractors (but		

	not hired, leased or loaned from the Authority) for the provision of the Services;	
"Supplier Group"	means the Supplier, its Dependent Parent Undertakings and all Subsidiary Undertakings and Associates of such Dependent Parent Undertakings;	
"Supplier Non- COTS Background IPRs"	Any embodiments of Supplier Background IPRs that have been delivered by the Supplier to the Authority and that are not Supplier COTS Background IPRs;	
"Supplier Non- COTS Software"	Supplier Software that is not Supplier COTS Software;	
"Supplier Non- Performance"	has the meaning given in Clause 29.1 (Authority Cause);	
"Supplier Personnel"	all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-contractor engaged in the performance of the Supplier's obligations under this Contract;	
"Supplier Representative"	the representative appointed by the Supplier pursuant to Clause 11.3 (Representatives);	
"Supplier Software"	software which is proprietary to the Supplier (or an Affiliate of the Supplier) and which is or will be used by the Supplier for the purposes of providing the Services, including the software specified as such in Schedule 12 (Software);	
"Supplier Solution"	the Supplier's solution for the Services set out in Schedule 8 (Supplier Solution) including any Annexes of that Schedule;	
"Supplier	means any:	
System"	(a) information assets,	
	(b) IT systems,	
	(c) IT services; or	
	(d) Sites,	

	or su	pport th	plier or any Subcontractor will use to Process, see Processing of, Authority Data and provide, see provision of, the Services;
"Supplier Termination	(a)		upplier's level of performance constituting a al Performance Failure;
Event"	(b)		upplier committing a material Default which is ediable;
	(c)	incurr 80% o cap fo	esult of the Supplier's Default, the Authority ing Losses in any Contract Year which exceed of the value of the aggregate annual liability or that Contract Year as set out in Clause a) (Financial and other Limits);
	(d)	a Rec	tification Plan Failure;
	(e)		e a right of termination is expressly reserved in ontract, including pursuant to:
		(i)	Clause 17 (IPRs Indemnity);
		(ii)	Clause 36 (Compliance)
		(iii)	Clause 37.6(b) (Prevention of Fraud and Bribery); and/or
		(iv)	Paragraph 6 of Schedule 18 (Financial Distress);
		(v)	Paragraph 3 of Part B to Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);
	(f)	Suppl	presentation and warranty given by the ier pursuant to Clause 3.2(i) (Warranties) materially untrue or misleading;
	(g)	Claus to pro mitiga (Prom	upplier committing a material Default under the 10.10 (Promoting Tax Compliance) or failing to vide details of steps being taken and sating factors pursuant to Clause 10.10 noting Tax Compliance) which in the nable opinion of the Authority are acceptable;
	(h)		upplier committing a material Default under f the following Clauses:
		(i)	Clause 21 (Protection of Personal Data);

	Sc	hedule 1 - Definitions
	(i	i) Clause 20 (Transparency and Freedom of Information);
	(i	ii) Clause 19 (Confidentiality); and
	(i	v) Clause 33 (Compliance); and/or
	S	respect of any security requirements set out in chedule 2 (Services Description), Schedule 5 Security Management); and/or
		respect of any requirements set out in Schedule 8 (Staff Transfer);
(i		n Insolvency Event occurring in respect of the upplier;
(j	i) a	change of Control of the Supplier unless:
	(i	the Authority has given its prior written consent to the particular Change of Control, which subsequently takes place as proposed; or
	(i	the Authority has not served its notice of objection within 6 months of the later of the date on which the Change of Control took place or the date on which the Authority was given notice of the Change of Control;
	w th S a w C	change of Control of a Key Sub-contractor unless, within 6 months of being notified by the Authority nat it objects to such change of Control, the supplier terminates the relevant Key Sub-contract and replaces it with a comparable Key Sub-contract which is approved by the Authority pursuant to clause 15.10 (Appointment of Key Sub-contractors);
(I	w e	ny failure by the Supplier to enter into or to comply with an Admission Agreement under the Annex to ither Part A or Part B of Schedule 28 (Staff transfer);
(I	Ś	ne Authority has become aware that the Supplier hould have been excluded under Regulation 57(1) r (2) of the Public Contracts Regulations 2015 from

	the procurement procedure leading to the award of this Contract;
	(n) a failure by the Supplier to comply in the performance of the Services with legal obligations in the fields of environmental, social or labour law; or
	(i)
"Systems Implementor"	means the SI;
"Target Performance Level"	the minimum level of performance for a Performance Indicator which is required by the Authority, as set out against the relevant Performance Indicator in the tables in Annex 1 of Schedule 3 (Performance Levels);
"Term"	the period commencing on the Effective Date and ending on the expiry of the Initial Term or any Extension Period or on earlier termination of this Contract;
"Termination Assistance Notice"	has the meaning given in Paragraph 5 of Schedule 25 (Exit Management);
"Termination Assistance Period"	in relation to a Termination Assistance Notice, the period specified in the Termination Assistance Notice for which the Supplier is required to provide the Termination Services as such period may be extended pursuant to Paragraph 5.2 of Schedule 25 (Exit Management);
"Termination Date"	the date set out in a Termination Notice on which this Contract (or a part of it as the case may be) is to terminate;
"Termination Notice"	a written notice of termination given by one Party to the other, notifying the Party receiving the notice of the intention of the Party giving the notice to terminate this Contract (or any part thereof) on a specified date and setting out the grounds for termination;

"Termination Services"	the services and activities to be performed by the Supplier pursuant to the Exit Plan, including those activities listed in Annex 1 of Schedule 25 (Exit Management), and any other services required pursuant to the Termination Assistance Notice;		
"Third Party Auditor"	an independent third party auditor as appointed by the Authority from time to time to confirm the completeness and accuracy of information uploaded to the Virtual Library in accordance with the requirements outlined in Schedule 24 (Reports and Records Provisions);		
"Third Party Beneficiary"	has the meaning given in Clause 41.1 (Third Party Rights);		
"Third Party COTS IPRs"	Third Party IPRs that: (a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the supplier save as to price; and (b) has a Non-trivial Customer Base;		
"Third Party COTS Software"	Third Party Software (including open source software) that: (a) the Supplier makes generally available commercially prior to the date of this Contract (whether by way of sale, lease or licence) on standard terms which are not typically negotiated by the supplier save as to price; and (b) has a Non-trivial Customer base;		
"Third Party IPRs"	Intellectual Property Rights owned by a third party, but excluding Intellectual Property Rights owned by the third party subsisting in any Third Party Software, which in any case is, will be or is proposed to be used by the Supplier for the purposes of providing the Services;		
"Third Party Non-COTS IPRs"	Third Party IPRs that are not Third Party COTS IPRs;		

"Third Party Non-COTS Software"	Third Party Software that is not Third Party COTS Software;
"Third Party Provisions"	has the meaning given in Clause 41.1 (Third Party Rights);
"Third Party Software"	software which is proprietary to any third party (other than an Affiliate of the Supplier) or any Open Source Software which in any case is, will be or is proposed to be used by the Supplier for the purposes of providing the Services, including the software specified as such in Schedule 12 (Software);
"TOGAF"	means The Open Group Architecture Framework;
"Transferring Authority Employees"	has the meaning given in Schedule 28 (Staff Transfer);
"Transferring Former Supplier Employees"	has the meaning given in Schedule 28 (Staff Transfer);
"Transferring Supplier Employees"	has the meaning given in Schedule 28 (Staff Transfer);
"Transparency Information"	has the meaning given in Clause 20.1 (Transparency and Freedom of Information);
"Transparency Reports"	has the meaning given in Schedule 24 (Reports and Records Provisions);
"UK"	the United Kingdom;
"UK GDPR"	Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (United Kingdom General Data Protection Regulation), as it forms part of the law of England and Wales, Scotland and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018, together with the Data Protection, Privacy and

	Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019
"UK Public Sector Business"	means any goods, service or works provision to UK public sector bodies, including Central Government Departments and their arm's length bodies and agencies, non-departmental public bodies, NHS bodies, local authorities, health bodies, police, fire and rescue, education bodies and devolved administrations;
"Unconnected Sub-contract"	any contract or agreement which is not a Sub-contract and is between the Supplier and a third party (which is not an Affiliate of the Supplier) and is a qualifying contract under regulation 6 of The Reporting on Payment Practices and Performance Regulations 2017;
"Unconnected Sub-contractor"	any third party with whom the Supplier enters into an Unconnected Sub-contract;
"Valid"	in respect of an Assurance, has the meaning given to it in Paragraph 2.7 of Part B to Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);
"VAT"	value added tax as provided for in the Value Added Tax Act 1994;
"VCSE"	means a non-governmental organisation that is value- driven and which principally reinvests its surpluses to further social, environmental or cultural objectives;
"Virtual Library"	means the data repository hosted by the Supplier containing the information about this Contract and the Services provided under it in accordance with Schedule 24 (Reports and Records Provisions);
"Workday Community	means the "Workday Community" portal found at https://resourcecenter.workday.com/;
"Workday Documentation"	means the Documentation;
"Workday Product(s)"	the ERP Software provided by the Supplier under this Contract as set out in Schedule 12;

Official **Matrix Programme**

Technology Solution and SaaS ERP Services Schedule 1 – Definitions

"Working Day"	any day other than a Saturday, Sunday or public holiday in England and Wales;
"Work Day"	7.5 Work Hours, whether or not such hours are worked consecutively and whether or not they are worked on the same day; and
"Work Hours"	the hours spent by the Supplier Personnel properly working on the Services including time spent travelling (other than to and from the Supplier's offices, or to and from the Sites) but excluding lunch breaks.

SCHEDULE 2

SERVICES DESCRIPTION

Technology Solution and Systems Integration Services Schedule 2 – Service Description

Contents

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4	OPTIONAL SERVICES	ç

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

1 DEFINITIONS AND INTERPRETATION

- 1.1 In this Schedule, in addition to the application of Schedule 1 (Definitions), technical language capitalised shall have the meaning set out in the Glossary of Terms at Appendix 7.
- 1.2 This Schedule 2 is made up of the front end herein and 9 Appendices as detailed below which contain the important details and should be read as part of this Schedule.

2 INTRODUCTION

- 2.1 This Schedule sets out the Services to be provided by the Supplier and to provide a description of what each Service entails.
- 2.2 The services (including the Services) being delivered to the Authority across the Matrix Programme by the Supplier and the SI comprise the following elements:
- 2.3 The services (including the Services) being delivered to the Authority across the Matrix Programme by the Supplier (and the SI) comprise the following elements:

2.3.1 The Supplier only

- (a) ERP Software;
- (b) hosting services;
- (c) ongoing product support by the Supplier;

2.3.2 System Implementer only

- (a) design and build of the Service System;
- (b) supporting user Onboarding;
- (c) support training and business change management;
- (d) 'Hypercare Support'; and

2.3.3 social value services (both).

- 2.4 In addition to the Services as defined and agreed at the Effective Date through the use of the Optional Services process the Services may in the future comprise in addition one or more of the Optional Services as set out herein (Paragraph 4).
- 2.5 The scope and volume of users of the Services under the Contract shall be as set out in the "Departmental Volumetric Data" set out in Appendix 8.

Technology Solution and Systems Integration Services Schedule 2 – Service Description

2.6 The graphic below gives a visual representation of the Services and their interplay with the services that will be provided by the SI and is provided for refence only.



3 SERVICES DESCRIPTION

- 3.1 The Supplier shall deliver the following Services:
 - 3.1.1 ERP Software delivered as a single system service (via a subscription licence) which meets the functional and non-functional solution requirements as set out in Tabs:
 - (a) "Finance Inc Procurement Regs";
 - (b) "HR Inc Payroll Requirements";
 - (c) "Non-Functional Requirements"; and
 - (d) "Implementation Requirements",

of Appendix 1 as applicable;

3.1.2 "Hosting Services" as set out in Tabs, "Non-Functional Requirements", "Implementation Requirements" of Appendix 1 (as applicable to the Supplier pursuant to Appendix 1, and to the extent that the requirements are not applicable to the Supplier, the Supplier shall nonetheless familiarise itself with such requirements

Technology Solution and Systems Integration Services Schedule 2 – Service Description

in its consideration and quality assurance of the implementation activities conducted by the SI);

- Ongoing product support by the SaaS ERP Vendor found in Tab "Non-Functional Requirements" of Appendix 1;
- 3.1.4 Software Familiarisation Training: through a combination of access to the Supplier's subscription learning on demand libraries, accessed through the Workday Community site, libraries included are HCM, Financials, Tech/Platform and Payroll (over 200+courses available),
- 3.1.5 Social Value services as set out in Schedule 4 (Standards).

3.2 Appendix Structure

The following Appendices provide the Supplier with a comprehensive set of requirements for the Services as referenced throughout this Schedule 2 and the Supplier shall provide the Services in a manner that allows compliance with the Appendices. From time to time the Authority may provide to the Supplier additional artefacts which the Supplier shall take into consideration when providing the Services, including but not limited to reference documents intended to support and give necessary information to the Supplier.

Appendix Reference	Appendix Title
Appendix 1	Matrix Functional and Non-Functional Requirements (including Implementation and Optional Requirements)
Appendix 2	Matrix Design Principles
Appendix 3	Supplier Commitments
Appendix 4	Integration Catalogue
Appendix 5	Implementation RACI
Appendix 6	Data Archiving
Appendix 7	Glossary of Terms
Appendix 8	Departmental Volumetrics
Appendix 9	Entities Relevant for Finance Processes and Payroll
Appendix 10	Matrix Cloud Security Framework
Appendix 11	Not used
Appendix 12	Not used
Appendix 13	Integration Architecture and Strategy
Appendix 14	"To be" Tech Landscape
Appendix 15	Enterprise-Wide Design Decisions

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

3.2.1 Appendix 1 - Matrix Functional & Non-Functional Requirements including Implementational and Optional Requirements

(a) Functional Requirements

The Functional Requirements cover the Authority's requirements for a solution covering HR & Payroll, Finance and Procurement. The Supplier shall provide a solution which allows for all of the requirements as set out in Appendix 1 to be met.

(b) Non-Functional Requirements

The Non-Functional requirements cover the Authority's requirements for the non-functional aspect of the solution in areas including to but not limited to Security, Performance, Accessibility and Integrations. The Supplier shall provide a solution allows all of the requirements as set out in Appendix 1 to be met.

(c) Implementation Requirements

. The Supplier shall support the SI in meeting the Implementation Requirements in accordance with the Implementation Plan, as applicable.

3.2.2 Appendix 2 - Matrix Design Principles

The Matrix Design Principles provide the principle based designrelated delivery outcomes of the Authority in the delivery of system and service transformation. In the delivery of the Services the Supplier which shall allow compliance with the Matrix Design Principles as applicable.

3.2.3 Appendix 3 – Supplier Commitments

The commitments made by the Supplier in its final tender responses during the procurement exercise which describe its solution in more detail, including the elements it is responsible for in meeting the requirements set out in Appendix 1.

3.2.4 Appendix 4 - Integration Catalogue

The integration catalogue provides detail on the integrations to be delivered as part of the system solution. The Supplier shall provide a solution that will the integrations specified within the Integration Catalogue and in accordance with Schedule 13 (*Implementation Plan*).

3.2.5 Appendix 5 - Implementation RACI

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

The implementation RACI articulates the responsibilities of the SI, Supplier, Authority programme team, Matrix Cluster departments, future Business Process Supplier and anticipated Application Managed Services (AMS) across the different programme workstreams. The Supplier shall comply with it's obligations as set out in the RACI.

3.2.6 Appendix 6 - Data Archiving

- (a) In addition to the main end-to-end solution the Matrix
 Programme will require a data archive solution from day one
 to host legacy data to be delivered in line with the "Data
 Archiving Strategy" as set out in Appendix 6.
- (b) The Supplier shall provide capability to store Authority Data in compliance with the requirements of this Schedule (including the Data Archiving Strategy).

3.2.7 Appendix 7 – Glossary of Terms

The Glossary is an alphabetical list of words, phrases, and abbreviations with definitions relating to this schedule and the associated appendixes. Specifically, words, phrases and abbreviations used within the content relating to the following documents: Matrix Functional and Non-Functional Requirements, Indicative Level 3 Taxonomy, Process Playback Packs and Enterprise-Wide Design Decisions.

3.2.8 Appendix 8 – Departmental Volumetrics

- (a) The Supplier shall provide the quantity of licences suitable for the number of users specified in the departmental volumetrics.
- (b) The Supplier shall ensure the solution is performant to support the volumetrics provided.
- (c) Change from time to time solution to remain fit for purpose for the duration of the Contract and scale accordingly in compliance with the process set out in the Annexes to Schedule 15 (Charges and Invoicing) and where applicable Schedule 22 (Change Control Procedure).

3.2.9 Appendix 9 – Entities Relevant for Finance Processes and Payroll

The Supplier shall take into account and reference these entities in consideration of the finance & HR processes including but not limited to the financial accounting consolidation and reporting, annual reporting and accounts, whole of Government accounting, OSCAR reporting, VAT filing and reporting and Payroll.

3.2.10 Appendix 10 – Cloud Security Framework

Technology Solution and Systems Integration Services Schedule 2 – Service Description

The Cloud Security Framework provides guidance on securely storing and processing data in a cloud environment and form the basis for defining security requirements for any cloud-based service procurement within the Matrix Cluster. The Supplier shall take into account the requirements of the Cloud Security Framework as part of its service and design. In the event of any conflict between Cloud Security Framework and the requirements set out in Schedule 5, the provisions of Schedule 5 shall prevail.

- 3.2.11 Appendix 11 Not Used
- 3.2.12 Appendix 12 Not Used

3.2.13 Appendix 13 – Integration Architecture and Strategy

This document sets out a technology agnostic strategy and architecture for integrated solutions delivering an efficient end to end process defined by Matrix Process regardless of system or service boundary

3.2.14 Appendix 14 – "To Be" Tech Landscape

The high level technology agnostic "To Be" architecture landscape for the Supplier Solution. This provides the component view and integration landscape view through the architecture transition phases of RAP Onboarding and Cloud User Onboarding

3.2.15 Appendix 15 – Not used

3.3 Interface Requirements

- 3.3.1 The Authority has requirements for multiple integrations between but not limited to, the Matrix Programme shared service, individual departments systems, central government services and external data sources (for example but not limited to, banks, HMRC).
- 3.3.2 These requirements are as set out in the Integration Catalogue (Appendix 4) outlining the end points of integration and information exchange required. Any changes to the Integration Catalogue will be subject to Schedule 22 (*Change Control Procedure*).

3.4 Security Requirements

- 3.4.1 The Supplier shall ensure that all Services (including phases of the implementation) comply with all security requirements and responsibilities as outlined within Schedule 5 (Security) and Schedule 31 (Processing Personal Data) and governed by Schedule 21 (Governance).
- 3.4.2 The Supplier Solution shall be built according to the security policies set out in Appendix 10 (Matrix Cloud Security Framework) and in addition meets the "Security and Information"

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Standards" requirements set out in the Non-Functional Requirements (Appendix 1).

3.4.3 The Supplier Solution shall operate in accordance with the standards set out in Schedule 4 (*Standards*).

3.5 Hosting

- 3.5.1 The Supplier shall provide a hosted cloud based system that enables the configuration of and running of the Supplier Solution in accordance with the Functional and Non-Functional Requirements and provides the functionality to users to undertake transactions.
- 3.5.2 The Supplier will ensure the system is available over defined internet protocols and configurable as per the Security requirements detailed in the Non-Functional Requirement set.
- 3.5.3 These services will ultimately be governed by a set of licences to be purchased from the Supplier by the Authority.

3.6 Software Familiarisation Training

The Supplier shall supply training credits as set out in Schedule 15 (Charges and Invoicing) which will enable the Authority to access the Supplier's training modules as set out in paragraph 3.1.4 and the Supplier shall provide such training modules as set out in Workday Community.

3.7 Social Value Requirements

3.7.1 The Supplier shall support compliance with all social, environmental and economic requirements of the Public Services (Social Value) Act 2012, PPN 06/20, the Authority policies and practices and shall comply with Schedule 4 (Standards).

4 OPTIONAL SERVICES

4.1 The Authority may from time to time require the Supplier to provide additional Optional Services pursuant to Clauses 5.10 - 5.12. The Optional Services are divided between future onboarding of users and other Optional Services:

4.1.1 Onboarding of users

- (a) the Cloud User Departments and Child ALBs shall be onboarded as set out in 4.1.1(a) above.
- (b) the final phase of implementation will involve onboarding any later users that want to take the Matrix Solution and Service (including Arm's Length Bodies) which shall be charged for based on the indicative scenario-based price bracketing (A.K.A t-shirt sizing) agreed by the Supplier and recorded in Schedule 15 (Charges and Invoicing).

4.1.2 Other Optional Services

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The other Optional Services are as follows:

(a) **Project Accounting**

The Supplier shall provide functionality to enable the Authority to enable project accounting and billing functionality in line with the detailed Optional Requirements outlined in Appendix 1.

(b) **Inventory**

The Supplier shall provide functionality to enable the Authority to enable an inventory accounting solution as specified in Optional Requirements outlined in Appendix 1.

(c) Recruitment

The Supplier shall provide functionality to enable the Authority to satisfy an end-to-end recruitment process as defined in the Optional Requirements outlined in Appendix 1.

(d) Manage Time

The Supplier shall provide functionality to enable the Authority to track and manage time undertaken by resources, employees and other users of the Service System, in line with the Optional Requirements outlined in Appendix 1.

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APPENDIX 1

MATRIX FUNCTIONAL & NON-FUNCTIONAL REQUIREMENTS (INCLUDING IMPLEMENTATIONAL AND OPTIONAL REQUIREMENTS)

The spreadsheet attached sets out the Authority's requirements for the whole service being delivered by the Supplier and the Systems Implementor (including the Services) to the Matrix Cluster. The Supplier shall:

- (a) deliver a solution which meets each requirement stated in the spreadsheet "tabs" below as "the System shall...";
- (b) perform each obligation stated in the spreadsheet "tabs" below as "SaaS Vendor shall..."; and
- (c) provide a solution which meets the requirements set out in spreadsheet "tabs" 5 (Finance inc Procurement Requirements), 6 (HR inc Payroll Requirements), and 9 (Optional Requirements) below with the exception of those noted as "Application Management Service".

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APPENDIX 1 – TAB 5 (FINANCE INC PROCUREMENT REQUIREMENTS)

1. Minimum - Functional Requirements

ID	Grouping [:]	R Categor	Sub Categor	FR Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
BR_FIN_3116	2	Finance	Non current assets	Allow prior periods' depreciation to be charged to the P&L in the month in which the asset is first depreciated i.e. catch up depreciation resulting from an asset not being capitalised in a timely manner is all charged in the registration period and not charged back to prior periods' P&L	Min		
BR_FIN_3117	2	Finance	Non current assets	Allow the revaluation of assets using professional revaluations. Creating appropriate journals (revaluation reserve, amortisation of revaluation reserve etc.). Covering increases in value as well as impairments	Min		
BR_FIN_3118	2	Finance	Non current assets	Allow the revaluation of assets using indexation. Creating appropriate journals (revaluation reserve, amortisation of revaluation reserve etc.). Covering increases in value as well as impairments	Min		
BR_FIN_3119	2	Finance	= :	Allow multiple revaluation indices to be applied across different asset categories	Min		
BR_FIN_3120	2	Finance	: IXION CHIFFANT :	Allow the full and partial reversal of previous impairments along with creation of appropriate journals (revaluation reserve etc.)	Min		
BR_FIN_3121	2	Finance	INON CHITTANT	Ensure information can be generated to monitor high value purchases that have not been added to the fixed asset register to assess if they need to be added	Min		
BR_FIN_3122	2	Finance	inan currant	Ensure Non-Current Assets can have owners assigned, the type of ownership in turn driving accounting events e.g. Outright purchase, leased, hire-purchase etc	Min		
BR_FIN_3123	2	Finance	Non current assets	Ensure asset balances including depreciation are automatically rolled forward into a new financial year as previous year financial period closes	Min		
BR_FIN_3124	2	Finance	: 2565E	Allow capture of information on the asset and its ownership and any additional information relating to leasing (where relevant)	Min		

BR_FIN_3125	2	Finance	Non current assets	Allow assets to be categorised in a multi-level logical hierarchy e.g. major and minor categories corresponding to asset characteristics such as useful economic life	Min	
BR_FIN_3126	2	Finance	Non current assets	Allow the creation of assets from project reported costs with a corresponding integration between the project and asset register	Min	
BR_FIN_3127	2	Finance	Non current assets	Ensure accounting logic can be built into and tied to the categorisation of assets	Min	
BR_FIN_3128	2	Finance	Non current assets	Create, adjust in life (due to additions, revaluations, impairments etc.), retire assets and support end to end asset lifecycle events. All changes will require appropriate workflow approval as defined by Matrix Departments	Min	
BR_FIN_3129	2	Finance	Non current assets	Calculate depreciation automatically	Min	
BR_FIN_3130	2	Finance	Non current assets	Allow for depreciation adjustments to be made to reflect changes to the asset including change to in service date, asset life etc	Min	
BR_FIN_3131	2	Finance	Non current assets	Allow additions to existing assets e.g. resulting from capital enhancement work such as property extensions	Min	
BR_FIN_3132	2	Finance	Non current assets	Enable the capitalisation and depreciation of expected decommissioning costs (i.e. on setting up a decommissioning provision)	Min	
BR_FIN_3133	2	Finance	Non current assets	Capture and properly account for costs relating to dismantling/decommissioning (i.e. those costs being charged against the decommissioning provision)	Min	
BR_FIN_3134	2	Finance	Non current assets	Be able to expense assets to the P&L at creation of fixed asset or part way through its life if capitalisation criteria has changed	Min	
BR_FIN_3135	2	Finance	Non current assets	Allow processing of both tangible and intangible assets	Min	
BR_FIN_3136	2	Finance	Non current assets	Allow configuration of capitalisation rules by category of asset	Min	

				Ensure asset revaluation rules properly account for previous		
BR_FIN_3137	2	Finance	Non current assets	revaluations in line with current accounting standards (IAS 16) especially with regard to revaluation surplus	Min	
BR_FIN_3138	2	Finance	Non current assets	Allow creation of both depreciating and non-depreciating assets	Min	
BR_FIN_3139	2	Finance	Non current assets	Allow for Matrix Department defined categorisation and treatment of assets e.g. assets held for sale	Min	
BR_FIN_3140	2	Finance	Non current assets	Support a seamless integration of the fixed asset, sales and purchases ledgers as they relate to the sale/transfer of fixed assets between entities	Min	
BR_FIN_3141	2	Finance	Non current assets	Support asset Master Data management	Min	
BR_FIN_3142	2	Finance	Non current assets	Allow asset Master Data changes to be made to single or multiple assets	Min	
BR_FIN_3143	2	Finance	Non current assets	Allow maximum available information to flow into assets from procurement and Accounts Payable or Project Accounting solution to avoid rekeying of data	Min	
BR_FIN_3144	2	Finance	Non current assets	Provide reconciliations between the different subledgers (including the General Ledger) to ensure information is accurate and provide exception reports as appropriate to support investigation and resolution of differences	Min	
BR_FIN_3145	2	Finance	Non current assets	Allow links to be created between dependent assets e.g. lift chassis and lift motor	Min	
BR_FIN_3146	2	Finance	Non current assets	Be compliant with and capable of processing transactions in line with all relevant current accounting standards as they relate to fixed assets e.g. lease incentives, leases etc.	Min	
BR_FIN_3147	2	Finance	Non current assets	Ensure all changes to assets are recorded in the Service System and history is maintained	Min	

BR_FIN_3148	2	Finance	Non current assets	Ensure Self Service functionality is available to enable asset owners to view and verify assets e.g. asset location or description. All changes will require appropriate workflow approval	Min	
BR_FIN_3149	2	Finance	Non current assets	Support partial retirements and the ability to split an asset into component parts. (This is expected to be used for grouped IT assets)	Min	
BR_FIN_3150	2	Finance	Non current assets	Automatically post depreciation and amortisation charges to asset owner cost centre or as otherwise defined by the Matrix Departments	Min	
BR_FIN_3151	2	Finance	Non current assets	Ensure asset details including account codes are automatically defaulted by the Service System to ensure postings are right first time and prevent manual reallocations	Min	
BR_FIN_3152	2	Finance	Non current assets	Ensure that any sensitive assets can be viewed and managed separately and can be anonymised or otherwise restricted for security purposes.	Min	
BR_FIN_3153	2	Finance	Non current assets	Ensure accounting entries for gains and losses on disposal are automatically calculated by the Service System, and accounted for in line with HM Treasury FReM and CBG (for budgeting) requirements	Min	
BR_FIN_3154	2	Finance	Non current assets	Ensure approval routes are aligned to the rules of "Managing Public Money"	Min	
BR_FIN_3155	2	Finance	Non current assets	Ensure asset reinstatement functionality is available to return previously retired assets into service (rather than create a new asset record). Asset reinstatement to be approved via Matrix Department defined workflow	Min	
BR_FIN_3156	2	Finance	Non current assets	Ensure sale and leasebacks are processed as separate transactions	Min	
BR_FIN_3157	2	Finance	Non current assets	Have the ability to have multiple asset registers each linked to its own General Ledger, where organisations deem it necessary.	Min	
BR_FIN_3158	2	Finance	Non current assets	Perform, record and report as per IFRS 16 rules interpreted and adapted by the FReM	Min	

BR_FIN_3159	2	Finance	Non current assets	Support MHCA valuation for non-current assets	Min	
BR_FIN_3160	2	Finance	Non current assets	Provide reconciliation of transfer between reserves in MHCA valuation	Min	
BR_FIN_3161	2	Finance	Non current assets	Provide Self-Serve and report based access to asset listings and asset information as held in the Service System	Min	
BR_FIN_3162	2	Finance	Non current assets	Produce impairment reports showing all assets impaired and their associated financial information as it relates to the impairment	Min	
BR_FIN_3163	2	Finance	Non current assets	Produce reports supporting the disclosure requirements associated with assets that have been transferred across government into arm's length bodies (e.g. the Government Property Agency)	Min	
BR_FIN_3164	2	Finance	Non current assets	Provide a report that shows the full history of revaluations and impairments including the accounting treatments applied and all associated financial information (e.g. cost/value, reserve amount etc.)	Min	
BR_FIN_3165	2	Finance	Non current assets	Ensure reports are available to drill down from the asset into the underlying transactions, including revaluations and impairments	Min	
BR_FIN_3166	2	Finance	Non current assets	Allow the entry and editing of narrative notes to the financial statements within the Service System	Min	
BR_FIN_3167	2	Finance	Non current assets	Provide security and controls around the entry and editing of narrative notes to the financial statements within the Service System	Min	
BR_FIN_3168	2	Finance	Non current assets	Provide a report that shows future period and annual depreciation forecasts as submitted to HMT compared to actuals	Min	
BR_FIN_3169	2	Finance	Non current assets	Provide information or reports on number of Master Data changes in the last month	Min	
BR_FIN_3170	2	Finance	Non current assets	Provide information or reports on asset categories not used within a period determined by the user	Min	

BR_FIN_3171	2	Finance	Non current assets	Provide reports showing the value of assets under construction (AUC) both at summary and asset level	Min	
BR_FIN_3172	2	Finance	Non current assets	Provide reports showing the aged profile of asset clearing accounts and AUC both at summary and asset level	Min	
BR_FIN_3173	2	Finance	Non current assets	Provide value of asset transfers outside of a Matrix Department (including transfers to ALBs) with ability to select period covered (e.g. in the last 12 Months) and whether at detailed or summary level	Min	
BR_FIN_3174	2	Finance	Non current assets	Provide value of asset transfers within a Matrix Department with ability to select period covered (e.g. in the last 12 Months) and whether at detailed or summary level	Min	
BR_FIN_3175	2	Finance	Non current assets	Provide actual run time for depreciation process	Min	
BR_FIN_3176	2	Finance	Non current assets	Provide reports that show the value of assets, both at summary and asset level that have not been verified within a timeframe defined by the user	Min	
BR_FIN_3177	2	Finance	Non current assets	Provide reports that show the value of assets, both at summary and asset level that have not been revalued within a timeframe defined by the user	Min	
BR_FIN_3178	2	Finance	Non current assets	Provide reports that show the value, both at summary and asset level of annual adjustments for MHCA	Min	
BR_FIN_3179	2	Finance	Non current assets	Provide reports that show the number and value of assets, both at summary and asset level that have been retired within a timeframe defined by the user	Min	
BR_FIN_3180	2	Finance	Non current assets	Provide a report that shows assets that are at or approaching zero NBV. Available both at summary and asset level and within a timeframe defined by the user	Min	
BR_FIN_3181	2	Finance	Non current assets	Ensure approval workflows associated with all areas of the NCA process provide for necessary segregation of duties	Min	
BR_FIN_3182	2	Finance	Non current assets	Allow the setting of limits for the capitalisation of individual assets	Min	

BR_FIN_3183	2	Finance	Non current assets	Allow use of key information to support capitalisation control e.g. asset life	Min
BR_FIN_3184	2	Finance	Non current assets	Validate key data items at point of entry to ensure all fields have been completed	Min
BR_FIN_3185	2	Finance	Non current assets	Manage and support the transfer of assets both within a given Matrix Department and between Matrix Departments on the Service System. All transfers to be subject to authority defined workflow	Min
BR_FIN_3186	2	Finance	Non current assets	Manage and support the transfer of assets between Matrix Departments and Departments, ALBs and third parties on other systems. All transfers to be subject to authority defined workflow	Min
BR_FIN_3187	2	Finance	Non current assets	Provide a report showing users with segregation of duties conflicts. Report available at summary and detailed level	Min
BR_FIN_3188	2	Finance	Non current assets	Provide a report showing users with write access to the asset register(s). Report available at summary and detailed level	Min
BR_FIN_3189	2	Finance	Non current assets	Ensure asset sale process has approval workflows in place	Min
BR_FIN_3190	2	Finance	Non current assets	Provide the ability to regularly review and maintain asset data	Min
BR_FIN_3191	2	Finance	Non current assets	Ensure asset records are only created where the asset owner is internal to the organisation (e.g. prevent sub-tenants and suppliers being added to the register as owners)	Min
BR_FIN_3192	2	Finance	Non current assets	Provide the ability for individuals to manually raise requests online to create an asset. All changes will require appropriate workflow approval	Min
BR_FIN_3193	2	Finance	Non current assets	Provide the ability for self-serve analytics and advanced reporting facilitating responses to parliamentary questions, freedom of information requests (e.g. number of assigned assets, depreciation forecasts etc.) and other ad hoc requests	Min

BR_FIN_3194	2	Finance	Non current assets	Provide standardised detailed fixed asset reports (by asset and category). Including (but not limited to) asset movements; fully depreciated assets; disposals detail (analysis of all assets disposed in reporting period); depreciation audit report; depreciation to date; movements in revaluation reserve; impaired assets; movements in work in progress; additions; disposals; reclassification; transfers	Min	
BR_FIN_3195	2	Finance	Non current assets	Provide the ability to report on asset related transactions grouped using asset categories where appropriate	Min	
BR_FIN_3196	2	Finance	Non current assets	Provide the ability to drill down and view transactions sourced from the Project Accounting solution (including but not limited to labour and miscellaneous costs). Transactions to be visible at a detailed level	Min	
BR_FIN_3197	2	Finance	Non current assets	Provide tools to support the control and reconciliation of the close process e.g. the automatic matching of items already processed through the fixed asset register to those on any clearing account, the availability of a fixed asset trial balance to support reconciliation, and reports that detail balances on the fixed asset register and corresponding balances on the General Ledger together with functionality to drill down and investigate any variances	Min	
BR_FIN_3198	2	Finance	Non current assets	Provide the ability to record the cost, depreciation, net book value, cost of acquisition, written down and replacement value of each asset	Min	
BR_FIN_3199	2	Finance	Non current assets	Provide the ability to hold all asset information on an individual asset basis (Including but not limited to revaluation reserve elements, costs, depreciation (including any backlog), and VAT treatment on original purchase)	Min	
BR_FIN_3200	2	Finance	Non current assets	Provide the ability to automatically create assets from the relevant Accounts Payable invoice or projects without the need for re-keying	Min	
BR_FIN_3201	2	Finance	Non current assets	Be capable of splitting capital invoices across multiple assets both at the point of creation or subsequent to creation if found to be necessary	Min	

BR_FIN_3202	2	Finance	Non current assets	Provide the ability to automatically assign default asset category values to an asset (for depreciation purposes)	Min	
BR_FIN_3203	2	Finance	Non current assets	Provide the ability to set up, capitalise and reverse Assets Under Construction and report on them	Min	
BR_FIN_3204	2	Finance	Non current assets	Provide the ability to automatically update fixed asset related movements in carrying cost to the General Ledger	Min	
BR_FIN_3205	2	Finance	Non current assets	Provide the ability to keep written off assets in the asset register (as inactive), together with their complete history	Min	
BR_FIN_3206	2	Finance	Non current assets	Provide the ability to record depreciation movements in the General Ledger (including but not limited to those associated with sales, re-life, impairments and revaluations)	Min	
BR_FIN_3207	2	Finance	Non current assets	Provide the ability to post asset revaluation related transactions to specific General Ledger accounts	Min	
BR_FIN_3208	2	Finance	Non current assets	Provide the ability to handle impairments (and the reversal or partial reversal of an impairment) of individual or groups of assets in a manner fully compliant with FRS 11 - Impairment of Fixed Assets & Goodwill and IAS 36 - Impairment of Assets	Min	
BR_FIN_3209	2	Finance	Non current assets	Provide the ability to record full and interim revaluation dates, intervals and values in a manner fully compliant with FRS 15 - Tangible Fixed assets and IAS 36 - Property, Plant and Equipment	Min	
BR_FIN_3210	2	Finance	Non current assets	Provide the ability to apply revaluation reserve rules for all revalued assets. Specifically the element within the revaluation reserve relating to individual or groups of assets needs to be identified	Min	
BR_FIN_3211	2	Finance	Non current assets	Provide the ability to adjust the total revaluation amount, specifically in respect of an asset that has been revalued on disposal	Min	
BR_FIN_3212	2	Finance	Non current assets	Provide the ability to calculate depreciation on a user defined range of assets (single, group, or all)	Min	

BR_FIN_3213	2	Finance	Non current assets	Allow depreciation to be calculated in more than one period (backlog depreciation)	Min
BR_FIN_3214	2	Finance	Non current assets	Provide the ability to support multiple depreciation sets (e.g. tax, statutory, forecast, actual)	Min
BR_FIN_3215	2	Finance	Non current assets	Provide the ability to define a default depreciation method rule for each asset category	Min
BR_FIN_3216	2	Finance	Non current assets	Provide the ability to override default depreciation method assigned to any given asset or category of assets	Min
BR_FIN_3217	2	Finance	Non current assets	Provide the ability to review the effects of the depreciation journal on depreciation expense and the net book value before committing	Min
BR_FIN_3218	2	Finance	Non current assets	Provide the ability to recalculate depreciation prospectively (not retrospectively) by asset and category of asset	Min
BR_FIN_3219	2	Finance	Non current assets	Provide the ability to change revaluation indices globally for a specific asset category or categories	Min
BR_FIN_3220	2	Finance	Non current assets	Provide the ability to calculate and record year to date and accumulated backlog depreciation at any given period	Min
BR_FIN_3221	2	Finance	Non current assets	Provide the ability to calculate and record year to date and accumulated excess depreciation resulting from the application of revaluation indices at any given period	Min
BR_FIN_3222	2	Finance	Non current assets	Provide the ability to determine from when to start charging depreciation (e.g. invoice payment, in service date etc.)	Min
BR_FIN_3223	2	Finance	Non current assets	Allow depreciation to be charged in the month of disposal or scrappage	Min
BR_FIN_3224	2	Finance	Non current assets	Allow different bases for the calculation of depreciation in the month of disposal or scrappage of an asset (e.g. no depreciation, a full month of depreciation or pro rata)	Min
BR_FIN_3225	2	Finance	Non current assets	Allow depreciation to be calculated on a monthly basis	Min

BR_FIN_3226	2	Finance	Non current assets	Allow depreciation to be calculated using multiple depreciation methods (including but not limited to straight line, reducing balance, residual value, non-depreciation (for land))	Min	
BR_FIN_3227	2	Finance	Non current assets	Allow depreciation to be calculated either pro rata in the first month or from following month	Min	
BR_FIN_3228	2	Finance	Non current assets	Provide the ability for applying parent & child depreciation	Min	
BR_FIN_3229	2	Finance	Non current assets	Provide the ability to apportion depreciation to multiple cost centres within the organisation	Min	
BR_FIN_3230	2	Finance	Non current assets	Provide the ability to create a depreciation journal that will automatically update the General Ledger from the fixed assets register (with no need for re-keying data)	Min	
BR_FIN_3231	2	Finance	Non current assets	Provide the ability for the asset number to be visible in other subledgers e.g. Project Accounting or invoice line in AP/AR	Min	
BR_FIN_3232	2	Finance	Non current assets	Provide the ability to run depreciation calculations on an ad hoc basis	Min	
BR_FIN_3233	2	Finance	Non current assets	Provide the ability to recalculate the depreciation of any asset or group assets post impairment	Min	
BR_FIN_3234	2	Finance	Non current assets	Provide the ability to automatically authorise disposals	Min	
BR_FIN_3235	2	Finance	Non current assets	Provide the ability to reverse disposals in current and previous periods creating all associated journal entries	Min	
BR_FIN_3236	2	Finance	Non current assets	Provide the ability to both temporarily and permanently close the subledger and synchronise with relevant General Ledger periods	Min	
BR_FIN_3237	2	Finance	Non current assets	Provide the ability to combine multiple purchase invoice lines into a single asset, whilst still maintaining the breakdown of the items making up the asset	Min	

BR_FIN_3238	2	Finance	Non current assets	Ensure that asset Master Data format and structure complies with the requirements and conventions set out across government including ensuring that asset Master Data format and structure supports the capture of information in line with the HMT FReM, Consolidated Budgeting Guidance, Manging Public Money and OSCAR	Min	
BR_FIN_3240	2	Finance	Non current assets	Provide the ability to capture and upload indexation values from a central source and align on an asset category basis	Min	
BR_FIN_3241	2	Finance	Non current assets	Provide the ability to monitor NCA efficiency and effectiveness, including progress towards specific benchmarks and targets via performance reports	Min	
BR_FIN_3242	2	Finance	Non current assets	Provide the ability to set up asset lifecycles	Min	
BR_FIN_3243	2	Finance	Non current assets	Provide a mechanism for transactions to be reviewed prior to adding to or creating a new fixed asset	Min	
BR_FIN_3244	2	Finance	Non current assets	Provide the ability to maintain a reporting catalogue that outlines the key reports that support the end-to-end process	Min	
BR_FIN_3245	2	Finance	Non current assets	Provide the ability to add notes and attachments to asset records	Min	
BR_FIN_3246	2	Finance	Non current assets	Enable different approval workflows and hierarchies depending on each Matrix Departments requirements	Min	
BR_FIN_3247	2	Finance	Non current assets	Enable changes in depreciation method to be calculated on a "what if" basis showing impact of change prior to adoption	Min	
BR_FIN_3248	2	Finance	Non current assets	Be able to accept bulk uploads of asset data changes (e.g. indexation values associated with revaluation)	Min	

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BR_FIN_3249	2	Finance	Non current assets	Enable system generated asset related journals to post to separate accounts in the General Ledger specifically to post cost, clearing and depreciation asset events to separate accounts, including the facility to select different accounts to which asset events for disposals, revaluations, impairments, reclassifications and transfers will be posted to	Min	
BR_FIN_3250	2	Finance	Non current assets	Create journals at summary level with detailed reporting being sourced from the fixed asset register	Min	
BR_FIN_3251	2	Finance	Non current assets	Ensure that system generated journals are by asset category and contain transaction information by asset number and type, such as backlog depreciation	Min	
BR_FIN_3252	2	Finance	Non current assets	Enable assets to be merged	Min	
BR_FIN_3253	2	Finance	Non current assets	Enable assets that still have a residual value to be retired	Min	
BR_FIN_3254	2	Finance	Non current assets	Enable assets to be scrapped with no proceeds	Min	
BR_FIN_3255	2	Finance	Non current assets	Enable revaluation related changes to be calculated on a "what if" basis showing impact of change prior to adoption	Min	
BR_FIN_3256	2	Finance	Non current assets	Allow assets to be transferred between categories creating any relevant Journals	Min	
BR_FIN_3257	2	Finance	Non current assets	Support an "Assets held for sale" category (i.e. non depreciating etc.)	Min	
BR_FIN_3258	2	Finance	Non current assets	Support the transfer of assets between cost centres, accounts and entities creating all relevant journals	Min	
BR_FIN_3259	2	Finance	Non current assets	Provide a standardised report to provide all details both financial and descriptive for each asset including asset category, asset description, applied indexation per category, net book value plus any common Government specific flexfield information	Min	

BR_FIN_3260	2	Finance	Non current assets	Maintain and provide access to NCA historic data for a period of at least 10 years	Min	
BR_FIN_3297	2	Finance	Financial Planning	Enable End Users to run "What if's" simulation and scenarios comparison during the planning and budgeting process	Min	
BR_FIN_3313	2	Finance	Financial Planning	Allow the configuration of online approval workflows for budgets within the Service System	Min	
BR_FIN_3329	2	Finance	Financial Planning	Provide visual workflow display with options to select parameters, change workflow stages, and see progress	Min	
BR_FIN_3330	2	Finance	Financial Planning	Provide ability to capture Data at lowest level of master data, input able with a user or admin definable set of master data parameters (e.g. cost centre or legal entity)	Min	
BR_FIN_3331	2	Finance	Financial Planning	Allow for Budget distribution such that it goes from top level of Organisation hierarchy down to bottom level of hierarchy, and alignment for draft allocations from bottom back up to top	Min	
BR_FIN_3332	2	Finance	Financial Planning	Allow for Forecasting to be updated monthly for remainder of the year	Min	
BR_FIN_3333	2	Finance	Financial Planning	Allow for Forecasts to be adjusted for significant amendments	Min	
BR_FIN_3334	2	Finance	Financial Planning	Allow for Multiple budget and forecast versions in a version dimension to reflect the capturing and approval stages, e.g. draft>current>historical	Min	
BR_FIN_3335	2	Finance	Financial Planning	Enable Data input at higher (not base) level of master data hierarchies with definable process for distributing budget or forecast down the hierarchies	Min	
BR_FIN_3336	2	Finance	Financial Planning	Enable viewing of data at all levels of hierarchies e.g. Account, Cost Centre, Entity, BU, Funding Type	Min	
BR_FIN_3337	2	Finance	Financial Planning	Enable creation of Predefined budget and forecast views	Min	
BR_FIN_3338	2	Finance	Financial Planning	Enable actuals to be pulled through against current year budgets and forecasts -similar functionality required for prior year i.e. ability to report current year actuals vs prior year actuals and prior year budget.	Min	

BR_FIN_3339	2	Finance	Financial Planning	Enable commentary to be added regarding forecast against budget (as well as actuals vs budget), including the ability to add comments at any level in the hierarchy (e.g. comment at parent level in lieu of each child as appropriate)	Min	
BR_FIN_3340	2	Finance	Financial Planning	Enable controlled third party access (e.g. ALBs/EAs) to input planning/budgeting and forecasting data (numbers and narrative)	Min	
BR_FIN_3341	2	Finance	Record to Report	Facilitate DIT's obligation to record overseas operations, accounted for by foreign office	Min	
BR_FIN_3342	2	Finance	Record to Report	Facilitate full audit trail for records changes including trace adjustments to source data, forecast, budgets, etc including by whom, when, value	Min	
BR_FIN_3343	2	Finance	Record to Report	Allow configuration of controls around manual adjustments to consolidated data, including complete audit trail	Min	
BR_FIN_3344	2	Finance	Record to Report	Enable configuration of accuracy and integrity checks during data entering/loads.	Min	
BR_FIN_3345	2	Finance	Record to Report	Enable configuration of controls for changes to General Ledger and Master Data maintenance	Min	
BR_FIN_3346	2	Finance	Record to Report	Allow configuration of approval workflows around financial and management accounts	Min	
BR_FIN_3347	2	Finance	Record to Report	Allow online workflow approvals according to the Authority's budgetary limits and Delegated Financial Authority limits	Min	
BR_FIN_3348	2	Finance	Record to Report	Enable the mapping of the Chart of Accounts to OSCAR and OSCAR II accounts for HM Treasury reporting as maintained by the Department	Min	
BR_FIN_3349	2	Finance	Management Reporting	Enable integration to external reporting systems including those with alternate data structures	Min	
BR_FIN_3350	2	Finance	Record to Report	Enable user to run a report on Full Year outturn as a percentage of full year forecast.	Min	
BR_FIN_3351	2	Finance	Record to Report	Ensure that key reports are consistent, with a standardised format and align to financial requirements	Min	
BR_FIN_3352	2	Finance	Record to Report	Enable automation of annual statutory accounts production	Min	

BR_FIN_3353	2	Finance	Record to Report	Support production of statutory reporting statements automatically from the system e.g. Statement of Cash Flows, "Statement of Comprehensive Net Expenditure", Statement of Changes in Taxpayers Equity	Min	
BR_FIN_3354	2	Finance	Record to Report	Provide full end to end record to report functionality as per required accounting standards and legal and regulatory requirements including support for the Government Financial Reporting Manual (FReM), IFRS & FRS102, Charities SORP.	Min	
BR_FIN_3355	2	Finance	Record to Report	Enable the preparation, presentation, edition, report of the Statement of Financial Position	Min	
BR_FIN_3356	2	Finance	Record to Report	Support production of financial information for annual reports and accounts which are: Performance Report, Accountability Report (Incl Remuneration report) and Financial Statements (incl SPOS 1-4) in an automated way.	Min	
BR_FIN_3357	2	Finance	Record to Report	Provide ability to Produce Statement of Parliamentary Supply from the service system	Min	
BR_FIN_3358	2	Finance	Record to Report	Enable Statutory returns to be drawn from the system	Min	
BR_FIN_3359	2	Finance	Record to Report	Provide a set of statutory financial and management reports (for example, trial balance, balance sheet, profit and loss statement, day book)	Min	
BR_FIN_3360	2	Finance	Record to Report	Enable the Departments to configure group returns to support group consolidation	Min	
BR_FIN_3361	2	Finance	Record to Report	Support the ability to download reports to Excel and other spreadsheet applications using open standards	Min	
BR_FIN_3362	2	Finance	Record to Report	Enable configuration around the management accounts production	Min	
BR_FIN_3363	2	Finance	Record to Report	Provide ability to report on recurring allocations	Min	
BR_FIN_3364	2	Finance	Record to Report	Provide reports to support analysis of consolidated management accounts	Min	
BR_FIN_3365	2	Finance	Record to Report	Allow specific users to run reports that show what custom/non- standard reporting has been generated from the system in order to monitor the effectiveness and usage of the standard reports	Min	

BR_FIN_3366	2	Finance	Record to Report	Provide a hierarchy maintenance solution that is easy to update and maintain	Min	
BR_FIN_3367	2	Finance	Record to Report	Be able to accommodate an accounting structure set externally by GFF. That structure will likely be focussed on a minimal number of CoA segments	Min	
BR_FIN_3368	2	Finance	Record to Report	Provide the ability for a common integrated chart of accounts Each Chart of Accounts segment to have an identified master data system	Min	
BR_FIN_3369	2	Finance	Record to Report	Provide the ability to make additions/ amendments to the chart of accounts structure e.g. segment values or hierarchies at any level	Min	
BR_FIN_3371	2	Finance	Record to Report	Allow rules to control transaction postings so appropriate segments can be marked as mandatory for completion.	Min	
BR_FIN_3372	2	Finance	Record to Report	Provide the ability to create or amend elements of an account code separately	Min	
BR_FIN_3373	2	Finance	Record to Report	Provide the ability to create user defined account code rules (e.g., cost centres 5 point to an existing organisational parent)	Min	
BR_FIN_3374	2	Finance	Record to Report	Provide the ability to identify CoA elements for expenditure and income, and, for assets and liabilities	Min	
BR_FIN_3375	2	Finance	Record to Report	Provide the ability to deactivate CoA accounting segments both permanently (with option to re-open) and temporarily (so that no postings are possible)	Min	
BR_FIN_3376	2	Finance	Record to Report	Provide the ability to move an element from one area of a hierarchical structure to another, with associated data being automatically realigned (and historical data preserved)	Min	
BR_FIN_3377	2	Finance	Record to Report	Provide the ability to support multiple entities or departments (e.g., business units, separate companies)	Min	
BR_FIN_3378	2	Finance	Record to Report	Provide the ability to support cross segment validation rules	Min	
BR_FIN_3379	2	Finance	Record to Report	Allow the load of exchange rates into the General Ledger for reporting conversion	Min	
BR_FIN_3380	2	Finance	Record to Report	Enable monthly exchange rates to be available for reporting purposes	Min	
BR_FIN_3381	2	Finance	Record to Report	Provide the ability to reflect the actual legal entity and tax structures within the accounting structure in the system	Min	

BR_FIN_3382	2	Finance	Record to Report	Provide the ability to maintain self-balancing ledgers	Min	
BR_FIN_3383	2	Finance	Record to Report	Provide the ability to support multiple transaction types	Min	
BR_FIN_3384	2	Finance	Record to Report	Provide the ability to support Government requirements for Whole Government Accounts and Clear Line of Sight	Min	
BR_FIN_3385	2	Finance	Record to Report	Provide the ability to produce consolidated financial and management reports	Min	
BR_FIN_3387	2	Finance	Record to Report	Provide the ability to drill down to source documents/transactions	Min	
BR_FIN_3388	2	Finance	Record to Report	Enable an End User to run a report on journals awaiting approval	Min	
BR_FIN_3389	2	Finance	Record to Report	Enable an End User to run a report on manual journal entries in the previous Month	Min	
BR_FIN_3390	2	Finance	Record to Report	Provide the ability to export every account code in the chart of accounts with relevant string for every transactional line, field etc. in multiple formats (including .csv, .xml, and excel)	Min	
BR_FIN_3391	2	Finance	Record to Report	Provide the ability to view whole account by supplier	Min	
BR_FIN_3392	2	Finance	Record to Report	Provide the ability to view real time information in all ledgers	Min	
BR_FIN_3393	2	Finance	Record to Report	Enable End User to do segmental reporting based on segments that may be defined by the Department	Min	
BR_FIN_3394	2	Finance	Record to Report	Enable End User to run a report on balance sheet accounts reconciled on time (number, percentage, etc)	Min	
BR_FIN_3395	2	Finance	Record to Report	Enable End User to run a report on current month actuals as a percentage of the prior month forecast for the Month (Monthly)	Min	
BR_FIN_3396	2	Finance	Record to Report	Enable an End User to run a report on differences between original submission subsequent versions	Min	
BR_FIN_3397	2	Finance	Record to Report	Enable an End User or audit function to run a report showing full details of journal approvals	Min	
BR_FIN_3398	2	Finance	Record to Report	Enable an End User to run a report on number of active cost centres in Chart of Accounts	Min	
BR_FIN_3399	2	Finance	Record to Report	Enable an End User to run a report on number of cost centres in chart of accounts inactive (e.g. for 18 Months)	Min	
BR_FIN_3400	2	Finance	Record to Report	Enable an End User to run a report on number of in-year budget changes	Min	

BR_FIN_3401	2	Finance	Record to	Enable an End User to run a report on End Users with	Min	
DN_1 IN_0+01	_	i ilialioc	Report	segregation of duties conflicts		
BR_FIN_3402	2	Finance	Record to Report	Enable an End User to run a report on value of changes to budgets after first submission	Min	
			Record to	Enable End Users to run exception reports on General		
BR_FIN_3403	2	Finance	Report	Ledger accounts after sub-ledgers were transferred	Min	
BR_FIN_3404	2	Finance	Record to	Enable End Users to run reports on longstanding	Min	
DN_FIN_3404	_	гнансе	Report	reconciliation items, i.e. ageing analysis	IVIII I	
	_		Record to	Enable End Users to run reports on material mismatches in		
BR_FIN_3405	2	Finance	Report	cross departmental transactions for both statutory and whole	Min	
			- 	of government accounts Enable users to run standard reports directly from the system,		
BR_FIN_3406	2	Finance	Record to	including an Income & Expenditure, Balance Sheet and a	Min	
<u>_</u> 0	_		Report	Trial Balance		
				Include option to present information differently for different		
BR_FIN_3407	2	Finance	Record to	types of report - e.g. for the production of annual statements	Min	
<u>_</u> _	_		Report	rounded to near thousand, TB to be presented on pence, etc		
			Record to	Provide the ability to schedule reports which are available to a		
BR_FIN_3408	2	Finance	Report	group or an individual	Min	
DD FIN 0400		— ·	Record to	Provide the ability to tailor a group of reports by user and	B. 4.* -	
BR_FIN_3409	2	Finance	Report	make these available to them via their role profile	Min	
BR_FIN_3410	2	Finance	Record to	Provide the ability to construct & view reports, with access to	Min	
DI\I II_0+10	_	i manoc	Report	data based on user role profiles		
DD EINI 2444	2	Einenes	Record to	Provide an agile reporting tool which allows End Users to	Min	
BR_FIN_3411	2	Finance	Report	manipulate data and information quickly including the fields and attributes of the report	ITIIVI	
			Record to	Provide Self Service tools are used for standard dashboards		
BR_FIN_3412	2	Finance	Report	and reports	Min	
BR_FIN_3413	2	Finance	Record to	Provide the ability for users to Drill down to view transactional	Min	
DIV_1 IIV_3413		i illalice	Report	details	IVIII I	
BR_FIN_3414	2	Finance	Record to	Provide the ability to perform self-service reporting (for	Min	
— —			Report Record to	Dashboards)		
BR_FIN_3415	2	Finance	Report	Provide the ability to build and save report templates	Min	
DD EIN 0440		Г :	Record to	Provide the ability to perform self-service reporting (build/write	N 4:	
BR_FIN_3416	2	Finance	Report	reports from the system)	Min	

BR_FIN_3417	2	Finance	Record to Report	Provide the ability to perform cross-system reporting(for example, combining financial and non-financial information)	Min	
BR_FIN_3418	2	Finance	Record to Report	Provide the ability to pick up data across a number of different dimensions and different charts of account hierarchies	Min	
BR_FIN_3419	2	Finance	Record to Report	Provide the ability to report only on fully posted and validated data (for example, ignore transactions which are in the process of being updated and are not committed)	Min	
BR_FIN_3420	2	Finance	Record to Report	Provide the ability for self-service reporting across functions	Min	
BR_FIN_3421	2	Finance	Record to Report	Provide the ability to restrict the range of account codes that are available to particular groups of users E.g., users are only able to post journals to the legal entities that they have responsibility for	Min	
BR_FIN_3422	2	Finance	Record to Report	Provide the ability to automatically write off small amounts of GRNI (Goods Received Not Invoiced)	Min	
BR_FIN_3424	2	Finance	Record to Report	Allow for the import of external data from third party systems to enable group consolidation. Those systems WILL use different charts of account and may have different calendars	Min	
BR_FIN_3425	2	Finance	Record to Report	Enable validation of account balances and YTD numbers and mapping by ALBs and agency for accounts and outturn before the balances are submitted to the Department	Min	
BR_FIN_3426	2	Finance	Record to Report	Enable notification when Agencies or ALBs made adjustments to their accounts	Min	
BR_FIN_3427	2	Finance	Record to Report	Allow automated routines to do online allocations and cross charging	Min	
BR_FIN_3428	2	Finance	Record to Report	Enable configuration of controls for allocations	Min	
BR_FIN_3429	2	Finance	Record to Report	Enable setting up of recurring allocations	Min	
BR_FIN_3430	2	Finance	Record to Report	Include the option to add a journals approver without overriding system generated approvers	Min	
BR_FIN_3431	2	Finance	Record to Report	Allow configuration of group consolidation and accounts	Min	

BR_FIN_3432	2	Finance	Record to Report	Contain functionality to consolidate management accounts	Min	
BR_FIN_3433	2	Finance	Record to Report	Allow for the automated mapping of external data for group consolidation.	Min	
BR_FIN_3434	2	Finance	Record to Report	Provide the ability where possible to automate financial consolidation and intercompany eliminations including where data has been interfaced from third party systems.	Min	
BR_FIN_3435	2	Finance	Record to Report	Enable configuration of controls around GL control accounts	Min	
BR_FIN_3436	2	Finance	Record to Report	Enable configuration of controls around journal approval according to the Delegated Financial Authority limits, role, etc	Min	
BR_FIN_3437	2	Finance	Record to Report	Enable configuration of controls around materiality thresholds with ability to have different thresholds for different purposes: journal approvals, year-end, auditing	Min	
BR_FIN_3438	2	Finance	Record to Report	Enable configuration of controls for internal recharges	Min	
BR_FIN_3439	2	Finance	Record to Report	Enable configuration of the Department's period end timetable to be aligned to external reporting requirements	Min	
BR_FIN_3440	2	Finance	Record to Report	Ensure that GL period status can be controlled ordinarily having only one monthly GL accounting period (P1-12) open at a time; exceptions being around month and year end	Min	
BR_FIN_3441	2	Finance	Record to Report	Enable users to run analysis reports on ageing of Suspense Account transactions - i.e. to identify long standing transactions	Min	
BR_FIN_3442	2	Finance	Record to Report	Provide the ability for user-defined journal/ invoice warning/ rejection tolerances	Min	
BR_FIN_3443	2	Finance	Record to Report	Support automated cross charging to other government departments or those external to the Authority	Min	
BR_FIN_3444	2	Finance	Record to Report	Enable recurring journals with necessary controls around the use of any recurring transactions and for approved roles only	Min	
BR_FIN_3445	2	Finance	Record to Report	Report on recurring journals	Min	
BR_FIN_3446	2	Finance	Record to Report	Allow Configuration of manual journal controls, including storage of backup evidence to support audit	Min	
BR_FIN_3447	2	Finance	Record to Report	In line with Global Design principles, provide the ability to prevent manual journals being posted to control accounts	Min	

BR_FIN_3448	2	Finance	Record to	Provide the ability to prevent out of balance journals from	Min	
			Report	being posted Provide the ability for the entry and posting of all journals as a		
BR_FIN_3449	2	Finance	Record to	two stage process. (1) input of the entry and	Min	
D.((_0) 10	-	1 11101100	Report	(2) its checking, amending, authorisation and automatic updating of the General Ledger	141111	
				Provide the ability for journals to cover the transfer of items		
DD EIN 0454	0	- :	Record to	within the General Ledger and between Sales Ledger	Min	
BR_FIN_3451	2	Finance	Report	accounts, Purchase Ledger accounts, the Cashbook and the	Min	
		<u></u>		General Ledger		
				Provide the ability to support multiple journal types. (for		
				example, standard, recurring (allow users to specify the		
BR_FIN_3452	2	Finance	Record to	recurring date), reversing (allow users to specify the reversing	Min	
_				date), combined reversing/ recurring, statistical, template (to facilitate frequently used journals), allocations, prior period		
				and prior year)		
			D			
BR_FIN_3453	2	Finance	Record to	Provide the ability for reversing and non-reversing of accrual journals with the ability to specify the reversal period	Min	
			Report			
BR_FIN_3454	2	Finance	Record to	Provide the ability to allocate or match off contra transactions	Min	
			Report	(for example, correcting journals)		
BR_FIN_3455	2	Finance	Record to	Provide the ability for statistical journals to Not have to	Min	
			Report Record to	balance		
BR_FIN_3456	2	Finance	Report	Provide the ability to auto-number journals	Min	
			Record to	Provide the ability for free text narratives to be added to each		
BR_FIN_3457	2	Finance	Report	journal header and journal item line	Min	
BR_FIN_3458	2	Finance	Record to	Provide the ability to upload online journals	Min	
DIV_1 11V_0400	_	i mance	Report		IVIIII	
BR_FIN_3460	2	Finance	Record to	Provide the ability for users to adjust currency exchange rates	Min	
			Report	for each journal line Provide the ability to auto post journals into the new period		
BR_FIN_3461	2	Finance	Record to	after posting period/calendar period close of prior period.	Min	
DIV_1 11N_3401		i illalice	Report	(journals loaded WD1-WD3)	IVIIII	
DD EIN 0460			Record to	Provide the ability to run an auto reversal process to cover	B. 4.*	
BR_FIN_3462	2	Finance	Report	year end adjustment period journals	Min	

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BR_FIN_3464	2	Finance	Record to Report	Provide the ability to remap MOG's financial accounts to the matrix department CoA, where MOG's may be on different ERP or the Accounts being used in a different way, resulting from incoming or outgoing government functions or directorates, arising from changes in government.	Min	
BR_FIN_3465	2	Finance	Record to Report	Allow the configuration of controls around automatic tools and workflows to control the period end close process	Min	
BR_FIN_3466	2	Finance	Record to Report	Enable configuration controls around closed periods - this should not be re-opened unless the End User has the right responsibilities	Min	
BR_FIN_3467	2	Finance	Record to Report	Enable configuration of controls around open and close accounting periods	Min	
BR_FIN_3468	2	Finance	Record to Report	Enable configuration of controls around when sub-ledgers are closed	Min	
BR_FIN_3469	2	Finance	Record to Report	Support Month end close management through a month end close workflow tool that supports all Month end close activities	Min	
BR_FIN_3470	2	Finance	Record to Report	Provide the ability to roll forward unused budgets into next budget year	Min	
BR_FIN_3471	2	Finance	Record to Report	Provide the ability to close accounting periods independent of other accounting periods	Min	
BR_FIN_3474	2	Finance	Record to Report	Provide the ability for processing of transactions into future periods while still closing the current period	Min	
BR_FIN_3475	2	Finance	Record to Report	Provide the ability to update accounting balances and perform a roll forward when a new General Ledger period is opened	Min	
BR_FIN_3476	2	Finance	Record to Report	Provide period end processing, including automatic checks that all batch interface routines have been executed, reversal of accruals, update of monthly transaction records, preparation of full period audit trail, and monthly journals	Min	
BR_FIN_3477	2	Finance	Record to Report	processing Ensure that month close processes should be semiautomated, with some /minimal manual interventions.	Min	
BR_FIN_3478	2	Finance	Record to Report	Enable configuration of control around GL Account adjustments to prior accounting periods	Min	
BR_FIN_3479	2	Finance	Record to Report	Enable integrity check of General Ledgers after sub-ledgers closure	Min	

BR_FIN_3480	2	Finance	Record to Report	Enable End Users to store reporting narrative during financial consolidation activities	Min	
BR_FIN_3481	2	Finance	Record to Report	Automate tax treatment for inter departmental transfers that may be deemed intercompany billed to different legal entities	Min	
BR_FIN_3483	2	Finance	Record to Report	Allow Extended trial balance adjustments	Min	
BR_FIN_3484	2	Finance	Record to Report	Allow for journal approval workflow in line with delegated authority	Min	
BR_FIN_3485	2	Finance	Record to Report	Enable workflow approvals and segregation of duties when a journal is submitted	Min	
BR_FIN_3486	2	Finance	Record to Report	Enable configurations of controls around End Users that can access adjustment periods	Min	
BR_FIN_3487	2	Finance	Record to Report	Enable periods for adjustments on top of normal (P1-P12) periods	Min	
BR_FIN_3488	2	Finance	Record to Report	Support materiality-based control of transactions being recorded in adjustment periods	Min	
BR_FIN_3489	2	Finance	Record to Report	Provide the ability for year-end adjustments in the General Ledger after Sub Ledgers have been closed for the year	Min	
BR_FIN_3490	2	Finance	Record to Report	Provide the ability to, at year-end close, provide automatic clearing of operating cost statement accounts to a designated 'general fund' account and carry forward balances on balance sheet designated accounts to provide for opening balances of the new year's balance sheet	Min	
BR_FIN_3492	2	Finance	Record to Report	Provide the ability to clearly and separately identify costs or valuation in relation to all assets for year-end accounts purposes, including brought forward at beginning of year, additions during The year, disposals during year, revaluation during year, carried forwards at end of year	Min	
BR_FIN_3493	2	Finance	Record to Report	Provide the ability to clearly and separately identify depreciation in relation to all assets for year-end accounts purposes, including brought forward at beginning of year, charge for year, disposals during year, carried forwards at end of year	Min	
BR_FIN_3494	2	Finance	Record to Report	Allow configuration of automated balance sheet reconciliations	Min	
BR_FIN_3495	2	Finance	Record to Report	Enable automatic reconciliations and raising of exceptions between the general ledger and all subledgers	Min	

			<u>=</u>	<u></u>		
BR_FIN_3496	2	Finance	Record to Report	Enable configuration of controls around accounts reconciliation - such as scope, timing, reconciliation owner	Min	
BR_FIN_3498	2	Finance	Record to Report	Provide visual workflows, workflow management menus and workflow/status reporting relating to CoA	Min	
BR_FIN_3499	2	Finance	Record to Report	Provide for Error checking, cross validations and hard validations when performing CoA maintenance	Min	
BR_FIN_3500	2	Finance	Record to Report	Reporting on mapping changes and access to historical mapping/audit trail relating to CoA	Min	
BR_FIN_3501	2	Finance	Record to Report	Ensure that Consolidating entities' mapping is available across the ERP to enable analysis in local and parent CoA at the same time	Min	
BR_FIN_3502	2	Finance	Record to Report	Provide ability to upload mass changes to CoA via an upload template, subject to necessary controls and approval flows	Min	
BR_FIN_3503	2	Finance	Record to Report	Provide functionality to support a controlled Financial Close process, like Financial Close Manager	Min	
BR_FIN_3504	2	Finance	Record to Report	Provide the ability to move an element from one area of a hierarchical structure to another, with associated data being automatically realigned including the realignment of historical data	Min	
BR_FIN_3505	2	Finance	Record to Report	Support automated revaluations of non-functional balances in line with relevant GAAP	Min	
BR_FIN_3506	2	Finance	Expenses	Enable a process and controls so cash advances can be applied for, approved and paid for Departments where this policy exists	Min	
BR_FIN_3507	2	Finance	Expenses	Enable a process and controls so cash advances will automatically be offset against future cashable expense claims, and have a process to recover any unspent cash advance	Min	
BR_FIN_3508	2	Finance	Expenses	Display warning messages when items haven't been actioned after some time (e.g. submitted for approval)	Min	
BR_FIN_3509	2	Finance	Expenses	Enable the "Line Manager" or "Expense Approver" to redirect expense claims to alternate approvers for their cost centre during periods of absence	Min	
BR_FIN_3510	2	Finance	Expenses	Automatically reassign task to the next Approver defined by the Authority, when the first Approver's system is set as 'out of office'	Min	

				Allow workflow exceptions defined by the Authority based on		
BR_FIN_3511	2	Finance	Expenses	Business Unit specific policies or Business Units	Min	
				technological differences Automatically escalate an expense claim approval when the		
BR_FIN_3512	2	Finance	Expenses	approver does not approve or reject within a specified time	Min	
D.((_00.2	_	i manoo		period		
BR_FIN_3513	2	Finance	Expenses	Enable the approver to reassign claim to another suitable	Min	
DI\I II_3313	_	i mance	Lyberises	approver	IVIII I	
DD = 11.1 0=4.4			_	Enable expenses claimants to appoint a delegate to input the		
BR_FIN_3514	2	Finance	Expenses	expenses on their behalf. This is routed to the original claimer	Min	
			 	to check and submit Enable functionality for both automatic and manual delegation		
BR_FIN_3515	2	Finance	Expenses	for expense claim approvals	Min	
				Be configurable in applying audit selection criteria for online		
BR_FIN_3516	2	Finance	Expenses	claims	Min	
			0	Flag expense claims that are subject to audit in the system		
BR_FIN_3517	2	Finance	Expenses	and to the claimant and expense team, to prevent payments	Min	
				until the audit is complete		
BR_FIN_3518	2	Finance	Expenses	Provide the ability to identify missing receipts	Min	
				Provide the ability to randomly select expense claims prior to		
BR_FIN_3519	2	Finance	Expenses	payment for audit purposes	Min	
BR_FIN_3520	2	Finance	Expenses	Provide the ability to audit all claims by an identified user	Min	
				Enable the "Line Manager" or "Expense Approver" to add		
BR_FIN_3521	2	Finance	Expenses	notes when approving, rejecting, returning, or reassigning	Min	
				expenses claims		
				Display to the expense claimer and the approver the reason		
				why a claim does not comply with policies. If the breach is		
BR_FIN_3522	2	Finance	Expenses	due to the user claiming an expense over the limit the limit	Min	
DIX_1 111_0022	-	1 11101100	Ехропооо	and/or the difference to that limit should be displayed. If the		
				breach is because the claimant hasn't attached relevant		
				evidence (e.g. receipt) the system should state so		
				Raise policy violations automatically . Claimants must		
BR_FIN_3523	2	Finance	Expenses	acknowledge the violation and provide suitable justification	Min	
				that is visible during the approval and audit steps		
BR_FIN_3524	2	Finance	Expenses	Report or identify claims that have used user defined	Min	
			. 	exchange rates outside of % tolerance		

BR_FIN_3525	2	Finance	Expenses	Provide the ability to restrict the submission of a claim depending on its age (aligned to organisation policy)	Min	
BR_FIN_3526	2	Finance	Expenses	Provide the ability to update mileage rate changes and vehicle types easily	Min	
BR_FIN_3527	2	Finance	Expenses	Allow policy owners (HR) and Finance to make changes to audit categories in line with changes to policies i.e. add/remove categories	Min	
BR_FIN_3528	2	Finance	Expenses	Provide the ability for claimants to search/view their history of expenses and track the progress of unpaid expense claims online	Min	
BR_FIN_3529	2	Finance	Expenses	Allow online audit of expenses claims	Min	
BR_FIN_3530	2	Finance	Expenses	Allow additional Service System driven expense claim controls (such as claims on cost of professional subscriptions)	Min	
BR_FIN_3531	2	Finance	Expenses	Enable compliance checks based on a random sample %	Min	
BR_FIN_3532	2	Finance	Expenses	Ensure that the expense claim approver's delegate is at the same level or more senior to the original approver	Min	
BR_FIN_3533	2	Finance	Expenses	Allow users to submit expenses over the policy limits where prescribed by the Authority. A clear warning must be displayed to the submitter during this process	Min	
BR_FIN_3534	2	Finance	Expenses	Suspend any access to expenses claim process when staff leave the Authority	Min	
BR_FIN_3535	2	Finance	Expenses	Allow controls for reimbursement of expenses in the Service System against staff that are due to leave	Min	
BR_FIN_3536	2	Finance	Expenses	Allow for all expense types (e.g. lunch, evening meal) to have a maximum daily policy limit or rate in line with travel policy	Min	
BR_FIN_3537	2	Finance	Expenses	When user has more than one claim on the same day for the same amount the system should flag it to another team/s defined by the Authority as a potential duplicate and for investigation	Min	
BR_FIN_3538	2	Finance	Expenses	Allow configuration of controls to prevent employees submitting expense claims in a future date	Min	
BR_FIN_3539	2	Finance	Expenses	Enable restricted or defined access and ability for Non- permanent or non-Authority employees to claim expenses (e.g. guest speakers, secondees or Loan In staff)	Min	

BR_FIN_3540	2	Finance	Expenses	Provide the ability to submit expenses with digital images attached, ideally supporting mobile functionality to accomplish	Min	
BR_FIN_3541	2	Finance	Expenses	Enable definition of mandatory fields depending on the expense claim form or expense type	Min	
BR_FIN_3542	2	Finance	Expenses	Enable dependent fields in claim forms so expenses claimants can select the expense type between several categories, then according to the category specific fields will be displayed	Min	
BR_FIN_3543	2	Finance	Expenses	Enable expenses claimants to edit the pre-populated information in the form	Min	
BR_FIN_3544	2	Finance	Expenses	Enable expenses claimants to have information pre- populated in the form, such as cost centre, location, etc where possible from their HR record	Min	
BR_FIN_3545	2	Finance	Expenses	Enable expenses claimants to 'Delete' expense claims that are in ''Withdrawn', 'Rejected', 'Saved', 'In Progress' or 'Returned' only	Min	
BR_FIN_3546	2	Finance	Expenses	Enable expenses claimants to adjust expense, i.e. due to home to office travel	Min	
BR_FIN_3547	2	Finance	Expenses	Enable expenses claimants to allocate expenses to one or more projects (if projects module in use)	Min	
BR_FIN_3548	2	Finance	Expenses	Enable expenses claimants to identify expenses incurred overseas on the form, and input with controls related to exchange rate variance tolerance	Min	
BR_FIN_3549	2	Finance	Expenses	Enable expenses claimants to split the expenses line into one or more cost centres. The End User to dictate if allocation will be split equally or in a proportion	Min	
BR_FIN_3550	2	Finance	Expenses	Ensure that expense claims include attached supporting evidence, alternative if no evidence is attached the user should add commentary as to why	Min	
BR_FIN_3551	2	Finance	Expenses	Enable user to identify expenses with a cost code different to the one they are raising it from	Min	
BR_FIN_3552	2	Finance	Expenses	Enable the user to enter their own exchange rates (within predefined % limits against corporate rates)	Min	
BR_FIN_3553	2	Finance	Expenses	Enable users to save claims part way through completion for submission at a future date	Min	
BR_FIN_3554	2	Finance	Expenses	Provide the ability to process multiple currencies on one claim	Min	

BR_FIN_3555	2	Finance	Expenses	Enable employees to amend claims prior to their submission	Min	
— — —				for approval		
DD EIN 0550		- '		Be able to support multiple authorised worker types	B 41	
BR_FIN_3556	2	Finance	Expenses	facilitating different processes for certain employees e.g. Fast	Min	
				Streamers etc		
DD FIN 0557		- '		Enable expenses claimants to receive warning messages	B 41	
BR_FIN_3557	2	Finance	Expenses	before submission i.e. asking that the expense complies with	Min	
				the Authority's policies		
DD 5111 0550		- :	_	Identify accommodation expenses within the ceiling limits,		
BR_FIN_3558	2	Finance	Expenses	and when these limits are exceeded the claimer should	Min	
				provide commentary		
BR_FIN_3559	2	Finance	Expenses	Identify different type of air travel expenses and when not	Min	
				complied require the End User should add commentary		
BR_FIN_3560	2	Finance	Expenses	Prompt expense claimants to review completed form before	Min	
D. (_			submission		
				Enable a warning to the End User prior to submission for		
BR_FIN_3561	2	Finance	Expenses	approval where the amount claimed for that expense type is	Min	
				over that allowed by the current policy		
				Automatically flag expenses claimed which are over the policy		
BR_FIN_3562	2	Finance	Expenses	limits and notify specific groups to be defined by the Authority	Min	
				(e.g. BPO Provider compliance team)		
				Provide the ability to handle multiple expense policies, assign		
BR_FIN_3563	2	Finance	Evpopoo	only applicable ones to specific employee groups and update	Min	
DK_FIIN_3303	2	rillalice	Expenses	the applicable policies if an employee moves to another	IVIII I	
				cluster department		
DD EIN SEGA	^	Finence	Evnonces	Automatically load exchange rates from a master data set	Min	
BR_FIN_3564	2	Finance	Expenses	itself used for all systems	IVIIII	
				Enable the automated classification of expenses into different		
DD FIN OFOE	_	Fine:		tax groups to facilitate tax reporting to payroll. Users may	N 42:	
BR_FIN_3565	2	Finance	Expenses	need to complete additional fields for this determination to	Min	
				take place		
DD FIN 0500		-		Enable expenses claimants to select the type of expense	N 4.	
BR_FIN_3566	2	Finance	Expenses	'template' claim	Min	
DD EIN 0505		- :	F	Enable expenses claimants to raise an expense claim from a	N 42 -	
BR_FIN_3567	2	Finance	Expenses	previously approved expense	Min	
DD FIN 0500		— ·		Enable users to complete and save their own expense	N 4.	
BR_FIN_3568	2	Finance	Expenses	templates	Min	

BR_FIN_3570	2	Finance	Expenses	Automatically replicate changes to expenses to all systems that support expenses processes, including booking systems for hotel and travel. To be done through interface or manual changes as required	Min	
BR_FIN_3571	2	Finance	Expenses	Provide the ability to filter HR record changes through to Expenses E.g. Line manager, cost centre etc	Min	
BR_FIN_3572	2	Finance	Expenses	Provide the ability to automatically notify employees following a change to key details, including bank account details	Min	
BR_FIN_3573	2	Finance	Expenses	Allow employees to maintain their own personal details, including bank account details	Min	
BR_FIN_3574	2	Finance	Expenses	Allow End Users to report on third party (for example core travel management provider) and expenses put through the Service System	Min	
BR_FIN_3575	2	Finance	Expenses	Enable user to report on recharges done to and from a different department	Min	
BR_FIN_3576	2	Finance	Expenses	Enable End Users to run an expenses report to monitor End Users who permanently reassign expense claims approvals to another End User	Min	
BR_FIN_3577	2	Finance	Expenses	Enable End Users to run report on volume and value of duplicate expense payments and erroneous payments	Min	
BR_FIN_3578	2	Finance	Expenses	Enable End Users to run a report on average value of expenses claimed by period	Min	
BR_FIN_3579	2	Finance	Expenses	Enable End Users to run an expense financial audit report	Min	
BR_FIN_3580	2	Finance	Expenses	Enable End Users to run an expense transaction level report	Min	
BR_FIN_3581	2	Finance	Expenses	Enable End Users to run an expenses report by geography	Min	
BR_FIN_3582	2	Finance	Expenses	Enable End Users to run an expenses trend analysis report	Min	
BR_FIN_3583	2	Finance	Expenses	Enable End Users to run an outstanding advance balances report	Min	
BR_FIN_3584	2	Finance	Expenses	Enable End Users to run analytics and advanced reporting such as spend by expense category or expense type	Min	
BR_FIN_3585	2	Finance	Expenses	Enable End Users to run Management Information and queries reports	Min	

BR_FIN_3586	2	Finance	Expenses	Enable End Users to run status reports on expense claims by date, workflow status, user, directorate, function	Min	
BR_FIN_3587	2	Finance	Expenses	Enable End Users to run transparency reports, including reports to support tax requirements associated with employee expenses, for taxable benefit expenses	Min	
BR_FIN_3588	2	Finance	Expenses	Interface taxable expenses (Benefit in kind like P11D) through to Payroll so that they can be correctly accounted for taxation	Min	
BR_FIN_3589	2	Finance	Expenses	Enable expenses claimants to access details of the cumulative number of miles claimed at any point in their tax year	Min	
BR_FIN_3590	2	Finance	Expenses	Provide the ability to recover overpayments from the next expense claim from the claimant (in the case of an overpayment)	Min	
BR_FIN_3591	2	Finance	Expenses	Allow different payment types including "normal" payment, emergency payments, exceptions payments	Min	
BR_FIN_3592	2	Finance	Expenses	Automatically process payments for expense claims that are approved and have passed auditing. Payment should be done within a set timeframe.	Min	
BR_FIN_3593	2	Finance	Expenses	Inform the Account Payables team (or the team that processed the payment) when a payment was returned and/or rejected	Min	
BR_FIN_3594	2	Finance	Expenses	Enable the speedy interface of expense payments into the payables process in an automated way so as to pay claims as soon as possible	Min	
BR_FIN_3595	2	Finance	Expenses	Provide the ability to prevent (put on hold) payment of expenses to a specific expenses claim or claimant	Min	
BR_FIN_3596	2	Finance	Expenses	Allow users to add comments and/or upload documents to resolve audit related queries	Min	
BR_FIN_3597	2	Finance	Expenses	Enable expenses claimants to add a comment when the allocation is to more than one cost centre 'Allocation reason'	Min	
BR_FIN_3598	2	Finance	Expenses	Enable claimers to raise Self Service expense claims	Min	
BR_FIN_3599	2	Finance	Expenses	Allow End Users to claim taxable and non-taxable expenses	Min	

BR_FIN_3600	2	Finance	Cash Management	Provide the ability to process multiple currencies	Min
BR_FIN_3601	2	Finance	Cash Management	Provide the ability to process multiple cash books and bank accounts	Min
BR_FIN_3602	2	Finance	Cash Management	Provide the ability to reconcile cash books and statements, by a combination of electronic and manual matching (for example, interest charges and sundry receipts)	Min
BR_FIN_3603	2	Finance	Cash Management	Provide the ability to load bank statements and auto reconcile in one process	Min
BR_FIN_3604	2	Finance	Cash Management	Provide the ability to confirm, suspend or reject matches following an auto reconciliation process	Min
BR_FIN_3605	2	Finance	Cash Management	Provide the ability to highlight discrepancies in statements to the cash management team E.g. Numbers, Dates and opening/closing balances etc	Min
BR_FIN_3606	2	Finance	Cash Management	Provide the ability to reconcile statements that are subsequently received when initially stated as missing	Min
BR_FIN_3607	2	Finance	Cash Management	Provide the ability to raise alerts for reconciliation errors and mismatches	Min
BR_FIN_3608	2	Finance	Cash Management	Provide the ability to process one off manual payable orders and electronic payments	Min
BR_FIN_3609	2	Finance	Cash Management	Provide the ability to electronically download bank statements for multiple bank accounts	Min
BR_FIN_3610	2	Finance	Cash Management	Provide the ability to receive bank statements in multiple formats (including bank standard format e.gCSV, BAI / MT940/Swift)	Min
BR_FIN_3611	2	Finance	Cash Management	Provide the ability to log all bank statements that have been received	Min

BR_FIN_3612	2	Finance	Cash Management	Provide the ability to produce daily cash forecasts	Min	
BR_FIN_3613	2	Finance	Cash Management	Provide Reports or the ability to generate reports for Cash Management To include: cash flow analysis, summary of all cash postings with audit trail, bank account details listing, reconciliation of the Cash Book to the General Ledger, cash book transaction report analysed by account or income/expenditure analysis code or payment/receipt method	Min	
BR_FIN_3614	2	Finance	Cash Management	Enable unreconciled items to be managed using a Service System based workflow with an audit trail showing the resolution.	Min	
BR_FIN_3615	2	Finance	Cash Management	Store appropriate history of data electronically to support operational and analytical activity	Min	
BR_FIN_3616	2	Finance	Cash Management	Enable automation of bank account reconciliations to cash position	Min	
BR_FIN_3617	2	Finance	Cash Management	Allow identification of cash deposited into bank accounts	Min	
BR_FIN_3618	2	Finance	Cash Management	Ensure that non-invoiced (non AP or AR related) receipts and payments (e.g. bank charges, interest, funding) will create a transaction in the source system with appropriate general ledger coding, and reconcile the statement line	Min	
BR_FIN_3619	2	Finance	Cash Management	Support bank account analysis and bank account sweeping	Min	
BR_FIN_3620	2	Finance	Cash Management	Support bank account drawdowns between accounts	Min	
BR_FIN_3621	2	Finance	Cash Management	Recognise and deal with foreign transactions appropriately EG Rate, Charges, Gains and losses	Min	

BR_FIN_3622	2	Finance	Cash Management	Contain or enable the connection to payment solutions /Payment Bureau	Min	
BR_FIN_3623	2	Finance	Cash Management	Accept payments via multiple methods. Currently (but not limited to) Credit Card, Debit Card, Commercial Card, Cash, Cheques, CHAPS, BACS, interbank transfer, and integration with GOV.PAY	Min	
BR_FIN_3624	2	Finance	Cash Management	Enable in Service System cash flow forecasting on the required bases e.g. daily forecasts, monthly and annually.	Min	
BR_FIN_3625	2	Finance	Cash Management	Provide tools to do variance analysis against forecasted cash positions	Min	
BR_FIN_3626	2	Finance	Cash Management	Enable in Service System cash flow inputs into forecasting by supporting business units	Min	
BR_FIN_3627	2	Finance	Cash Management	Integrate cash forecasting into overall planning and forecasting tool	Min	
BR_FIN_3628	2	Finance	Cash Management	Allow system alerts to be setup regarding cash positions	Min	
BR_FIN_3629	2	Finance	Cash Management	Enforce access controls around access to bank accounts and reconciliations	Min	
BR_FIN_3630	2	Finance	Cash Management	Have appropriate checks and balances in place to automatically ensure all statement lines are imported correctly.	Min	
BR_FIN_3631	2	Finance	Cash Management	Ensure audit trail is enabled for changes to bank details in finance systems to show a full audit history of what is changed when and by whom	Min	
BR_FIN_3633	2	Finance	Cash Management	Provide secure transfer of payment files between HR systems, finance systems & banking /payment systems, without the ability of users to interfere with the file	Min	
BR_FIN_3634	2	Finance	Cash Management	Enable approvals to be in Service System through managed workflows in line with the Delegated Financial Authority limits	Min	

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BR_FIN_3635	2	Finance	Cash Management	Enable application of Authority limits for payments and required workflows as defined by the Authority	Min	
BR_FIN_3636	2	Finance	Cash Management	Ensure changes to bank details are replicated automatically across all of the Service System modules that hold these details	Min	
BR_FIN_3637	2	Finance	Cash Management	Hold key bank account details and the purpose of each bank account for the Authority, its executive agencies and arm's length bodies (ALBs)	Min	
BR_FIN_3638	2	Finance	Cash Management	enforce strict controlled access around changes to configuration and changes to banking details or associated systems	Min	
BR_FIN_3639	2	Finance	Cash Management	enable integrated bank accounts use by the Accounts Receivable and Accounts Payable areas	Min	
BR_FIN_3640	2	Finance	Cash Management	Enable the creation of individual payments and ad hoc payment runs as required for special payments e.g. extracontractual payments and severance payments	Min	
BR_FIN_3641	2	Finance	Cash Management	Enable reports to be configured to support population of HM Treasury prescribed reporting templates	Min	
BR_FIN_3642	2	Finance	Cash Management	Produce reports on daily cash position (using different parameters and Treasury reporting requirements)	Min	
BR_FIN_3643	2	Finance	Cash Management	Produce reports on number of banking detail changes, with ability to select period (e.g. in last 12 Months)	Min	
BR_FIN_3644	2	Finance	Cash Management	Produce reports on number of unreconciled items, with ability to select period (e.g. over 60 days old)	Min	
BR_FIN_3645	2	Finance	Cash Management	Produce reports on number of End Users with access to banking data	Min	
BR_FIN_3646	2	Finance	Cash Management	Produce reports on percentage accuracy of cash forecast	Min	
BR_FIN_3647	2	Finance	Cash Management	Produce reports on percentage of payments made by BACS	Min	

BR_FIN_3648	2	Finance	Cash Management	Produce reports on value of funds in commercial accounts	Min	
BR_FIN_3649	2	Finance	Cash Management	Produce reports on Year End Outturn as a percentage of forecast	Min	
BR_FIN_3650	2	Finance	Cash Management	Ensure information on bank account position is made available to other government governing functions as required by the Authority e.g. HM Treasury which reviews the government daily cash	Min	
BR_FIN_3651	2	Finance	Cash Management	Enable dashboard functionality for monitoring of cash management performance	Min	
BR_FIN_3652	2	Finance	Cash Management	Enable electronic storage of scanned documentation relating to receipts and payments	Min	
BR_FIN_3653	2	Finance	Cash Management	Allow the upload of off system cash forecast data from off system ALBs for consolidated cashflow forecast purposes	Min	
BR_FIN_3654	2	Finance	Cash Management	Be capable of creating consolidating cash forecasts including data sourced from off system uploads	Min	
BR_FIN_3655	2	Finance	Cash Management	Be capable of recognising and reconciling CFER transactions (Consolidated Fund Extra Receipts)	Min	
BR_FIN_3656	2	Finance	Grants	Provide checks to review payments and ensure they have been correctly, supporting audit & other consumers of this information	Min	
BR_FIN_3657	2	Finance	Grants	provide an approval workflow, so that any grant that is submitted, is approved by appropriate approver , or multiple approvers, before the Grant is processed for payment	Min	
BR_FIN_3658	2	Finance	Grants	ensure that an approved grant that has gone through the appropriate workflow is routed to the Payments function without the ability for it to be amended	Min	
BR_FIN_3659	2	Finance	Grants	enforce segregation of duties to prevent individuals performing multiple stages in the transaction i.e. Grant Requester cannot be the same person who approves a Grant	Min	

BR_FIN_3660	2	Finance	Grants	Restrict access to Grant creation, management and approval, so that access is strictly limited to authorised users only, according to their role and level of delegated authority	Min	
BR_FIN_3661	2	Finance	Grants	Enforce that Grants managers/Approvers should hold system limits to their financial authority to approve a grant.	Min	
BR_FIN_3662	2	Finance	Grants	Ensure that all grants should be identifiable by Type, e.g. Formula Grants, General Grant , Grants in aid or any other classification as required by the authority	Min	
BR_FIN_3663	2	Finance	Grants	Ensure that each grant to have a unique Grants reference in the ERP that ties back to source system e.g. GGIS or source system	Min	
BR_FIN_3664	2	Finance	Grants	Ensure that each Grants payment to be made on the ERP system should have a corresponding invoice and include unique Grants reference number	Min	
BR_FIN_3665	2	Finance	Grants	Ensure that all grant award requests should go through online workflow approvals, with multiple stages of approval before being stored as an approved Grants Award in the system	Min	
BR_FIN_3666	2	Finance	Grants	Allow optional approvers to be added to the approval chain where necessary, but system generated approval chains cannot be overridden.	Min	
BR_FIN_3667	2	Finance	Grants	Ensure that specific categories of Grants may require additional approvals.	Min	
BR_FIN_3668	2	Finance	Grants	Ensure that Grant awards are established for a specific value and time period, and any proposed extensions are subject to re-approval	Min	
BR_FIN_3669	2	Finance	Grants	Ensure that Grant Awards are structured on system to enable payments to be made in accordance with the payment plan, which could be immediate or future dated	Min	
BR_FIN_3670	2	Finance	Grants	Ensure that the system is capable of storing a Grant Award, containing (but not limited to)the grant classification(s), unique Grant Reference, Dates, Amount Limit, Outcomes, accounting, approvers etc, and that only Approved Grant Awards are available to transact against	Min	

BR_FIN_3682	2	Finance	Grants	Ensure that key attributes of Grant Recipients are captured for reporting purposes (e.g. Location, Sector).	Min	
BR_FIN_3681	2	Finance	Grants	Allow regular audits (at least annually) can be performed to review the full list of system changes to bank account details	Min	
BR_FIN_3680	2	Finance	Grants	Ensure Grant Recipients are automatically notified following a change to key details e.g. bank account details.	Min	
BR_FIN_3679	2	Finance	Grants	Ensure that Grant payments are distinguishable from other commercial or 3rd party payments on the system.	Min	
BR_FIN_3678	2	Finance	Grants	Offer Self-service tools to provide analytics and advanced reporting, including insight on Grant expenditure. This must include the Grant awards, and payments against those awards, and payments not yet made.	Min	
BR_FIN_3677	2	Finance	Grants	Provide reporting which will provide a single consolidated view of Grants paid to a particular organisation, or a particular grants reference	Min	
BR_FIN_3676	2	Finance	Grants	Provide Standard reports which are run regularly to ensure transactions are progressing. For example, invoices, payment requests etc	Min	
BR_FIN_3675	2	Finance	Grants	Ensure that there is a single source of the truth for Grants reporting. All information pertaining to Grant awards stored in the system must be reportable	Min	
BR_FIN_3674	2	Finance	Grants	Ensure that all grants payments generate an electronic remittance advice, containing the line description and unique Grant reference as a minimum.	Min	
BR_FIN_3673	2	Finance	Grants	Enable Departments that use a bespoke Grants Application and approval system to interface Grant payments into the ERP System for payment only	Min	
BR_FIN_3672	2	Finance	Grants	Ensure that any application for payment can only be made against an Approved Grant Scheme. A payment transaction against an approved Grant should be subject to multi stage workflow approval, and populate the payment request from information contained in the Grant award. e.g. all Accounting information, Unique Ref etc	Min	
BR_FIN_3671	2	Finance	Grants	Ensure that a Grant Award limits the amount of spend that can be incurred under the grant, and maintains a running balance of available funds, E.g. Total Grant, Amount Spent, Amount remaining	Min	

BR_FIN_3683	2	Finance	Grants	Enable cost centre/project/account coding to ensure that the Grant Scheme can be effectively managed and reported on (if Projects module in use)	Min	
BR_FIN_3684	2	Finance	Grants	Ensure that all Grant awards are stored on the system, along with their classification, and accounting treatment, and the status of the award	Min	
BR_FIN_3685	2	Finance	Grants	Ensure that all Grants suppliers be setup with an appropriate supplier type that identifies them as such	Min	
BR_FIN_3686	2	Finance	Grants	Ensure that any changes to Grants supplier details including Address and Banking details will be subject to the same audit requirements as any other supplier	Min	
BR_FIN_3687	2	Finance	Grants	Provide System functionality for recurring payment requests and scheduled payments so that these can be used to automate Grants transactions	Min	
BR_FIN_3688	2	Finance	Grants	Ensure that Reports are produced on a timely basis to confirm the volume and value of duplicate payments	Min	
BR_FIN_3689	2	Finance	Grants	Enable all grant payments to be paid via the ERP using electronic payment methods, the default is BACS	Min	
BR_FIN_3691	2	Finance	Grants	Ensure that only authorised users can effect payment of grants once they are approved.	Min	
BR_FIN_3692	2	Finance	Grants	Ensure that Approved Grants transactions are automatically routed for payment without the need for human intervention	Min	
BR_FIN_3693	2	Finance	Grants	Ensure that at all stages of the Grants process, users should not have the ability to amend the grant award record, or any transactional data, without it going for reapproval.	Min	
BR_FIN_3694	2	Finance	Grants	Ensure that all grant award requests need to be submitted via the service system, to the Grants Manager/Approver	Min	
BR_FIN_3695	2	Finance	Grants	Ensure that Grant applications will be available to be selected for Grant Payment only when the Grant award is in an approved state. No transaction should be possible against a Grant award that is not "Approved"	Min	
BR_FIN_3696	2	Finance	Grants	Ensure that Approved Grants Awards hold details of the Grant such as(but not limited to) :classifications, members, outcomes, Approvers, suppliers, Unique Reference and Accounting information.	Min	

BR_FIN_3697	2	Finance	Grants	Provide Digital forms that validate data at entry stage by default	Min	
BR_FIN_3698	2	Finance	Grants	Ensure that workflow approvals relating to all stages from award to payment of a Grant are auditable	Min	
BR_FIN_3699	2	Finance	Source to contract	Enable the Authority's employees to manage purchasing below a watershed limit (usually £10k plus VAT) in the Service System or as per the policy guidance as it may change from time to time	Min	
BR_FIN_3700	2	Finance	Source to contract	Allow for the import of supplier data from S2C systems into the ERP system	Min	
BR_FIN_3701	2	Finance	Source to contract	Notify suppliers when there is a change to key fields in their supplier record, and any changes to supplier bank account information	Min	
BR_FIN_3702	2	Finance	Source to contract	Use webservices to integrate with the Authorities best of breed commercial management systems (which include Jaggaer and Atamis)	Min	
BR_FIN_3703	2	Finance	Source to contract	Integrate with Authorities Commercial system to create a contract in the ERP system when a contract is created & approved in the Source 2 Contract system	Min	
BR_FIN_3704	2	Finance	Source to contract	Ensure that the unique contract Id /Refence number from the commercial management systems is stored in the contract record in the ERP system, and that this field is visible in MI reporting	Min	
BR_FIN_3705	2	Finance	Source to contract	Have the ability to write an ERP contract /Agreement reference no. back to the Source system	Min	
BR_FIN_3706	2	Finance	Source to contract	Capture spend against specific contracts, so that authorised users can view spend by Contract/contract ID	Min	
BR_FIN_3707	2	Finance	Source to contract	Interface contract spend data from ERP back to the S2C system for each Authority	Min	
BR_FIN_3708	2	Finance	Source to contract	Ensure that any contract amendments or variation in the Source 2 Contract system (e.g. contract extension, amount increase) must be reflected contract record in the ERP	Min	
BR_FIN_3709	2	Finance	Purchase to Pay	Control the access to be able to amend a contract in the ERP by Role, with only authorised buyers/Commercial staff with sufficient financial authority able to approve	Min	
BR_FIN_3783	2	Finance	Purchase to Pay	Allow the capture of electronic invoices/credit notes in both structured and unstructured formats	Min	

BR_FIN_3784	2	Finance	Purchase to Pay	Enable the End Users to flag and add comments to invoices that are in dispute and unflag when the disputes have been resolved - dispute history should be retained	Min	
BR_FIN_3785	2	Finance	Purchase to Pay	Store invoices and recognise invoice automatically sent through offline and online sources	Min	
BR_FIN_3786	2	Finance	Purchase to Pay	Allow dispute process to commence in the system	Min	
BR_FIN_3787	2	Finance	Purchase to Pay	Enable the use of bill back (for example invoice from the Authorities travel provider)	Min	
BR_FIN_3788	2	Finance	Purchase to Pay	Provide functionality to attach and remove documents to for example requisitions, PO's, supplier's records, including removing invoices/ documents from PO's if necessary and in a controlled manner	Min	
BR_FIN_3789	2	Finance	Purchase to Pay	Notify suppliers when a dispute process has commenced and provide option for supplier to communicate back with the Authority, cancel the related transaction, updating the invoice, etc	Min	
BR_FIN_3790	2	Finance	Purchase to Pay	Enable authorised users to override the system default Tax Code in the Purchase Order at invoice line level, inclusive of Standard Recoverable, Standard Non-Recoverable, Exempt, Outside Scope, EU, RoW, Withholding etc	Min	
BR_FIN_3791	2	Finance	Purchase to Pay	Allow authorised users to override the system calculated Tax amount to handle tax rounding discrepancies	Min	
BR_FIN_3792	2	Finance	Purchase to Pay	Enable the Service System to flag invoices with no Purchase Order (PO)	Min	
BR_FIN_3793	2	Finance	Purchase to Pay	Ensure Invoices that pass three way matching and two way matching rules are automatically processed for payment	Min	
BR_FIN_3794	2	Finance	Purchase to Pay	Enable suppliers to Self Service and enter/submit their own invoices directly into the Service System including seeing the status or payment of the transaction	Min	
BR_FIN_3795	2	Finance	Purchase to Pay	Enable suppliers to query and understand their account position via an online portal access	Min	
BR_FIN_3796	2	Finance	Purchase to pay	provide the ability to process PO flipped invoices, interfacing invoices created from the punchout process	Min	
BR_FIN_3797	2	Finance	Purchase to pay	Provide the ability to create bulk invoices from Spreadsheet upload in the system	Min	

BR_FIN_3798	2	Finance	Purchase to	Allow for optional additional approvers to be added to the	Min	
DK_FIN_3/90	2	rinance	Pay	approval chain where necessary, but system generated approval chains cannot be overridden	IVIII	
BR_FIN_3799	2	Finance	=	Allow configuration of controls for a three way match and two	Min	
D(_, 114_0700	_	1 11141100	Pay	way match by exception only.		
BR_FIN_3800	2	Finance	Purchase to	Allow configuration of controls on VAT calculations so they are automatically performed and cannot be overridden by End	Min	
DI(_1 (_0000	_	1 manoc	Pay	Users	141111	
BR_FIN_3801	2	Finance	₹	Allow configuration of controls to minimise fraud, error and	Min	
D. (_		Pay	financial misstatement.		
BR_FIN_3802	2	Finance	Purchase to Pay	Allow different limits on spending according to different expenditure categories	Min	
			Purchase to			
BR_FIN_3803	2	Finance	Pay	Allow for minimum data fields required for entry by suppliers	Min	
			.g	Allow payments without POs where supported by the system		
BR_FIN_3804	2	Finance	Purchase to	(e.g. emergency payments, disbursements payments,	Min	
DIX_1 114_0004	_	T III GIII GO	Pay	payments by exception, etc) be by exception and controlled	IVIIII	
				via workflow approval		
BR_FIN_3805	2	Finance	Purchase to	Allow the configuration of controls around the purchase route, e.g., steer users to catalogues or contract based Regns,	Min	
DV_LII/_2002	2	rinance	Pay	rather than non-catalogue	IVIIII	
				Allow the configuration of controls on centrally managed		
DD FIN 2000		- Finance	Purchase to	contracts - i.e. unless approval granted otherwise, when a	Min	
BR_FIN_3806	2	Finance	Pay	centrally managed contract exists the End Users cannot buy	Min	
				goods/ services using a different contract		
				Allow the configuration of controls such as all purchases are		
BR_FIN_3807	2	Finance	Purchase to	supported by a Purchase Order (PO), except where	Min	
			Pay	specifically exempt or as agreed specifically by the Authority's Finance P2P team		
			Purchase to	Allow the configuration of purchases expenses controls and		
BR_FIN_3808	2	Finance	Pay	exceptions to those controls	Min	
BR_FIN_3809	2	Finance		Allow the configuration of tolerance controls for price	Min	
DI/_LII/_2009		rinance	Pay	difference between invoice and Purchase Order	IVIII I	
BR_FIN_3810	2	Finance	₹	Enable automatic closure of a requisition when a Purchase	Min	
			Pay	Order (PO) is raised		
BR_FIN_3811	2	Finance	Purchase to Pay	Define different levels of access security to different types of purchases relating to specific organisations/functions	Min	
			į ay	puronases relating to specific organisations/fullcitons		

BR_FIN_3812	2	Finance	Purchase to Pay	Enable notification to the Master Data owner and supplier when there are changes to key details on supplier's information, such as address and bank account details	Min	
BR_FIN_3813	2	Finance	Purchase to Pay	Ensure that there is approval for spend prior to commitment with suppliers	Min	
BR_FIN_3815	2	Finance	Purchase to Pay	Enable controls as to who can override automatic selection of VAT treatment of a transaction	Min	
BR_FIN_3816	2	Finance	Purchase to Pay	Allow configuration of controls to prevent duplicate supplier records to be created - e.g. warning message to appear if bank details, VAT number, etc. are already on system	Min	
BR_FIN_3817	2	Finance	Purchase to Pay	Have the ability to make changes to and cancel unpaid invoices/ balances	Min	
BR_FIN_3818	2	Finance	Purchase to Pay	Automatically notify the Accounts Payable team when there is a difference between an invoice amount and the related Purchase Order (PO) when it is over the tolerance limits	Min	
BR_FIN_3819	2	Finance	Purchase to Pay	Allow two-way matching payment processing for specific cases such as emergency payments with suitable controls	Min	
BR_FIN_3820	2	Finance	Purchase to Pay	Enable that invoices that do not pass three way matching rules are automatically flagged as exception (e.g. held)	Min	
BR_FIN_3821	2	Finance	Purchase to Pay	Enable workflow through multiple parts of the process including and not restricted to approvals based on defined Delegated Authority, supporting supplier dispute resolution, raising request for exceptional or emergency payments	Min	
BR_FIN_3822	2	Finance	Purchase to Pay	Enable controls around removal and/or additions of payments and invoices from a built payment run. This is done by very limited authorised users only	Min	
BR_FIN_3823	2	Finance	Purchase to Pay	Initiate the review and approval for extensions or changes process to Purchase Orders (PO) that are established for a specific value and time period	Min	
BR_FIN_3824	2	Finance	Purchase to Pay	Enable automatic accounting generated when a prepayment is recorded	Min	
BR_FIN_3825	2	Finance	Purchase to Pay	Flag invoices received and matched to a PO but without being receipted for action	Min	
BR_FIN_3826	2	Finance	Purchase to Pay	Notify the requestor when a requisition approval workflow changes due to a rejection or to a re-direction	Min	

BR_FIN_3827	2	Finance	Purchase to Pay	Enable controls in place for Requisitions/ POs to be amended by more than one authorised user	Min	
BR_FIN_3828	2	Finance	Purchase to Pay	Enable the system to redirect to alternate Requisitioner Approvers during periods of absence of the original Line Manager or Requisitioner Approver	Min	
BR_FIN_3829	2	Finance	Purchase to Pay	Ensure additional approvals can be configured against specific categories of purchases (e.g. category manager / buyer against IT hardware etc) as required by the Authority	Min	
BR_FIN_3830	2	Finance	Purchase to Pay	Enable for requisitions to be approved on system by appropriate approvers	Min	
BR_FIN_3831	2	Finance	Purchase to Pay	prevent End Users from self-approving requisitions - no one to be allowed to approve their own document	Min	
BR_FIN_3832	2	Finance	Purchase to Pay	Allow security rules around Purchase Orders (PO) approvers' following the Authorities Delegated Financial Authority limits	Min	
BR_FIN_3833	2	Finance	Purchase to Pay	Allow security rules for buyers to transact a Purchase Order. A buyers commercial delegated authority to be enforced	Min	
BR_FIN_3834	2	Finance	Purchase to Pay	Prevent the use of supplier records created via self-service within a portal to use before approved by the Authority	Min	
BR_FIN_3835	2	Finance	Purchase to Pay	Enable workflow purchases approvals in line with the Delegated Financial Authority limits	Min	
BR_FIN_3836	2	Finance	Purchase to Pay	Be capable of loading monthly treasury exchange rates for all currencies, on a monthly basis	Min	
BR_FIN_3837	2	Finance	Purchase to Pay	Allow exchange rates and both realised and unrealised exchange rate gains/losses are automatically accounted for within the Service System	Min	
BR_FIN_3838	2	Finance	Purchase to Pay	Allow conversion to GBP using the default daily exchange rate in the Service System for foreign payments	Min	
BR_FIN_3839	2	Finance	Purchase to Pay	Enable recording & transacting in foreign currency conversion for foreign currency invoices	Min	
BR_FIN_3840	2	Finance	Purchase to pay	Provide the ability to upload GPC monthly transaction statement into the system, with allocation to the correct Account, cost centre, organisation etc	Min	
BR_FIN_3841	2	Finance	Purchase to Pay	Provide access to all related information Purchase Order (PO), Invoice, Credit Note etc when viewing an associated SaaS entry	Min	

BR_FIN_3842	2	Finance	Purchase to Pay	Provide insights and analysis on actual spend against suppliers to support management decisioning and planning	Min	
BR_FIN_3843	2	Finance	Purchase to Pay	Show qualitative and quantitative information in desired format against information held in the Service System (e.g. Dashboard metrics/KPI's, reports etc)	Min	
BR_FIN_3844	2	Finance	Purchase to Pay	Enable users to analyse total spend against each supplier, catalogue, and by volume/ value also including non-PO purchases (e.g. card payments, invoices paid without a PO, payments made without an invoice)	Min	
BR_FIN_3845	2	Finance	Purchase to Pay	Enable users to monitor commitments created by Purchase Orders (PO) / Contract	Min	
BR_FIN_3846	2	Finance	Purchase to Pay	Enable users to report on invoicing KPIs	Min	
BR_FIN_3847	2	Finance	Purchase to Pay	Enable End Users to report on emergency payments made	Min	
BR_FIN_3848	2	Finance	Purchase to Pay	Enable users to report on all types of invoice transactions: three way matching, two way matching and non-matching; with an option to include invoices which don't pass two or three way matching but are within tolerance levels, invoices in dispute, by supplier, user applied, aged profile	Min	
BR_FIN_3849	2	Finance	Purchase to Pay	Enable End Users to report on number and value of duplicate invoices (paid and unpaid)	Min	
BR_FIN_3850	2	Finance	Purchase to Pay	Enable End Users to report on number, type etc of suppliers not used for a period of time	Min	
BR_FIN_3851	2	Finance	Purchase to Pay	Enable End Users to report on payment rejected (as percentage of total payments)	Min	
BR_FIN_3852	2	Finance	Purchase to Pay	Enable End Users to report on payments to suppliers within 5 or 30 days or against other set timeframes (as a percentage of invoice volumes)	Min	
BR_FIN_3853	2	Finance	Purchase to Pay	Enable users to report on percentage and number of requisitions not approved within set timeframe and requisitions awaiting approval with more than a set timeframe	Min	
BR_FIN_3854	2	Finance	Purchase to Pay	Enable End Users to report on percentage of invoices received structured or non-structured (as a percentage of total Invoices received)	Min	

BR_FIN_3855	2	Finance	Purchase to Pay	Enable End Users to report on Purchase Orders (PO) with no activity for more than an specific time frame after the 'need by' date	Min	
BR_FIN_3856	2	Finance	Purchase to Pay	Enable End Users to report on supplier invoices (PO matched) on hold	Min	
BR_FIN_3857	2	Finance	Purchase to Pay	Enable users to run a report on aged accruals integrity e.g. age of receipted PO where no invoice has been revived by type, by age, by supplier, etc	Min	
BR_FIN_3858	2	Finance	Purchase to Pay	Enable End Users to run open Purchase Orders (PO) ageing report	Min	
BR_FIN_3859	2	Finance	Purchase to Pay	Enable End Users to run reports for payments analysis (i.e. on time, late payments, payment method, return payments etc)	Min	
BR_FIN_3860	2	Finance	Purchase to Pay	Enable End Users to run reports for transparency purposes	Min	
BR_FIN_3861	2	Finance	Purchase to Pay	Enable End Users to run reports on performance including progress towards specific KPIs	Min	
BR_FIN_3862	2	Finance	Purchase to Pay	Enable End Users to run reports on suppliers contracts by volume, contract dates, used not used, etc	Min	
BR_FIN_3863	2	Finance	Purchase to Pay	Enable End Users to run reports on transaction progress - for example requisitions awaiting approval, open Purchase Orders (PO), GRNIs, etc	Min	
BR_FIN_3864	2	Finance	Purchase to Pay	Enable End Users to run reports on volume and value of inter government transfers: Departmental and Domestic funds transfers	Min	
BR_FIN_3865	2	Finance	Purchase to Pay	Identify potentially duplicated invoices, before these are processed for payment	Min	
BR_FIN_3866	2	Finance	Purchase to Pay	Enable users to run reports on aging of outstanding payments	Min	
BR_FIN_3868	2	Finance	Purchase to Pay	Provide Dashboard reports to provide BPO volumetrics	Min	
BR_FIN_3869	2	Finance	Purchase to Pay	Provide Dashboard real time reports at all items type such as by process type, approved requisition, open POs, etc	Min	
BR_FIN_3870	2	Finance	Purchase to Pay	Allow the configuration of quality controls of the supplier master file so its regularly challenged to remove inactive, duplicate and out of date records	Min	

BR_FIN_3872 BR_FIN_3873	2	Finance Finance	Purchase to Pay Purchase to	Audit a number of key supplier, site and bank fields, and allow for the detailed report to be reviewed by the BPO on a daily basis. All changes to these key fields to be identified to a specific user, and date stamped Allow configuration of controls around suppliers, Purchase	Min Min	
BR_FIN_3874	2	Finance	Pay Purchase to Pay	Order (PO), invoices and payments Ensure that where bank details are changed against a supplier record, that those changes are reflected against any unpaid invoices	Min	
BR_FIN_3875	2	Finance	Purchase to Pay	Link Procurement categories to the Chart of Accounts and VAT accounting treatment	Min	
BR_FIN_3876	2	Finance	Purchase to Pay	Ensure appropriate unit of measurement (e.g. quantity, amount) can be selected for Requisition/ PO lines	Min	
BR_FIN_3877	2	Finance	Purchase to Pay	Enable updates to supplier's Master Data are synchronised to all Matrix systems that hold the supplier's information with a workflow/integration between Matrix ERP and other Matrix systems"	Min	
BR_FIN_3878	2	Finance	Purchase to Pay	Ensure that supplier's fields and actions are auditable, date and timestamped and that there is a communication history, this includes supplier self-registrations, any subsequent changes to supplier's records, closing supplier's records	Min	
BR_FIN_3879	2	Finance	Purchase to Pay	Notify the Authority's users when requests from suppliers are received so that they can review the request, enrich the record and approve or reject the request	Min	
BR_FIN_3880	2	Finance	Purchase to Pay	Provide functionality to create supplier records in bulk using a structured template	Min	
BR_FIN_3881	2	Finance	Pay	Provide the ability for the Authority to create supplier records directly with an in-built approval mechanism	Min	
BR_FIN_3882	2	Finance	Purchase to Pay	The system shall have the facility to flag a supplier /site so that it is excluded from routine cleansing	Min	
BR_FIN_3883	2	Finance	Purchase to Pay	Ensure the authority can maintain VAT rates and HM Treasury Contracted-Out-Services and these have been aligned to product categories and in turn UNSPSC. These	Min	

BR_FIN_3884	2	Finance	Purchase to Pay	Allow suppliers to submit credit notes in the system and match to relevant Purchase Order (PO)	Min	
BR_FIN_3885	2	Finance	Purchase to Pay	Enable credit notes that are automatically deducted from the next supplier payment. If no future payment is due, the debt is collected through accounts receivable	Min	
BR_FIN_3886	2	Finance	Purchase to Pay	Allow authorised end users to review and edit information and instructions relating to payment runs	Min	
BR_FIN_3887	2	Finance	Purchase to Pay	Ensure one time suppliers payments are supported by core payment systems	Min	
BR_FIN_3888	2	Finance	Purchase to Pay	Support automatic payment scheduling for multiple payment types e.g. BACS for both suppliers and employee payroll	Min	
BR_FIN_3889	2	Finance	Purchase to Pay	Support daily payment runs to other Govt departments using the IAT payment format	Min	
BR_FIN_3890	2	Finance	Purchase to Pay	Enable functionality for BPO provider to make foreign payment and allow capture of the forex rate received from the bank in the system	Min	
BR_FIN_3891	2	Finance	Purchase to Pay	Enable functionality to group or make single payments	Min	
BR_FIN_3892	2	Finance	Purchase to Pay	Enable all validated AP documents to be available for selection in a payment run based on Due Date and supplier balance	Min	
BR_FIN_3893	2	Finance	Purchase to Pay	Allow to scheduled Zero payment runs to offset balances	Min	
BR_FIN_3894	2	Finance	Purchase to Pay	Ensure that the payment output is correctly formatted by Payment Type (i.e. IAT, BACS etc.) and is compliant and compatible with the Banking Software / Payment Bureau requirements	Min	
BR_FIN_3895	2	Finance	Purchase to Pay	Enable authorised users to terminate a payment run at any stage in the process	Min	
BR_FIN_3896	2	Finance	Purchase to Pay	Enable authorised Support users to view and save the payment output file in exceptional circumstances, E.g. failure of integration to Payment Bureau	Min	
BR_FIN_3897	2	Finance	Purchase to Pay	Notify the appropriate teams when a payment was returned or rejected	Min	
BR_FIN_3898	2	Finance	Purchase to Pay	Enable suppliers to retrieve remittance advices (Electronic or printed) and detailed payment information via supplier's Portal	Min	

BR_FIN_3899	2	Finance	Purchase to Pay	Issue Remittance Advices for all payment methods with the ability to define Remittance Advice templates per Payment Method, inclusive of the Authority branding and other T&C's	Min	
BR_FIN_3900	2	Finance	Purchase to Pay	Provide functionality to suppress, re-issue and deliver Remittance Advices via various channels i.e. email/ text/ supplier portal etc	Min	
BR_FIN_3901	2	Finance	Purchase to Pay	Enable users to report on aged credit notes (with number of days to be configurable). Validated and unpaid credit notes are notified to AR and recovery pursed via standard collections	Min	
BR_FIN_3902	2	Finance	Purchase to Pay	Enable authorised users to create debit memos in the system and match to the relevant Purchase Order (PO) or Invoice	Min	
BR_FIN_3903	2	Finance	Purchase to Pay	Enable notifications/alerts to highlight when undisputed invoices haven't been paid within a set timeframe	Min	
BR_FIN_3904	2	Finance	Purchase to Pay	Ability to create and maintain rich purchasing catalogue content, supported by an overarching agreement with controls. Such as value of contract and date range etc.	Min	
BR_FIN_3905	2	Finance	Purchase to Pay	Automatically escalate a requisition approval when the approver does not approve or reject within a specified time period	Min	
BR_FIN_3906	2	Finance	Purchase to Pay	Route requisitions for approval inclusive of non-recoverable VAT and VAT treatment to be visible to approver/s	Min	
BR_FIN_3907	2	Finance	Purchase to Pay	Allow configuration of controls so access to sensitive catalogues relating to sensitive areas (e.g. IT etc) is restricted to relevant end users	Min	
BR_FIN_3908	2	Finance	Pay	Allow raising Purchase Order (PO) in foreign currency, but conversion to GBP amount visible in our ledger	Min	
BR_FIN_3909	2	Finance	Purchase to Pay	Enable controls to allow closed Purchase Orders to be reopened if necessary	Min	
BR_FIN_3910	2	Finance	Purchase to Pay	enable the creation of a purchase contract/contract agreement.	Min	
BR_FIN_3911	2	Finance	Purchase to Pay	Integrate with Authorities Commercial system to create a contract in the ERP system when a contract is created & approved in the Source 2 Contract system"	Min	
BR_FIN_3912	2	Finance	Purchase to Pay	Supports non catalogue and non-supplier purchasing through Service System request capability	Min	

BR_FIN_3913	2	Finance	Purchase to Pay	Enable the creation of a Purchase Order (PO) only from existing approved requisition. Manual PO creation not allowed.	Min	
BR_FIN_3914	2	Finance	Purchase to Pay	Electronically transmit Purchase Orders (PO) directly to the supplier	Min	
BR_FIN_3915	2	Finance	Purchase to Pay	Include automated checks to identify residual balances on PO's where there has been no recent activity for PO's and PO lines meeting this criteria to be Closed or suggested to be Closed	Min	
BR_FIN_3916	2	Finance	Purchase to Pay	Enable the update of users assigned to a requisition or PO and move in bulk or on an individual transaction basis to another user/s within the Organisation. Users to include Requisitioner, Requestor, Requisition Approver, and to include all Document Types related to the record	Min	
BR_FIN_3917	2	Finance	Purchase to Pay	Provide option to include T&C's on outbound purchasing documents and for those T&C's to be easily system configurable	Min	
BR_FIN_3918	2	Finance	Purchase to Pay	Allow attachment of documents to a Requisition, for internal reference only or to be sent to supplier with PO	Min	
BR_FIN_3919	2	Finance	Purchase to Pay	Enable Requester to update their purchasing profile, so that the data is pre-populated in a requisition	Min	
BR_FIN_3920	2	Finance	Purchase to Pay	Enable Requester to charge to another cost centre	Min	
BR_FIN_3921	2	Finance	Purchase to Pay	Enable Requester to requisition on behalf of another person	Min	
BR_FIN_3922	2	Finance	Purchase to Pay	Enable Requester to edit pre-populated information included in the Requisition template	Min	
BR_FIN_3923	2	Finance	Purchase to Pay	Ensure that all catalogue requisitions are linked to the overarching agreement and that there's a cumulative total of spend against the contract	Min	
BR_FIN_3924	2	Finance	Purchase to Pay	Allow requisitioners to view and select an Agreement/contract when raising a non-catalogue requisition	Min	
BR_FIN_3925	2	Finance	Purchase to Pay	Provide option to store a one-time 'Deliver To' address when raising a requisition for good	Min	
BR_FIN_3926	2	Finance	Purchase to Pay	Provide field on Requisition/ PO template to add internal notes	Min	

BR_FIN_3927	2	Finance	Purchase to Pay	Provide fields on Requisition/ Purchase Order Template to add information for supplier's attention - e.g. a section for quote ref. or whether a specific set of terms & conditions apply, etc., and a section for delivery instructions such as who delivery should be marked for attention of and a contact phone number, etc.	Min	
BR_FIN_3928	2	Finance	Purchase to Pay	Ensure cancelled Requisitions or POs remain on system rather than disappearing completely	Min	
BR_FIN_3929	2	Finance	Purchase to Pay	Allow requisition/PO lines to be split between more than one cost centre and/or account code if needed. And for split to be entered as quantity, amount or percentage	Min	
BR_FIN_3930	2	Finance	Purchase to Pay	Allow requisition lines to be copied from previous requisitions	Min	
BR_FIN_3931	2	Finance	Purchase to Pay	Enable catalogue requisitions that have been financially approved to be automatically created into Purchase Orders without manual intervention	Min	
BR_FIN_3932	2	Finance	Purchase to Pay	Enable Requester to Save, Return to saved requisitions, Edit and Withdraw saved requisition. Edit can only be performed for requisitions on Draft or Returned to user	Min	
BR_FIN_3933	2	Finance	Purchase to Pay	Enforce the use of Procurement category codes	Min	
BR_FIN_3934	2	Finance	Purchase to Pay	Enable requisitions to be raised online using Self Service by the individuals that require the goods/services	Min	
BR_FIN_3935	2	Finance	Purchase to Pay	Enable requisitions to be raised, edited, deleted, returned and approved using different devices (e.g. phones, tablets etc)	Min	
BR_FIN_3936	2	Finance	Purchase to Pay	Ensure that requisitions can be raised from: internal catalogues; non-catalogue requests and external content hosted by an EMarketplace solution, in both local and Foreign Currency	Min	
BR_FIN_3937	2	Finance	Purchase to Pay	Ability to mandate the entry of additional user definable fields based on the selection of certain category codes and for the captured information to be included in the outbound PO to supplier or EMarketplace solution	Min	
BR_FIN_3938	2	Finance	Purchase to Pay	Allow Purchase Orders (PO) for goods and services to be partially receipted	Min	
BR_FIN_3939	2	Finance	Purchase to Pay	Allow Self Service receipting by end users	Min	

BR_FIN_3940	2	Finance	Purchase to Pay	Allow comments to be added to purchase receipts	Min	
BR_FIN_3941	2	Finance	Purchase to Pay	Send a notification to a user when a receipt is overdue based on Need By Date. It should allow the user to enter the quantity of the receipt	Min	
BR_FIN_3942	2	Finance	Purchase to Pay	Enable all users to self-receipt against purchase orders, regardless of who's raised them based on a given role	Min	
BR_FIN_3943	2	Finance	Purchase to Pay	Allow return of goods that are returned or not fit for purposes	Min	
BR_FIN_3944	2	Finance	Purchase to Pay	Ensure automatic purchase accruals are generated whenever receipting without invoicing has occurred	Min	
BR_FIN_3945	2	Finance	Purchase to Pay	Enable automatic notifications to requestor when a Purchase Order (PO) has been created including PO number, value, supplier, approvers, etc	Min	
BR_FIN_3946	2	Finance	Purchase to Pay	Allow different payment methods, i.e. BACS, IAT, Chaps, Faster payment, etc. BACS is the preferred option, IAT for Govt customers, others by exception	Min	
BR_FIN_3947	2	Finance	Purchase to Pay	Support external integrations to different online e-catalogues with the ability for suppliers to update the catalogues themselves	Min	
BR_FIN_3948	2	Finance	Purchase to Pay	Provide functionality that links the transaction from source to being recorded in the general ledger	Min	
BR_FIN_3949	2	Finance	Purchase to Pay	Give secured access to suppliers so they may access, maintain information such as supplier master record including bank account details and send information through a portal. Subject to appropriate security	Min	
BR_FIN_3950	2	Finance	Purchase to Pay	Produce printed output for remittance/ PO documents/Reqn for each department/legal entity on the system, with appropriate template driven branding	Min	
BR_FIN_3951	2	Finance	Purchase to Pay	Allow VAT to be coded/charged on any goods and services received or supplied outside the UK, at correct rates	Min	
BR_FIN_3952	2	Finance	Purchase to Pay	Transmission of the payments files should be via direct secure integration, without the ability of anyone to intercept of modify the file in any way	Min	
BR_FIN_3953	2	Finance	Purchase to Pay	Provide the ability to purchase a fixed asset, such that the purchase is automatically flagged for fixed asset creation in the Assets module	Min	

BR_FIN_3954	2	Finance	Purchase to Pay	Provide the ability to map UNSPSC codes or equivalent to respective purchasing categories	Min	
BR_FIN_3956	2	Finance	Purchase to Pay	Provide the ability to view all accounting transaction per purchase order on the screen without having to run reports	Min	
BR_FIN_3957	2	Finance	Purchase to Pay	Provide the ability to view a PO with all associated activity in one place (GRNI accruals)	Min	
BR_FIN_3958	2	Finance	Order to Cash	Use tolerance limits to allow small underpayments caused by rounding differences to be written off	Min	
BR_FIN_3959	2	Finance	Order to Cash	Complete control checks to ensure all mandatory fields have been entered in the service system when customer records are populated	Min	
BR_FIN_3960	2	Finance	Order to Cash	Have the functionality to provide different access levels to defined end user roles and groups	Min	
BR_FIN_3961	2	Finance	Order to Cash	Have the ability to define approval limits & approval notifications to manage customer refunds	Min	
BR_FIN_3962	2	Finance	Order to Cash	Produce credit notes against specific invoices and not allow for the deletion of invoices after they are created	Min	
BR_FIN_3963	2	Finance	Order to Cash	Provide self-service functionality to allow different end user roles and groups to request creation of invoices and credit notes, and standing data updates electronically	Min	
BR_FIN_3964	2	Finance	Order to Cash	Flag duplicate records if the user is trying to create a duplicate customer	Min	
BR_FIN_3965	2	Finance	Order to Cash	Mark reprinted invoices with terms such as 'True and Certified Copy' or as defined by the Authority	Min	
BR_FIN_3966	2	Finance	Order to Cash	Prevent raising the supply of good and services and associated invoices, until customers have completed checks and entered all information in the service system	Min	
BR_FIN_3967	2	Finance	Order to Cash	Control the issuance of credit notes so that the credit note reference is linked to the original invoice number	Min	
BR_FIN_3968	2	Finance	Order to Cash	Have controls in place to prevent the issuance of invoices without a purchase order number where mandatory being populated in the service system	Min	
BR_FIN_3969	2	Finance	Order to Cash	Provide guidance and check if information has been entered correctly, ensuring that all mandatory fields as defined by the Authority have been completed	Min	
BR_FIN_3970	2	Finance	Order to Cash	Allow the definition of controls around master data updates	Min	

2	Finance	Order to	Control the issuance of refunds so they cannot exceed the	Min	
_		Cash			
0	- :	Order to		N 45-ra	
2	Finance	Cash		IVIIN	
2	Financa	Order to		Min	
2	rillalice	Cash		IVIII I	
2	Einanca	Order to		Min	
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		Order to			
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2	1 IIIaiicc	Cash		IVIIII	
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		.ñ	• • • • • • • • • • • • • • • • • • •		
2	Finance	Ē	Allow users to create notification of dispute against an invoice	Min	
		. <u></u>	Document the status of the debt and any actions taken to		
2	Finance	Ē		Min	
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_		Cash	customer		
	2 2 2	2 Finance	Finance Cash Prinance Cash Cash Cash Prinance Cash Cash Cash Cash Crimance Cash	Finance Cash Value of the transaction that is being refunded.	Private Cash value of the transaction that is being refunded. Provide the ability to make adjustments to customer balances via an online approval process, e.g. write offs subject to appropriate approval Provide the ability to make adjustments to customer balances via an online approval process, e.g. write offs subject to appropriate approval Provide the ability to request credit notes to a customer account via an online service system with appropriate approvals Provide not cash of Cash Order to Cash Order to Cash Provide notifications to specialist teams and others in the value chain, showing debt status once it falls due, e.g. past the 30 day payment term or other aging bucket, as defined by the Authority Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-service functionality allowing users in authorised roles or groups to request an update to customer information, with appropriate approval workflows Provide self-servi

			Order to	Have the functionality to create bespoke and system driven		
BR_FIN_3988	2	Finance	Cash	debt recovery letters, using template letters and information	Min	
			Order to	taken from the service system Enable configuration of debt rules based on desired logic for		
BR_FIN_3989	2	Finance	Cash	different customers, as defined by the Authority	Min	
			Order to	Enable the write off of debt by users with the appropriate		
BR_FIN_3990	2	Finance	Cash	delegated authority limits in authorised roles or groups	Min	
			100000000000000000000000000000000000000	Enable definition of debt collection strategies in line with the		
BR_FIN_3991	2	Finance	Order to	debt management policy and allow different strategies to be	Min	
DI(_1 \(\frac{1}{2} \overline{0} \overlin	-	1 11101100	Cash	created for different customers	141111	
				List debtor statuses, such as bankruptcy, debt relief order,		
DD FIN 0000		- '	Order to	individual voluntary arrangement, liquidation, voluntary	N 42 -	
BR_FIN_3992	2	Finance	Cash	company arrangement and administration order,	Min	
				administrative receivership proceedings or ceased trading		
DD FIN 2002	0		Order to	Provide case history information that can be sent to third	N di	
BR_FIN_3993	2	Finance	Cash	parties for collections purposes, e.g. Indesser	Min	
BR_FIN_3994	2	Finance	Order to	Provide functionality to restrict further goods or services from	Min	
DK_FIIN_3994		гнансе	Cash	the Authority based on their debt status (credit hold)	IVIII	
BR FIN 3995	2	Finance	Order to	Provide visibility of the collection history from invoice up to the	Min	
DIV_FIIN_3993	_	i illalice	Cash	settlement of the invoice	IVIII I	
			Order to	Recognise invoices queried by customers and place them in		
BR_FIN_3996	2	Finance	Cash	a dispute status to suspend collection activities and then	Min	
			- Cuoii	remove the invoice from outstanding debt reports		
			Order to	Allow a standard list of credit note classifications to be		
BR_FIN_3997	2	Finance	Cash	entered into the service system to identify root causes for	Min	
				issues		
BR_FIN_3998	2	Finance	Order to	Instigate communications to debtors if required outside the	Min	
	-		Cash	system process but through the service system		
			0.1	Create payment plans and monitor these plans against actual		
BR_FIN_3999	2	Finance	Order to	payments; where payments are not being made the service	Min	
			Cash	system shall flag this to the appropriate representative at the		
			0-44-	Authority		
BR_FIN_4000	2	Finance	Order to	Forecast target against collections and collection strategies	Min	
— 			Cash Order to			
BR_FIN_4001	2	Finance	Order to Cash	Highlight penalties clearly against customer accounts	Min	
			Order to	Escalate to legal proceedings and provide information to third		
BR_FIN_4003	2	Finance	Cash	parties when these proceedings commence	Min	
	ā		Jasii	parties when these procedings commence		

BR_FIN_4004	2	Finance	Order to Cash	Process refunds with appropriate workflow controls	Min	
BR_FIN_4005	2	Finance	Order to Cash	Provide the ability to refund via an online approval process	Min	
BR_FIN_4006	2	Finance	Order to Cash	Prevent refunds from exceeding the value of the original transaction	Min	
BR_FIN_4007	2	Finance	Order to Cash	Provide a dunning/debt collection process	Min	
BR_FIN_4008	2	Finance	Order to Cash	Provide the ability to manage debt effectively	Min	
BR_FIN_4009	2	Finance	Order to Cash	Provide the ability to re-print statements or invoices	Min	
BR_FIN_4010	2	Finance	Order to Cash	Provide an end-to-end, fully automated receivables management capability and the ability to trigger collection activities for outstanding and overdue balances, for example, by generating an email for chasing	Min	
BR_FIN_4011	2	Finance	Order to Cash	Provide the ability to mark a customer account as "Pending Legal Action" once legal proceedings are instigated and prevent further orders from being placed, refunds being processed, credit being extended, etc	Min	
BR_FIN_4012	2	Finance	Order to Cash	Provide the ability to write on/off any small amounts of over/under invoice payments, and mark invoices as 'fully paid'	Min	
BR_FIN_4013	2	Finance	Order to Cash	Provide the ability to auto-write off small amounts	Min	
BR_FIN_4014	2	Finance	Order to Cash	Provide the ability to raise invoices with early payment discounts	Min	
BR_FIN_4015	2	Finance	Order to Cash	Enable customers to receive instalment payment plans	Min	
BR_FIN_4016	2	Finance	Order to Cash	Enable recording of payments received against payment plans	Min	
BR_FIN_4017	2	Finance	Order to Cash	Provide the ability to record settlement arrangements and allow specific terms agreed with the customer to take precedence over the general collection strategy	Min	
BR_FIN_4018	2	Finance	Order to Cash	Provide the ability to set up a standard list of dispute classifications to identify root causes for issues.	Min	
BR_FIN_4020	2	Finance	Order to Cash	Provide automatic alerts and reminders for aged debtors	Min	

BR_FIN_4022	2	Finance	Order to Cash	Allow detailed information to be entered into invoices with multiple lines of information (no restriction on the number of items)	Min	
BR_FIN_4024	2	Finance	Order to Cash	Provide the functionality to raise recurring invoices in line with recurring services provided by the Authority	Min	
BR_FIN_4025	2	Finance	Order to Cash	Have manual invoice data templates where invoices can be created individually or in batches via the service system	Min	
BR_FIN_4026	2	Finance	Order to Cash	Have the functionality to create bulk invoicing from billing systems	Min	
BR_FIN_4027	2	Finance	Order to Cash	Provide the ability to process intercompany transactions between the departments in the cluster automatically	Min	
BR_FIN_4028	2	Finance	Order to Cash	Provide the ability to calculate VAT for each invoice line following pre-determined rules, e.g. by reference to established VAT codes	Min	
BR_FIN_4029	2	Finance	Order to Cash	Provide the ability to create invoices without a purchase order	Min	
BR_FIN_4030	2	Finance	Order to Cash	Provide the ability to create a unique system-generated reference number for each invoice	Min	
BR_FIN_4031	2	Finance	Order to Cash	Provide the ability to alert users if credit is below minimum invoice value or the debtor is on hold and prevent posting	Min	
BR_FIN_4032	2	Finance	Order to Cash	Provide the ability to split revenue for a single invoice across various future periods	Min	
BR_FIN_4033	2	Finance	Order to Cash	Provide the ability to retain original currency information for non-sterling invoices	Min	
BR_FIN_4034	2	Finance	Order to Cash	Enable invoice lines to contain income that will be split to multiple cost centres on a single invoice	Min	
BR_FIN_4035	2	Finance	Order to Cash	Allow for the mass upload of invoicing creation through offline data templates	Min	
BR_FIN_4036	2	Finance	Order to Cash	Enable customer information to be brought automatically into all areas of the service system from one master record	Min	
BR_FIN_4037	2	Finance	Order to Cash	Ensure that all customer correspondence or documentation can be easily stored in the service system	Min	
BR_FIN_4038	2	Finance	Order to Cash	Provide the ability to define credit limits for customers	Min	

				Enable customer data controls to be set that help ensure		
BR_FIN_4039	2	Finance	Order to Cash	master data integrity and health, e.g. approvals to change,	Min	
			10	add or delete customer records		
BR FIN 4040	2	Finance	Order to	Hold purchase order information that has been received	Min	
	_		Cash	manually or electronically from the customer		
BR_FIN_4042	2	Finance	Order to	Hold revenue recognition and recovery criteria's to ensure	Min	
			Cash	accounting is handled correctly		
BR_FIN_4044	2	Finance	Order to	Be able to brand/configure the look and feel of customer	Min	
			Cash	invoices as per the Authority requirements		
BR_FIN_4045	2	Finance	Order to Cash	Provide the ability to group customers and transactions by distinct types	Min	
			Order to	Provide the ability to group customer records into the bill		
BR_FIN_4046	2	Finance	Cash	to/pay from relationships	Min	
				Provide the ability to group customer records to represent		
BR_FIN_4047	2	Finance	Order to	parent/subsidiary relationships and a multilevel hierarchical	Min	
DI(_1 1 _+0+1	_	i ilianoc	Cash	structure	101111	
			Order to			
BR_FIN_4049	2	Finance	Cash	Provide the ability to specify a credit limit by customer	Min	
			Order to	Provide the ability to place customers 'on hold' when their		
BR_FIN_4050	2	Finance	Cash	credit limits are exceeded	Min	
DD FINI 4050		- :	Order to		N 41	
BR_FIN_4052	2	Finance	Cash	Provide the ability to process one-time customers	Min	
BR_FIN_4053	2	Finance	Order to	Provide the ability to deactivate one-time customers when	Min	
DK_FIIN_4000	۷	rmance	Cash	their accounts receivable balance is zero	IVIII I	
BR_FIN_4056	2	Finance	Order to	Provide the ability to retain debtor history	Min	
DI_I II_4000	_	i illalice	Cash		IVIIII	
BR_FIN_4058	2	Finance	Order to	Provide the ability to put debtors 'on hold' and prevent sales	Min	
D.(_ 1 +000	_	. manoc	Cash	invoices from being posted	171111	
BR_FIN_4059	2	Finance	Order to	Enable payment on account	Min	
			Cash			
BR_FIN_4060	2	Finance	Order to	Enable customer payment reports to show the value of the	Min	
			Cash	business with a customer		
BR_FIN_4061	2	Finance	Order to	Ensure that dashboards are updated in real-time to show	Min	
— —			Cash	progress against collection targets		
BR_FIN_4062	2	Finance	Order to	Flag/highlight and report on regular non payers and late	Min	
			Cash	payers Hold defined KDIs and he able to produce information relating		
DD EIN 4062	2	Einones	Order to	Hold defined KPIs and be able to produce information relating to these KPIs through the production of performance reports	Min	
BR_FIN_4063	2	Finance	Cash		IVIII()	
				or the display of dashboards		

BR_FIN_4064	2	Finance	Order to Cash	Produce information on the status of payments received and the age of the invoice issued to the customer	Min	
BR_FIN_4065	2	Finance	Order to Cash	Produce reports showing all customer details and their status	Min	
BR_FIN_4067	2	Finance	Order to Cash	Report on aged debt as defined by the Authority (e.g. over 30, 60, 90 days)	Min	
BR_FIN_4068	2	Finance	Order to Cash	Report on number of credit notes/memos created in last 30 days	Min	
BR_FIN_4069	2	Finance	Order to Cash	Report on disputes	Min	
BR_FIN_4070	2	Finance	Order to Cash	Report on credit notes	Min	
BR_FIN_4071	2	Finance	Order to Cash	Report on debt management performance	Min	
BR_FIN_4072	2	Finance	Order to Cash	Report on different levels of debt write off, as defined by the Authority	Min	
BR_FIN_4073	2	Finance	Order to Cash	Report on invoice and accrued income	Min	
BR_FIN_4074	2	Finance	Order to Cash	Report on manual invoices generated by the service system	Min	
BR_FIN_4075	2	Finance	Order to Cash	Report on a number of AR invoices waiting for approval, with the ability to determine the reporting period, e.g. for more than one week	Min	
BR_FIN_4076	2	Finance	Order to Cash	Report on number of cases at each stage of the recovery levels	Min	
BR_FIN_4077	2	Finance	Order to Cash	Report on number of customers assigned to non-standard collection strategies	Min	
BR_FIN_4078	2	Finance	Order to Cash	Report on number of customers not used within any given time frame as defined by the Authority (e.g. 12, 18 or 24 months)	Min	
BR_FIN_4079	2	Finance	Order to Cash	Report on number of customers setup to pay by direct debit	Min	
BR_FIN_4080	2	Finance	Order to Cash	Report the number of debit rejections and return to sender payments with the ability to select a period, e.g. the last 30 days	Min	
BR_FIN_4081	2	Finance	Order to Cash	Report on outstanding debt	Min	
BR_FIN_4082	2	Finance	Order to Cash	Report the percentage of AR invoices raised as manual or electronic, as defined by the Authority.	Min	

BR_FIN_4084	2	Finance	Order to	Report on cash receipts that are applied against customer invoices or remain unapplied or unidentified	Min	
BR_FIN_4085	2	Finance	Order to Cash	Report the percentage of customer records with incomplete or missing data	Min	
BR_FIN_4086	2	Finance	Order to Cash	Report on performance of payments allocation to invoices	Min	
BR_FIN_4087	2	Finance	Order to Cash	Report the value of unapplied/on-account receipts	Min	
BR_FIN_4088	2	Finance	Order to Cash	Report the value of unidentified receipts	Min	
BR_FIN_4089	2	Finance	Order to Cash	Report the total revenue by category over time	Min	
BR_FIN_4090	2	Finance	Order to Cash	Show a snapshot of account details, dunning history, dispute history, balance, collection activities and transaction details	Min	
BR_FIN_4091	2	Finance	Order to Cash	Produce information on actual income vs budgeted income linked with planning information	Min	
BR_FIN_4092	2	Finance	Order to Cash	Produce information/report on the period that the Authority last traded with customers	Min	
BR_FIN_4093	2	Finance	Order to Cash	Enable end users to run reports on ageing of debtors	Min	
BR_FIN_4094	2	Finance	Order to Cash	Provide the ability for self-service reporting	Min	
BR_FIN_4095	2	Finance	Order to Cash	Accept payments through various channels, e.g. BACS, cheque, direct debit, online and telephone payments via credit card, integrating with the government payment portal (Gov.Pay)	Min	
BR_FIN_4096	2	Finance	Order to Cash	Enable payments to be checked automatically for accuracy against the relevant sales invoice	Min	
BR_FIN_4097	2	Finance	Order to Cash	Recognise receipts that cannot be applied to a specific invoice but can be identified to a customer and placed on the account	Min	
BR_FIN_4098	2	Finance	Order to Cash	Recognise short payments and overpayments and these are automatically identified by the Service System and flagged for attention. Explanation of variances can be recorded within the Service System.	Min	
BR_FIN_4099	2	Finance	Order to Cash	Flag when a customer account payment, usually made via direct debit, has insufficient funds and the payment fails	Min	

BR_FIN_4100	2	Finance	Order to Cash	Automatically identify short/under/over payments and flag them for attention, providing the ability to record the reasons for the variances	Min	
BR_FIN_4101	2	Finance	Order to Cash	Shall provide the ability to automatically update intercompany journals and invoices posted from one entity to another	Min	
BR_FIN_4102	2	Finance	Order to Cash	Provide the ability for unallocated cash to be posted against ledgers	Min	
BR_FIN_4103	2	Finance	Order to Cash	Provide the ability to unallocate and reallocate payments	Min	
BR_FIN_4105	2	Finance	Order to Cash	Provide the ability for revenue recognition rules to be applied automatically to reduce manual revenue adjustments	Min	
BR_FIN_4106	2	Finance	Order to Cash	Provide the ability to automatically match receipts made via cash book/bank reconciliation with outstanding invoices	Min	
BR_FIN_4107	2	Finance	Order to Cash	Provide the ability to allocate full or part amount of payment against invoice(s)	Min	
BR_FIN_4108	2	Finance	Order to Cash	Provide the ability to allocate payments to multiple invoices, including clearance or part-clearance of debtor balances	Min	
BR_FIN_4109	2	Finance	Order to Cash	Provide the ability to offer for early payment discount terms	Min	
BR_FIN_4110	2	Finance	Order to Cash	Provide the ability to manually enter receipts	Min	
BR_FIN_4111	2	Finance	Order to Cash	Provide the ability to post receipts by different payment methods	Min	
BR_FIN_4112	2	Finance	Order to Cash	Provide the ability to show the outstanding balance against an invoice and client record (e.g. part payments and instalments)	Min	
BR_FIN_4113	2	Finance	Order to Cash	Produce and despatch invoices/statements/dunning letters via email against information held in the service system. Where no email address is held the service system should produce printed output for postage	Min	
BR_FIN_4114	2	Finance	Order to Cash	Provide the ability to review and approve/reject all transactions on mobile devices and tablets	Min	
BR_FIN_4115	2	Finance	Order to Cash	Provide the ability to manage Whole of Government Accounting (WGA) by storing a WGA field on selected customer accounts	Min	

BR_FIN_4116	2	Finance	Order to Cash	Allow for pre-approved limits to be in place for users to perform certain tasks e.g., Write Offs, Credit Notes etc, by individually assigning such limits to users' account.	Min	
BR_FIN_4117	2	Finance	Order to Cash	Enable debt collection and aging strategies to be applied to individual transactions as well as the customer as a whole	Min	
BR_FIN_4118	2	Finance	Order to Cash	Hold detailed contact information relating to the customer within the customer record	Min	
BR_FIN_4119	2	Finance	Record to Report	Enable each Department to consolidate the accounts of its core departmental entity with those of its ALBs and other NDPBs (non-departmental public bodies), either within the single instance ERP or using an add-on consolidation solution for the Matrix	Min	
BR_FIN_4120	2	Finance	Record to Report	Enable Departments to consolidate the accounts of large numbers of entities. There could be as many as 40 entities for one Department. The majority of these entities will not be on the Matrix solution; they will use their own ERPs and have their own, local Charts of Accounts. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4121	2	Finance	Record to Report	Allow for the consolidation of entities with different calendars (different financial year-ends). This requirement applies to year-end accounts, planning and in-year management reporting.	Min	
BR_FIN_4122	2	Finance	Record to Report	Allow for the consolidation of entities on different accounting frameworks. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4123	2	Finance	Record to Report	Allow for the consolidation of entities with accounts stated in different currencies. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
RR FINI 4124	2	Finance	Record to	Allow the Matrix to have a Consolidation Chart of Accounts (CoA) that differs from its global Department CoA. The global Department CoA, as well as the CoAs of all other entities being consolidated, would map to this Consolidation CoA.	Min	

UI_I II_T 1	-	т шапов	Report	The Matrix's working assumption is that the Consolidation CoA and global Department CoA will be one and the same, but this requirement is necessary in case a separate Consolidation CoA is agreed during detailed design	IVIIII	
BR_FIN_4125	2	Finance	Record to Report	Maintain a full audit trail of all entries, journals and other adjustments and, where appropriate, approvals for them. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4126	2	Finance	Record to Report	Allow the entities being consolidated access to the service system to upload trial balances and other tabular data (including non-financial data and text) as well as to directly enter data into forms. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4127	2	Finance	Record to Report	Enable the creation of customised forms into which the entities being consolidated can enter financial and nonfinancial data (including text). This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4128	2	Finance	Record to Report	Allow entities being consolidated to upload comments and other supplementary data columns alongside their trial balance uploads. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4129	2	Finance	Record to Report	Enable automatic validation checks of the data that is collected for consolidation. Flag discrepancies on the input templates. Enable the possibility of authorised users in the central accounts team overriding validation errors	Min	
BR_FIN_4132	2	Finance	Record to Report	Enable the central accounts production team to have centralised control of all entries to the consolidation tool made by the entities being consolidated. There must be controls over what types of entry are permitted and when, and workflows enabling the central team to be notified of and review data changes before 'accepting' them and letting them flow into the consolidated position. This requirement applies to year-end accounts, planning and in-year management reporting	Min	

BR_FIN_4133	2	Finance	Record to Report	Enable segregation of duties such that only certain members of the central finance team are able to approve/accept certain changes and submissions. This requirement applies to yearend accounts, planning and in-year management reporting	Min	
BR_FIN_4134	2	Finance	Record to Report	Allow the entities being consolidated to upload (I) their trial balances using their own, local chart of accounts (CoA) and (ii) their mappings from their own CoA to the Matrix consolidation CoA (both account codes and programme codes or equivalent, to ensure the correct budgetary outcome). Automatically apply those mappings to enable consolidation using the Matrix consolidation CoA. This requirement applies, where appropriate, to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4135	2	Finance	Record to Report	Enable the entities being consolidated for year-end accounts to provide additional granularity on how their uploaded TBs map to budgetary categories on top of that provided by the mappings.	Min	
BR_FIN_4136	2	Finance	Record to Report	Enable the automatic reproduction of the accounts of the entities being consolidated for year-end accounts (e.g. ALBs) using the data they have submitted to the system, as a quality check. This should enable the system to produce statements and notes for ALBs which match the ALBs' own statements and notes	Min	
BR_FIN_4137	2	Finance	Record to Report	Maintain the local to global chart of account mappings in the solution as a basis for the mapping of the year-end accounts for the following year	Min	
BR_FIN_4138	2	Finance	Record to Report	Allow entities' mappings from their own chart of accounts (CoA) to the Matrix consolidation CoA to be available across the Matrix ERP and consolidation solution to enable analysis of entities using either their local or the Matrix consolidation CoA. This requirement applies to year-end accounts, planning and in-year management reporting	Min	
BR_FIN_4139	2	Finance	Record to Report	Flag any discrepancies between the opening balances of entities being consolidated and the previous year's closing balances, allow entities to comment against balances and adjust them to match the prior year	Min	

BR_FIN_4143	2	Finance	Record to Report	Enable departments to have different policies on whether to allow the entities being consolidated for the year-end accounts to post their own adjusting journals (or to restrict these journals to central finance teams) and on what types of journal they are able to post	Min	
BR_FIN_4144	2	Finance	Record to Report	Enable journals for the year-end accounts to be entered in the consolidation tool, including non-TB journals (e.g. to amend non-financial data for intra-group leases)	Min	
BR_FIN_4146	2	Finance	Record to Report	Enable the entities being consolidated for the year-end accounts to upload details of their counterparty transactions to the consolidation tool	Min	
BR_FIN_4147	2	Finance	Record to Report	Automatically identify counterparty transaction mismatches for the year-end accounts, flag them to entities and produce mismatch reports (for statutory group accounts and Whole of Government accounts)	Min	
BR_FIN_4148	2	Finance	Record to Report	Enable the entities being consolidated for the year-end accounts to add entries onto the consolidation tool to clear their counterparty mismatches	Min	
BR_FIN_4149	2	Finance	Record to Report	Automate intercompany eliminations for the year-end accounts and generate elimination journals	Min	
BR_FIN_4150	2	Finance	Record to Report	Automatically produce Financial Statements and tables for the year-end accounts directly from the consolidation solution. This functionality could be provided by the consolidation tool itself or an add-on accounts production tool. The Finance Statements include all notes as well as the primary statements as follows: Statement of Comprehensive Net Expenditure, Statement of Financial Position, Statement of Cash Flows and Statement of Changes in Taxpayers Equity	Min	
BR_FIN_4151	2	Finance	Record to Report	Provide full end to end record to reporting functionality for the year-end accounts as per required accounting standards and legal and regulatory requirements including support for the Government Financial Reporting Manual (FReM)	Min	
BR_FIN_4152	2	Finance	Record to Report	Produce the Statement of Outturn against Parliamentary Supply	Min	

BR_FIN_4154	2	Finance	Record to Report	Enable differences between departments with regard to the format of the notes to the Financial Statements and other	Min	
BR_FIN_4155	2	Finance	Record to	Enable multiple accounts consolidation cycles during the	Min	
BR_FIN_4156	2	Finance	Report Record to Report	year. E.g. P09 and multiple versions of P12 Support and allow adjustments to be made to the WGA (Whole of Government Accounts) data feed from the statutory accounts prior to submission to HM Treasury	Min	
BR_FIN_4157	2	Finance	Record to Report	Enable the linking of fact data to narrative in the year-end accounts. For example: some numbers in text can be linked to and automatically updated from tables or underlying database data	Min	
BR_FIN_4158	2	Finance	Record to Report	Enable full formatting functionality (similar to in Word) in the year-end accounts, including text, tables, layout, numbering (pages and notes) and images	Min	
BR_FIN_4159	2	Finance	Record to Report	Enable version control over data flow/query refreshes in the year-end accounts, to avoid numbers automatically changing every time there's an underlying data change (particularly for restatement journals in future years if there's a MoG (Machinery of Government change) or similar)	Min	
BR_FIN_4161	2	Finance	Record to Report	Enable the management of user workflows in respect to preparing and reviewing sections, notes, pages or similar in the year-end accounts production process	Min	
BR_FIN_4162	2	Finance	Record to Report	Enable restrictions for access and editing in the year-end accounts production process, for version/workflow control and so that users can only see reports and data that they're authorised to (e.g. payroll data, or data related to another department)	Min	
BR_FIN_4163	2	Finance	Record to Report	Enable the creation of validations in the year-end accounts document - e.g. to check for errors in tables, cross casting differences between tables and/or narrative, breaches of accounting principles or similar.	Min	
BR_FIN_4165	2	Finance	Record to Report	Enable users to define which tables and narrative in the reports within the year-end accounts document will be output for publication, and to suppress or hide rows and columns in tables so that they don't output to production without needing to remove them	Min	

BR_FIN_4166	2	Finance	Record to Report	Enable the automatic update of note numbering in the year- end accounts document to ensure it is sequential	Min	
BR_FIN_4167	2	Finance	Record to Report	Enable users of the year-end accounts production tool to change reporting parameters with respect to source data at the report or note level (e.g. reporting entity, consolidation level or period) to facilitate efficient report creation and analysis, for example when rolling the accounts over from year to year	Min	
BR_FIN_4168	2	Finance	Record to Report	Enable the consolidation of budgets, forecasts and actuals of a combination of on-system and off-system ALBs for financial planning and in-year management reporting	Min	
BR_FIN_4169	2	Finance	Record to Report	Allow off-system entities to submit their financial plans and monthly financial forecasts and actuals in tailored forms. Each department will design forms specific to its own requirements of what data it requires from its ALBs.	Min	
BR_FIN_4170	2	Finance	Record to Report	Enable submissions from off-system entities of data for planning and monthly reporting to contain both financial and non-financial data	Min	
BR_FIN_4171	2	Finance	Record to Report	Enable off-system entities to upload their financial plans and monthly data collection forms to the service system, using standard formats as designed by the Matrix	Min	
BR_FIN_4172	2	Finance	Record to Report	Allow authorised department users (e.g. central finance teams) to make amendments to the data submissions from off-system entities for both financial planning and in-year management reporting	Min	
BR_FIN_4174	2	Finance	Record to Report	Enable automatic validation checks of data submissions by off-system entities. Flag discrepancies on the submission templates	Min	
BR_FIN_4175	2	Finance	Record to Report	Allow off-system entities to make planning and monthly submissions that capture data at a relatively low level of granularity compared to TBs. Enable whole-of-department reporting that consolidates figures from both off-system entities and on-system entities (including core Departments) at this same level of granularity	Min	

BR_FIN_4176	2	Finance	Financial Planning	Allow Departments to undertake Multi-Year and Strategic planning within the service system, and allow for consolidation of data/information (including future year budgets, forecasts and commitments) from other systems and applications (like Workforce planning). The system should allow for consolidation of relevant data from ALBs and other off-system entities into these plans	Min	
BR_FIN_4177	2	Finance	Record to Report	Enable concurrent consolidation cycles (e.g. in-year monthly management accounts at the same time as year-end financial accounts). Enable management accounts to work to a different timeline to the financial accounts (e.g. for P09 and P12 submissions)	Min	
BR_FIN_4236	2	Finance	Tax	Support the identification and capture of any double tax implications for inpat and expat employees	Min	
BR_FIN_4237	2	Finance	Record to Report	Enable adjustments to be made to Department year end HMT OSCAR submissions to support both the creation of a separate WGA OSCAR submission and the finalised outturn Departmental submission to HMT	Min	
BR_FIN_4238	2	Finance	Record to Report	Enable specialist users to access and report on Chart of Account data including hierarchies and their associated levels, from within the solution and as an authorised externally accessible query	Min	
BR_FIN_4239	2	Finance	Record to Report	Provide a workflow enabled change management and maintenance of the Chart of Accounts	Min	
BR_FIN_4240	2	Finance	Record to Report	Enable employees to record receipt of gifts and hospitality and its value subject to approval workflows	Min	
BR_FIN_4241	2	Finance	Tax	Enable Matrix Departments to meet all of their tax related record keeping, reporting and filing obligations in line with current and where known planned HMRC requirements	Min	
BR_FIN_4242	2	Finance	Tax	Facilitate accurate general ledger and subledger postings for all tax related transactions	Min	
BR_FIN_4243	2	Finance	Source to contract	Enable exception reporting that will alert the Authority or their BPO to any failures of this integration, so that they may take steps to keep the S2C system and the ERP in alignment	Min	
BR_FIN_3261	2	Finance	Management Reporting	Allow business End Users to access real time data and information for financial and HR reporting	Min	

BR_FIN_3262	2	Finance	Management Reporting	Allow the structuring of information at different levels e.g. Entity, BU, Core/Consolidated Departmental level and for different audiences	Min
BR_FIN_3263	2	Finance	Management Reporting	Enable creation of bespoke reporting like the creation of Board pack through system financial data, dashboards and exception reports based on defined parameters. These reports need to be accessible using handheld devices	Min
BR_FIN_3264	2	Finance	Management Reporting	Enable the standardisation of reporting format as defined for budget performance reviews	Min
BR_FIN_3265	2	Finance	Management Reporting	Enable drill through functionality to source transactions from different types of mobile and on desktop reporting	Min
BR_FIN_3266	2	Finance	Management Reporting	Allow holding of information on risks and opportunities e.g. when performing variance analysis	Min
BR_FIN_3267	2	Finance	Management Reporting	Produce Self Service reports to monitor analysis of different variances such as Budgets, Actuals, Forecasts, Headcount/FTEs.	Min
BR_FIN_3268	2	Finance	Management Reporting	Provide capability to report at different levels of the Cost Centre structure, such as at consolidated level by Business Unit, parent/ child, etc.	Min
BR_FIN_3269	2	Finance	Management Reporting	Provide the End User with tools for performing trend analysis and support insightful reporting	Min
BR_FIN_3270	2	Finance	Management Reporting	Show information in ways other than that of the primary GL structure specifically enabling information to be presented from any field in which the underlying data record has been captured.	Min
BR_FIN_3271	2	Finance	Management Reporting	Support the automatic generation of Budget Holder reports, including variances and exceptions	Min
BR_FIN_3272	2	Finance	Management Reporting	Allow the input of commentary on financial performance	Min
BR_FIN_3273	2	Finance	Management Reporting	Have a "Hover Over '' functionality in order to see data definitions/ prescriptive details. Those details to be supported by a common data dictionary".	Min

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BR_FIN_3274	2	Finance	Management Reporting	Provide upload functionality so that metrics/data/information that are not native to the ERP can be uploaded into the Reporting Data set to enable creation of management reports that include both ERP (GL and Sub-ledger) and external data. (Uploaded data will include data sourced from third party systems with different charts of account, calendars, data structures etc and will need to be mapped into a common matrix format)	Min	
BR_FIN_3275	2	Finance	Management Reporting	Ensure easy access to data is appropriately controlled through access rights, overflow or some other mechanism	Min	
BR_FIN_3276	2	Finance	Financial Planning	Allow Budget Holders to access self-serve reporting to monitor budgets, actuals and variances analysis	Min	
BR_FIN_3277	2	Finance	Financial Planning	Allow budgets and forecasts to be input against current year and future years	Min	
BR_FIN_3278	2	Finance	Financial Planning	Allow preparation of budgets and plans for future years	Min	
BR_FIN_3279	2	Finance	Financial Planning	Allow review of "In Year Budget" movements within the Service System, including commentary	Min	
BR_FIN_3280	2	Finance	Financial Planning	Allow Service System driven consolidation of all plans including budgets and forecasts	Min	
BR_FIN_3281	2	Finance	Financial Planning	Allow the configuration of approval workflows for budgets separately from the workflows for forecasts	Min	
BR_FIN_3282	2	Finance	Financial Planning	Allow the creation of standardised planning templates to be completed by Business Units	Min	
BR_FIN_3283	2	Finance	Financial Planning	Consolidate plans and budgets and forecast information at required organisational levels	Min	
BR_FIN_3284	2	Finance	Financial Planning	Enable approval process for the submission of the standardised planning template	Min	
BR_FIN_3285	2	Finance	Financial Planning	Enable comparison of actuals and budget and allow input of commentary	Min	
BR_FIN_3286	2	Finance	:N::::::::::::::::::::::::::::::::::::	Enable comparison of versions of forecasts and budgets held in the Service System	Min	
BR_FIN_3287	2	Finance	Financial Planning	Enable drill down from transactions in the forecasting and planning tool back to the source data for historical periods	Min	
BR_FIN_3288	2	Finance	Financial Planning	Enable full audit trail of spending review and estimates updates	Min	

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BR_FIN_3289	2	Finance	Financial Planning	Enable full audit trail when budgets, plans and forecast are updated - including the change traceability, when, by whom	Min	
BR_FIN_3290	2	Finance	Financial Planning	Enable plans and budgets to be held at the required level of detail e.g. Entity, Cost centre, BU etc.	Min	
BR_FIN_3291	2	Finance	Financial Planning	Enable the actuals to be pulled through for current year budgets and forecasts	Min	
BR_FIN_3292	2	Finance	Financial Planning	Enable the Service System to accept pushed information on budgets and forecasts using offline data files	Min	
BR_FIN_3293	2	Linanca	Financial Planning	Enable controls in place to adjust in year Budgets, e.g. for structural changes, Machinery of Government and Supplementary Estimate changes	Min	
BR_FIN_3294	2	Finance	Financial Planning	Enable End Users to label components of budgets by Funding source, with the ability to report this separately	Min	
BR_FIN_3295	2	Finance	Financial Planning	Enable End Users to label components of forecasts by activity type, with the ability to report this separately	Min	
BR_FIN_3296	2	Finance	Financial Planning	Enable End Users to run reports that identify forecasts variances to actuals	Min	
BR_FIN_3298	2	Finance	Financial Planning	Enable End Users to Self Service information as well as Self Service submission process of forecasts and budgets	Min	
BR_FIN_3299	2	Finance	Financial Planning	Enable workflow approvals when a Forecast is adjusted	Min	
BR_FIN_3300	2	Finance	Financial Planning	Integrate with other forecasting tools within the Service System such as cash flow forecasting, strategic planning, workforce planning and project portfolio planning	Min	
BR_FIN_3301	2	Finance	Financial Planning	Have a section to document risks, assumptions and opportunities relating to the Plans/Budgets within the system.	Min	
BR_FIN_3302	2	Finance	Financial Planning	Support analysis and insights into forecasts and budgets including trend analysis	Min	
BR_FIN_3303	2	Finance	Financial Planning	Support maintaining different versions of the plans and budgets incorporating respective comments	Min	
BR_FIN_3304	2	Finance	Financial Planning	Support the production of plans and budgets at granular level based on a defined hierarchy	Min	
BR_FIN_3305	2	Finance	Financial Planning	Support the running of full end to end financial planning processes, to include forecasting, budgeting and any strategic multiyear planning processes	Min	
BR_FIN_3306	2	Finance	Financial Planning	Allow access to different End User groups to plans and budgets created in different parts of the Authority	Min	

BR_FIN_3308	2	Finance	Financial	Allow the upload of budgets and forecasts using defined	Min																																		
			Planning	templates																																			
BR_FIN_3311	2	Finance	Financial	Provide the ability to create financial models that support	Min																																		
			Planning	forecast and strategic planning																																			
DD FINI 0044		- :	Financial	Allow the display of Prior Year data in the standard planning	N disa																																		
BR_FIN_3314	2	Finance	Planning	templates including any strategic multiyear planning	Min																																		
				templates																																			
			Cinon siel	Provide controlled access around the opening/closing of																																			
BR_FIN_3315	2	Finance	Financial	periods, enabling multiple periods to be open for	Min																																		
			Planning	planning/budgeting and forecasting purposes as required and																																			
				defined by the Departments"																																			
			Cinon siel	Provide the ability to roll forward the monthly forecast position																																			
BR_FIN_3316	2	Finance	Financial	automatically based on the YTD actuals position. System to	Min																																		
						Planning	automatically be able to roll or actualize forecast going																																
			—	forward (for some CO business units only).																																			
BR_FIN_3317	2	Finance	Financial	Provide ability to provide additional comments on run rates	Min																																		
			Planning	and run rates to be available in the system																																			
DD		-	Financial	Allow additional dimensions such as Cost Centre level and																																			
BR_FIN_3318	2	2	2	2	Finance	2 Finance	Finance	Finance	Finance	Planning	account code level, and other attributes (activities or funding	Min																											
				type) within the Plans/Budgets																																			
BR_FIN_3319	2	Finance	Financial	Provide the ability to hold approved budget amounts against	Min																																		
			Planning	GL accounts																																			
BR_FIN_3320	2	Finance	Financial	Provide the ability to hold approved budget amounts against	Min																																		
			Planning	user-defined groups of GL accounts																																			
BR_FIN_3321	2	Finance	Financial	Provide the ability to hold approved budget amounts against	Min																																		
D.(_,00_,	_		Planning	hierarchy node values																																			
				Provide the ability to transfer budget funds between accounts/																																			
BR_FIN_3322	2	Finance	Financial	account groups/ summary values with an appropriate audit	Min																																		
 _	2 11110	2 I IIIalice	Z Tindrioc	Z Tillalice	2 Tillarice	2 1 11101100	Tillance	i illalice	rillalice	Fillalice	i illalice	Tillalice	i illalice	i illalice	Z Tillalicc	2 I IIIalioc	Z Finance	Z Finance	z rinance	1 IIIalice	Finance	Finance	rillance	rillarice	rilialice	i iiiaiice	1 11101100	1 11101100						rinance	-inanca :	Planning	trail (for example, budget transfer journals)		
BR_FIN_3323	2	Finance	Financial	Provide the ability for online available funds checking for GL	Min																																		
_ :0020			Planning	journal entry and AP invoice entry																																			
			Financial	Provide the ability for available funds checking to be																																			
BR_FIN_3324	2	Finance	Planning	performed against remaining annual, monthly and quarterly	Min																																		
			y	budgets																																			
			Financial F	Provide the ability for available funds checking at multiple																																			
BR_FIN_3325	2	Finance	Planning	levels.(check at account level first, then at user-defined	Min																																		
			9	summary level)																																			

BR_FIN_3326	2	Finance	Financial Planning	Provide the ability to include What-if simulation and scenario comparison allowing attachments, for business planning and budgeting processes	Min	
BR_FIN_3327	2	Finance	Financial Planning	Provide the ability to support the planning and forecasting process	Min	
BR_FIN_3328	2	Finance	Financial Planning	Provide budget holder reports, highlighting areas of variance and exception and these to be system generated where possible	Min	
BR_FIN_3710	2	Finance	Тах	Prevent an override by requisitioners of procurement categories that determine the chart of accounts values and VAT treatment	Min	
BR_FIN_3711	2	Finance	Tax	Provide the ability to issue/apply zero-rating requests on purchase orders	Min	
BR_FIN_3712	2	Finance	Тах	Provide the ability to amend or reverse charge/acquisition tax	Min	
BR_FIN_3713	2	Finance	Tax	Provide the ability to account for Non UK taxes	Min	
BR_FIN_3714	2	Finance	Tax	Provide the ability to deal with business and non-business supplies.	Min	
BR_FIN_3715	2	Finance	Тах	Provide the ability to round up or down all VAT amount calculations except zero-rated	Min	
BR_FIN_3716	2	Finance	Tax	Provide the ability to change the rate of input and output VAT by line.	Min	
BR_FIN_3717	2	Finance	Tax	Be able to account for and properly record VAT associated with sub-tenancies (whether exempt or opted to tax)	Min	
BR_FIN_3718	2	Finance	Tax	Provide the ability to apply multiple VAT rates on the same invoice/credit note.	Min	
BR_FIN_3719	2	Finance	Tax	Provide the ability to change VAT recoverability.	Min	
BR_FIN_3720	2	Finance	Tax	Provide the ability to debit gross amounts against any cost centre/budget owner both as commitment and actual expenditure, when the invoice includes VAT which may not be reclaimed.	Min	
BR_FIN_3721	2	Finance	Tax	Provide the ability to write VAT to different General Ledger analysis account codes, depending on whether the VAT is recoverable	Min	

BR_FIN_3722	2	Finance	Tax	Provide the ability to partially recover VAT	Min	
BR_FIN_3723	2	Finance	Tax	Provide the ability to recognise and define multiple input VAT codes, e.g. UK VAT chargeable, EC acquisition tax, no VAT, exempt, non-recoverable VAT inclusive, reverse charging tax. This includes the ability to implement temporary rates and rate changes in response to legislation and ensuring overseas purchases can be accommodated	Min	
BR_FIN_3724	2	Finance	Tax	Provide the ability to define multiple output VAT codes, e.g. UK VAT chargeable, EC VAT, exempt, export to a third country, UK sale zero rates by certificate/treasury, distance selling, outside the scope. This includes the ability to implement temporary rates and rate changes in response to legislation.	Min	
BR_FIN_3725	2	Finance	Tax	Provide the ability for codes allocated to VAT elements of transactions to 'mirror' their associated transaction elements within the General Ledger, e.g. transaction and VAT both have the same cost centre and activity codes but different nominal account codes	Min	
BR_FIN_3726	2	Finance	Tax	Provide the ability to support commercial and COS VAT types	Min	
BR_FIN_3727	2	Finance	Tax	Provide the ability to record, analyse and report VAT in line with regulatory standards	Min	
BR_FIN_3728	2	Finance	Tax	Enable controls around flagging (or not) EU countries to differentiate them from non-UK and non-EU countries.	Min	
BR_FIN_3729	2	Finance	Tax	Enable statutory returns to be drawn from the system	Min	
BR_FIN_3730	2	Finance	Tax	Automate tax treatment for inter departmental transfers that may be deemed intercompany billed to different legal entities	Min	
BR_FIN_3731	2	Finance	Tax	Allow the configuration of tax rules to ensure VAT treatment is accurate, including imports from overseas suppliers	Min	
BR_FIN_3732	2	Finance	Tax	Hold information on entities and VAT registration details as required to support the VAT submission process	Min	

BR_FIN_3733	2	Finance	Tax	Enable VAT treatment to be coded and determined at the point of procurement in an automated manner, with procurement category codes linking to UNSPC numbers and mapping to appropriate VAT treatment, preventing the overriding of VAT treatment used in a purchase by the end user	Min	
BR_FIN_3734	2	Finance	Tax	Support the identification of transactions with the incorrect VAT treatment	Min	
BR_FIN_3735	2	Finance	Tax	Report on sales invoices, including net, VAT, and gross columns	Min	
BR_FIN_3736	2	Finance	Tax	Report on input VAT related to business transactions by the purchase invoice/credit note	Min	
BR_FIN_3737	2	Finance	Tax	Report on all purchase invoices showing for each one VAT and whether it was recoverable or non-recoverable.	Min	
BR_FIN_3738	2	Finance	Tax	Correctly attribute input and output VAT from the source transaction.	Min	
BR_FIN_3739	2	Finance	Tax	Correctly deal with VAT associated with project transactions.	Min	
BR_FIN_3740	2	Finance	Тах	Deal with the appropriate VAT requirements on the sales of goods and service, ensuring this can be integrated with VAT or other tax reporting requirements	Min	
BR_FIN_3741	2	Finance	Tax	Enable business sales and related input VAT purchases to be coded using appropriate VAT system codes	Min	
BR_FIN_3742	2	Finance	Tax	Retain and maintain tax records in line with legal reporting obligations	Min	
BR_FIN_3743	2	Finance	Tax	Ensure all transactions regardless of type have a VAT rate applied through a centrally controlled VAT system code	Min	
BR_FIN_3744	2	Finance	Tax	Ensure that the system can differentiate between UK and non- UK suppliers and customers	Min	
BR_FIN_3745	2	Finance	Tax	Ensure that the system can automatically create the reverse charge journal on relevant non-UK supplies	Min	
BR_FIN_3746	2	Finance	Tax	Ensure that all system-produced documents and interfaces meet the minimum standard of what constitutes a VAT document as per HMRC guidance	Min	
BR_FIN_3747	2	Finance	Tax	Comply with all current and known planned aspects of HMRC's "making tax digital" initiatives	Min	
BR_FIN_3748	2	Finance	Tax	Provide the ability to account for UK VAT, including delivering information on the net VAT position to HMRC	Min	

		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		Ensure that all master data set up and changes are subject to		
BR_FIN_3749	2	Finance	Tax	the agreed change control process with appropriate	Min	
				approvals		
BR_FIN_3750	2	Finance	Tax	Differentiate between different employee types to ensure tax-	Min	
				related implications of legislation can be met Provide an automated process via Payroll to capture taxable		
BR_FIN_3751	2	Finance	Tax	transactions related to expenses, salary sacrifice schemes,	Min	
DI(_1 11 1 _3731	_	Tillalice	Tun	loans and other taxable benefits.	171111	
DD EIN 0750			-	Support the identification and capture of any dual tax	B. 4.	
BR_FIN_3752	2	Finance	Tax	implications.	Min	
				Support identifying and capturing any implications associated		
BR_FIN_3753	2	Finance	Tax	with tribunal activity, including compensation, interest and tax	Min	
				implications		
BR_FIN_3754	2	Finance	Tax	Enable the creation of customs declarations	Min	
				Support the ability to request a new proc category/tax code		
BR_FIN_3755	2	Finance	Tax	via an approved workflow, where it is found that an existing	Min	
				category cannot meet the tax requirements of a purchase.		
BR_FIN_3756	2	Finance	Tax	Report the number of Tax coding errors in a given period	Min	
DIX_1 114_3730	_	i mance	Ιαλ		IVIIII	
BR_FIN_3757	2	Finance	Tax	Report on the number, value and age of any suspense	Min	
				transactions		
BR_FIN_3758	2	Finance	Tax	Report on the number and value of any overpayments	Min	
BR_FIN_3759	2	Finance	Tax	Support the creation of all tax-related statutory returns	Min	
DD FIN 2760	^	Finanaa	Том	Report on all taxable transactions relating to salary, salary	Min	
BR_FIN_3760	2	Finance	Tax	sacrifice, loans and benefits	IVIII I	
BR_FIN_3761	2	Finance	Tax	Support completing the PAYE Settlement Agreement (PSA)	Min	
BR_FIN_3762	2	Finance	Tax	Support the creation of payslips, P60s, P11Ds and any other	Min	
				statutory PAYE-related documents Maintain and retain all tax related records in line with legal		
BR_FIN_3763	2	Finance	Tax	reporting obligations	Min	
DD FIN 070;			-	Allow authorised users read-only access and self-serve		
BR_FIN_3764	2	Finance	Tax	reporting functionality	Min	
BR_FIN_3765	2	Finance	Tax	Support the reporting and recovery of output VAT associated	Min	
DI/_I III_3/03		i mance	1 an	with bad debt on receivables	IVIII I	

BR_FIN_3766	2	Finance	Tax	Enable preparation and filing of CIS returns and associated reporting, including (but not limited to) ensuring CIS contractors are identified and recorded on the service system, so labour/materials split is systemically required on invoices and CIS rates can be created/maintained and associated to CIS contractor status	Min	
BR_FIN_3767	2	Finance	Tax	Provide iXBRL format outputs/reports	Min	
BR_FIN_3768	2	Finance	Tax	Prepare group VAT returns where grouped entities are on the service system.	Min	
BR_FIN_3770	2	Finance	Tax	Enable the identification of input costs that will be used in an exempt onwards supply to have their VAT recovery suppressed at source (rather than included as part of a partial exemption calculation)	Min	
BR_FIN_3771	2	Finance	Tax	Calculate any partial exemption adjustments needed, on an ongoing basis with a long period adjustment at financial year end	Min	
BR_FIN_3772	2	Finance	Tax	Process VAT reverse charges for CIS contractors (noting the treatment will be driven by the CIS registration status of the Matrix Department)	Min	
BR_FIN_3773	2	Finance	Tax	Enable adjustment of input VAT between COS recoverable and business VAT recovery where a share of the underlying contract is being recharged to another department	Min	
BR_FIN_3774	2	Finance	Tax	Flag and report on COS related input VAT, where the tax point falls in a future year making the tax irrecoverable	Min	
BR_FIN_3775	2	Finance	Tax	Flag and report on invoices where VAT has been reclaimed but invoice remains unpaid/on hold after 6 months.	Min	
BR_FIN_3776	2	Finance	Tax	Ensure accounting on electronic interface files follow the same accounting protocols as purchase order led transactions	Min	
BR_FIN_3777	2	Finance	Tax	Enable full reconciliation of balances appearing on VAT returns back to underlying transactions	Min	
BR_FIN_3778	2	Finance	Tax	Enable VAT only invoices (input and output) to be processed and properly accounted for	Min	

BR_FIN_3779	2	Finance	Tax	Account for GRNI accruals in line with VAT treatment of the underlying transaction (e.g. irrecoverable VAT transactions accrued gross values, recoverable net values)	Min	
BR_FIN_3780	2	Finance	Tax	Support cash forecasting (net cash receipt/payment associated with future VAT returns based on known transactions in a specified period)	Min	
BR_FIN_3781	2	Finance	Тах	Provide detailed reports for travel and subsistence to facilitate the identification of taxable expenses for dual based employees, together with other one-off taxable travel and subsistence related expenses	Min	
BR_FIN_3782	2	Finance	Tax	Ensure that the appropriate tax regime is applied to workers based on their location	Min	

Section 2. Not Minimum Functional Requirements

ID	Grouping	[:] R Categor	Sub Categor	FR Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
BR_FIN_3307	2	Finance	Financial Planning	Allow the modelling of Machinery of Government changes	Not Min		
BR_FIN_3309	2	Finance	Financial Planning	Enable access to strategic planning models dashboards	Not Min		
BR_FIN_3310	2	Finance		Enable End User to include or document risks, assumptions and volatility when creating forecasts	Not Min		
BR_FIN_3312	2	Finance	Financial Planning	Provide an option to automate forecast updates	Not Min		
BR_FIN_3370	2	Finance	Record to Report	Provide the ability to define alphanumeric elements for COA.	Not Min		
BR_FIN_3386	2	Finance	Record to Report	Provide comprehensive audit logs of all transactions performed on the application. (showing prior and post updates, capturing date, user, data table, data field etc.) and specified exception reports	Not Min		
BR_FIN_3423	2	Finance		Provide the ability to set rounding's the same in each sub- module. (reduce risk of £0.01p residual accruals)	Not Min		

BR_FIN_3450	2	Finance	Record to Report	Provide the ability to store partially completed journals (which may be out of balance) and their subsequent retrieval for completion (transactions can only be posted when they are in balance)	Not Min	
BR_FIN_3463	2	Finance	Record to Report	Provide the ability to close GL periods while there are still journals on the posting tables - there needs to be a system warning to the user when this happens	Not Min	
BR_FIN_3472	2	Finance	Record to Report	Provide the ability for period end roll over in feeder transactions such as from AP and AR to take place in advance of that of the General Ledger (for example, hold the General Ledger open for a few days after closing the accounts payable and accounts receivable)	Not Min	
BR_FIN_3482	2	Finance	Record to Report	Allow enabling of Controls to identify mis-postings and other queries	Not Min	
BR_FIN_3491	2	Finance	Record to Report	Provide the ability for a year end to be forced at any point in the Financial year. E.g., to allow for bodies that are wound up part way through a year	Not Min	
BR_FIN_3497	2	Finance	Record to Report	Enable approval workflows for balance sheet reconciliations	Not Min	
BR_FIN_3690	2	Finance	Grants	Ensure that Grant Recipients are able to enter their own payment requests directly into the system using self-service for approved Grants	Not Min	
BR_FIN_3769	2	Finance	Tax	Enable and support the preparation of group VAT returns including data from ALBs/EAs that are not on the Service System.	Not Min	
BR_FIN_3814	2	Finance	Purchase to Pay	Drive and operate automated controls around spending from allocated budgets for any given period	Not Min	
BR_FIN_3867	2	Finance	Purchase to Pay	Calculate interest due to unpaid invoices and or invoices paid outside of the agreed payment terms	Not Min	
BR_FIN_3955	2	Finance	Purchase to Pay	allow the capture of recurring invoices	Not Min	
BR_FIN_3972	2	Finance	Order to Cash	Support the carrying out of control checks before a customer is setup on the Service System to support prevention of fraud	Not Min	
BR_FIN_4041	2	Finance	Order to Cash	Include information relating to the invoice owner/credit controller in the service system	Not Min	
BR_FIN_4043	2	Finance	Order to Cash	Allow integration with more advanced communication methods such as SMS	Not Min	

BR_FIN_4048	2	Finance	Order to Cash	Provide the ability to import customer hierarchy data from an external source, e.g. Dun & Bradstreet	Not Min	
BR_FIN_4051	2	Finance	Order to Cash	Provide the ability to check credit limits at parent company level, place all subsidiaries 'on hold' where the credit limit balance has exceeded and offer the ability to credit check across all systems/modules with an external source, e.g. Dun & Bradstreet	Not Min	
BR_FIN_4054	2	Finance	Order to Cash	Provide the ability to calculate net customer balances without offsetting them	Not Min	
BR_FIN_4104	2	Finance	Order to Cash	Provide the ability for customers to upload payments	Not Min	
BR_FIN_4130	2	Finance	Record to Report	Allow the creation of consolidation progress dashboards, showing by entity what data has been provided and summarising the discrepancies highlighted by validation checks. This requirement applies to year-end accounts, planning and in-year management reporting	Not Min	
BR_FIN_4131	2	Finance	Record to Report	Present the entities being consolidated with a table comparing current and prior year figures at various levels of granularity (and for local and/or global CoAs) which automatically flags key differences over given thresholds and allows entities to provide variance commentary against these lines. This requirement applies to year-end accounts, planning and in-year management reporting	Not Min	
BR_FIN_4140	2	Finance	Record to Report	Allow entities to make adjustments to their balances for the year-end accounts via their submissions. There must be an audit trail of these adjustments and (for TB adjustments) they should be on a double-entry basis	Not Min	
BR_FIN_4141	2	Finance	Record to Report	Allow the central consolidation team to make adjustments to entity submissions for the year-end accounts either directly to their submissions or via journals	Not Min	
BR_FIN_4142	2	Finance	Record to Report	Allow entities being consolidated for the year-end accounts to enter prior period adjustments (PPAs) onto the consolidation tool via a journal (with a specific journal type to avoid contaminating historical prior year data), using a workflow to ensure that the central accounts production team can review and approve these adjustments.	Not Min	

BR_FIN_4145	2	Finance	Record to Report	Provide workflows for journal entry and review/approval for the year-end accounts	Not Min	
BR_FIN_4153	2	Finance	Record to Report	Enable the production of the full Annual Report & Accounts, including the Performance Report and Accountability Report (including the Remuneration Report)	Not Min	
BR_FIN_4160	2	Finance	Record to Report	Enable the comparison of different versions of the year-end accounts, using "compare versions", "track changes" and comment/markup functionality. Maintain an audit trail of changes	Not Min	
BR_FIN_4164	2	Finance	Record to Report	Enable the identification, resolution and tracking of rounding errors in the tables of the year-end accounts document without manual overwrites to outputs, so that all numbers in the annual report and accounts are consistent	Not Min	
BR_FIN_4173	2	Finance	Record to Report	Maintain an audit trail of (i) changes made to data submissions by off-system entities and (ii) multiple iterations of submissions made by off-system entities	Not Min	
BR_FIN_4244	2	Finance	Financial Planning	Allow automatic forecasting of staff (worker related) cost based on source of funding e.g. admin/programme/capital	Not Min	
BR_FIN_4245	2	Finance	Financial Planning	Allow recharge data to be collected and fed back into the forecast model and reports.	Not Min	
BR_FIN_4246	2	Finance	Financial Planning	Allow certain vacancies such as Expressions of Interest that will not have an overall cost or FTE impact to the department to be forecast against cost centres individually, but then be automatically taken Into account in chosen cost centres to show as credits	Not Min	
BR_FIN_4247	2	Finance	Financial Planning	Have the ability to immediately add in to forecast government/budgetary changes such a recent ERNIC decisions in mini budget and subsequent changes	Not Min	

OFFICIAL Matrix Programme

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 1 – TAB 6 (HR INC PAYROLL REQUIREMENTS)

1. Minimum - Functional Requirements

ID	Grouping	FR Category	Sub Category	FR Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
BR_HRP_ 5000	1	HR	Workforce Planning	Provide a complete set of functionality for workforce planning purposes e.g. Workforce Management, Workforce Planning & Strategic Workforce Planning	Min		
BR_HRP_ 5001	1	HR	Manage Organisati on & Positions	Include functionality on Position Management to enable departments determine how jobs are defined, how many positions are needed and what organisational structure should look like	Min		
BR_HRP_ 5002	1	HR	=	Capture multifaceted attributes (e.g., Contracted hours, Location, Grade, Skills, Education, T&C's to mention a few) of workers	Min		
BR_HRP_ 5003	1	HR	≣	Provide the ability to use information within workforce planning that links positional information to information like professions, skills profiles, location data to support identification gaps in workforce capabilities	Min		
BR_HRP_ 5004	1	HR	Workforce Planning	Ensure Position Management will be appropriately linked to budgeting and forecasting	Min		
BR_HRP_ 5005	1	HR	Workforce Planning	Provide facility to track skills proficiency / maturity in each area, and link into training modules	Min		
BR_HRP_ 5006	1	HR	Workforce Planning	Enable succession planning - ability to link and track against Performance Management and Talent Management (e.g. 9 Box Grid) with workforce planning	Min		

BR_HRP_ 5007	1	HR	Workforce Planning	Have the ability to report on departmental outputs and outcomes related to departments strategic goals, objectives or deliverables. For example, ability to track what trade programmes employees are working on.	Min	
BR_HRP_ 5008	1	HR	=	Allow HR professionals to review and analyse information related to headcount, efficiency, locations and skills forecast	Min	
BR_HRP_ 5009	1	HR	Workforce Planning	Ensure workforce planning will define the right size, right shape, right cost and right agility of the workforce (right place, right time, right risk, right skills) (based on in-the-moment insights)	Min	
BR_HRP_ 5010	1	HR		Provide seamless information linkage between the organisational positions/hierarchy and the status of an employee through the employee lifecycle including their status, preemployment. e.g., through Recruitment, example status would be vacant, occupied, post accepted	Min	
BR_HRP_ 5011	1	HR	Workforce Planning	Provide the ability to hold changes in a transitional state for review before final changes are applied to an organogram	Min	
BR_HRP_ 5012	1	HR	Workforce Planning	Allow the identification of funding types by individual position on the organisational hierarchy	Min	
BR_HRP_ 5013	1	HR	Workforce Planning	Provide the ability to capture when additional posts are signed off and by whom - for example a new post being signed off by a senior civil servant	Min	

BR_HRP_ 5014	1	HR		Support scenario modelling assisted by real-time information and trends	Min	
BR_HRP_ 5015	1	HR	≘	Provide a suite of standard analytics, MI, visualisations and summary reports governing the overall workforce lifecycle	Min	
BR_HRP_ 5016	1	HR	Workforce Planning	Enable workforce planning reporting, for example headcount vs FTE for each business unit, span of control	Min	
BR_HRP_ 5017	1	HR	Workforce Planning	Have the capability to provide intuitive and visual workflows for workforce planning	Min	
BR_HRP_ 5018	1	HR	Planning	Enable reporting on leavers, including when they have left the organisation versus when they were offboarded from the Service System	Min	
BR_HRP_ 5019	1	HR	Workforce Planning	Have the ability to provide graphical and hierarchy representation of forecast models	Min	
BR_HRP_ 5021	1	HR	Workforce Planning	Provide capability to see an organogram view for the purposes of scenario modelling	Min	
BR_HRP_ 5022	1	HR		Provide the ability to compare different workforce scenarios	Min	
BR_HRP_ 5023	1	HR	Workforce Planning	Enable forecasting where the workforce will be in the future for example, to understand when employees on loan into the organisation are expected to leave	Min	
BR_HRP_ 5024	1	HR	Workforce Planning	Have the capability to hold multiple forecasting versions at any one point in time	Min	

BR_HRP_ 5025	1	HR	Workforce	Enable modelling of alternative scenarios and modelling of future changes in workforce strategy, including turnover. For example changes in location policy, or changes to hiring or grade structures, or changes to use of contingent labour	Min	
BR_HRP_ 5026	1	HR	=	Support collaboration in real-time on workforce planning datasets	Min	
BR_HRP_ 5027	1	HR	Workforce Planning	Provide the ability for the workforce planning tools and dataset to integrate with finance processes tools and datasets, for example as a feed into the planning and forecasting of staff costs as part of the overarching financial & people planning processes.	Min	
BR_HRP_ 5028	1	HR		Support the ability to record, archive and refer back to previous period information so we can track workforce trends over time	Min	
BR_HRP_ 5029	1	HR		Enable the sharing of information and reports 'on system' rather than having to export datasets and analyse data in Excel	Min	
BR_HRP_ 5030	1	HR	=	Enable future dated changes so that datasets can be proactively managed	Min	
BR_HRP_ 5032	1	HR	Planning	Ensure there is integration between workforce planning and dependent data sets in other parts of the technology	Min	

BR_HRP_ 5033	1	HR	Workforce Planning	Ensure employee datasets and organisation structures will be appropriately maintained within the SaaS system. The SaaS system will have the capability to import and export data and offer flexible levels of granularity to make supply and demand comparisons.	Min	
BR_HRP_ 5034	1	HR	lanage Tim	Allow the user to enter, approve and track Flexitime (subject to and with varying eligibility) with the ability to calculate balances and accruals, all of which should be viewable in leave calendars	Min	
BR_HRP_ 5035	1	HR	anage Tim	Have the ability to account for absence days based on working pattern rather than purely calendar days	Min	
BR_HRP_ 5036	1	HR	lanage Tim	Be able to store, track and apply an unlimited number of work patterns (e.g. % FTE and work pattern, term time only, off-site working) and manage allocation of bank holidays and privilege leave	Min	
BR_HRP_ 5037	1	HR	lanage Tim	Have the ability to flexibly adjust work patterns for any employee or group of employees and reflect those adjustments in all relevant processes such as annual leave requests	Min	
BR_HRP_ 5038	1	HR	anage Tim	Be able to capture discretionary time bound payment values based on multiple complex business rules for payroll processing e.g., overtime	Min	
BR_HRP_ 5067	1	HR	lanage Tim	Allow users to enter, approve and track all types of absence based on Department workflow and approval hierarchies	Min	

BR_HRP_ 5070	1	HR	lanage Tim	Enable users to submit changes to their work pattern (e.g. change normal working days, move to Compressed Hours etc)	Min	
BR_HRP_ 5071	1	HR	lanage Tim	Notify approvers that an amendment to work schedule request is ready for approval with repeat notifications until completed. The frequency of notifications to be set by each Department	Min	
BR_HRP_ 5072	1	HR	יחוו בחבחבו	Notify employees when an amendment to work schedule is rejected	Min	
BR_HRP_ 5073	1	HR	lanage Tim	Provide the facility for an approver to comment on an amendment to work schedule (e.g. enabling them to provide a reason for rejecting an amendment or for approving an amendment that is inconsistent with policy)	Min	
BR_HRP_ 5074	1	HR	1anage Tim	Provide the facility for an employee to comment on a request to amend work schedule	Min	
BR_HRP_ 5075	1	HR	lanage Tim	Automatically escalate a late approval of an amended work schedule after a predefined period of time. Escalation hierarchy and timing to be set by the Department	Min	
BR_HRP_ 5076	1	HR	1anage Tim	Enable employees to edit and resubmit amendments to work schedules that have previously been rejected by their line manager	Min	
BR_HRP_ 5077	1	HR		Enable line managers/approvers to reject amendments to work schedules	Min	
BR_HRP_ 5078	1	HR	1anage Tim	Enable line managers/approvers to add reviewers/approvers to amendments to work schedules	Min	

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				Enable employees to withdraw an		
				amendment to work schedule (whether		
BR_HRP_	1	HR	1anage Tim	approved or not) and resubmit with	Min	
5079			Touries go Time	notification to approver that any		
				approved change has now been		
	<u>.</u>			withdrawn and resubmitted		
				Automatically re-calculate annual leave		
BR_HRP_	1	HR	lanage Tim	allowance and privilege leave based on	Min	
5080		1111	lanago i iii	approved changes to working		
	1			pattern/schedule		
				Notify the line manager and HRBP		
BR_HRP_	1	HR	1anage Tim	whenever a change in working	Min	
5081	•	1111	ianage iiii	schedule results in a leave allowance	IVIIII	
				have being exceeded		
BR_HRP_				Support the approval of position		
5082	1	HR	Recruitmen	creation and position changes via Self-	Min	
3002				Service		
			Recruitmen	Enable the specification of different		
BR_HRP_				approval routes for "permission to		
5083	1	HR		recruit" requests dependent on other	Min	
3063				factors, including and not limited to		
				grade, salary band and location		
BR_HRP_	1	HR	Recruitmen	Support the approval to initiate	Min	
5084	'	ПК	Recluitmen	recruitment via Self-Service	IVIII I	
				Enable the candidate to enter and		
				maintain data relating to gender,		
DD UDD				gender identity, ethnicity, religion,		
BR_HRP_ 5085	1	HR	Recruitmen	disability, mental health and caring	Min	
5065				responsibilities, and for this data to only		
				be viewable by the employee and		
				specialist roles		
				Have the ability for successful applicant		
				details (such as name, address,		
				contact details, diversity information)		
BR_HRP_		LID.		that are entered whilst applying for the	N 4" -	
5086	1	HR	Recruitmen	role to be transferred into their	Min	
				personnel record on creation through		
				integration from the Recruitment		
				System		
B				i		

BR_HRP_ 5087	1	HR		Enable employees to make referrals for roles by referring candidates for open positions	Min
BR_HRP_ 5088	1	HR	Recruitmen	Enable the line manager to receive tasks and notifications of actions required to progress through the end to end recruitment cycle for actions inside and outside of the ERP system	Min
BR_HRP_ 5089	1	HR	Ē :	Prevent the creation of recruitment requisitions for positions that have not been granted approval to recruit	Min
BR_HRP_ 5090	1	HR		Reuse information entered into one or more Applicant Tracking System (ATS) system to populate the employee record so that the information is only entered once. Ensure this complies with any regulatory requirements	Min
BR_HRP_ 5091	1	HR	Recruitmen	Allow tracing back of pre hire records through the use of a single common reference between the service system and the recruitment/ATS system(s).	Min
BR_HRP_ 5092	1	HR	Recruitmen	Communicate with and provide relevant documents of an informational purpose to a pre-hire individual. Such documents may vary depending on role type, contract type, department etc.	Min
BR_HRP_ 5093	1	HR	Recruitmen	Interface to the Recruitment system(s) on pre-hire individuals in order to provide detailed information on new joiners	Min
BR_HRP_ 5094	1	HR	= :	Enable the access of the pre-hired functionality of the Service System from any internet enabled device	Min

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BR_HRP_ 5095	1	HR	Recruitmen	Enable the storage of employment documents issued via the system and allow view access to permitted users	Min	
BR_HRP_ 5096	1	HR	Recruitmen	Enable candidates to electronically sign and electronically return documentation including acceptance of contracts and signing via e-signature	Min	
BR_HRP_ 5097	1	HR	Recruitmen	Provide interfaces in order to take feeds from one or more Recruitment/ATS systems	Min	
BR_HRP_ 5098	1	HR	Recruitmen	Enable the specification of position information (such as location & allowances) at the point of offer	Min	
BR_HRP_ 5100	1	HR	Recruitmen	Support pre-boarding e.g. capabilities / channels supported to engage with new starters and Internal hires between offer of acceptance and their first day	Min	
BR_HRP_ 5101	1	HR	Recruitmen	Have the ability to alter employees pre- modernised terms and conditions to modernised upon promotion to a higher pay band as per department policy	Min	
BR_HRP_ 5102	1	HR	Recruitmen	Draw data from one or more Applicant Tracking Systems, and use it to generate contracts/offer letters/employment documentation	Min	
BR_HRP_ 5103	1	HR	Recruitmen	Enable the reinstatement and re- employment (where someone is brought back at a different grade, whether higher or lower, than before) of ex-employees back into an organisation	Min	
BR_HRP_ 5105	1	HR	Recruitmen	Support access to dashboards that	Min	

BR_HRP_ 5106	1	HR	Recruitmen	Enable the reporting of vacant positions for the purposes of audit and organisational cleanse activities	Min	
BR_HRP_ 5108	1	HR	Recruitmen	Support the collection of references and security clearance information i.e. educational and employment history, including requesting, receiving and storing. Reference requirements will be dependent on both the nature of the applicant and the type of role	Min	
BR_HRP_ 5110	1	HR	Recruitmen	Capture a criminal record self- declaration for all applicants and flag roles within the organisation that require additional checks	Min	
BR_HRP_ 5112	1	HR	Recruitmen	The system shall allow specialist roles to add employees/resources to "recommended" Talent Pools	Min	
BR_HRP_ 5113	1	HR	ge Perform	Unload data for pact performance	Min	
BR_HRP_ 5114	1	HR		Support flexibility to include all staff in the different performance management reviews (including ongoing, quarterly, and end of year) if they meet the required service criteria	Min	
BR_HRP_ 5115	1	HR	ge Perform	Allow calculation of Performance- Related Pay (PRP) awards for employees by providing line managers with a suitable template/functionality	Min	
BR_HRP_ 5116	1	HR	ge Perform	Enable warnings and other sanctions to have an expiry date	Min	
BR_HRP_ 5117	1	HR	ge Perform	Allow employees to view current and past performance ratings at all times	Min	
BR_HRP_ 5118	1	HR	age Perform	Enable line managers and employees to set performance goals for employees at the start of the year	Min	

BR_HRP_ 5119	1	HR	ge Perform	Enable line managers to revise an end of year performance review ratings	Min	
BR_HRP_ 5120	1	HR	ge Perform	Prompt and enable line managers to undertake performance assessment throughout the year for direct reports	Min	
BR_HRP_ 5121	1	HR	ge Perform	Enable specialist roles to release the performance ratings for employees upon completion of moderation	Min	
BR_HRP_ 5122	1	HR	ge Perform	Provide line managers and/or employees with the ability to record quality conversations - content to be visible and editable by both	Min	
BR_HRP_ 5123	1	HR	ge Perform	Enable employees to raise an appeal against their rating	Min	
BR_HRP_ 5124	1	HR	nge Perform	Provide artificial intelligence, data and analytics tools that are used to assess performance through automated processes	Min	
BR_HRP_ 5125	1	HR	ge Perform	Provide facility for real-time feedback to management	Min	
BR_HRP_ 5127	1	HR		Track where an employee has spent time in different roles throughout the performance year and ensure the line manager at the end of the year performs the performance review task	Min	
BR_HRP_ 5128	1	HR	ge Perform	Enable seamless flow of performance results into other areas of the HR system e.g. Compensation	Min	
BR_HRP_ 5129	1	HR	ge Perform	Allow both solid and dotted line to manager and team based or project team to provide feedback, and contribute to the performance review in the system	Min	

BR_HRP_ 5130	1	HR	ge Perform	Support the ability to override or re- route a manager if inactive or on leave to another manager to provide feedback and contribute to the performance review in the system	Min	
BR_HRP_ 5132	1	HR	ge Perform	Hold summarised performance information that allows amendment of data in exceptional cases and values by defined user group	Min	
BR_HRP_ 5133	1	HR	E :	Accommodate changes to the existing appraisal / performance management review processes if a completely new appraisal process is required	Min	
BR_HRP_ 5134	1	HR	ge Perform	Provide a mechanism for In-year awards (Non PRP Awards) nominations, recording and reporting against budgets across various Departmental levels and D&I characteristics	Min	
BR_HRP_ 5135	1	HR	= :	Enable line managers and employees to draft, agree standards and objectives for the performance year	Min	
BR_HRP_ 5136	1	HR		Allow the sharing of draft objectives/ review notes with manager or team based review (with relevant approval / workflow) for comments throughout the year	Min	
BR_HRP_ 5141	1	HR	ge Perform	Guide all employees to have performance objectives	Min	
BR_HRP_ 5142	1	HR		Have the ability to tailor appraisal forms so that different appraisal forms are available to different groups of staff covering performance objectives, development items, ratings, competencies, PDP as required by POs/ employee populations	Min	

BR_HRP_ 5143	1	HR	ge Perform	approve objectives within the system	Min
BR_HRP_ 5145	1	HR	ge Perform	Provide the ability to amend or add to objectives as well as add new objectives throughout the performance year	Min
BR_HRP_ 5146	1	HR	ge Perform	Have the ability to Integrate with 3rd party learning management systems (e.g. Civil Service Learning /LPG) and provide a comprehensive reporting	Min
BR_HRP_ 5147	1	HR		Have the ability to record, administer and report on multiple full-time employee (including Fast Streamers)/manager performance review processes	Min
BR_HRP_ 5148	1	HR		Enable Performance Improvement Plans (PIP) to be documented for assessment and tracking	Min
BR_HRP_ 5149	1	HR		Have the ability to record, administer and report on success profiles both at a worker and Department level	Min
BR_HRP_ 5150	1	HR	ge Perform	Enable creation of success profiles to be stored and assigned to roles/position	Min
BR_HRP_ 5151	1	HR	E :	Include all employees (e.g. SCS) who have changed grade or temporarily covered the duties of a different grade in the validation/consistency check group for the grade in which they have spent the majority of their time during the performance year	Min
BR_HRP_ 5152	1	HR	ge Perform	Support different performance management process for different grades and/or contract types (e.g. Bands A-C, SCS, Fast Stream)	Min

BR_HRP_ 5153	1	HR	age Perform	Support performance management calendar cycles (Year Start and Year End)	Min	
BR_HRP_ 5154	1	HR	ge Perform	Poquiro oligible grades to bayo an	Min	
BR_HRP_ 5155	1	HR	age Perform	Support performance ratings for eligible grades in specified categories	Min	
BR_HRP_ 5156	1	HR	ge Perform	Allow HR Operations specialist teams and line managers the ability to view and access all cases related to the employee together with status and sanctions/decisions given	Min	
BR_HRP_ 5157	1	HR	ge Perform	Provide reporting that enables monitoring of performance rating completions at various levels of the authority as well as trend data over time	Min	
BR_HRP_ 5159	1	HR	age Perform	Have capability to generate and issue a letter to employee confirming rating and pay award on completion of the performance rating process	Min	
BR_HRP_ 5160	1	HR	ge Perform	Send reminders to employees and managers when performance appraisals should take place (including via email)	Min	
BR_HRP_ 5161	1	HR	age Perform	Record and generate report on the status of reviews at all times (e.g. complete or incomplete)	Min	
BR_HRP_ 5162	1	HR	ge Perform	Have the ability to calibrate and report on performance ratings (including past performance ratings where some authority may or may not have differences in past data)	Min	

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BR_HRP_ 5163	1	HR		Provide the ability to save partially complete version, if not able to complete in one sitting (e.g. including use of spell-checker functionality with word and character counts)	Min	
BR_HRP_ 5164	1	HR	Manage Performan ce	Enable printing of documents in fully complete or partially completed versions	Min	
BR_HRP_ 5165	1	HR	ge Perform	Record feedback and outcome formally at quarterly, mid-year and end-of-year reviews including any actions as a result of the appraisals	Min	
BR_HRP_ 5166	1	HR	Manage Performan ce	Support 360-degree commentary and feedback	Min	
BR_HRP_ 5167	1	HR	ge Perform	Administer a performance moderation exercise for employees (including SCS)	Min	
BR_HRP_ 5168	1	HR	ge Perform	Support the suppression of performance ratings for eligible grades (including SCS) until moderation has been completed	Min	
BR_HRP_ 5170	1	HR	ge Perform	Have the ability to create and maintain competencies (also known as Behaviours) within the systems prior to annual performance review to ensure that they are up to date and reflective of the critical skills required to make each role successful	Min	
BR_HRP_ 5172	1	HR	ge Perform	Enable model job profiles to be used for both performance related and capability related payments	Min	

BR_HRP_ 5173	1	HR	ge Perform	Prevent employees from being able to see disciplinary/sanction information recorded (e.g. warnings) without the related approvals; only the line manager and HR will be able to see warnings applied in an individual's record	Min	
BR_HRP_ 5174	1	HR	ge Perform	Have the ability to record, administer and report on skills framework both at a worker and Department level	Min	
BR_HRP_ 5175	1	HR	age Perform	Have the ability to record, administer and report on qualification framework both at a worker and Department level	Min	
BR_HRP_ 5176	1	HR	age Perform	Provide ability to create PIPs for a set period of time, prompt reviews at set intervals and document their outcome	Min	
BR_HRP_ 5177	1	HR	ge Perform	Have the ability to trigger an action or business process by notifying the respective people involved in the follow up process based on outcome of PIP evaluation	Min	
BR_HRP_ 5178	1	HR	age Perform	Enable the Appeal Manager to record the date of the appeal meeting and the outcome of the appeal meeting	Min	
BR_HRP_ 5179	1	HR	ge Perform	Enable the line manager to record the outcome of a formal poor performance meeting (e.g. date, no action, Stage 1 written warning, Stage 2 written warning, dismissal)	Min	
BR_HRP_ 5180	1	HR	<u>. </u>	Enable the line manager to enter a review period (review date) following the formal poor performance meeting	Min	

BR_HRP_ 5181	1	HR	age Periorii	Enable the line manager to record and update the stage the employee is at in the formal poor performance meeting (e.g. Stage 1, Stage 2, Stage 3) and the date the stage was entered with history retained	Min	
BR_HRP_ 5182	1	HR	= :	Enable the line manager to record the start of a sustained, time-limited performance period for an employee as part of the formal poor performance process	Min	
BR_HRP_ 5183	1	HR	ge Perform	Record the dismissal of an employee due to poor performance	Min	
BR_HRP_ 5190	1	HR	ige Periorn	Track and manage poor performance within the authority, including tracking and reporting on poor performers within the Department	Min	
BR_HRP_ 5191	1	HR	ge Perform	Provide the ability to monitor and record notes captured during probationary period and allow access to any attached reports from probationary reviews	Min	
BR_HRP_ 5192	1	HR		Have the ability to record different lengths of probationary periods and extend them when required	Min	
BR_HRP_ 5193	1	HR	age Perform	Alert managers of approaching probationary review dates and prompt them to confirm the successful completion at probation	Min	
BR_HRP_ 5194	1	HR	ge Perform	Have the ability to show reports from probationary reviews	Min	
BR_HRP_ 5195	1	HR	ge Perform	Produce reports showing the performance of those by gender, ethnicity, projected characteristics, grade working patterns and other characteristics, and to produce trend data	Min	

BR_HRP_ 5196	1	HR	ge Perform	Ensure HR specialists are able to view the status of all sensitive cases by running a report/analytics via Self-Service based on access & security profiles.	Min	
BR_HRP_ 5197	1	HR	ge Perform	Ability to track and manage poor performance within the Organisation. This includes tracking and reporting on poor performers within the organisation at differing organisational levels (e.g., business unit vs whole department)	Min	
BR_HRP_ 5198	1	HR	duct & Disci	Have the ability to record grievance meeting information (dates, outcomes and recommendations) plus Collective Grievances on an employee's record	Min	
BR_HRP_ 5199	1	HR	duct & Disci	Enable employees to appeal against a dispute decision within the maximum days of being informed of the outcome in line with the Department policy	Min	
BR_HRP_ 5200	1	HR	duct & Disci	Have the ability to route an appealed decision to an identified Appeal Manager	Min	
BR_HRP_ 5201	1	HR	duct & Disci	Enable an employee to raise a dispute via Self-Service (model letter template)	Min	
BR_HRP_ 5202	1	HR	duct & Disci	Remind employee prior to submission of a complaint that informal methods can be used to resolve complaints	Min	
BR_HRP_ 5203	1	HR	luct & Disci	Allow the employee to choose between line manager or line manager's manager as the recipient of the complaint (who will become the Decision Manager) before notifying HR that a complaint has been submitted	Min	

BR_HRP_ 5204	1	HR	luct & Disci	Enable the Decision Manager to send Dispute Resolution employee leaflets and a copy of any investigation report to the employee ahead of the meeting	Min	
BR_HRP_ 5205	1	HR	duct & Disci	Record dispute meeting information (dates, decisions, outcome & letter, confirmation,) and mark disputes as Collective Disputes	Min	
BR_HRP_ 5207	1	HR	duct & Disci	Ensure disputes relating to bullying, harassment or discrimination are clearly identified	Min	
BR_HRP_ 5208	1	HR	duct & Disci	Enable the Decision Manager to review, accept or reject the investigation report with the ability to add notes, giving his reasons	Min	
BR_HRP_ 5209	1	HR	duct & Disci	Provide facility for employee to be able categorise their issue (e.g. discrimination) when raising a complaint	Min	
BR_HRP_ 5213	1	HR	duct & Disci	Have the ability to capture all data following the submission of a dispute raised by an employee	Min	
BR_HRP_ 5214	1	HR	duct & Disci	Provide facility to record any action taken under Disciplinary process and the type of action (decisions made, level of warning, date of warning, duration of warning, date employee first notified of Disciplinary investigation commenced)	Min	

BR_HRP_ 5215	1	HR	auct & Discritten met auct & a	Provide the facility to record key stages and outcomes of Disciplinary restigations (dates of investigation, whether Disciplinary hearing required, is purpose, letters, invitation to neeting, date/outcome of Disciplinary learing, duration of any penalty leavanced or suspension including date and duration with pay or unpaid etc)	Min	
BR_HRP_ 5216	1	HR	diametra	Enable alerts for performance review lates for disciplinary investigations	Min	
BR_HRP_ 5217	1	HR	luct & Discio	Provide facility to enable the awarding of penalties specified in line with Department policy	Min	
BR_HRP_ 5218	1	HR	re luct & Discisl in	Illow employees to see appropriately estricted sanction information ecorded on the HCM system e.g. hare summary notes of an evestigation, but not the full detailed eotes of disciplinary meeting, lisciplinary warning etc	Min	
BR_HRP_ 5219	1	HR	e: duct & Discia H	Ensure sanctions recorded have an expiry date set within the HCM system and are editable only by the relevant HR specialist team supporting the management of the case	Min	
BR_HRP_ 5220	1	HR	luct & Discith a e	Allow HR specialist team to be able to iew and access all cases related to ne employee with the status, sanctions applied and any decisions given to enable them to review	Min	
BR_HRP_ 5221	1	HR	auct & Disci	Insure that key HR specialist contacts are clearly signposted on portal pages butlining casework policies and information	Min	

BR_HRP_ 5222	1	HR	duct & Disci	Provide Case Management functionality to enable raising and managing cases of grievance, disciplinary, whistleblowing (related to Civil Service values, as outlined in Civil Service Code) and employee complaints.	Min	
BR_HRP_ 5223	1	HR	duct & Disci	Provide relevant Case Management system statuses to be used to appropriately manage the case throughout all of its stages	Min	
BR_HRP_ 5224	1	HR	luct & Disci	Issue required documentation using predefined standard templates (e.g. disciplinary letter, appeal checklist, appeal outcome letters)	Min	
BR_HRP_ 5225	1	HR		Provide facility to enable complete file deletion after predefined periods (where applicable), with the ability to turn this on or off on a case-by-case basis	Min	
BR_HRP_ 5226	1	HR	duct & Disci	Provide a facility to enable upload of all investigation & appeal notes (Manager Self-Service enabled) as attachments	Min	
BR_HRP_ 5227	1	HR	duct & Disci	Provide a facility to track and report on the status of investigations / disciplinary hearings / appeals	Min	
BR_HRP_ 5228	1	HR	duct & Disci	Ensure when an employee or manager consults a policy related to a sensitive issue, it triggers an automatic alert with a suggestion to contact the HR team for support, including relevant contact details	Min	
BR_HRP_ 5229	1	HR	duct & Disci	Provide a facility to record key stages and outcomes of attendance management action	Min	

BR_HRP_ 5230	1	HR	duct & Disc	Provide a facility to manage approvals and appointments relating to political activity or potential conflicts of interest including NED appointments	Min	
BR_HRP_ 5231	1	HR	duct & Disc	Ensure HRBPs are able to access reports related to sanctions given for their relevant teams/organisations directly within the HCM system	Min	
BR_HRP_ 5232	1	HR	duct & Disc	Allow the HR specialist team to be able to view the status of all sensitive cases by running a report/analytics (e.g. CMS)	Min	
BR_HRP_ 5233	1	HR	Bluct & Disc	Provide a facility to record key stages of the appeal (dates, invitation letter for an appeal) and outcomes of appeals (disciplinary, redundancy, etc.), including the uploading of related notes documentation	Min	
BR_HRP_ 5234	1	HR	duct & Disc	Enable the employee to raise an appeal of the penalty award against the Disciplinary warning issued (date of appeal, reason for appeal)	Min	
BR_HRP_ 5236	1	HR	duct & Disc	Enable prompts and notifications in the system (e.g. confirm a meeting, outcome and send an invitation letter)	Min	
BR_HRP_ 5237	1	HR	duct & Disc	Enable an employee's referring manager to request mediation within the Service System	Min	
BR_HRP_ 5238	1	HR	duct & Disc	parties (e.g. invitation letter) within the service system	Min	
BR_HRP_ 5239	1	HR	duct & Disc	Enable the mediator to record the date of the mediation and outcome within the Service System	Min	

BR_HRP_ 5240	1	HR	duct & Disci	Provide the ability to log details of Employment Tribunal claims	Min
BR_HRP_ 5241	1	HR	duct & Disci	Provide the ability to record the reasons an Employment Tribunal claim was submitted (adding D&I protected characteristics)	Min
BR_HRP_ 5242	1	HR	luct & Disci	Provide the ability to record Employment Tribunal outcomes (won / lost / settled - costs accrued) within the Service System	Min
BR_HRP_ 5243	1	HR	duct & Disci	Provide the ability to log details of Early Conciliation submissions (ACAS)	Min
BR_HRP_ 5244	1	HR	duct & Disci	Provide the ability to record Early Conciliations outcomes within the Service System	Min
BR_HRP_ 5246	1	HR	duct & Disci	Provide employees the ability to report whistleblowing confidentiality using selfservice	Min
BR_HRP_ 5247	1	HR	duct & Disci	Provide a facility to manage formal whistleblowing process including all aspects from reporting an issue / raising concern through formal reviews	Min
BR_HRP_ 5248	3	HR	Payroll	Enable new employees joining departments (e.g. GCO) to apply for mid-month advances of pay for the maximum months of employment in line with department policy	Min
BR_HRP_ 5249	3	HR	Payroll	Enable line managers to request and approve pay advance requests via Self-Service	Min
BR_HRP_ 5250	3	HR	Payroll	Request cessation of allowances and for payroll to be automatically updated	Min
BR_HRP_ 5251	3	HR	Payroll	Default a mandated end date for temporary duties with notification of 60 days before end date	Min

BR_HRP_ 5252	3	HR	Payroll	Recognise that allowances can be pensionable but non-consolidated	Min	
BR_HRP_ 5253	3	HR	Payroll	Provide on call and standby payments to eligible employees (claimed as a daily amount)	Min	
BR_HRP_ 5254	3	HR	Payroll	Prorate on call and standby payments to eligible employees (claimed as a daily amount)	Min	
BR_HRP_ 5255	3	HR	Payroll	Maintain on call and standby allowance amounts in line with any annual increase or renegotiation	Min	
BR_HRP_ 5256	3	HR	Payroll	Prevent recruitment and retention allowances being paid to SCS grade employees	Min	
BR_HRP_ 5257	3	HR	Payroll	Ensure payment of finance allowances to eligible employees	Min	
BR_HRP_ 5258	3	HR	Payroll	Allow earnings to be pensionable and non-pensionable as defined within detailed design	Min	
BR_HRP_ 5259	3	HR	Payroll	Correctly process and pay elements in line with payroll periodicity	Min	
BR_HRP_ 5260	3	HR	Payroll	Allow earnings and deductions to be configured with eligibility parameters, to be defined through detailed design	Min	
BR_HRP_ 5261	3	HR	Payroll	Enable recovery of employee overpayments from final salary reducing outstanding balances, and notify employee and line manager of recovery values	Min	
BR_HRP_ 5262	3	HR	Payroll	Offset negative net pay to produce zero payment where overpayment recovery exceeds final employee payment. Produce notification on exception report for off system collection of balance	Min	
BR_HRP_ 5263	3	HR	Payroll	Enable participants in the childcare voucher scheme as of 24th Sept 2018 to continue	Min	

BR_HRP_ 5264	3	HR	Payroll	Enable specialist roles to initiate a corporate recognition scheme payment to SCS grade employees and Payroll to be automatically updated	Min	
BR_HRP_ 5265	3	HR	Payroll	Award corporate recognition scheme payments to eligible SCS employees	Min	
BR_HRP_ 5266	3	HR	Payroll	Treat all SCS and CS grade GCO department employees (regardless of which set of terms and conditions they are on) as eligible to receive a Corporate Recognition Scheme payment	Min	
BR_HRP_ 5267	3	HR	Payroll	Allow taxable benefits and Expenses to process via Payroll to record and report on tax due for P11 requirements	Min	
BR_HRP_ 5268	3	HR	Payroll	Enable Line Managers to submit exceptional bonus payment nominations for eligible employees with approval paths determined according to policy rules	Min	
BR_HRP_ 5269	3	HR	Payroll	Provide functionality to create pay awards, uplifts and bonuses through compensation in line with departments eligibility criteria. This should update in line with effective date and pay any retro payments via payroll	Min	
BR_HRP_ 5270	3	HR	Payroll	Automatically calculate and implement loan and advance repayments over a 12 Month period	Min	
BR_HRP_ 5271	3	HR	Payroll	Enable Payroll specialist to be able to adjust the loan/advance repayment period duration	Min	
BR_HRP_ 5272	3	HR	Payroll	Automatically cease repayment deductions when an employee is in receipt of nil or half pay (sickness)	Min	

BR_HRP_ 5273	3	HR	Payroll	Ensure when applying pay increases, apply them to base salary and reduce Mark Time Pay accordingly	Min	
BR_HRP_ 5274	3	HR	Payroll	Automatically remove the Mark Time Pay when pay awards lift base pay above the Mark Time Pay	Min	
BR_HRP_ 5275	3	HR	Payroll	Ensure Mark Time Pay is not treated as reckonable for overtime	Min	
BR_HRP_ 5276	3	HR	Payroll	Ensure Mark Time Pay is included in the average pay calculation for statutory maternity/paternity/adoption pay	Min	
BR_HRP_ 5277	3	HR	Payroll	Enable employees and managers, to confirm that they have returned from a period of long term leave, and for payroll to be automatically update	Min	
BR_HRP_ 5278	3	HR	Payroll	Pay the correct statutory and occupational parental pay to eligible employees in line with departmental parental leave policies, allowing for multiple terms and conditions based on employee entitlements	Min	
BR_HRP_ 5279	3	HR	Payroll	Automatically recover maternity pay if an employee resigns and does not return from maternity leave, in line with departmental policy	Min	
BR_HRP_ 5280	3	HR	Payroll	Enable employees to edit and resubmit claims for overtime, travelling time and excess hours that have previously been rejected by the line manager	Min	
BR_HRP_ 5281	3	HR	Payroll	Enable employees to save and return to claims for overtime, travelling time and excess hours that have not yet been submitted	Min	
BR_HRP_ 5282	3	HR	Payroll	Notify the employee when a claim for overtime, travelling time and excess hours has been approved or rejected	Min	

BR_HRP_ 5283	3	HR	Payroll	Pay approved overtime at the appropriate multiplier of hourly rates (for example time and a half, time and three quarters) per pay grade in line with Department policy	Min	
BR_HRP_ 5284	3	HR	Payroll	Enable line managers to review and approve or reject (with comments) claims for overtime, travelling time, and excess hours. For approvals, payroll to be updated automatically	Min	
BR_HRP_ 5285	3	HR	Payroll	Enable employees to claim for overtime, travelling time and excess hours via Self-Service	Min	
BR_HRP_ 5286	3	HR	Payroll	Allow rate tables to be associated to appropriate overtime elements as defined by departmental terms and conditions	Min	
BR_HRP_ 5287	3	HR	Payroll	Enable Band A staff in department (including GCO) to claim for a discretionary payment in line with department excess hours policy rules	Min	
BR_HRP_ 5288	3	HR	Payroll	Calculate and produce P60's accessible via Self-Service	Min	
BR_HRP_ 5289	3	HR	Payroll	Calculate and reclaim Authority paternity pay if the employee does not return to work after a period of paternity leave (leaves the organisation).	Min	
BR_HRP_ 5290	3	HR	Payroll	Apply a flat % increase to employees whose pay is above the maximum for their pay band	Min	
BR_HRP_ 5291	3	HR	Payroll	Define whether all or part of a pay award is pensionable or non-pensionable	Min	

BR_HRP_ 5292	3	HR	Payroll	Enable employee to maintain via Self- Service one personal bank account to which salary and expenses can be paid, and for payroll to be automatically updated	Min	
BR_HRP_ 5293	3	HR	Payroll	Enable employees to clearly see payments in respect of overtime, travelling time and excess hours on the payslip	Min	
BR_HRP_ 5294	3	HR	Payroll	Allow amount and percentages to be deducted as part of Ee's and Ers Pension contributions across all pensions as defined by departments	Min	
BR_HRP_ 5295	3	HR	Payroll	Apply performance pay award when initiated by specialist role	Min	
BR_HRP_ 5296	3	HR	Payroll	Enable specialist roles to initiate a non- pensionable pivotal role allowance to SCS grade employees and for payroll to be automatically updated	Min	
BR_HRP_ 5297	3	HR	Payroll	Pay pivotal role allowance to eligible SCS grade employees	Min	
BR_HRP_ 5298	3	HR	Payroll	Auto calculate and apply the best of the difference between the employee substantive salary and the minimum of the new range in line with department policy of their existing salary	Min	
BR_HRP_ 5299	3	HR	Payroll	Support payroll governance and auditing with reports	Min	
BR_HRP_ 5300	3	HR	Payroll	Calculate, pay and record sick in line with full pay and half pay departmental entitlements within a rolling 12-month period, subject to a maximum of 12 months sick pay in a rolling 4-year period. And stop payment when entitlement to full and half pay has been exhausted.	Min	

BR_HRP_ 5301	3	HR	Payroll	Prorate paid sickness entitlements for part time employees	Min	
BR_HRP_ 5302	3	HR	Payroll	Pause allowances automatically if a period of unpaid special leave exceeds agreed maximum (e.g. 6 weeks)	Min	
BR_HRP_ 5303	3	HR	Payroll	Pay approved travelling time at the appropriate multiplier of hourly rates (for example time and a half, time and three quarters) per pay grade in line with policy requirements	Min	
BR_HRP_ 5304	3	HR	Payroll	Enable term time workers to choose to receive their salary over 12 equal instalments, or just in term time	Min	
BR_HRP_ 5305	3	HR	Payroll	Calculate required salary and allowances for part timers using the formula contained in the policy	Min	
BR_HRP_ 5306	3	HR	Payroll	Enable employees and authorised users to view their payroll advance balance via Self-Service	Min	
BR_HRP_ 5307	3	HR	Payroll	Validate pay advance requests raised by employees against eligibility criteria contained in policy	Min	
BR_HRP_ 5308	3	HR	Payroll	Aggregate all loans received by an employee in a year and recognise that loans in excess of £10k are liable for tax	Min	
BR_HRP_ 5309	3	HR	Payroll	Enable the maintenance/update of value of allowances in line with policy changes	Min	
BR_HRP_ 5310	3	HR	Payroll	Prevent staff on Short Term Fixed Appointments from receiving pay on temporary duties allowance	Min	
BR_HRP_ 5311	3	HR	Payroll	Restrict payment of shift distribution allowances to eligible grades	Min	
BR_HRP_ 5312	3	HR	Payroll	Enable configuration of variable Tax and NIC deductions for allowances according to legislation and policy	Min	

BR_HRP_ 5314	3	HR	Payroll	Enable salary sacrifice deductions to be set up by periodicity of payroll	Min	
BR_HRP_ 5316	3	HR	Payroll	Enable employees to upload proof of purchase for loan and advances via Self-Service within agreed Department policy (e.g. 45 days)	Min	
BR_HRP_ 5317	3	HR	Payroll	Enable and prompt line managers to approve proof of purchase for loan and advances via Self-Service within agreed Department policy (e.g. 45 days)	Min	
BR_HRP_ 5319	3	HR	Payroll	Enable Mark Time Pay to be listed separately on payslips	Min	
BR_HRP_ 5320	3	HR	Payroll	Enable Mark Time pay for redeployment downgrade for a period of time	Min	
BR_HRP_ 5321	3	HR	Payroll	Ensure Mark Time Pay is awarded and calculated in accordance with policy rules	Min	
BR_HRP_ 5322	3	HR	Payroll	Enable line managers to authorise overtime working where required by departmental policy	Min	
BR_HRP_ 5324	3	HR	Payroll	Calculate and produce P11D's for employees, accessible via Self-Service	Min	
BR_HRP_ 5325	3	HR	Payroll	Enable employees to access their P60 via Self-Service	Min	
BR_HRP_ 5328	3	HR	Payroll	Support the payment of SPL in accordance with the Department policy	Min	
BR_HRP_ 5329	3	HR	Payroll	Produce and process all PAYE settlement agreements to HMRC	Min	

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BR_HRP_ 5330	3	HR	Payroll	Automatically calculate the correct involuntary deduction value in line with the particular third party order i.e. AEO	Min	
BR_HRP_ 5331	3	HR	Payroll	Enable the correct calculation of legislative holiday pay including periods of 0 gross up to 24 months	Min	
BR_HRP_ 5332	3	HR	Payroll	Provide the ability to calculate ill health salary protection	Min	
BR_HRP_ 5333	3	HR	Payroll	Provide the ability to pay fees and expenses via payroll	Min	
BR_HRP_ 5334	3	HR	Payroll	Administer and process leave types for full, half, unpaid occupational and statutory pay. (Different service conditions and periods according to departmental t&cs to be defined at detailed design)	Min	
BR_HRP_ 5335	3	HR	Payroll	Administer and adhere to auto- enrolment legislation for all pension providers	Min	
BR_HRP_ 5337	3	HR	Payroll	Produce a payroll report for the purpose of creating a granular breakdown of cost transactions at an employee level, if there are discrepancies between payroll and GL	Min	
BR_HRP_ 5338	3	HR	Payroll	Produce a payroll report for the purpose of enabling a reconciliation of the costing file prior to posting to GL	Min	
BR_HRP_ 5339	3	HR	Payroll	Produce a payroll report for the purpose of making various data checks by exception e.g. missing NI category or missing tax code, net pay checks	Min	

BR_HRP_ 5340	3	HR	Payroll	Produce a payroll report for the purpose of providing information, warning and error messages following a payroll run to enable investigation and corrective action	Min	
BR_HRP_ 5349	3	HR	Payroll	Produce a payroll report for the purpose of advising manager/employee of an overpayment	Min	
BR_HRP_ 5354	3	HR	Payroll	Enable employees in receipt of temporary duties allowance to receive pay awards in line with their substantive pay	Min	
BR_HRP_ 5355	3	HR	Payroll	Enable employees in receipt of temporary duties allowance to receive overtime pay at their substantive pay level if they are eligible to receive it	Min	
BR_HRP_ 5356	3	HR	Payroll	Support dynamic pay award modelling & scenario planning using real time data	Min	
BR_HRP_ 5357	3	HR	Payroll	Provide functionality to adhere to payroll policies	Min	
BR_HRP_ 5358	3	HR	Payroll	Be able to systematically subject proposed pay-impacting changes to business rules/policy e.g. should not be possible to update somebody's salary out of policy	Min	
BR_HRP_ 5359	3	HR	Payroll	Provide the ability to mass upload both recurring and non-recurring elements via multiple approaches e.g. spreadsheet upload of multiple data types such as timesheet data, variable payments (allowances, bonus, commission, overtime)	Min	
BR_HRP_ 5360	3	HR	Payroll	Be able to provide payroll forecasting capability and scenario modelling using user defined criteria	Min	

BR_HRP_ 5361	3	HR	Payroll	Configure mandatory fields for the purpose of 3rd party data reporting e.g. pension reporting and FPS submissions	Min	
BR_HRP_ 5362	3	HR	Payroll	Have an automatic process within system to pull down current tax code changes and update employee records	Min	
BR_HRP_ 5363	3	HR	Payroll	Provide the ability to comply with GDPR requirements for terminated employees	Min	
BR_HRP_ 5364	3	HR	Payroll	Provide the ability to capture and view in real-time current and historic balances (earning and before deduction) at both organisation and employee level: - Period-to-date - Quarter-to-date - Year-to-date - Calendar-year-to-date - Fiscal-year-to-date (General Ledger) - Inception-to-date information for deduction codes.	Min	
BR_HRP_ 5365	3	HR	Payroll	Provide the ability to make deductions by: - Percent of earnings - Fixed amounts - Specific earnings types - Variable &/or temporary amounts	Min	
BR_HRP_ 5366	3	HR	Payroll	Provide the ability to configure user- defined deduction elements and processing, including voluntary and involuntary: - recurring and one-off deductions - reducing balances including automatic termination deduction (e.g. loan recovery)	Min	

BR_HRP_ 5367 BR_HRP_	3	HR HR	Payroll Payroll	- control priority of deductions (statutory vs voluntary) - priority and scheduling deductions Provide the ability to make multiple pretax deductions Have the ability to support rate tables	Min	
5368 BR_HRP_ 5369	3	HR	Payroll	for deductions Have the ability to identify, prioritise, and automatically report a "deduction not taken" when net pay is too low	Min	
BR_HRP_ 5370	3	HR	Payroll	Have the ability to calculate arrears deductions	Min	
BR_HRP_ 5371	3	HR	Payroll	Provide the facility to recoup arrears in full, partial or other amounts	Min	
BR_HRP_ 5372	3	HR	Payroll	Provide facility to make one time overrides of a deduction and refunds of a previous deduction	Min	
BR_HRP_ 5373	3	HR	Payroll	Have the ability to prioritise deductions(e.g. court orders).	Min	
BR_HRP_ 5374	3	HR	Payroll	Enable deduction start / stop dates to be recorded and utilised	Min	
BR_HRP_ 5375	3	HR	Payroll	Provide the ability to calculate/ maintain the following types of employer and/or employee pension contributions: * Regular * Matching * AVCs * Protected Rights	Min	
BR_HRP_ 5376	3	HR	Payroll	Enable employer and employee contributions accumulated to be stored at the employee level and provide the ability to view these online	Min	
BR_HRP_ 5377	3	HR	Payroll	Provide the ability to calculate and process employer-paid deductions or benefits during pay cycles in which the employee is not paid	Min	

BR_HRP_ 5378	3	HR	Payroll	Enable update of benefit deductions – due to changes such as age and salary – on a periodic basis, such as monthly	Min	
BR_HRP_ 5379	3	HR	Payroll	Provide the ability to make retrospective deductions and retrospective payments for rate changes (including the ability to override any changes to pay)	Min	
BR_HRP_ 5380	3	HR	Payroll	Provide facility to calculate statutory deductions, child support, and bankruptcy deductions and processing etc	Min	
BR_HRP_ 5381	3	HR	Payroll	Support statutory deduction rules and update the system details.	Min	
BR_HRP_ 5382	3	HR	Payroll	Enable mass upload deductions	Min	
BR_HRP_ 5383	3	HR	Payroll	Provide the ability to refund deductions e.g. child care vouchers when on nil pay	Min	
BR_HRP_ 5384	3	HR	Payroll	Enable tracking of overpayment repayments when a person is a leaver	Min	
BR_HRP_ 5385	3	HR	Payroll	Provide the ability to calculate wages (e.g., flat amounts, hours, etc. YTD earnings below zero including any negative earnings)	Min	
BR_HRP_ 5386	3	HR	Payroll	Provide facility to calculate retrospective pay automatically on all wages (e.g. salary, overtime, permanent allowances, etc.)	Min	
BR_HRP_ 5387	3	HR	Payroll	Provide the ability to highlight London codes with available reward and benefit schemes and allow for application of specific payments in accordance with policy	Min	

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BR_HRP_ 5388	3	HR	Payroll	Enable special tax calculations on earning codes (e.g., non-qualified deferred compensation, taxable, nontaxable, reportable and non-reportable)	Min	
BR_HRP_ 5389	3	HR	Payroll	Have the ability to provide line managers/budget holders/business owners access to payroll/earnings data for the teams/budget that they manage providing a view of compliance in real time and over selected periods e.g. monthly, quarterly and fiscally	Min	
BR_HRP_ 5390	3	HR	Payroll	Enable access to employee's complete payroll history (inceptions to date, including historical data)	Min	
BR_HRP_ 5391	3	HR	Payroll	Provide the ability to rectify incorrect payslips including the effect on year-to-date earnings, quarter-to-date earnings, General Ledger interface, historical figures, etc. with an audit trail of any changes	Min	
BR_HRP_ 5392	3	HR	Payroll	Provide employees with total reward statements including a view of both employee (including salary sacrifice) and employer contributions	Min	
BR_HRP_ 5393	3	HR	Payroll	Provide the ability to input a general ledger identity code on the pay code set up	Min	
BR_HRP_ 5394	3	HR	Payroll	Provide the ability to pay advances and automatic payback of the advance	Min	
BR_HRP_ 5395	3	HR	Payroll	Provide the ability to gross up elements of pay	Min	
BR_HRP_ 5396	3	HR	Payroll	Provide the ability to pay advances through payroll or not through payroll e.g. for overseas account	Min	
BR_HRP_ 5397	3	HR	Payroll	Validate P45 to an agreed tolerance (10p tolerance)	Min	

BR_HRP_ 5398	3	HR	Payroll	Automatically calculate FTE for each employee and use it in payroll and proration calculations	Min	
BR_HRP_ 5399	3	HR	Payroll	Provide the ability to make consolidated third-party payments directly from payroll	Min	
BR_HRP_ 5400	3	HR	Payroll	Interface with a range of standard payroll support software products e.g. BACS	Min	
BR_HRP_ 5401	3	HR	Payroll	Generate actionable interface error logs from payroll inbound/outbound interfaces	Min	
BR_HRP_ 5402	3	HR	Payroll	Have the ability to rollback payroll processes in real-time and mid-cycle at a payroll and individual level	Min	
BR_HRP_ 5403	3	HR	Payroll	Have the ability to retry payroll processes in real-time and mid-cycle at a payroll and individual level	Min	
BR_HRP_ 5404	3	HR	Payroll	Provide the ability to schedule payroll processing	Min	
BR_HRP_ 5405	3	HR	Payroll	Provide the ability to report on period and YTD figures in real time	Min	
BR_HRP_ 5406	3	HR	Payroll	Provide the ability to produce outbound BACS interface data based on agreed specifications, ideally without the need for third party software	Min	
BR_HRP_ 5407	3	HR	Payroll	Have the ability to provide HMRC compliant outbound RTI interface data	Min	
BR_HRP_ 5408	3	HR	Payroll	Produce outbound pension interface data based on multiple agreed specifications and manage any errors generated (including JSS, MyCSP). These should be fully compatible with the pension scheme interface in order to remove the need for manual interventions and requirement for error resolutions	Min	

BR_HRP_ 5410	3	HR	Payroll	Provide the ability to pay whole payrolls or elements of payrolls at different frequencies e.g. quarterly, self-defined yearly for pensioners etc	Min	
BR_HRP_ 5411	3	HR	Payroll	Provide the ability to reconcile BACs payments with RTI submissions	Min	
BR_HRP_ 5412	3	HR	Payroll	Provide the ability to configure aspects of the payslip as required by departments, and enable different formats to account for accessibility	Min	
BR_HRP_ 5413	3	HR	Payroll	Have the ability to simulate payroll runs and payslips at an individual and group level to enable validation and make necessary corrections prior to actual payroll runs	Min	
BR_HRP_ 5414	3	HR	Payroll	Run payroll processes for subsets of the population e.g. payslips	Min	
BR_HRP_ 5415	3	HR	Payroll	Record and pay taxable expenses in accordance with organisational rules or policy	Min	
BR_HRP_ 5416	3	HR	Payroll	Provide the ability to easily incorporate any new or additional statutory requirements/policies into the system	Min	
BR_HRP_ 5417	3	HR	Payroll	Provide the ability to pay or deduct any payroll elements and apply statutory rules post-termination of an employee	Min	
BR_HRP_ 5418	3	HR	Payroll	Provide the ability to add an end date to terminated employee deductions to avoid automatic deductions being processed in a rehire scenario	Min	
BR_HRP_ 5419	3	HR	Payroll	Provide the ability to manage annual leave balance payments / deductions when an employee has a future dated end date and enable override where necessary	Min	
BR_HRP_ 5420	3	HR	Payroll	Provide facility to control the P45 print batch content	Min	

BR_HRP_ 5421	3	HR	Payroll	Automatically calculate prorated payments for an employee beginning or terminating in the middle of a cycle	Min	
BR_HRP_ 5422	3	HR	Payroll	Calculate and record compensation payments made for Voluntary Exit (VE), Voluntary Redundancy (VR), Compulsory Redundancy (CR) and efficiency departures	Min	
BR_HRP_ 5423	3	HR	Payroll	Provide the ability to manage multiple PAYE references, including multiple references within a single organisation	Min	
BR_HRP_ 5424	3	HR	Payroll	Hold one set of bank account details used for all user payments i.e. Salary, Expenses	Min	
BR_HRP_ 5425	3	HR	Payroll	Provide the ability to run multiple payrolls with the different period start & or end date	Min	
BR_HRP_ 5426	3	HR	Payroll	Provide the ability to make and identify off-cycle pay processing including: - Where data needs to be input manual to make the payment - As a result of off-cycle changes the appropriate checks are carried out to ensure system payroll synchronisation. - Users have the ability to run adhoc checks via reporting or other functionality to ensure synchronisation.	Min	
BR_HRP_ 5427	3	HR	Payroll	Provide the ability to make mid-cycle pay processing to update in the GL and immediately generate a payslip	Min	

BR_HRP_ 5428	3	HR	Payroll	Provide the ability for payments that are processed mid-cycle to be automatically maintained in the system for tax reporting	Min	
BR_HRP_ 5429	3	HR	Payroll	Apply a specific payment date other than a scheduled payroll for mid-cycle payments	Min	
BR_HRP_ 5430	3	HR	Payroll	Provide the ability to calculate the earnings and deductions with validation of all amounts based on statutory or business rules	Min	
BR_HRP_ 5431	3	HR	Payroll	Provide the ability to override calculations (make adjustments) to all types of payroll	Min	
BR_HRP_ 5432	3	HR	Payroll	Have full system functionality available to the user when running a supplementary run	Min	
BR_HRP_ 5433	3	HR	Payroll	Provide facility for supplementary runs to update YTD and G/L figures	Min	
BR_HRP_ 5434	3	HR	Payroll	Have the ability to accurately track and report on the under and overpayment process and actions	Min	
BR_HRP_ 5435	3	HR	Payroll	Put controls in place where limits are met and flag or notify relevant parties	Min	
BR_HRP_ 5436	3	HR	Payroll	Enable tracking of data errors and omissions	Min	
BR_HRP_ 5438	3	HR	Payroll	Report on the data produced by each payroll process at a payroll and individual level e.g. GL analysis file, payroll control report, retrospective payments	Min	
BR_HRP_ 5439	3	HR	Payroll	Provide the ability to design and generate payroll specific reports	Min	
BR_HRP_ 5440	3	HR	Payroll	Provide payroll reporting and analytics to support validation and checking processes	Min	
BR_HRP_ 5441	3	HR	Payroll	Provide the ability to make year-end adjustments where necessary e.g. NI	Min	

BR_HRP_ 5442	3	HR	Payroll	Provide the ability to capture dual location and manage tax implications based on HMRC rules. Manage reimbursements based on these	Min	
BR_HRP_ 5443	3	HR	Payroll	Produce P60 information to individuals electronically to all compliant versions specified by HMRC	Min	
BR_HRP_ 5444	3	HR	Payroll	Have tax year-end processing functionality	Min	
BR_HRP_ 5445	3	HR	Payroll	Provide the ability for user defined year- end reporting cap	Min	
BR_HRP_ 5446	3	HR	Payroll	Provide the ability to handle P11D and benefit in kind requirements	Min	
BR_HRP_ 5447	3	HR	Payroll	Be able to interface (import/export) with third party solutions	Min	
BR_HRP_ 5448	3	HR	Payroll	Calculate various taxable benefit in kind figures	Min	
BR_HRP_ 5449	3	HR	Payroll	Have automatic links to the Inland Revenue to upload P46 and P11D information	Min	
BR_HRP_ 5450	3	HR	Payroll	Provide an EDI connection to HMRC for P14, P45, P6, P9, P46, P11D and all other statutory reporting purposes	Min	

BR_HRP_ 5451	3	HR	Payroll	Be able to record payroll costs at all levels of the organisation, payroll, programme, job and payment/deduction. (I.e. employee working on a project as overtime – costed at one rate, regular overtime costed at another)	Min	
BR_HRP_ 5452	3	HR	Payroll	Provide the ability to create journal entries by section and/or department for specified General Ledger accounts and taxes	Min	
BR_HRP_ 5453	3	HR	Payroll	Provide the ability to automatically direct earnings, deductions, and taxes to the proper accounts for all system and mid-cycle figures, with provision for accounts to be changed and overridden	Min	
BR_HRP_ 5454	3	HR	Payroll	Provide the ability for YTD manual employee adjustments to be updated to the General Ledger	Min	
BR_HRP_ 5455	3	HR	Payroll	Provide the ability to create interfaces to other systems and easily import information from other systems (GL, Accounts Payables, etc.)	Min	
BR_HRP_ 5456	3	HR	Payroll	Provide the ability for a regular pay run (which hits the G/L) and a bonus pay run (which hits the P/L) to be run in the same month	Min	
BR_HRP_ 5457	3	HR	Payroll	Support accruals and provide the ability to specify the data to be accrued	Min	
BR_HRP_ 5458	3	HR	Payroll	Automate the calculation of accruals (and associated cost information, such as cross-charges)	Min	
BR_HRP_ 5459	3	HR	Payroll	Provide bank reconciliation for each period and allow the bank reconciliation	Min	

BR_HRP_ 5460	3	HR	Payroll	Provide the ability to automatically split and distribute employee earnings to multiple cost centre accounts on a permanent or temporary basis	Min	
BR_HRP_ 5461	3	HR	Payroll	Provide the ability to reverse individual gross to net payroll processes after period close by posting costs to current period	Min	
BR_HRP_ 5462	3	HR	Payroll	Provide the ability to apply costing cross-validation rules across HR, Payroll and Finance, at point of entry	Min	
BR_HRP_ 5463	3	HR	Payroll	Be able to interface with the Insolvency Service's finance system	Min	
BR_HRP_ 5464	3	HR	Payroll	Be able to calculate and include overtime pay with holiday pay, where appropriate, including retrospectively	Min	
BR_HRP_ 5465	1	HR	Health & \	Provide audit functionality so that changes to all records can be monitored	Min	
BR_HRP_ 5466	1	HR	Health & \	Have the ability to record absence data and accept request for all types of absence leave (paid or unpaid) via Self-Service (including mobile devices) at all times (24/7)	Min	
BR_HRP_ 5467	1	HR	Health & \	Have the ability to record of all statutory and Occupational Absence types via Self-Service in line with current and future known legislation	Min	
BR_HRP_ 5468	1	HR	Health & \	comments via workflow	Min	
BR_HRP_ 5469	1	HR	Health & \	Allow users to view all types of absence leave requests made, approved, rejected and balances remaining (where applicable) in line with the Department policy	Min	

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BR_HRP_ 5470	1	HR	Health & \	Apply policy validation to all leave requests types (insufficient balance, allowance, ineligible for leave type) and warn employee or prevent submission (as per the Department policy)	Min	
BR_HRP_ 5471	1	HR	Health & V	Ensure the approval of the leave of absence sends an automated notification to the initiator of the outcome	Min	
BR_HRP_ 5474	1	HR	Health & V	Ensure that all parties receive automated notifications/reminders to ensure an activity is fulfilled	Min	
BR_HRP_ 5475	1	HR	Health & V	Provide automated integrations to ensure the feeding of relevant absence data to downstream systems and processes (e.g. payroll, benefits)	Min	
BR_HRP_ 5476	1	HR	Health & V	Have the ability to calculate the missing years' worth of pay awards for employees who had a career break, in order to bring them up to date on the same pay grade	Min	
BR_HRP_ 5477	1	HR	Health & \	Have the ability to pro-rata annual leave to prevent an employee from applying for more than half allowance during probation period (apply discretion in exceptional circumstances)	Min	
BR_HRP_ 5478	1	HR	Health & V	Ensure start date for employee leave year is in line with the Department policy (e.g. 1st of April)	Min	
BR_HRP_ 5479	1	HR	Health & V	Ensure a mother has taken the number of weeks allowed (in line with the Department policy) of maternity leave before ShPL can begin and maternity leave/pay can be ended	Min	

BR_HRP_ 5480	1	HR	Health & V	Have the ability to prompt a father or partner to take statutory or the Department paternity leave prior to commencing ShPL	Min	
BR_HRP_ 5481	1	HR	Health & V	Enable eligible employees to take the weeks of leave allowed for each child that has died, or for each baby that has been stillborn	Min	
BR_HRP_ 5482	1	HR	Health & \	Enable line managers to submit requests for all types of absence leave on behalf of employees (including bereavement, ShPL, sickness) and for payroll to be updated automatically	Min	
BR_HRP_ 5483	1	HR	Health & V	Enable employees to take parental bereavement leave within a set number of weeks of death of a child or stillbirth in line with their Department policy	Min	
BR_HRP_ 5484	1	HR	Health & V	Ensure eligible employees are paid occupational parental bereavement pay	Min	
BR_HRP_ 5485	1	HR	Health & V	Prevent absence leave (e.g. parental bereavement leave) being taken at the same time as another form of absence leave (e.g. maternity/paternity)	Min	
BR_HRP_ 5486	1	HR	Health & V	Provide facility to record and update part-time return to work pattern on medical grounds	Min	
BR_HRP_ 5487	1	HR	Health & V	Enable employees to submit an amendment or cancellation to all types of absence leave early with the approval of their line manager before it can be actioned	Min	
BR_HRP_ 5488	1	HR	Health & \	Enable the line manager to cancel a previously approved leave request with leave allowances (where relevant) recalculated accordingly	Min	

BR_HRP_ 5489	1	HR	Health & V	Enable an employee to confirm or otherwise that they intend to return to work after required leave (in order to receive their Authority benefits, where applicable) and that they agree to pay back the benefit if they don't return to work (e.g. ShPL and maternity leave)	Min	
BR_HRP_ 5491	1	HR	Health & V	Enable line manager to record KIT Days and SPLIT days for an employee linked to the period of statutory or absence leave (maternity/ paternity/ adoption / shared parental leave), in line with the Department policy and payment for KIT Days linked to payroll as per contract	Min	
BR_HRP_ 5492	1	HR	Health & V	Allow the expected date of return from statutory or any absence leave (e.g. adoption, career break, maternity) to be altered, if the employee wishes to return early in line with Department policy	Min	
BR_HRP_ 5493	1	HR	Health & V	Enable upload of a matching certificate for adoption leave	Min	
BR_HRP_ 5494	1	HR	Health & V	Allow specialist users to view matching certificates uploaded for adoption leave in line with Department policy	Min	
BR_HRP_ 5495	1	HR	Health & V	Prompt users at a defined point in time when a team member has not taken sufficient statutory annual leave in the year	Min	
BR_HRP_ 5496	1	HR	Health & V	Have the capability to process holidays over multiple holiday years	Min	
BR_HRP_ 5497	1	HR	Health & V	Support the carry-over of a number of days into the following year as per current annual leave policy of the Department	Min	

BR_HRP_ 5498	1	HR	Health & V	Prompt the line manager to take action when all types of absence (including sickness) thresholds are met, accounting for any reasonable adjustments	Min	
BR_HRP_ 5499	1	HR	Health & V	Display break down of holiday entitlement calculation to provide transparency to employee via Self- Service	Min	
BR_HRP_ 5500	1	HR	Health & V	Permit an employee to anticipate a number of annual leave days from the next years entitlement and ensure line manager approval in line with Department policy	Min	
BR_HRP_ 5501	1	HR	Health & V	Enable employees with the ability to request for annual leave balance to be paid (exceptional circumstances only) with the necessary approval	Min	
BR_HRP_ 5502	1	HR	Health & V	Have the ability to hold different annual leave entitlement values for seconded or loaned employees into other Departments in the matrix cluster to enable them book annual leave via Self-Service	Min	
BR_HRP_ 5503	1	HR	Health & V	Have the ability to calculate and display annual leave entitlement for workers who have transferred in via MOG changes	Min	
BR_HRP_ 5504	1	HR	Health & V	Award eligible workers privilege days entitlement in line with their Department policy and for this to be displayed as a separate block of entitlement	Min	
BR_HRP_ 5505	1	HR		Display information on planned team absences to line managers, on the leave dates requested by employees, to aid the decision to approve or reject a leave request	Min	

BR_HRP_ 5506	1	HR	Health & \	Display information to team members, showing their team availability when requesting for an annual leave, to aid with their booking	Min	
BR_HRP_ 5507	1	HR	Health & \	Have the ability to reassign to a more senior manager to approve a leave, when it recognises that the line manager is on leave and a substitute has not been set-up	Min	
BR_HRP_ 5508	1	HR	Health & \	Allow a line manager or countersigning manager or central services team the ability to change an unauthorised absence to be an authorised absence (paid) and for payroll to be automatically updated	Min	
BR_HRP_ 5511	1	HR	Health & \	Provide the ability for a line manager to input a career break extension for an employee in line with Department policy, with the necessary approvals	Min	
BR_HRP_ 5512	1	HR	Health & \	Enable a line manager to generate a Career Break Agreement when a career break is approved	Min	
BR_HRP_ 5513	1	HR	Health & \	Automatically cease payment to an employee during career break	Min	
BR_HRP_ 5514	1	HR	Health & \	Enable an employee to confirm their return from a period of a special leave for a line manager or central services team to approve	Min	
BR_HRP_ 5515	1	HR	Health & \	Enable the employee to amend and resubmit a previously declined request in line with Department policy	Min	
BR_HRP_ 5516	1	HR	Health & \	Provide the ability for a line manager to confirm an employee's return from a period of leave (including special leave, paternity leave, sickness), and for payroll to be automatically updated (where appropriate)	Min	

BR_HRP_ 5517 BR_HRP_	1	HR	Health & \	Enable the line manager to review prior special leave absences for team members (via MSS, managers are to be able to view teams members absence history) in line with Authority policy Automatically update payroll with the	Min	
5518	1	HR	, Health & V	paid/unpaid special leave	Min	
BR_HRP_ 5519	1	HR	Health & \	Have the ability to escalate requests for periods of special leave in excess of required time per Department policy	Min	
BR_HRP_ 5520	1	HR	Health & \	Have the ability to escalate requests from SCS grade employees for special leave periods in line with Authority policy	Min	
BR_HRP_ 5521	1	HR	Health & \	Notify the employee when a request for all types of absence leave has been approved or rejected, and when resubmission is required	Min	
BR_HRP_ 5522	1	HR	, Health & V	Administer paid special leave as reckonable service	Min	
BR_HRP_ 5523	1	HR	Health & V	Exclude some types of unpaid special leave as reckonable service	Min	
BR_HRP_ 5524	1	HR	Health & V	Stop annual leave accrual during periods of unpaid special leave taking account of exceptions e.g. bereavement	Min	
BR_HRP_ 5525	1	HR	Health & V	Provide the ability for employee to view individual requests and totals time off for trade union duties (via ESS users can view all absence records and filter by type and date period)	Min	
BR_HRP_ 5526	1	HR	Health & V	Enable an employee to identify themselves as a reservist	Min	

BR_HRP_ 5527	1	HR	Health & \	Provide the ability to upload a certificate of jury service upon the return from a period of special leave (jury service)	Min	
BR_HRP_ 5528	1	HR	Health & \	Provide the ability for employees being compulsorily transferred to claim paid special leave to search for accommodation (in line with entitlement within their Department policy) with all the necessary approval	Min	
BR_HRP_ 5529	1	HR	Health & \	Enable employees being compulsorily transferred to claim paid special leave to move accommodation (in line with entitlement within the their Department policy) with all the necessary approval	Min	
BR_HRP_ 5530	1	HR	Health & \	Provide line manager with the ability to view individual requests and totals for time off for trade union duties	Min	
BR_HRP_ 5531	1	HR	Health & \	Have the ability to pro-rata the special leave (volunteering) maximum thresholds for part-time workers automatically	Min	
BR_HRP_ 5532	1	HR	Health & \	Support the monitoring of special leave maximums as set out in the special leave policies	Min	
BR_HRP_ 5533	1	HR	Health & \	Tailor alerts to the employee at the point of request for special leave, if the request exceeds the policy maximums. Alert the line manager at the point of receipt if the request exceeds the policy maximums	Min	

BR_HRP_ 5534	1	HR	Health & \	Enable recording of the start and expected end date of the leave of absence (including shared parental leave (ShPL)) in line with the Department policy and the necessary approvals	Min	
BR_HRP_ 5535	1	HR	Health & \	Administer leave dates to feed directly through to the payroll solution to ensure the correct payment of leave is due	Min	
BR_HRP_ 5536	1	HR	Health & \	Provide the ability to view ShPL as a cumulative figure and tally of leave taken	Min	
BR_HRP_ 5537	1	HR	Health & \	Provide the ability to request and record instances of paid and unpaid leave, both short-term and long-term (e.g. career breaks, suspension) and the implications to pay, continuous service, pension and payroll	Min	
BR_HRP_ 5538	1	HR	Health & \	Have the ability to make pay calculations as a result of reduced parental leave hours (in line with HR policy)	Min	
BR_HRP_ 5539	1	HR	Health & \	Provide the ability to approve and track (with limits) parental leave reduced hours	Min	
BR_HRP_ 5540	1	HR	Health & \	Provide the ability for absence time periods to instigate pay changes and issue letters and notifications (with relevant notifications and approvals where necessary) in response to absence type e.g. half pay, maternity pay	Min	
BR_HRP_ 5542	1	HR	Health & \	Allow absence triggers to be changeable at Department level	Min	

BR_HRP_ 5543	1	HR	Health & V	Enable the recognition of 'qualifying service' for the Department maternity pay (including paid service, ordinary or additional maternity or adoption leave, maternity/adoption support leave, shared parental leave and unpaid parental leave), but exclude unpaid special leave, sick pay at nil or pension rate and any periods of unauthorised absence other than time taking part in official industrial action. Qualifying service with another government Department will also be taken into account where there has been no break in service prior to joining the Department	Min	
BR_HRP_ 5544	1	HR	Health & V	Treat paid statutory and the Department maternity leave as qualifying and reckonable employment for pension purposes	Min	
BR_HRP_ 5545	1	HR	Health & V	Treat unpaid Statutory Maternity Leave as qualifying but not reckonable employment for pension purposes	Min	
BR_HRP_ 5546	1	HR	, Health & V	Recognise paid adoption leave as qualifying and reckonable	Min	
BR_HRP_ 5547	1	HR	Health & V	Recognise unpaid adoption leave as qualifying but unreckonable	Min	
BR_HRP_ 5548	1	HR	Health & V	Enable line manager to alter the statutory or their Department maternity leave start date (for example baby arrives early)	Min	
BR_HRP_ 5549	1	HR	Health & V	Provide the ability to make a change to the desired start date of the statutory or Department paternity leave start date	Min	

BR_HRP_ 5550	1	HR	Health & V	Enable an employee to confirm they have returned from statutory or paternity leave, in line with their Department policy, and payroll is automatically updated	Min	
BR_HRP_ 5551	1	HR	Health & V	Notify the employee of their entitlement to statutory, the Department paternity leave, and paternity pay once a request has been received	Min	
BR_HRP_ 5552	1	HR	Health & V	Calculate the statutory or Department paternity leave and pay entitlements pro-rata for part-time employees	Min	
BR_HRP_ 5553	1	HR	Health & V	Recognise periods of Statutory Parental Leave as qualifying but not reckonable service for pension purposes	Min	
BR_HRP_ 5554	1	HR	Health & V	Provide the ability to apply for paid time off to attend antenatal appointments (mother) and pre-adoption appointments in line with Department policy	Min	
BR_HRP_ 5555	1	HR	Health & V	Allow an employee to take Statutory Parental Leave and share that leave (the paternity leave has to be taken before any ShPL is taken)	Min	
BR_HRP_ 5556	1	HR	Health & V	Provide the ability for a line manager to approve/propose amendments to an employee's proposed dates for ShPL	Min	
BR_HRP_ 5557	1	HR	Health & V	Ensure a line manager provides written reasons for refusal of a Statutory Parental Leave request within the agreed days of the rejection	Min	

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BR_HRP_ 5558	1	HR	Health & \	Enable a line manager to approve a request for a period of Statutory Parental Leave to be deleted and payroll automatically updated	Min	
BR_HRP_ 5559	1	HR	Health & \	Enable a line manager to approve or reject a request to amend dates of Statutory Parental Leave that have already been approved and for payroll to be automatically updated (if approved)	Min	
BR_HRP_ 5560	1	HR	Health & \	Conduct a basic check to establish whether an employee is eligible to apply for Statutory Parental Leave or the Department paternity leave	Min	
BR_HRP_ 5561	1	HR	Health & \	Ensure that the maximum lifetime Statutory Parental Leave is not exceeded	Min	
BR_HRP_ 5562	1	HR	Health & \	Calculate pro-rata entitlements for Statutory Parental Leave for part-time workers	Min	
BR_HRP_ 5563	1	HR	Health & \	Notify the employee in writing through a service system generated communication of the change to statutory or the Department maternity leave dates in line with policy (when baby arrives early and line manager changes the date)	Min	
BR_HRP_ 5564	1	HR	Health & \	Provide the ability for a line manager to enter and maintain a risk assessment for pregnant employees	Min	
BR_HRP_ 5565	1	HR	Health & \	Enable annual leave entitlements to continue to accrue during statutory maternity and ShPL in line with Department leave policy	Min	

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				Increase annual leave accruals with additional entitlement to compensate		
DD UDD						
BR_HRP_	1	HR	Health & \	for public holiday or privilege days that	Min	
5566				occur during a period of statutory or the		
				Department maternity leave in line with		
				policy		
BR_HRP_	1	HR	Health & \	Exclude pregnancy related absences	Min	
5567			<u> </u>	from sick half & nil pay calculations		
				Automatically place an employee on		
				Statutory Maternity Leave if they are		
BR_HRP_	1	HR	Health & \	absent through pregnancy related	Min	
5568	·		i ricalii a i	sickness on or after the fourth week		
				before the baby is due in line with		
			<u></u>	legislation and the Department policy		
				Ask the employee to state when the		
	1		Health & V	baby is due (or expected date of		
BR_HRP_		HR		adoption placement), the length of	Min	
5569				statutory leave or paternity leave being		
				requested and the desired start date		
				*		
				Enable the booking of unpaid special		
BR_HRP_				leave to attend up to the agreed		
 5570	1	HR	, Health & V	antenatal appointments with their	Min	
				pregnant partner in line with the		
				Authority policy		
				Enable an employee to request		
BR_HRP_		LID		Statutory Paternity Leave via Self-		
5571	1	HR	, Health & \	Service, and require them to take it in	Min	
00				blocks of week (s) in line with their		
				Department policy		
DD 1155				Require the employee to take statutory		
BR_HRP_	1	HR	: Haaith X. V	or paternity leave within agreed months	Min	
5572				of the birth in line with Department		
			. 	policy		

BR_HRP_ 5573	1	HR	Health & \	Administer different annual leave entitlement values for seconded or loaned employees into other Departments in the matrix cluster to enable them book annual leave via Self-Service	Min	
BR_HRP_ 5574	1	HR	Health & \	Prevent an absent on unpaid leave (e.g. career break) employee from receiving paternity leave or pay (statutory and in line with Department policy)	Min	
BR_HRP_ 5575	1	HR	Health & \	Provide the ability to upload a copy of the child's birth certificate/matching certificate to support an application for Shared Parental Leave in line with Department policy	Min	
BR_HRP_ 5576	1	HR	Health & \	Enable employee to provide the name and address of their partner's employer when making a request for ShPL in line with Department policy	Min	
BR_HRP_ 5577	1	HR	Health & \	Provide the ability for employee to record and line manager to approve or for line manager to record leave which is automatically approved up to agreed ShPL In touch (SPLIT) days per employee, and for these days to be fully paid (payroll automatically updated)	Min	
BR_HRP_ 5578	1	HR	Health & \	Ensure ShPL is available for adopting parents sharing mother's maternity allowance to be used within 52 weeks of child's birth or placement in the family in line with Department policy or legislation	Min	

BR_HRP_ 5580	1	HR	Health & V	Enable an employee to request that period of Statutory Parental Leave that have previously been approved, are deleted in the event that they do not take the leave (manager approval required)	Min	
BR_HRP_ 5581	1	HR	Health & V	Administer annual allowance of maximum weeks of ShPL per eligible employees in line with Department policy	Min	
BR_HRP_ 5582	1	HR	Health & V	Require (but not enforce) a minimum of number days' notice to take ShPL in line with Department policy	Min	
BR_HRP_ 5583	1	HR	Health & V	Treat all periods of ShPL as unpaid	Min	
BR_HRP_ 5584	1	HR	Health & V	Ensure employee and line manager are able to self-certify and upload supporting certificate for sickness absences in line with Department policy	Min	
BR_HRP_ 5585	1	HR	Health & V	Notify the employee to upload and submit a fit note for sickness absences in line with Department policy	Min	
BR_HRP_ 5586	1	HR	Health & \	Provide the employee with the ability to close the sickness absence, requiring line manager approval but only once it has been approved for closure	Min	
BR_HRP_ 5587	1	HR	Health & V	Enable the employee or line manager or central services team/HR to open a sickness entry for an employee	Min	
BR_HRP_ 5588	1	HR	Health & V	Notify the line manager when the employee is approaching their return to work date	Min	

BR_HRP_ 5589	1	HR	Health & \	Prompt line manager to hold a health and attendance review meeting when an employee sickness absence reaches trigger point Calculate when an employees (full/part-	Min	
BR_HRP_ 5590	1	HR	Health & \	time) sickness absence has reached a trigger point and prompt the line manager to hold a formal health and attendance review in line with Department policy	Min	
BR_HRP_ 5591	1	HR	Health & \	Prompt the line manager to hold an informal health and attendance review when the employee sickness absence has reached a trigger point in line with Department policy	Min	
BR_HRP_ 5592	1	HR	Health & \	Prompt the line manager to hold a formal health and attendance review when the employee sickness absence exceeds days, months and quarter thereafter in line with Department policy	Min	
BR_HRP_ 5593	1	HR	Health & \	Provide the ability for a line manager to submit fit notes for employees who remain absent after required days in line with Department policy	Min	
BR_HRP_ 5594	1	HR	Health & \	Enable a line manager to close an employee's sickness absence	Min	
BR_HRP_ 5595	1	HR	Health & \	Enable a line manager to view the employee's sickness absences for a 12 month rolling period	Min	
BR_HRP_ 5596	1	HR	Health & \	Enable online checklists to be available when sickness is opened and notification when limit is reached (include the activities required whilst managing long term sickness leave)	Min	

				Enable return to work dates to be		
BR_HRP_	4	LIB	1110-03	recorded in the Service System by the	N 4" -	
 5597	1	HR	Health & V	employee, line manager and specialist	Min	
				roles for all absences, in line with		
				Department policy)	
BR_HRP_	1	HR	Health & V	Count part day absences in line with	Min	
5598				Department sickness policy)	
				Administer alerts to the line manager or		
BR_HRP_	1	HR	Health & V	central services team before an	Min	
5599				employee's paid sickness entitlement		
				has been exhausted	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
BR_HRP_				Administer alerts to the employee		
5600	1	HR	, Health & V	before their entitlements to paid	Min	
			<u> </u>	sickness leave, has been exhausted	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
BR_HRP_				Calculate sick pay provision for part-		
5601	1	HR	F Health & V	timers using the formula contained	Min	
			<u></u>	within the Department policy		
				Have the ability to record pro-rata		
BR_HRP_	1	HR	Health & V	review points for employees working	Min	
5602				less than 5 days a week (PT &		
				compressed)		
BR_HRP_				Prompt a line manager to record the		
5603	1	HR	Health & V	details (date and outcome) of a formal	Min	
0000				health and attendance review		
BR_HRP_				Enable managers to record the		
5604	1	HR	Health & V	submission and result of appeals	Min	
J00+				against improvement warnings		
BR_HRP_				Allow improvement warnings to be		
5605	1	HR	Health & V	removed following a successful appeal	Min	
3003				removed following a successful appear		
BR_HRP_				Enable an employee to request		
5606	1	HR	Health & V	"disability related leave" as a leave	Min	
5000				type, requiring line manager approval		
				Enable line manager to record both first		
BR_HRP_	1	HR	Health & V	and final improvement warnings issued	Min	
5607		I IIV	, i icallii & V	for sickness absence in line with	IVIIII	
				Department policy		
BR_HRP_	1	HR	Health & V	Ensure the line manager holds and	Min	
5608	1	ПК	, rieaiiii & v	records review meetings	IVIII I	

BR_HRP_ 5609	1	HR	Health & V	Prompt the line manager when the improvement period for an employee is due to expire	Min
BR_HRP_ 5610	1	HR	Health & V	Enable the line manager to record the outcome of an improvement period	Min
BR_HRP_ 5611	1	HR	Health & V	Automatically record the start of a sustained improvement period of 12 month's duration when an improvement period is marked as closed (satisfactory standard reached) by the line manager	Min
BR_HRP_ 5612	1	HR	Health & V	Automatically prompt the line manager to take action if an employee is absent due to sickness during a sustained improvement period in line with Department policy	Min
BR_HRP_ 5613	1	HR	Health & V	Increase annual leave accruals with additional entitlement to compensate for public holiday or privilege days that occur during a period of statutory or the authority maternity leave in line with policy	Min
BR_HRP_ 5614	1	HR	Health & V	Enable line manager to request consent from an employee for an Occupational Health referral to be made, and to record the outcome of the request in the Service System	Min
BR_HRP_ 5615	1	HR	Health & V	Enable line manager to view employees contact details and next of kin's contact details in the event of AWOL/emergencies	Min
BR_HRP_ 5616	1	HR	Health & V	Prompt the line manager to hold a return to work discussion and record details of the discussions when an employee returns from sickness absence	Min

BR_HRP_ 5619	1	HR	Provide the ability to record return to work discussions for short term Health & Vabsence (on first day back) and after extended periods of absence (i.e. long- term sickness, sabbaticals etc.)	Min	
BR_HRP_ 5620	1	HR	Provide the ability for management to record points agreed at return to work Health & V meetings (such as phased return or varied duties etc.) and review period set	Min	
BR_HRP_ 5621	1	HR	Enable seeking of employee's agreement to actions agreed at a Health & V return to work meeting and the ability to record the duration of the phased return to work	Min	
BR_HRP_ 5622	1	HR	Enable line managers to record dates Health & Vof unauthorised absence letter and upload copy of letter	Min	
BR_HRP_ 5623	1	HR	Enable line manager to set deadline on Health & V system for response to unauthorised absence letter	Min	
BR_HRP_ 5624	1	HR	Prompt line manager to record Health & Vresponse / no response to unauthorised absence letter	Min	
BR_HRP_ 5625	1	HR	Prompt an action a stop to pay, in Health & V cases where no response is received to unauthorised absence letter	Min	
BR_HRP_ 5626	1	HR	Enable an employee to request to use Health & V Flexi Credit via Self-Service with the necessary approval	Min	
BR_HRP_ 5627	1	HR	Provide the line manager with the Health & Vability to approve/deny participation in Flexi Time working	Min	
BR_HRP_ 5628	1	HR	Provide agreed number of weeks Health & V period as a Flexi Time period in line with Department policy	Min	

BR_HRP_ 5629	1	HR	Health & \	Require the recording of rest breaks and automatically flag if the required statutory duration of rest break has not being taken	Min	
BR_HRP_ 5630	1	HR	Health & V	Provide employees (full/part- time/compressed) with the ability to request to participate in Flexi Time working	Min	
BR_HRP_ 5632	1	HR	Health & V	Prompt the employee to submit Flexi Time credits and debits for approval at the end of each agreed week(s) period in line with Department policy	Min	
BR_HRP_ 5633	1	HR	Health & V	Enable a line manager to approve/deny a request to use Flexi Credit	Min	
BR_HRP_ 5634	1	HR	Health & V	Record and administer a variety of Flexi Time policies	Min	
BR_HRP_ 5637	1	HR	Health & V	Enforce a maximum number of days flexi debit in any one period in line with Department policy noting any exceptions as appropriate	Min	
BR_HRP_ 5638	1	HR	Health & V	Have the ability to manage the process where an employee raises a Flexible Working request and its managed accordingly	Min	
BR_HRP_ 5639	1	HR	Health & V	Enable creation and amending of work schedule (days of the week worked) by manager and employee but not a change to number of hours worked	Min	
BR_HRP_ 5640	1	HR	Health & V	Provide the ability to store an employee's work location	Min	
BR_HRP_ 5641	1	HR	Health & V	Provide the ability to record the % allocation to home-based, if an employee is home based	Min	

BR_HRP_ 5642	1	HR	Health & V	Provide the ability to configure reminders to assess the suitability of the arrangements (at defined intervals) if employee work location is homebased	Min
BR_HRP_ 5645	1	HR	Health & V	Set-up automatic triggers to suggest wellbeing content, that is visible on the HR portal for both line manager and employee	Min
BR_HRP_ 5646	1	HR	Health & V	Automatically update payroll when periods of ShPL are approved	Min
BR_HRP_ 5647	1	HR	Health & V	Hold information about employee absence and sickness, as it plays through the lifecycle with any engagements between users, including actions taken in the system around the absence incident. It will also ensure they are these are recorded and actioned accordingly in the system with relevant notification or workflow managed actions distributed to relevant users.	Min
BR_HRP_ 5648	1	HR	Health & V	Have the ability to manage all aspects of time recording and the costing associated, including the management of a full range of paid and unpaid complex absence rules	Min
BR_HRP_ 5649	1	HR	Health & V	Provide the ability to set-up and manage multiple absence plans with varying eligibility criteria, accrual rules and holiday years	Min
BR_HRP_ 5650	1	HR	Health & V	Support multiple absence types, reasons and codes with multiple terms and conditions and eligibility	Min
BR_HRP_ 5651	1	HR	Health & V	Ensure annual leave not taken within set period to be lost and deducted from leave balance (with the ability to override)	Min

BR_HRP_ 5652	1	HR	Health & V	Record and calculate pro-rata holiday/ time off in hours or part days (e.g. for part-time staff, compressed/condensed hours)	Min	
BR_HRP_ 5653	1	HR	Health & V	Have the ability to calculate pro-rata holiday entitlement for year of joining and year of leaving	Min	
BR_HRP_ 5654	1	HR	Health & V	Have the ability to pro-rata holiday entitlement for employee changes from full to part time and vice-versa, part way through the year	Min	
BR_HRP_ 5655	1	HR	Health & V	Have the ability to calculate accruals for maternity and long-term sick leave (with the ability to override)	Min	
BR_HRP_ 5656	1	HR	Health & V	Have the ability to automatically calculate leave entitlement for the year (based on predefined rules, taking into consideration maternity leave etc) and automatically update employees annual leave allowance after leave has been taken notifying both employee and line manager	Min	
BR_HRP_ 5657	1	HR	Health & V	Have the ability to calculate leave entitlements, including the relevant level of statutory and occupational scheme benefits and applying different leave rules for different types of employee (e.g. part-time, length of service)	Min	
BR_HRP_ 5658	1	HR	Health & V	Display leave calendars for an individual and team (should track and show individuals and all members of a user-defined group)	Min	
BR_HRP_ 5659	1	HR	Health & V	Have the ability to automatically validate requests against available leave balances and go through appropriate workflow during leave application/amendment and cancellation process	Min	

BR_HRP_	1	HR	Health & V	Have the ability to track annual leave	Min	
5660				requests for the next leave year Provide the ability to record the date and type of absence including the time an absence started (in case it occurred		
BR_HRP_ 5661	1	HR	Health & V	during a working day) in accordance with business rules and for this to feed through to the payroll solution automatically	Min	
BR_HRP_ 5662	1	HR	Health & V	Provide the ability to record half-day absences in accordance to business rules	Min	
BR_HRP_ 5663	1	HR	Health & V	Provide the ability to hold pro rata annual working patterns (term time working, shift patterns) and annual leave entitlement of bank holidays	Min	
BR_HRP_ 5664	1	HR	Health & V	Manage retrospective absence requests and have the ability to feed through to payroll with relevant approvals and notifications	Min	
BR_HRP_ 5665	1	HR	Health & V	Have the ability to record public and privilege days	Min	
BR_HRP_ 5666	1	HR	Health & V	Record entitlements in hours or days and to automatically carry forward balances from 1 year to the next based on business rules and approval workflows	Min	
BR_HRP_ 5667	1	HR	Health & V	Have the ability to calculate holiday pay on the basis of average annual earnings (restricted to certain pay elements)	Min	
BR_HRP_ 5668	1	HR	Health & \	Allow the line manager to delete a previously approved leave request with leave allowances (where appropriate) re-calculated accordingly	Min	
BR_HRP_ 5669	1	HR	Health & V	Be able to calculate leave in hours for Compressed Hours workers	Min	

BR_HRP_ 5671	1	HR	Health & V	Be able to calculate annual leave allowance up to date of leaving organisation	Min
BR_HRP_ 5672	1	HR	Health & V	Report or flag periods of absence that meet trigger points based on length of absence or number of occasions of absence (HR policy dependent) and ensure differentiation between absence types, as well as notify relevant parties	Min
BR_HRP_ 5673	1	HR	Health & V	Prompt line managers to view annual leave requests made approved, rejected and balances remaining of their direct reports	Min
BR_HRP_ 5674	1	HR	Health & V	Report on all types of leave days taken, by directorate/function/line manager	Min
BR_HRP_ 5675	1	HR	Health & V	Enable reports on employee absence and return to work dates	Min
BR_HRP_ 5676	1	HR	Ξ :	Allow HR Operations team to have access to scheduled reports to monitor pending leave requests	Min
BR_HRP_ 5677	1	HR	Health & V	Have the ability to calculate average working days lost (AWDL) by organisation, directorate and team (cost centre code)	Min
BR_HRP_ 5679	1	HR	Off Boardine	Enable a line manager to initiate a leaver process for an employee with a reason of loan to OGD	Min
BR_HRP_ 5680	1	HR	= :	Generate a notification (service system response) to the employee confirming their last day of service, information on payments (including over payments) /deductions to be made from their final pay, and arrangements for P45 and P60 (such as accrued leave)	Min

BR_HRP_	4	HR		Notify pensions (3rd Party)	N.J.:
5682	1	нк	∫π Roardin€	automatically of an employee leaving due to retirement	Min
				Provide an option to initiate an exit	
BR_HRP_ 5685	1	HR	Off Boarding	interview questionnaire be sent to the employee who is leaving for a planned	Min
3003				reason	
				Provide facility to manage death in)
BR_HRP_				service processes including the	
5687	1	HR	Off Boarding	processing of records while withholding	Min
3007				the final salary and other related	
			Q	benefits)
DD 11DD				Enable a line manager to input a death	
BR_HRP_	1	HR	Off Boarding	in service occurrence for a team	Min
5688				member and allow automatic	
				notification to pension provider Automatically ignore any Flexi Debt	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
				and/or annual leave debts when	
BR_HRP_	1	HR	Ē :	calculating final pay for an employee	Min
5689	·			who's reason for leaving is death in	
				service (credits to be paid)	
BR_HRP_				Automatically close open absences	
5690	1	HR	Off Boarding	when a leaver's reason of death in	Min
3030			0	service is used	
				Automatically pro-rata employee's	
DD 1155				annual allowances against their last	
BR_HRP_ 5691	1	HR	Off Boarding	day of service, and automatically	Min
1,600				calculate any payments to be made/recovered and payroll updated	
				automatically	
				Automatically check if an employee is a	
				member of the childcare voucher	
BR_HRP_		LID	D# D = = = " :	scheme and automatically end their	N 4" -
5692	1	HR	Off Boarding	participation in line with the last day of	Min
				service taking account of any	
				exceptions	
BR_HRP_	1	HR	Off Boardine	Enable line managers to view	Min
5693	•			employees contractual notice period	

BR_HRP_ 5694	1	HR	=	Automatically generate Off Boarding tasks and prompts to the employee to return equipment	Min	
BR_HRP_ 5695	1	HR	E	Automatically generate Off Boarding tasks and prompts to the line manager to collect equipment	Min	
BR_HRP_ 5696	1	HR	off Boarding	the employee and line manager for all leaving reasons	Min	
BR_HRP_ 5697	1	HR	Dff Boarding	Automatically provide final payslip and P45; a hard copy of the P45 sent to home address or as PDFs sent to personal email account	Min	
BR_HRP_ 5698	1	HR	=	directory once a leaving date is reached	Min	
BR_HRP_ 5699	1	HR	Dff Boarding	Automatically fall back to the higher ranked person in the chain, such as the line manager's manager (default +1), as a result of line manager chain being broken because someone leaves the reporting chain	Min	
BR_HRP_ 5700	1	HR	Dff Boarding	Enable specialist roles to run reports on data received from exit interviews and exit questionnaires (trend analysis etc)	Min	
BR_HRP_ 5702	1	HR	=	Automatically initiate the cancellation of purchasing cards held by an employee once a leaving date is reached	Min	
BR_HRP_ 5703	1	HR	Dff Boarding	Automatically initiate the closure of IT accounts and building access once a leaving date has passed (date +1) taking account of any exceptions	Min	

BR_HRP_ 5706	1	HR	Off Boarding	Ensure an employee can access P60s after they have left the organisation or where they don't have continued access, the P60 is emailed or posted as part of the tax end activity	Min	
BR_HRP_ 5707	1	HR	Off Boarding	Automatically notify admin team to close travel accounts held by an employee once a leaving date is reached	Min	
BR_HRP_ 5708	1	HR	Off Boardin	Provide capability to process mass terminations (e.g. payroll changes)	Min	
BR_HRP_ 5709	1	HR	Off Boardin	Permit specialist roles to initiate compensation payments for eligible employees whose fixed term contracts are being terminated	Min	
BR_HRP_ 5710	1	HR	off Boarding	Permit the payment of compensation where required for the end of a fixed term contract	Min	
BR_HRP_ 5711	1	HR	Off Boardin	Auto calculate leave overtaken/remaining when a fixed term contract is terminated and adjust final pay accordingly	Min	
BR_HRP_ 5712	1	HR	Off Boardin	Enable the line manager to approve a leaving action (resignation or retirement) via Self-Service	Min	
BR_HRP_ 5713	1	HR	Off Boardin	Enable the line manager to initiate leaving actions (of all types including resignation or retirement) via Self-Service	Min	
BR_HRP_ 5714	1	HR	Dff Boardin∈	Enable the line manager to trigger a leaving action for an employee who has resigned prior to returning from maternity leave, and for payroll to be automatically updated	Min	

BR_HRP_ 5715	1	HR	Dff Boarding	Prompt the line manager to confirm to the employee that a fixed term appointment will end, and the reasons for it (model template letters)	Min	
BR_HRP_ 5717	1	HR	Off Boardin	Notify the employee when their leaving date has been altered	Min	
BR_HRP_ 5718	1	HR	Dff Boarding	Enable a line manager or Central Services Team to update an employee leaving date after a leaving action has been initiated, and for workflows and notifications to also be updated	Min	
BR_HRP_ 5720	1	HR	Dff Boarding	Enable reports on attrition per department, per month, per year, including and excluding loans and secondments	Min	
BR_HRP_ 5722	1	HR	Off Boarding	Provide the ability to override and perform a manual check on automatic leaver calculations	Min	
BR_HRP_ 5723	1	HR	Off Boarding	Enable employee to voluntarily leave position due to retirement via Self-Service	Min	
BR_HRP_ 5724	1	HR	Dff Boarding	Enable an employee to leave position for reason of retirement on an actuarially reduced pension via Self-Service	Min	
BR_HRP_ 5725	1	HR	Off Boardin	Enable employees to request partial retirement via Self-Service	Min	
BR_HRP_ 5726	1	HR	Off Boardin	Enable a line manager to initiate a leaver action for an employee on the grounds of medical retirement	Min	
BR_HRP_ 5727	1	HR	Dff Boardin	Provide a facility to enable a line manager to alter an employee's hours of work and work pattern in response to a request for partial retirement	Min	

BR_HRP_ 5729	1	HR	Dff Boardin	Enable a line manager or employee to initiate a leaver process for an employee with a reason of permanent transfer to OGD	Min	
BR_HRP_ 5730	1	HR	Dff Boarding	Provide a facility to enable a line manager to be able to rescind an employee leaving action, and for workflows and notifications to also be updated	Min	
BR_HRP_ 5731	1	HR	Dff Boarding	Provide the ability to record key stages of the redundancy process (i.e. at risk, dates of consultation, notice of redundancy issued etc.)	Min	
BR_HRP_ 5732	1	HR	Dff Boarding	Provide the ability to manage a full range of voluntary and involuntary leavers	Min	
BR_HRP_ 5733	1	HR	Dff Boardin	Provide the ability to process leaver actions for a full range of paid and unpaid staff	Min	
BR_HRP_ 5734	1	HR	Dff Boarding	Provide the ability to record whether a position is to be backfilled when current post holder is entered as a leaver	Min	
BR_HRP_ 5735	1	HR	Dff Boarding	Provide the ability to record and report on reason for leaving, rehire eligibility, last day worked, last day paid, negotiated terms, diversity and inclusion information etc	Min	
BR_HRP_ 5736	1	HR	Dff Boarding	Provide the ability to complete and report on exit questionnaires and reason for leaving	Min	
BR_HRP_ 5737	1	HR	ົ່ວff Boardinຸ	Provide the ability to record and report on chosen retirement date and type of retirement	Min	
BR_HRP_ 5739	1	HR	Dff Boarding	Provide a facility to manage overpayments caused by the late notification of a leaver, including the generation of recovery letters	Min	

BR_HRP_ 5740	1	HR	off Boarding	Provide capability for termination records to be immediately live in the solution after creation and provide the facility to create future dated terminations which remain inactive until a predefined date (e.g. end date)	Min	
BR_HRP_ 5741	1	HR	Dff Boardin	Provide the ability to generate all leaver letters from standard templates including specialist customisable templates i.e. voluntary exits	Min	
BR_HRP_ 5742	1	HR	วff Boardin	Provide the ability to define rules to automatically adjust entitlements upon termination i.e. A/L entitlement	Min	
BR_HRP_ 5743	1	HR	Dff Boardin։	Provide the ability to define rules to automatically adjust pay elements upon termination i.e. Loan recoveries	Min	
BR_HRP_ 5744	1	HR	Dff Boarding	Provide the ability to automatically inform other departments/providers of the leaver but with the inclusion of a manual override if needed (Ex: Payroll Changes)	Min	
BR_HRP_ 5745	1	HR	Dff Boardin	Provide the ability to reverse termination of a record and be able to fully restore the record to its previous state, subject to necessary controls and approvals	Min	
BR_HRP_ 5746	1	HR	Off Boarding	Enable the line manager or Central Services Team to move employees direct reports to a new manager for a leaver reason	Min	
BR_HRP_ 5748	1	HR	Reward	Have the ability to adjust the start and/or end values of any pay band	Min	
BR_HRP_ 5749	1	HR	Reward	Enable the Department pay ranges to be created, maintained and assigned within the service system	Min	
BR_HRP_ 5750	1	HR	Reward	Support multiple Pay Bands to be maintained (Including GCO, GPA)	Min	

BR_HRP_ 5752	1	HR	Reward	Have the ability to prompt line managers to view payroll cut off dates	Min
BR_HRP_ 5753	1	HR	Reward	Enable the line manager to enter unauthorised leave for an employee (reason - strike action) and for payroll to be automatically updated for the period of leave to be unpaid	Min
BR_HRP_ 5754	1	HR	Reward	Have the ability to adhere to payroll policies	Min
BR_HRP_ 5755	1	HR	Reward	Enable employee to be eligible for performance bonuses at their higher pay band if they have been in receipt of temporary duties allowance for six months or more	Min
BR_HRP_ 5756	1	HR	Reward	Have the ability to approve pay where it exceeds the pay maxima	Min
BR_HRP_ 5757	1	HR	Reward	Ensure pay increases as a result of a promotion do not pre date the effective date that the person starts the new role	Min
BR_HRP_ 5758	1	HR	Reward	Ensure any changes in pay due as a result of a change of location are applied before any promotion increase is applied	Min
BR_HRP_ 5759	1	HR	Reward	Administer notifications well in advance of automatically ceasing allowances not permitted in the new grade	Min
BR_HRP_ 5760	1	HR	Reward	Enable the implementation of Performance-Related Pay (PRP) awards for Department employees on the Department terms and conditions	Min
BR_HRP_ 5761	1	HR	Reward	Conduct automatic checking of eligibility of employees to receive PRP in line with the PRP scheme rules as per Department policy	Min

BR_HRP_ 5768	1	HR	Reward	Enable untaken leave requests to be referred to HR reward team for payment consideration	Min	
BR_HRP_ 5770	1	HR	Reward	Create and maintain an unlimited number of salary plans (monthly, weekly, etc.)	Min	
BR_HRP_ 5771	1	HR	Reward	Automatically apply unlimited number of salary plans based on defined eligibility rules (allow for manual overrides)	Min	
BR_HRP_ 5772	1	HR	Reward	Have the ability to create and maintain specified allowances	Min	
BR_HRP_ 5773	1	HR	Off Boarding	Automatically apply and remove the unlimited number of allowances based on defined eligibility rules (allow for manual overrides)	Min	
BR_HRP_ 5774	1	HR	Reward	Have the ability to create and maintain multiple one-time payment plans (signon, retention, severance, long-term service etc.),based on defined eligibility rules. This may include cash-substitutes such as vouchers	Min	
BR_HRP_ 5775	1	HR	Reward	Have the facility to support managing bonus pay and incentive pay	Min	
BR_HRP_ 5776	1	HR	Reward	Have the ability to create and maintain multiple collective agreements, and automatically apply these based on defined eligibility rules (allow for manual overrides)	Min	
BR_HRP_ 5777	1	HR	Reward	Support multiple pay practices by cost centre, location and job	Min	
BR_HRP_ 5778	1	HR	Reward	Support multiple pay-out periods, off cycle rewards and complex calculations	Min	
BR_HRP_ 5779	1	HR	Reward	Enable configuration guidelines based on multiple criteria (e.g. location, role, etc.). Alert the user and drive workflow for exceptions	Min	

BR_HRP_ 5780	1	HR	Reward	Enable payment start / stop dates to be recorded and utilised	Min	
BR_HRP_ 5781	1	HR	Reward	Allow specialist roles to mark when an employee is on compulsory Detached Duty in line with the Authority policy (e.g., max duration of 4 years for SCS grades and 3 years for lower grades)	Min	
BR_HRP_ 5782	1	HR	Reward	Allow specialist roles to mark when an employee has been compulsorily transferred	Min	
BR_HRP_ 5783	1	HR	Reward	Support the recording and tax management of legacy lease cars for employees (including GCO)	Min	
BR_HRP_ 5788	1	HR	Reward	Ensure that if changes to employee data have an impact on benefit entitlements, the employee will be automatically notified and a defined enrolment window will open for them to select benefits	Min	
BR_HRP_ 5807	1	HR	Reward	Enable employees to get projected retirement income estimates on their pension through the pension's provider (e.g., MyCSP) subject to external provider support.	Min	
BR_HRP_ 5808	1	HR	Reward	Allow employees (including GCO) to buy up to an additional days of annual leave in line with Authority policy, and payroll automatically updated	Min	
BR_HRP_ 5809	1	HR	Reward	Enable holiday balances to be automatically updated when employees (including GCO) purchases additional annual leave	Min	
BR_HRP_ 5810	1	HR	Reward	Have the capability to perform validation checks on benefits eligibility	Min	

BR_HRP_ 5811	1	HR	Reward	Enable different contribution levels to be maintained for different schemes as per department policy	Min	
BR_HRP_ 5812	1	HR	Reward	Allow employees (including GCO) to join and make contributions to the Pension Scheme available (but not if they leave and are no longer with the Authority)	Min	
BR_HRP_ 5814	1	HR	Reward	Allow employee to access pension provider websites via Self-Service within the service system	Min	
BR_HRP_ 5815	1	HR	Reward	Provide employees with the ability for opting out of the pension schemes via Self-Service and for payroll and pensions (3rd party) to be updated	Min	
BR_HRP_ 5816	1	HR	Reward	Enable employee to switch a pension scheme via Self-Service, and for pensions (3rd party) and payroll to be automatically updated (subject to meeting eligibility requirements for the scheme)	Min	
BR_HRP_ 5817	1	HR	Reward	Enable the employee to join a relevant pension scheme via Self-Service if they are ineligible for the civil service pension scheme	Min	
BR_HRP_ 5818	1	HR	Reward	Have functionality to handle benefits administration and online benefits enrolment in the system	Min	
BR_HRP_ 5819	1	HR	Reward	Have the ability to hold details of all employee benefits available in the service system	Min	
BR_HRP_ 5820	1	HR	Reward	Have the ability to display and update as defined within policy total rewards statements and include links to external benefits platforms/ providers	Min	

BR_HRP_ 5821	1	HR	Reward	Comply with pension auto-enrolment and support the auto-enrolment process owned by third party Benefits providers	Min
BR_HRP_ 5822	1	HR	Reward	Provide partnership scheme employees with the ability to manage contributions (both up and down) via self-service (in line with the rules of the pension schemes) and for changes to be made automatically to employer contributions and payroll	Min
BR_HRP_ 5823	1	HR	Reward	Provide facility for employees to manage additional voluntary contributions (AVCs) via self-service (e.g. bonus conversion)	Min
BR_HRP_ 5824	1	HR	Reward	Provide facility to manage multiple pension schemes and add schemes as necessary	Min
BR_HRP_ 5825	1	HR	Reward	Record the name of pension schemes and levels of employee and employer contributions for individual members of staff	Min
BR_HRP_ 5826	1	HR	Reward	Have the ability to determine eligibility for multiple different schemes, including tracking completion of probation period and or tracking of eligibility waiting periods, and tracking the necessary pension-driving data to be sent to third party administrator (including pensionable earnings, service, hire date(s)). Display options based on eligibility only	Min

BR_HRP_ 5827	1	HR	Reward	Provide the ability to track contributions for those reaching lifetime allowances subject to the sufficient historical contribution data being made available via integration from third party pension providers	Min	
BR_HRP_ 5828	1	HR	Reward	Provide accurate up-to-date pensionable earnings figures (for different schemes and facilitate audit with payroll and/or third party pension administrators via an interface)	Min	
BR_HRP_ 5830	1	HR	Reward	Provide the ability for staff to apply for and manage their benefit options via Self-Service (e.g. salary sacrifice schemes - child care vouchers, season ticket loans, health cash plans, cycle to work)	Min	
BR_HRP_ 5831	1	HR	Reward	Set-up and manage enrolment windows for benefits, as required (for example, selling/ buying annual leave, healthcare enrolment)	Min	
BR_HRP_ 5832	1	HR	Reward	Have the ability to manage multiple relocation allowances at individual level	Min	
BR_HRP_ 5833	1	HR	Reward	Provide interface with pension providers to administer contributions and process pension payments to a small group of legacy pensioners on payroll	Min	
BR_HRP_ 5834	1	HR	Reward	Enable authorisers/ratifiers to approve voucher and cash awards	Min	
BR_HRP_ 5835	1	HR	Reward	Set reminders to recipients to use performance award vouchers (e.g. Edenred) as deadline approaches	Min	

BR_HRP_ 5836	1	HR	Reward	Include SCS grade employees on a career break in an annual performance review and performance pay award if they have spent the least minimum specified days of the performance year at work in line with the Department policy	Min	
BR_HRP_ 5837	1	HR	Reward	Exclude SCS grade employees on a career break from annual performance review and performance pay award if they have not spent the least minimum specified days of the performance year at work in line with the Department policy	Min	
BR_HRP_ 5839	1	HR	Reward	Calculate and award the appropriate starting salary in the event of a promotion in line with Department policy (e.g. minimum of the Authority pay range for the band or 10% increase - SCS grades only)	Min	
BR_HRP_ 5840	1	HR	Reward	Create and distribute/ cascade merit and bonus pools	Min	
BR_HRP_ 5841	1	HR	Reward	Have the capability to provide compensation modelling for HR and compensation budget monitoring for managers	Min	
BR_HRP_ 5842	1	HR	Reward	Enable managers and HR to compare employees and see their relative position in the salary range for their position	Min	
BR_HRP_ 5843	1	HR	Reward	Provide managers with budgets and guidelines to ensure good pay decisions	Min	
BR_HRP_ 5844	1	HR	Reward	Automatically suggest merit increases/ bonus payments based on performance/ talent criteria and defined pools	Min	
BR_HRP_ 5845	1	HR	Reward	Calibrate and report on merit increases/ bonus payments	Min	

BR_HRP_ 5846	1	HR	Reward	Have the capability to auto-convert compensation information into required currencies for global planning and roll-up budget reporting	Min	
BR_HRP_ 5847	1	HR	Reward	Have the ability to apply automatic pay increases across the board for certain groups	Min	
BR_HRP_ 5848	1	HR	Reward	Provide the ability to generate merit increase and bonus award communications including total reward statements	Min	
BR_HRP_ 5849	1	HR	Reward	Enable employees in receipt of different temporary duties allowance to retain any existing allowances for the period that they are in receipt of the temporary duties allowance when reviewed and approved	Min	
BR_HRP_ 5850	1	HR	Reward	Have the ability to stop temporary duties allowance if an employee is on sick leave as per agreed maximum period in line with Department policy, noting any exceptions (e.g. maternity related sick leave or on sick leave for more than 1 month)	Min	
BR_HRP_ 5851	1	HR	Reward	Ensure only eligible employees can receive an on-call or standby allowance payment	Min	
BR_HRP_ 5852	1	HR	Reward	Require allowances to be reviewed on an annual basis unless a specific end date has been entered when the allowance was approved	Min	
BR_HRP_ 5853	1	HR	Reward	Enable specialist allowances to be available to employees	Min	
BR_HRP_ 5854	1	HR	Reward	Support the requirement for finance allowances to be reviewed annually	Min	
BR_HRP_ 5855	1	HR	Reward	Enable payment of pensionable and non-pensionable night shift allowances	Min	

BR_HRP_ 5856	1	HR	Reward	Provide capability to enable the application of recruitment and retention allowances to agreed bands at maximum % in line with Authority policy with the necessary approvals (e.g., CO Grades A-C of a maximum of 10%)	Min	
BR_HRP_ 5857	1	HR	Reward	Provide capability to enable the application of recruitment and retention allowances to agreed bands in access of % in line with Authority policy with the necessary approvals (e.g., CO A-C of a maximum of 10%)	Min	
BR_HRP_ 5858	1	HR	Reward	Require specialist approval if a temporary duties allowance is to be applied to an employee for a period in excess of years within certain bands in line with Authority policy	Min	
BR_HRP_ 5859	1	HR	Reward	Require HRD or deputy approval if a temporary duties allowance is to be applied to an employee (SCS1)	Min	
BR_HRP_ 5860	1	HR	Reward	Require Permanent Secretary approval if a temporary duties allowance is to be applied to an employee (SCS2)	Min	
BR_HRP_ 5861	1	HR	Reward	Require Civil Service Leadership Committee approval if a temporary duties allowance is to be applied to an employee (SCS3)	Min	
BR_HRP_ 5862	1	HR	Reward	Ensure the inclusion of Mark-Time pay when calculating promotion pay if in line with Department policy (i.e. salary plus Mark Time Pay x 10% or minimum of band)	Min	
BR_HRP_ 5863	1	HR	Reward	Ensure the apportion of salary in excess of the grade maximum as Mark Time	Min	

BR_HRP_ 5864	1	HR	Reward	Allow employees in receipt of temporary duties allowance to receive pay awards in line with their substantive pay	Min	
BR_HRP_ 5865	1	HR	Reward	Allow employees in receipt of temporary duties allowance to receive overtime pay at their substantive pay level if they are eligible to receive it	Min	
BR_HRP_ 5866	1	HR	Reward	Provide the ability to apply % increases of different values to individual Pay Bands	Min	
BR_HRP_ 5867	1	HR	Reward	Enable the awarding of one-off non- pensionable performance award payments to employees meeting specific eligibility criteria (pay band, date joined the Department, performance rating, contract type)	Min	
BR_HRP_ 5868	1	HR	Reward	Provide facility to calculate pro-rata performance awards for part-time workers	Min	
BR_HRP_ 5869	1	HR	Reward	Enable the exclusion of employees from performance award eligibility based on certain criteria	Min	
BR_HRP_ 5870	1	HR	Reward	Prevent employees on Detached Duty from claiming both excess fares and excess rental costs	Min	
BR_HRP_ 5871	1	HR	Reward	Provide the ability to set parameters on employees on Detached Duty who receive excess fares	Min	
BR_HRP_ 5872	1	HR	Reward	Provide the ability to set parameters on employees on Detached Duty who receive excess rental costs	Min	
BR_HRP_ 5873	1	HR	Reward	Enable employees on Detached Duty to receive assistance for costs of travelling home at weekends	Min	
BR_HRP_ 5874	1	HR	Reward	Enable employees on permanent transfer to be paid approved relocation costs	Min	

BR_HRP_ 5875	1	HR	Reward	Enable employees on permanent transfer to be paid excess travel costs for a maximum specific period (e.g. 3 years)	Min	
BR_HRP_ 5876	1	HR	Reward	Prevent employees on permanent transfer from claiming both relocation costs and excess fares	Min	
BR_HRP_ 5877	1	HR	Reward	Enable employees to upload evidence of qualification to support allowance requests for approval by line manager	Min	
BR_HRP_ 5880	1	HR	Reward	Enable the line manager to view evidence of qualification uploaded by employee to support allowance request	Min	
BR_HRP_ 5891	1	HR	Reward	Provide the ability to handle a full range of compensation element, including online initiation	Min	
BR_HRP_ 5892	1	HR	Reward	Enable payroll information to be generated from pre-existing information (e.g. job status, contract type)	Min	
BR_HRP_ 5893	1	HR	Reward	Apply a variety of bonus/incentive rates/payments to the appropriate pay cycle using the appropriate earning codes	Min	
BR_HRP_ 5894	1	HR	Reward	Provide the ability to pro-rate amounts based on part year, part month and/or part-timer basis	Min	
BR_HRP_ 5895	1	HR	Reward	Ensure that no compensation data has been duplicated or left out. (Including checking of calculations for accuracy and consistency. Check for employees who have a change in status that would affect their compensation data)	Min	

BR_HRP_ 5896	1	HR	Reward	Support application of compensation- policy validations (including authorisations for pay increase, amount of increase allowed, etc.)	Min	
BR_HRP_ 5897	1	HR	Reward	Apply various levels of workflow for approvals based on business rules that determine whether a transaction request is within guidelines or not	Min	
BR_HRP_ 5898	1	HR	Reward	Alert users to compensation policy violations	Min	
BR_HRP_ 5899	1	HR	Reward	Enable audit pay based on D&I protected characteristics or other legal obligations	Min	
BR_HRP_ 5900	1	HR	Reward	Conduct legal (auto-) adjustments e.g. minimum wage audits and gender pay audits and other legal with relevant workflow, approvals etc	Min	
BR_HRP_ 5901	1	HR	Reward	Support the automatic allocation of income protection and death in service benefits for staff on Authority terms and conditions (including GCO's)	Min	
BR_HRP_ 5902	1	HR	Reward	Support reversion taking place when staff return to their substantive pay range after a period of temporary promotion. On reversion, salary will be auto calculated as their previous substantive salary up-rated by relevant pay awards	Min	
BR_HRP_ 5910	1	HR	Reward	Permit specialist roles to initiate compensation payments for eligible employees whose fixed term contracts are being terminated	Min	
BR_HRP_ 5911	1	HR	Reward	Permit the payment of compensation where required for the end of a fixed term contract	Min	
BR_HRP_ 5912	1	HR	Reward	Support dynamic pay award modelling & scenario planning using real-time data	Min	

BR_HRP_ 5913	1	HR	Reward	Calculate holiday pay on the basis of average annual earnings (restricted to certain pay elements), which may include overtime pay and other allowances, where appropriate, including retrospectively	Min	
BR_HRP_ 5914	1	HR	Reward	Adapt the approach to normal remuneration within each Department	Min	
BR_HRP_ 5915	1	HR	Reward	Record time off in lieu and for it to be factored into calculations of normal pay	Min	
BR_HRP_ 5916	1	HR	Reward	Ensure normal pay is paid for 20 days statutory leave to comply with statutory holiday pay legislation	Min	
BR_HRP_ 5918	1	HR	Reward	Have the ability to gather and consolidate benefit cost data to inform the analysis and evaluation of total costs of benefits offerings and recommendations to support	Min	
BR_HRP_ 5919	1	HR	Reward	improvement Ensure that compensation analytics are integrated with other workforce analytics	Min	
BR_HRP_ 5923	1	HR	Reward	Enable HR Operations to provide reports to internal/external parties to support benefit cost reviews	Min	
BR_HRP_ 5925	1	HR	Learning & Developm ent	Enable the line manager to view compliance for Mandatory Training for direct report	Min	
BR_HRP_ 5926	1	HR	Learning & Developm ent	Enable HR L&D specialist to report on compliance for Mandatory Training across the Authority	Min	
BR_HRP_ 5927	1	HR	Learning & Developm ent	Enable the employee to access Mandatory Training via a link in the system to the Civil Service Learning platform	Min	

BR_HRP_ 5928	1	HR	Learning & Developm ent	Alert employees when their Mandatory Training is approaching expiry	Min	
BR_HRP_ 5929	1	HR	Learning & Developm ent	Enable employees to request approval to undertake a formal learning activity - including business benefit and cost (need the ability to switch this on and off for certain categories of people e.g. Fast Streamers)	Min	
BR_HRP_ 5930	1	HR	Learning & Developm ent	Enable line managers to approve/deny requests for formal learning activity (need the ability to switch this on and off for certain categories of people e.g. Fast Streamers)	Min	
BR_HRP_ 5931	1	HR	Learning & Developm ent	Have the ability to withdraw an application for additional staff training (including Adult Education) funding where an employee has declined to agree to the terms of a "repaying further education costs" letter and upload notes before withdrawal (need a link in the system to take people to T&C's on intranet copy at that point in time and download a copy)	Min	
BR_HRP_ 5932	1	HR	Learning & Developm ent	Enable the employee to agree or decline to accept the terms of "repaying further education costs" letter	Min	
BR_HRP_ 5933	1	HR	Learning & Developm ent	Allow the recording of learning start and end dates of after an application for Adult Education funding is approved	Min	
BR_HRP_ 5941	1	HR	Learning & Developm ent	Route applications for additional staff training (including Adult Education funding) to specialist roles for approval	Min	

BR_HRP_ 5943	1	HR	Learning & Developm ent	Enable employees to enrol for paid training which needs manager approval	Min	
BR_HRP_ 5944	1	HR	& Developm ent	Enable employees to update their learning history with informal learning undertaken (work shadowing, coaching, mentoring etc)	Min	
BR_HRP_ 5945	1	HR	& Developm ent	Enable employees to view their learning history (including learning that has been undertaken on the Civil Service Learning platform)	Min	
BR_HRP_ 5947	1	HR	ent .	Enable line manager to view the learning histories of direct reports (including learning undertaken on the Civil Service Learning platform)	Min	
BR_HRP_ 5949	1	HR	Learning & Developm ent	Enable HR L&D specialists roles to assign Mandatory Training to groups of employees	Min	
BR_HRP_ 5950	1	HR	Learning & Developm ent	Record, administer and report on a full employee learning history including mandatory, internal and external learning undertaken	Min	
BR_HRP_ 5951	1	HR	Learning & Developm ent	Update learning histories when a course or set of courses is completed (e.g. Essential Manager Training) on the Civil Service Learning platform	Min	
BR_HRP_ 5954	1	HR	Learning & Developm ent	Enable employee to initiate a PO request for a learning activity if permitted by dept policy	Min	
BR_HRP_ 5955	1	HR	Learning & Developm ent	Report on the number of employee days of learning and development activity taken	Min	

BR_HRP_ 5957	1	HR	Learning & Developm ent	Have the ability to link and report on cost of learning activities	Min	
BR_HRP_ 5959	1	HR	Learning & Developm ent	Enable all employees (domestic and overseas) to access same system and keep their records in a single unified location for MI and compliant with UK DPA regulations	Min	
BR_HRP_ 5960	1	HR	Learning & Developm ent	Deliver digital learning to employees via the system	Min	
BR_HRP_ 5961	1	HR	&	Allow users to search the system using a variety of parameters incl date, theme, key words etc to access learning	Min	
BR_HRP_ 5962	1	HR	Learning & Developm ent	Enable interactive learning pathways/journeys in consistent formatting throughout	Min	
BR_HRP_ 5963	1	HR	Learning & Developm ent	Display a range of learning content to users (video, HTML5 plugins, documents)	Min	
BR_HRP_ 5964	1	HR	ent	Support social learning tools/communities (e.g. forums)	Min	
BR_HRP_ 5965	1	HR	ent ent	Generate quizzes, questionnaires and surveys for employees	Min	
BR_HRP_ 5966	1	HR	&	Allow selected specialist users to edit and customise sections of the system to deliver and signpost learning based on their permissions	Min	

BR_HRP_ 5967	1	HR	Learning & Developm ent	Support single sign on across all users	Min	
BR_HRP_ 5970	1	HR	Contingen t & Other Workers	Provide relevant data fields to allow tracking and reporting on the number of contingent workers employed across the organisation	Min	
BR_HRP_ 5971	1	HR		Provide ability to set up all contingent workers and 'off payroll' workers as a separate group within the Organisational Structure, to allow contingent workers to manage and have reporting lines but have relevant security profiles for a non-employee	Min	
BR_HRP_ 5972	1	HR	t & Other	Ensure that upon contracting a contingent worker a minimum record is created in the HCM system for position, people management purposes and additionally activity they may need to transact upon in the system such as expenses	Min	
BR_HRP_ 5973	1	HR	Contingen t & Other Workers	Ensure that a contingent worker flag exists pre-defining the level of access to other systems and HCM functionality for the contingent worker	Min	
BR_HRP_ 5974	1	HR	Contingen t & Other Workers	Hold start and end dates of contingent worker contracts	Min	
BR_HRP_ 5975	1	HR	t & Other	Ensure that start and end dates of contingent worker contracts are easily reportable	Min	
BR_HRP_ 5976	1	HR	Contingen t & Other Workers	Provide relevant data fields to allow tracking and reporting on the number of fee paid and sessional workers employed across the organisation	Min	

BR_HRP_ 5977	1	HR	Contingen t & Other Workers	Enable a minimum record for a fee paid or sessional worker to be created	Min
BR_HRP_ 5978	1	HR	Contingen t & Other Workers	Enable a fee/seasonal worker flag that pre-defines the level of access to other systems and HCM functionality for the contingent worker	Min
BR_HRP_ 5979	1	HR	Contingen t & Other Workers	Ensure that seasonal workers records can be managed via a mass data change process with relevant approvals and reviews within the HCM system	Min
BR_HRP_ 5981	1	HR	Contingen t & Other Workers	Permit specialist roles to initiate compensation payments for eligible employees whose fixed term contracts are being terminated	Min
BR_HRP_ 5982	1	HR	Contingen t & Other Workers	Prompt line manager or central services team that a fixed term appointment is coming to an end and action is required	Min
BR_HRP_ 5983	1	HR	t & Other	Permit the payment of compensation where required for the end of a fixed term contract	Min
BR_HRP_ 5984	1	HR	Contingen t & Other Workers	Auto calculate leave overtaken/remaining when a fixed term contract is terminated and adjust final pay accordingly	Min
BR_HRP_ 5987	1	HR	Contingen t & Other Workers	Enable minimum statutory sick pay provision for fee paid/casual workers	Min
BR_HRP_ 5988	1	HR		Enable correct deduction of tax and NI and calculation of VAT of fee paid workers inside IR35	Min

BR_HRP_ 5989	1	HR	t & Other	Enable IR35 checks and questionnaire to be completed on system and record for Audit outcome	Min
BR_HRP_ 5990	1	HR	Contingen t & Other Workers	Have the ability to link contingent worker records to financial cost transactions and generate combined reporting	Min
BR_HRP_ 5991	1	HR	t & Other	Have the ability to notify forth coming end of contracts and initiate the termination of contingent and other types of workers by managers through Self-Service	Min
BR_HRP_ 5992	1	HR	t & Other	Have the ability to manage other types of contract workforce, including feepaid and seasonal workers	Min
BR_HRP_ 5993	1	HR	t & Other	Have the ability to access and complete Mandatory Training i.e. GDPR, D&I etc	Min
BR_HRP_ 5994	1	HR	Employee Details	Ensure the HCM system segments data to comply with rules and regulations of the UK and, where applicable, other national employment laws	Min
BR_HRP_ 5995	1	HR		Flag to the relevant line manager or redirect to the relevant business manager or central HR team when a contingent workers contract end date approaches	Min
BR_HRP_ 5996	1	HR	Employee Details	Enable the employee to enter and maintain data relating to sex, sex identity, ethnicity, religion, disability, mental health, socio-economic data and caring responsibilities, and for this data to only be viewable by the employee and specialist roles	Min

BR_HRP_ 6006	1	HR	Employee Details	Enable the identification of employees who are on the Fast Stream programme	Min	
BR_HRP_ 6005	1	HR	Employee Details	management solution allows the Information to be archived in line with data retention policy, whilst being easily retrievable and accessible	Min	
BR_HRP_ 6004	1	HR	Employee Details	Prevent the employee from submitting updates without attaching required information or attachments Ensure that the document	Min	
BR_HRP_ 6003	1	HR	Employee Details	Enable clear recording of worker type - (e.g. contingent, transfer in, Loan In, secondee in) and the ability to include/exclude types from headcount reports	Min	
BR_HRP_ 6002	1	HR	Employee Details	Ensure that all employee documentation is stored electronically	Min	
BR_HRP_ 6001	1	HR	Employee Details	Ensure that the necessary follow-on actions after the mass data system update are implemented by central HR team or other nominated persons (these may or may not be the same as an individual process e.g. approvals)	Min	
BR_HRP_ 6000	1	HR	Employee Details	Ensure before the mass data change is submitted, the information to be amended is flagged for review	Min	
BR_HRP_ 5999	1	HR	Employee Details	Enable mass data changes to be completed directly within the HCM system	Min	
BR_HRP_ 5998	1	HR		Enable line managers or Central HR Team to action promotions, demotions and lateral moves with approval as required	Min	
BR_HRP_ 5997	1	HR	Employee Details	Enable specialist roles to report on diversity information of both current employees and applicants	Min	

BR_HRP_ 6007	1	HR	Employee Details	Enable the recording of a Talent Development Manager or Talent Leader for each Fast Stream participant	Min	
BR_HRP_ 6008	1	HR	Employee Details	Enable staff e.g. on GCO and Fast Stream contracts to have an assessment centre outcome entered and maintained	Min	
BR_HRP_ 6009	1	HR	Employee Details	Enable the recording of loan start and end dates (staff loans into and out of the department)	Min	
BR_HRP_ 6010	1	HR	Employee Details	Ensure that the system flags when the loan In end date is approaching. The notification will be sent to both the 'home' and 'host' organisation (possibly external to the department)	Min	
BR_HRP_ 6011	1	HR	Employee Details	Enable employees to maintain their office location data with approvals if required	Min	
BR_HRP_ 6012	1	HR	Employee Details	Ensure when transactions are approved or rejected send an automatic notification to the relevant approval chain	Min	
BR_HRP_ 6013	1	HR		Record, transact and manage a number of organisational hierarchies to include but not limited to; Position, Manager and Cost Centre	Min	
BR_HRP_ 6014	1	HR	Employee Details	Apply permission controls to the creation and change of organisational hierarchies to restrict who can do this	Min	
BR_HRP_ 6015	1	HR	Employee Details	Suppress/protect some sensitive organisational structures from all but permitted users	Min	
BR_HRP_ 6016	1	HR	Employee Details	Provide the ability to create positions in bulk and/or bulk move employee records from one part of the organisation to another	Min	

BR_HRP_ 6017	1	HR	Employee Details	Enable the creation of organisational diagrams using live data - easy to read, with or without incumbent names displayed	Min	
BR_HRP_ 6018	1	HR	Employee Details	Enable an employee to enter and edit own contact details including telephone numbers via Self-Service, and viewing of these details to be restricted to authorised roles only	Min	
BR_HRP_ 6019	1	HR	Employee Details	Enable the line or business manager or central HR team to confirm that an employee has returned from a secondment out	Min	
BR_HRP_ 6020	1	HR	Employee Details	Enable the line manager to initiate a termination for a secondee-in for approval	Min	
BR_HRP_ 6021	1	HR	Employee Details	Enable system to record the secondment start and end dates	Min	
BR_HRP_ 6022	1	HR	Employee Details	Ensure that the service system flags when the end of the secondment is approaching. The notification will be sent to both the 'home' and "host" organisation (which may be external to the Authority)	Min	
BR_HRP_ 6023	1	HR		Provide Self-Service option to employees	Min	
BR_HRP_ 6024	1	HR	Employee Details	Provide all transactional, reporting and approval functionality to a manager via Self-Service	Min	
BR_HRP_ 6025	1	HR	Employee Details	Enable the HR Operations team supporting transfers to view all required employee data relevant to the transfer	Min	
BR_HRP_ 6026	1	HR	Employee Details	Enable the retrieval of critical information required to manage the TUPE process appropriately, i.e. terms & conditions, directly from the HCM system	Min	

BR_HRP_ 6034	1	HR	Employee Details	for the employee to be notified Require the line manager to conduct an annual review of Home Working agreements with the employee, and to record and upload short notes of the meeting Ensure that if a change is made to a	Min	
BR_HRP_ 6033	1	HR	Employee Details	Enable the line manager to terminate a Home Working agreement after the end of a trial period (with reasons) and	Min	
BR_HRP_ 6032	1	HR	Employee Details	and decisions communicated Prompt the line manager to generate a written response to the employee's Flexible Working request, outlining their decision (and reasons)	Min	
BR_HRP_ 6031	1	HR	Employee Details	Enable line manager to review and respond to requests for Flexible Working, and to record the dates on which discussion meetings are held and decisions communicated	Min	
BR_HRP_ 6030	1	HR	Employee Details	Ensure MSS allows the manager to initiate requests to change work schedules	Min	
BR_HRP_ 6029	1	HR	Employee Details	Enable the line manager to enter and maintain a designated office for the employee on a one Working agreement in line with department policy	Min	
BR_HRP_ 6028	1	HR	Employee Details	Enable the employee on a Home Working agreement to view the designated office they are assigned in line with department policy	Min	
BR_HRP_ 6027	1	HR	Employee Details	Enable employees to make Flexible Working requests (including Term Time Only Working arrangements) via Self-Service	Min	

BR_HRP_ 6036	1	HR	Employee Details	Automatically calculate any amendments required to annual leave and public holiday entitlements plus any shift enhancements	Min	
BR_HRP_ 6037	1	HR	Employee Details	Conduct a basic check that employees are eligible to submit a request for Home Working (i.e. have passed probation)	Min	
BR_HRP_ 6038	1	HR	Employee Details	Prompt the line manager when a 6 Month trial period for Home Working is approaching expiry and requires review	Min	
BR_HRP_ 6039	1	HR	Employee Details	Record Compressed Hours working patterns	Min	
BR_HRP_ 6040	1	HR	Employee Details	Provide a document management solution that allows for easy scanning, upload and receiving of documents for the employee in question	Min	
BR_HRP_ 6048	1	HR	Employee Details	Enable specialist roles to record and report on first aid certifications and expiry dates on an employee's record	Min	
BR_HRP_ 6055	1	HR	Employee Details	Enable all people on loan to be employed by one department and deployed into another department, and for this to be clearly recorded in the HCM system	Min	
BR_HRP_ 6057	1	HR	Employee Details	Auto calculate new pro-rata salary automatically following approval of a Flexible Working request	Min	
BR_HRP_ 6059	1	HR	Employee Details	Deliver a number of key metric dashboards to managers based on their reporting hierarchy	Min	
BR_HRP_ 6067	1	HR	Employee Details	Ensure alerts, notifications and reminders are built into the system, reminding involved parties to complete relevant actions/flag actions that are overdue	Min	

BR_HRP_	1	HR		Enable an employee to request	Min	
6073		ПК	@	Compressed Hours via Self-Service	IVIII I	
BR_HRP_ 6074	1	HR		Enable the employee to apply for Flexible Working via Self-Service	Min	
BR_HRP_			@	Enable the employee to submit a		
6075	1	HR		request for Home Working	Min	
BR_HRP_		ЦD	Employee	Enable an employee to be notified of the line managers decision at the end	Min	
6076	1	HR	Details	of the trial period for Home Working	IVIII	
			Φ	Enable part time employees to request		
BR_HRP_	1	HR	Employee	full time working hours via Self-Service and send notification to people up the	Min	
6078	'	I HK	Details	chain of command for a decision to	Min	
				trigger on with action		
				Enable the employee to appeal against		
BR_HRP_		LID	Employee	a decision regarding a Flexible	N dina	
6082	1	HR	Details	Working request within 14 calendar days (or as per dept policy) of the	Min	
				managers decision		
חטו מס			FI	Enable the employee to withdraw their		
BR_HRP_ 6084	1	HR	Employee Details	application for flexible working and/or before it is decided	Min	
			7	Enable a line manager to record their		
BR_HRP_	1	HR		decision regarding the Home Working	Min	
6088			Details	request at the end of the trial period as per dept policy		
DD LIDD			F I.	Enable the line manager to update an		
BR_HRP_ 6099	1	HR		employee's working pattern and its start date following approval of a	Min	
0033			Detallo	Flexible Working request		
			7	Enable the line manager to		
חם חם				approve/reject part time employees		
BR_HRP_ 6101	1	HR	Employee Details	requests to become full time, to update	Min	
0101			Dotalls	the employee's work pattern, and for		
				Payroll to be automatically updated		

BR_HRP_ 6102	1	HR		Enable the line manager to generate and submit a written response to the employee regarding the application for Home Working	Min	
BR_HRP_ 6105	1	HR	Employee Details	Enable the line manager's manager to record their decision regarding the appeal for the Flexible Working request	Min	
BR_HRP_ 6107	1	HR		Notify an employee of the line manager's decision on their request for Home Working	Min	
BR_HRP_ 6108	1	HR	Employee Details	Notify the employee of the outcome of the review of the Home Working arrangement	Min	
BR_HRP_ 6110	1	HR		Enable the line manager to record a designated office for the employee following the approval of a Home Working arrangement	Min	
BR_HRP_ 6122	1	HR	Employee Details	Identify Non Exec Directors and Public Office Holders so they will be exempt from pension auto enrolment and minimum statutory requirements (sick leave)	Min	
BR_HRP_ 6124	1	HR	Employee	Ability to re-instate a de-activated employee record	Min	
BR_HRP_ 6126	1	HR	Employee Details	Block users from changing some parts of their personal details e.g. home address if they have a protected record	Min	
BR_HRP_ 6127	1	HR	= :	Provide the facility to report on employee participation in talent programmes (current and historic)	Min	
BR_HRP_ 6128	1	HR	Talent & Successio n	Enable specialists and employees to report on talent programmes attended	Min	
BR_HRP_ 6129	1	HR	Talent & Successio n	Provide reporting on talent ratings, Talent Pools and succession pipelines	Min	

BR_HRP_ 6130	1	HR	Talent & Successio n	Enable trend analysis to inform future tactical talent initiatives	Min	
BR_HRP_ 6131	1	HR	Successio n	Enable talent analytics to be used to identify potential future issues, gaps, and opportunities	Min	
BR_HRP_ 6132	1	HR	Talent & Successio n	Enable employees to outline their career aspirations, mobility etc	Min	
BR_HRP_ 6133	1	HR	Talent & Successio n	Enable line managers to view career profiles of their direct reports	Min	
BR_HRP_ 6134	1	HR	Talent & Successio n	Have the capability to provide the data required for talent review meetings	Min	
BR_HRP_ 6135	1	HR	Talent & Successio n	Offer Talent Management functionality within the new system	Min	
BR_HRP_ 6136	1	HR	Talent & Successio n	Require all eligible grades to have a talent assessment	Min	
BR_HRP_ 6137	1	HR	Talent & Successio	Have the ability to record, administer and report on multiple full employee/manager talent review processes	Min	
BR_HRP_ 6138	1	HR	Talent & Successio n	Enable Talent Pools and networks to be managed	Min	
BR_HRP_ 6139	1	HR	Talent & Successio n	Enable predictive analysis to be used to identify areas for attention	Min	
BR_HRP_ 6140	1	HR	=	Enable employee, line manager and specialists to record, view and edit employee development plans	Min	
BR_HRP_ 6141	1	HR		Perform calibration of talent ratings - this may require multiple calibration stages and different numbers of stages may be required for different Talent Pools	Min	

BR_HRP_ 6142	1	HR	=	Enable the line manager to record the outcomes of an annual career conversation at year end for all grades	Min	
BR_HRP_ 6143	1	HR	Talent & Successio n	Enable the line manager to record and make a talent assessment (Example talent tools include the 9 box grid / Progression Cycle) at year end	Min	
BR_HRP_ 6149	1	HR	Talent & Successio n	Record a function and a profession in each employee record	Min	
BR_HRP_ 6153	1	HR		Support 180 and 360 degree question issue and feedback collation for eligible employees	Min	
BR_HRP_ 6154	1	HR	Talent & Successio n	Enable aggregated, metric-based talent ratings/markings to be used across employee groups for reporting and appropriate comparisons	Min	
BR_HRP_ 6156	1	HR	Talent & Successio n	Have the ability to record if an employee is or has attended a talent programme, the date attended, and which programme	Min	
BR_HRP_ 6157	1	HR		Have the ability to record that an SCS employee has participated on an SCS talent programme	Min	
BR_HRP_ 6161	1	HR	=	Provide the ability to track a full range of Talent Management characteristics (e.g.: Performance, Potential, 9 Box grid) through the complete lifecycle from applicant to leaver	Min	
BR_HRP_ 6162	1	HR		Provide the ability to create and manage multiple Competency Frameworks. Ability to associate a set of skills to role profiles, specific job roles or positions	Min	

BR_HRP_ 6163	1	HR	Talent & Successio n	Provide the facility to store a list and level of competency and proficiency levels related to job roles that employees can use in their goal setting and performance review (e.g. apprenticeships)	Min	
BR_HRP_ 6164	1	HR	=	Provide the facility to store and use multiple Talent Models (e.g. different n-boxes for different organisations)	Min	
BR_HRP_ 6165	1	HR	Talent & Successio n	Provide the ability to define typical/ recommended career paths for different functions/ geographies / professions	Min	
BR_HRP_ 6166	1	HR	Talent & Successio n	Provide the ability to create and manage role descriptions	Min	
BR_HRP_ 6167	1	HR	Talent & Successio n	Provide the ability to create and maintain multi-year and multi strand succession plans for key positions (e.g. multiple people in succession plan with varying levels of readiness and or 9-Box Grid). Ability to identify succession plans based on qualifications, professions etc.	Min	
BR_HRP_ 6168	1	HR	=	Have the ability to record and assess competency levels. Find gaps between current and target competency sets	Min	
BR_HRP_ 6169	1	HR	Talent & Successio n	Provide the ability to create reports for the entire organisation/ parts of the business that summarise pipeline gaps, talent risks, opportunities for movement (e.g. Redeployment) and completion of development plans	Min	
BR_HRP_ 6170	1	HR	Talent & Successio n	Have the ability to identify and track key talent and potential successors	Min	

BR_HRP_ 6171	1	HR	=	Provide the ability to build and report on comprehensive talent/ professional profiles (skills, education, experience, licenses, mobility preferences, career interests, language skills, etc)	Min	
BR_HRP_ 6172	1	HR	Talent & Successio n	Provide the ability to assess and report on an employee's potential, readiness, flight risk, etc. Ability to represent this information in an N-Box Grid, automatically pulling in information from other areas of the HCM system (e.g. performance data, salary information, etc.)	Min	
BR_HRP_ 6173	1	HR		Provide the ability to view career path options, the sequence of possible future roles and understand future role expectations. Ability to link to role profiles and development requirements	Min	
BR_HRP_ 6174	1	HR	Ē	Provide the function to assess successors' readiness and link into development planning	Min	
BR_HRP_ 6175	1	HR	=	Have the ability to report on succession pipelines and aggregate for the entire organisation	Min	
BR_HRP_ 6176	1	HR	E	Provide the ability to create internal Talent Pools based on custom criteria such as skills, potential, experience, graduates, etc Ability to track and compare internal candidates	Min	
BR_HRP_ 6177	1	HR	Talent & Successio n	Provide the ability to manage coaching/mentoring schemes	Min	
BR_HRP_ 6178	1	HR	Talent & Successio n	Monitor and analyse the effectiveness of talent initiatives in order to continuously improve talent development initiatives	Min	

BR_HRP_ 6179	1	HR	Talent & Successio n	Provide the ability to review and access all talent across the organisation in great depth to drive any future talent and development activities	Min	
BR_HRP_ 6203	1	HR	Global Mobility	Maintain a record of changes for a full range of paid and unpaid staff (E.g. Inward loans remaining on home dept payroll and unpaid ministers)	Min	
BR_HRP_ 6204	1	HR	Global Mobility	Enable performance reviews to transfer with the CS so that the full performance period can be reflected upon	Min	
BR_HRP_ 6205	1	HR	Global Mobility	Provide accurate data to enable workforce planning and engagement	Min	
BR_HRP_ 6206	1	HR	Global Mobility	Enable Self-Service process for an employee to request and manage the commencement of a Loan or Secondment arrangement	Min	
BR_HRP_ 6207	1	HR	Global Mobility	Enable recordings of loan start and end dates and details of the Department loaned to/from and the Department Line Manager/Contact details	Min	
BR_HRP_ 6208	1	HR	Global Mobility	Provide notifications for loan changes such as extensions to Loan In/Out dates, to be communicated to all parties involved including the Authority loaned to/from contact	Min	
BR_HRP_ 6209	1	HR	Global Mobility	Provide user Self-Service for managing and approving changes to an employee's Loan or Secondment arrangement	Min	
BR_HRP_ 6210	1	HR	Global Mobility	Enable dashboards to flag when end date are approaching with notification sent to all parties including department transferred to/from contact	Min	

BR_HRP_ 6211	1	HR	Global Mobility	Require online approval before confirmed Loan In end dates are altered	Min	
BR_HRP_ 6212	1	HR	Global Mobility	Enable Self-Service processes to manage the return process and support an employee in ending a Loan arrangement	Min	
BR_HRP_ 6213	1	HR	Global Mobility	Enable recording of Secondment start and end dates and details of the Department seconded to/from and the Department Line Manager/Contact details	Min	
BR_HRP_ 6214	1	HR	Global Mobility	Process the both "Recurring" (Secondment Allowance) and "Non Recurring" (Secondment Bonus) Pay Components as required	Min	
BR_HRP_ 6215	1	HR	Global Mobility	Enable Identification and Addition/removal of secondees-in from performance review awards as required	Min	
BR_HRP_ 6216	1	HR	Global Mobility	Hold different annual leave entitlement values for workers seconded or loaned in to enable them to book using Self-Service	Min	
BR_HRP_ 6217	1	HR	Global Mobility	Enable dashboards to flag when end date are approaching with notification sent to all parties including Department seconded to/from contact	Min	
BR_HRP_ 6218	1	HR	Global Mobility	Enable Self-Service processes to manage the return process and support an employee in ending a secondment arrangement	Min	
BR_HRP_ 6219	1	HR	Global Mobility	Enable workflow to confirm the Secondee-outs salary when they return	Min	
BR_HRP_ 6220	1	HR	Global Mobility	Enable all Loan/Secondment records to be updated via workflows	Min	

BR_HRP_ 6221	1	HR	Global Mobility	Enable the line manager to initiate a termination for a Loan-in/Secondment-in	Min
BR_HRP_ 6222	1	HR	Global Mobility	Identify employees who are in the Redeployment pool	Min
BR_HRP_ 6223	1	HR	Global Mobility	Enable advertising of roles to "Closed Pools" of employees (for example just those in Redeployment)	Min
BR_HRP_ 6224	1	HR	Global Mobility	Enable workflow to manage and support an employee's relocation (be it an departmental office location change or a transfer to an OGD) and where temporary, transfer back to the organisation	Min
BR_HRP_ 6225	1	HR	Global Mobility	Manage multiple relocation allowances at individual/employee level	Min
BR_HRP_ 6226	1	HR	Global Mobility	Enable employees on Permanent Transfer or Detached Duty to claim assistance/allowances	Min
BR_HRP_ 6227	1	HR	Global Mobility	Record, store digital copies and report on Right To Work information (i.e. visa type, start date, end date etc.). Trigger event notifications i.e., visa expiry; right to work expiry	Min
BR_HRP_ 6228	1	HR	Global Mobility	Provide Cross-Cluster Integration with the cross-government 'OGD transfer' process	Min
BR_HRP_ 6229	1	HR	Global Mobility	Provide interface information to other Civil Service Systems in the support of the Other Government department transfer process	Min
BR_HRP_ 6230	1	HR	Global Mobility	Manage OGD transfers, following defined protocols (e.g. split salary allocation for part of a month between the exporting/ importing department, benefits waiting periods, etc.)	Min

BR_HRP_ 6231	1	HR	Global Mobility	Manage TUPE/ COSOP transfers	Min	
BR_HRP_ 6232	1	HR	Global Mobility	Enable workflow to interact with OGD users to submit details relating to a transfer	Min	
BR_HRP_ 6233	1	HR	Global Mobility	Enable a line manager or employee to initiate a leaver process where reason is permanent transfer to OGD	Min	
BR_HRP_ 6234	1	HR	Global Mobility	Enable workflow to capture workplace adjustments and implement workplace adjustments during the onboarding process	Min	
BR_HRP_ 6235	1	HR	Global Mobility	Enable workflow to process the less than 6 month transfer payroll and OGD Salary Gross Rec	Min	
BR_HRP_ 6236	1	HR	Global Mobility	Process transfers via a specialised On- Boarding process to collect relevant documents (Bank Details, Security Clearance) via a Self-Service process	Min	
BR_HRP_ 6237	1	HR	Global Mobility	Enable dashboard reporting to cover attribution per department, per month, per year, including and excluding loans and secondments	Min	
BR_HRP_ 6238	1	HR	Global Mobility	Enable forecasting where the workforce will be in the future - for example to understand when employees on loan into the organisation are expected to leave	Min	
BR_HRP_ 6239	1	HR	Organisati on &	Provide the function and tools to administer mass organisation changes with the application managing organisation structure, role and employee records, including easy and efficient restructuring tools	Min	

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BR_HRP_ 6240	1	HR	Organisati on &	Provide the function to create hierarchical diagrams on organisations, positions and employees for live, point in time and draft structures	Min	
BR_HRP_ 6241	1	HR	Manage Organisati on & Positions	Provide the function to hold and maintain multiple organisation structures and their hierarchies (management, location, cost centre, position etc)	Min	
BR_HRP_ 6242	1	HR	Organisati on &	Provide the function to assign individuals to multiple positions within the same business organisation, but on different cost centres or locations	Min	
BR_HRP_ 6244	1	HR	Manage Organisati on & Positions	Provide the function to create and maintain multiple organisations with multiple terms and conditions e.g. working hours, salary scales, annual leave, sickness	Min	
BR_HRP_ 6245	1	HR	Manage Organisati on & Positions	Provide the tools and ability to integrate with 3rd party applications via APIs	Min	
BR_HRP_ 6246	1	HR	Organisati on &	Provide the function to model organisation structures for review and submit for approval, before releasing into live system	Min	
BR_HRP_ 6247	1	HR	Manage Organisati on & Positions	Provide the function to update Locations (Base location / Home contract) on an ad-hoc basis as requests come in from organisations asking for amendments to be made	Min	
BR_HRP_ 6248	1	HR	Manage Organisati on & Positions	Provide ability to define Posts/Positions attributes, such as but not limited to standard job families, job profiles, etc. that can then be applied and used for reporting purposes	Min	

BR_HRP_ 6249	1	HR	on &	Provide the function to easily create and modify Posts/Positions, adjusting hierarchies and workflows through 'superior', 'subordinate', and 'dotted' relationships as the organisation changes	Min	
BR_HRP_ 6250	1	HR	on &	Provide ability to assign and update key attributes to Posts/Positions with a recorded date history, including (but not limited to) employment status, T&Cs, salary range, cost centre, location, job family, function, profession, expected working hours, level of required security clearance, position sensitivity, etc. This should include both structured and free text definitions of a position, such as a Job Profile or Job Description		
BR_HRP_ 6252	1	HR	Manage Organisati on & Positions	Provide the function to apply a unique reference number to all Posts/Positions within the business including vacancies	Min	
BR_HRP_ 6253	1	HR	on &	Provide the function to assign multiple Positions to a user and provide necessary authorisations required for each different Post	Min	
BR_HRP_ 6254	1	HR	Manage Organisati on & Positions	Provide the function to identify Posts/Positions within the solution based on specific criteria and tag / mark them accordingly based on user need – e.g. security clearance level	Min	
BR_HRP_ 6255	1	HR	Manage Organisati on & Positions	Provide the function to assign an individual to more than one organisational role (e.g. main role and a current acting up position or two parttime positions)	Min	

BR_HRP_ 6256	1	HR	Manage Organisati on & Positions	Provide the function to assign a person to a cost centre other than their position's default cost centre and ability to assign a person to multiple cost centres at any one time	Min	
BR_HRP_ 6257	1	HR	Manage Organisati on & Positions	Provide the tools and ability to troubleshoot i.e. find orphaned Posts/Positions	Min	
BR_HRP_ 6258	1	HR	Manage Organisati on & Positions	Provide the function to define standard letter templates (pre-populated with employee/position data as required) for a full range of employee change and allow content to be varied by a range of factors e.g. organisation, location and terms and conditions	Min	
BR_HRP_ 6259	1	HR	Manage Organisati on & Positions	Provide the function to oversee a person's employment history, with dates and information related to the change e.g. promotions, changes in working hours etc	Min	
BR_HRP_ 6260	1	HR	Manage Organisati on & Positions	Provide the function to close a position within the organisational structure with approval process, update impacted employee records and update recruitment process	Min	
BR_HRP_ 6261	1	HR	Manage Organisati on & Positions	Enable workflow to automate the collection of Post/Position change or creation	Min	
BR_HRP_ 6262	1	HR	Organisati on &	Provide the ability to create, track and report on the organisation structure as a set of Posts/Positions with direct and dotted line (matrix) relationships	Min	

BR_HRP_ 6263	1	HR	Organisati on &	Provide the function to report on Posts/Positions attributes (including employee's filling a position), the organisation structure and organisation attributes for any period of time, such that it is possible to see the "history" of a Post/Position (unlimited, at a date in the past), at today's date and at a chosen date in the future. All changes are automatically reflected	Min	
BR_HRP_ 6264	1	HR	Manage Organisati on & Positions	Report on Posts/Positions that are unfilled or unoccupied, i.e. a vacancy list	Min	
BR_HRP_ 6265	1	HR	Organisati on &	Provide the function to prepare organisation and headcount reports in different formats (e.g. include/ exclude incumbent names, etc.)	Min	
BR_HRP_ 6266	1	HR	Organisati on &	Provide automation to reassign line management up the hierarchical structure when line manager position is vacant and reverse this assignment when the vacant line manager position is filled.	Min	
BR_HRP_ 6267	1	HR	Onboardin g	Create an employee record through automated means once an appropriate offer is accepted (i.e. post security checks and may be formal offer) by the prospective employee. The signal for the creation for the employee record needs to come from the Recruitment/ATS system	Min	
BR_HRP_ 6268	1	HR	Onboardin g	Enable specialist roles to access and to report on employees who have attended inductions including any associated reporting	Min	

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BR_HRP_ 6269	1	HR	Onboardin g	Enable employees to enter emergency contact details via Self-Service	Min	
BR_HRP_ 6270	1	HR	Onboardin g	Enable employees to enter/confirm home address via Self-Service	Min	
BR_HRP_ 6271	1	HR	Onboardin g	Prompt and enable an employee to enter/update diversity data via Self- Service	Min	
BR_HRP_ 6272	1	HR	Onboardin g	Enable an employee to complete and submit New Starter Declaration equivalent for tax purposes if they do not have a P45	Min	
BR_HRP_ 6273	1	HR	Onboardin g	Enable an employee to upload identity documents when its requested	Min	
BR_HRP_ 6274	1	HR	Onboardin g	Provide facility to enable line manager or business manager +1 to confirm that a new starter has arrived on their first day, and for payroll to be updated; where the employee has not or will not attend work on their agreed start date, enable the ability for the line manager to be notified and actions pursue to resolve	Min	
BR_HRP_ 6275	1	HR	Onboardin g	Have the ability to differentiate between different candidate types (existing civil service employees, existing Authority employees, external candidates), and have different processes and forms for the different candidate types	Min	
BR_HRP_ 6276	1	HR	Onboardin g	Welcome the new hire, introduce the culture and mission of the organisation, and facilitate meeting colleagues and mentors	Min	

BR_HRP_ 6277	1	HR	Onboardin g	Enable employees to enter via Self- Service one personal bank account to which salary and expenses can be paid, and for payroll to be automatically updated	Min	
BR_HRP_ 6278	1	HR	Onboardin g	Provide the ability for employees to add NI if one doesn't exist via Self-Service, but not to amend NI if one does exist	Min	
BR_HRP_ 6279	1	HR	Onboardin g	Provide onboarding apps and tools for new hires and hiring managers	Min	
BR_HRP_ 6280	1	HR	Onboardin g	Enable a new employee to book onto an induction event from within the Service System	Min	
BR_HRP_ 6293	1	HR	Onboardin g	Enable employees to enter bank details and NI information as civil service internal transferee (i.e. not as part of recruitment and Onboarding)	Min	
BR_HRP_ 6298	1	HR	Onboardin g	Enable interns to have a profile created enabling them to self-serve, where appropriate	Min	
BR_HRP_ 6299	1	HR	Onboardin g	Prevent a new starter receiving nil pay in the event that they fail to add their personal bank details via self-service, control mechanism need to flag where bank details are missing to appropriate specialist roles	Min	
BR_HRP_ 6301	1	HR	Onboardin g	Enable central bulk upload of new starters and notification to services team of arrivals and non-arrivals on first day	Min	
BR_HRP_ 6302	1	HR	Onboardin g	Provide the ability to amend start details and automatically update workflows	Min	
BR_HRP_ 6303	1	HR	Onboardin g	Enable completed security forms to be checked by a central team before submission to vetting team	Min	

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BR_HRP_ 6304	1	HR	Onboardin g	Provide the ability to capture and provide tools to upload workplace adjustments passport (OGD transfers) and implement workplace adjustments during the onboarding process	Min	
BR_HRP_ 6305	1	HR	Onboardin g	Provide flexibility to redirect the security clearance process to a manual process when required	Min	
BR_HRP_ 6308	1	HR	Onboardin g	Provide the ability to onboard re- instatement and re-employment cases and ensure links to previous Civil Service employment history.	Min	
BR_HRP_ 6309	1	HR	Onboardin g	Provide the ability to flag records for those that are on a career break, long term leave (such as maternity) and recent leavers	Min	
BR_HRP_ 6310	1	HR	Onboardin g	Provide the ability to add a new joiner who has been recruited offline	Min	
BR_HRP_ 6311	1	HR	Onboardin g	Provide the ability to manage and track the on-boarding process e.g. offer and contract generation, candidate notification and acceptance, prereference (including electronic signatures for required documentation) and security checking, pre-start date engagement and induction	Min	
BR_HRP_ 6312	1	HR	Onboardin g	Automatically inform/interface with other functions within departments/ providers that a new joiner will be starting (user management, facilities etc.). Suggest equipment, training, etc. based on defined eligibility criteria. Allow managers to override defaults	Min	

BR_HRP_ 6313	1	HR	Onboardin g	Provide the ability to create a full range of paid and unpaid new starter records (Ex: Department transfer without payroll change, agency workers)	Min
BR_HRP_ 6314	1	HR	Onboardin g	Provide the ability for personnel records to be immediately live in the solution after creation and ability to create personnel records prior to commencement of employment which remain inactive until a predefined date (e.g. start date)	Min
BR_HRP_ 6315	1	HR	Onboardin g	Provide the ability to interface information from other Civil Service Systems in the support of the Other Government department transfer process	Min
BR_HRP_ 6317	1	HR	E	Record the start/end of an individual's probationary period of varying lengths	Min
BR_HRP_ 6318	1	HR	Onboardin g	Allow the reporting of key performance metrics defined by user groups such as time to onboard	Min
BR_HRP_ 6319	1	HR	Onboardin g	Provide reporting capability to support the management of the End-to-End (e2e) onboarding process	Min
BR_HRP_ 6320	1	HR	Onboardin g	Allow tracking of onboarding process by employee looking at the completeness of the onboarding process (e.g., has the new employee completed training courses, has the employee entered all details both mandatory and optional)	Min
BR_HRP_ 6322	1	HR	Onboardin g	Allow integration of all digital forms so the data can be easily loaded without manual handling	Min

BR_HRP_ 6324	1	HR	Onboardin g	Raise a flag to the line manager when there is a no show and prompt action by the line manager by providing contact details for them to contact the no show employee	Min	
BR_HRP_ 6325	1	HR	Onboardin g	Allow standardised messages to be recorded for all communication to new employees	Min	
BR_HRP_ 6330	1	HR	Onboardin g	Provide a facility for responsible individuals to have a onboarding checklist	Min	
BR_HRP_ 6332	1	HR	Onboardin g	Allow contingent labour to occupy vacant positions within the Organisational Hierarchy/Position Management	Min	
BR_HRP_ 6333	1	HR	Onboardin g	Allow prehires to attach and provide information such as their proof of training records and qualifications as attested to in their CV during the application process as required by the Department	Min	
BR_HRP_ 6334	1	HR	Onboardin g	Provide the facility to communicate/notify provisioning teams in the event of a user withdrawing from an accepted position so that their laptop, building pass and vetting activity can be stopped	Min	
BR_HRP_ 6338	1	HR	on &	Have the ability to synchronise changes made to existing finance structures to HR organisational structures on a managed basis	Min	
BR_HRP_ 6342	1	HR	luct & Disc	Allow access to specialist teams to specific information and provide the ability to extract information in bulk format	Min	

BR_HRP_ 6343	1	HR	Learning & Developm ent	Allow content such as podcasts and videos to be presented through the system's Learning Management Portal	Min	
BR_HRP_ 6349	3	HR	Payroll	Allow the organisation to request and for employees to record any conflicts of interest	Min	
BR_HRP_ 6350	1	HR	Recruitme nt	Allow the organisation to request and employees to record any conflicts of interest	Min	
BR_HRP_ 6351	1	HR	Employee Details	Allow the recording of any conflicts of interest data (e.g. SCS data to support transparency reporting requirements)	Min	
BR_HRP_ 6352	1	HR	duct & Disc	Meet legal and audit requirements in information provision and workflow exchange	Min	
BR_HRP_ 5681	1	HR	off Boarding	Automatically notify departments HR and IT of the impending leaver taking account of any exceptions	Min	
BR_HRP_ 6081	1	HR	Employee Details	Enable the employee to be informed of the line manager's decision regarding their appeal for a Flexible Working request and the reason for the decision as per department policy	Min	
BR_HRP_ 6085	1	HR	Employee Details	Enable the employee to serve 3 months' notice to terminate a Home Working agreement and for the line manager to be notified as per dept policy	Min	
BR_HRP_ 6086	1	HR	Employee Details	Enable a line manager to review and approve/deny a request for Compressed Hours as per dept policy	Min	
BR_HRP_ 6087	1	HR	Employee Details	Enable the line manager to approve/deny a request for Home Working as per dept policy	Min	

BR_HRP_ 6089	1	HR	Employee Details	Enable a line manager to enter an end date/review date for a Home Working arrangement as per dept policy	Min
BR_HRP_ 6090	1	HR	Employee Details	Enable the line manager to enter the outcome of the review of the Home Working arrangement as per dept policy	Min
BR_HRP_ 6091	1	HR	Employee Details	Enable the line manager to enter the date of the review meeting of the Home Working arrangement as per dept policy	Min
BR_HRP_ 6092	1	HR	Employee Details	Enable the line manager to enter a further date for review of the Home Working arrangement as per dept policy	Min
BR_HRP_ 6097	1	HR	Employee Details	against one of the 8 permissible reasons) as per dept policy	Min
BR_HRP_ 6346	1	HR	Recruitme nt	Allow the creation of reserve lists	Min
BR_HRP_ 6347	1	HR	Recruitme nt	employee checks	Min
BR_HRP_ 6348	1	HR	Recruitme nt	Support the recording and storage of Right to Work information as this is a legal requirement	Min
BR_HRP_ 6430	1	HR	Recruitme nt	Support the creation of talent pools	Min

Section 2. Not Minimum - Functional Requirements

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				Ensure the workforce planning		
				modelling tool will have the capacity to		
				include both workforce and non-		
BR_HRP_	1	HR	Ē	workforce related datasets. Where the	Not Min	
5020	•	1111	Planning	workforce requirements are determined	1400 141111	
				by providing a service (3rd party		
				resource) the relevant data will be used		
				for modelling.		
				Ensure the forecasted shape of the		
BR_HRP_	1	HR	Workforce	business (based on business	Not Min	
5031	'	ПК	Planning	requirements and current state) will	INOL IVIIII	
				drive budget requests		
				Enable the line manager to seek and		
חח ווחח				receive approval to recruit by either the		
BR_HRP_	1	HR	Recruitmen	approval to recruit into an existing	Not Min	
5099				position, or the approval for a new		
				position to be created		
				Automatically identify re-hires and the		
BR_HRP_	4	LID	<u></u>	calculation of Continuous Service	Niat Mia	
5104	1	HR	Recruitmen C	Dates in accordance with policy and	Not Min	
				offer provision for overrides		
				Enable reporting on talent pipelines		
BR_HRP_	4	LID	<u></u>	and Talent Pools via an effective	Niat Mia	
5107	1	HR	Recruitmen	integration with 3rd party recruitment	Not Min	
				system(s)		
				Support the process of employee		
				checks such as background checks,		
BR_HRP_	1	HR	Recruitmen	security checks, reference checks,	Not Min	
5109				driver licenses and record their		
				outcome.		
				Enable overview of security clearance		
BR_HRP_	1	HR	Recruitmen	progress via effective integration with	Not Min	
5111				3rd party system		
BR_HRP_	4	ЦΡ	lac Dorfor-	Enable mandatory financial objective	Not Min	
5126	1	нк	ge Periorm		NOT WIN	
BR_HRP_	1	HR	ge Perform		Not Min	

BR_HRP_ 5131	1	HR	ge Perform	Allow performance rating only to become visible to employees (depending on HR policy) whether post Calibration and manager +1 / Department approval (depending on HR policy / sign off decision)	Not Min	
BR_HRP_ 5137	1	HR	age Perform	Enable cascading of authority goals/objectives throughout the Department and/or parts of the Department	Not Min	
BR_HRP_ 5138	1	HR	ge Perform	Enable goal/objective setting to be social and transparent with colleagues setting, sharing and collaborating on goals online	Not Min	
BR_HRP_ 5139	1	HR	ge Perform	Ensure a mandatory corporate objectives are required	Not Min	
BR_HRP_ 5140	1	HR	age Perform	Ensure all line managers have a mandatory line management objective, where applicable	Not Min	
BR_HRP_ 5144	1	HR	age Perform	Enable hierarchy goal objective setting to be linked back to the Department objectives	Not Min	
BR_HRP_ 5158	1	HR	ge Perform	Provide suggested actions, reminders and next steps, allowing the manager responsible for performance conversations to be informed about potential actions for consideration	Not Min	
BR_HRP_ 5169	1	HR	ge Perform	Enable the "People Standards for the Profession" framework to be used for competency assessments for employees	Not Min	

BR_HRP_ 5171	1	HR	ge Perform	Enable the use of model profiles informing performance review meetings between managers, e.g. behaviours against model profiles set up within the system (similar requirements for similar/ same jobs, could be useful for some Department(performance and capability))	Not Min	
BR_HRP_ 5184	1	HR	IND PARTORM	Enable the Appeal Manager to upload notes of the appeal meeting	Not Min	
BR_HRP_ 5185	1	HR	ige Perform	Allow the employee to register an appeal against a decision taken under the formal poor performance procedure	Not Min	
BR_HRP_ 5186	1	HR	ge Perform	Enable the line manager to generate and issue a meeting invite letter (using model letter templates) to an employee under the managing poor performance process	Not Min	
BR_HRP_ 5187	1	HR	ge Perform	Enable the line manager to generate and issue a letter (using model letter templates) confirming the outcome of the formal poor performance meeting	Not Min	
BR_HRP_ 5188	1	HR	ge Perform	Ensure the line manager seeks HR or casework support before issuing a letter confirming dismissal due to poor performance (We also need an employees who has been dismissed to be sent a hard copy letter sent to their home address)	Not Min	
BR_HRP_ 5189	1	HR	age Perform	Ensure the line manager seeks HR or casework advice prior to Downgrading the employee as an alternative to dismissal under the formal poor performance procedure	Not Min	

BR_HRP_ 5206	1	HR	duct & Disci	Notify the responsible HRBP if a dispute has not had an outcome recorded within the maximum days of the dispute been registered in line with the Department policy	Not Min	
BR_HRP_ 5210	1	HR	duct & Disci	Conduct a basic check to ensure the complaint has been raised within the maximum months of the incident, in line with Department policy	Not Min	
BR_HRP_ 5211	1	HR	duct & Disci	Ensure suggested actions, reminders and next steps are built within the Service System, allowing the manager responsible for managing sensitive issues to be informed about potential actions for consideration	Not Min	
BR_HRP_ 5212	1	HR	duct & Disci	Initiate an appeals process when, for example, an employee is being made redundant; a grievance is successfully made against an individual; or when an employee disagrees with the decision of a Disciplinary case	Not Min	
BR_HRP_ 5235	1	HR	duct & Disci	Enable the line manager or HR to enter (on behalf of the Appeal Manager) the date of the appeal hearing, the Appeal Manager's identity and the outcome of the appeal	Not Min	
BR_HRP_ 5245	1	HR	duct & Disci	Enable external as well as internal users to review cases within the Service System, and have the ability to record and update the records e.g. case worker, mediator, investigations manager	Not Min	
BR_HRP_ 5313	3	HR	Payroll	Enable employees to view repaid and outstanding amounts against various benefit schemes via Self-Service (e.g. the Cycle to Work)	Not Min	

BR_HRP_ 5315	3	HR	Payroll	Enable Commercial Leads and Associate Commercial Specialists to be awarded in year bonuses by their line manager (no HR approval required)	Not Min	
BR_HRP_ 5318	3	HR	Payroll	Validate payroll loan requests raised by employees against eligibility criteria contained in policy	Not Min	
BR_HRP_ 5323	3	HR	Payroll	Restrict employees to making one claim per week for overtime, travelling time and excess hours	Not Min	
BR_HRP_ 5326	3	HR	Payroll	Allow employee to maintain voluntary deduction payments via Self-Service, and payroll to automatically pay correct value including any retro calculations	Not Min	
BR_HRP_ 5327	3	HR	Payroll	Enable line manager to access payroll reports/dashboards for their team/cost code to check payments and cost code allocation	Not Min	
BR_HRP_ 5336	3	HR	Payroll	Produce a payroll report for the purpose of identifying employees that need to be moved into the current default pension scheme e.g. for Classic to Alpha	Not Min	
BR_HRP_ 5341	3	HR	Payroll	Produce a payroll report for the purpose of RTI validation checks to highlight data issues that need rectification to prevent a future RTI failure	Not Min	
BR_HRP_ 5342	3	HR	Payroll	Produce a payroll report for the purpose of a reasonable check of the overall payroll payments against previous Month	Not Min	
BR_HRP_ 5343	3	HR	Payroll	Produce a payroll report for the purpose of identifying new entrants on Post Civil Service Reform terms and conditions where they do not have qualifying earnings	Not Min	

BR_HRP_ 3 HR Payroll Produce a payroll report for the purpose of identifying employees with Not Min	
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up to Conditioned Hours claims	
BR_HRP_ Produce a payroll report for the	
5345 BR Payroll purpose of identifying unexpected Not Min	
[[payments]	
BR_HRP_ Produce a payroll report for the	
5346 HR Payroll purpose of interrogating overtime Not Min	
claims	
Produce a payroll report for the	
BR_HRP_ 3 HP Payroll nurpose of identifying pension mis- Not Min	
5347 matches	
Produce a payroll report for the	
BR_HRP_ 3 HR Payroll purpose of identifying employees with Not Min	
53/18	
missing bank details	
Produce a payroll report for the	
BR_HRP_ purpose of Court Order	
5350 BR Payroll Acknowledgement letters sent to court Not Min	
to confirm that their court order has	
been received	
Droduce a powell report that identifies	
BR_HRP_ 3 HR Payroll Produce a payroll report that identifies Not Min	
5351 all Leavers with a court order	
Provide Payroll with a Court Order	
BR HRP summary of deductions report to advise	
5352 HR Payroll summary of deductions report to advise Not Min	
through payroll	
unough payron	
Produce a payroll report for the	
BR_HRP_ 3 HR Payroll nurnose of voluntary deductions actual Not Min	
and variances used for remittances	
BR_HRPProvide the ability to run a group of	
5/127 BR Payroll related reports in accordance to a Not ivin	
defined schedule	
Enable the line manager to trigger an	
BR_HRP_ 1 HR Health & VOccupational Health referral and record Not Min	
that a referral has been raised	

BR_HRP_ 5473	1	HR	Health & V	Enable teams (e.g., line managers and HR Operations) to continuously update each other on the expected time frames of employee return from sickness absence	Not Min	
BR_HRP_ 5490	1	HR	Health & V	Ensure advice is available for employee on when their statutory or Departmental leave (adoption/paternity/maternity/ShPL) can start and the number of days statutory or the Department leave they are entitled	Not Min	
BR_HRP_ 5509	1	HR	Health & V	Accept submission of a business case to support an application for a career break	Not Min	
BR_HRP_ 5510	1	HR	Health & V	Enable employees to sign/agree to a Career Break Agreements within the system	Not Min	
BR_HRP_ 5541	1	HR	Health & V	Tailor notifications to workers based on absence reason e.g. mental health absences get email listed MH support information	Not Min	
BR_HRP_ 5579	1	HR	Health & V	Allow an employee to upload evidence that they are responsible for a child	Not Min	
BR_HRP_ 5617	1	HR	Health & V	Enable the line manager to propose demotion of an employee once all the Department steps have being followed	Not Min	
BR_HRP_ 5618	1	HR	Health & V	Provide the ability for a Decision Manager to propose demotion of an employee who does not report to them in line with Department policy	Not Min	
BR_HRP_ 5631	1	HR	Health & V	Provide employees with the ability to request overtime payments in lieu of using Flexi Credit in line with Department holiday	Not Min	

BR_HRP_ 5635	1	HR	Health & V	Automatically check an employee's eligibility to apply to participate in Flexi Time working	Not Min	
BR_HRP_ 5636	1	HR	Health & V	Ensure the maximum amount of Flexi Credit that all staff (including full/part- time/compressed) can carry over to the next period is in accordance with current Department policy	Not Min	
BR_HRP_ 5643	1	HR	Health & V	Allow annual leave to be used to clear flexi leave debit, subject to line manager approval	Not Min	
BR_HRP_ 5644	1	HR	Health & V	Allow an employee to make a statutory request for Flexible Working (this is not the same as Flexi Time)	Not Min	
BR_HRP_ 5670	1	HR	Health & V	Provide facility to enable an employee to purchase additional annual leave through ESS	Not Min	
BR_HRP_ 5678	1	HR	Health & V	Have the ability to report on number of reservists	Not Min	
BR_HRP_ 5683	1	HR	Off Boarding	Assign a task to the line manager to hold an exit interview with unplanned leavers	Not Min	
BR_HRP_ 5684	1	HR	Dff Boarding	Enable the line manager or central services team to record the outputs of an exit interview held with an unplanned leaver	Not Min	
BR_HRP_ 5686	1	HR	Dff Boarding	Implications outlined is provided on the HR portal	Not Min	
BR_HRP_ 5701	1	HR	Dff Boarding	Prompt the employee to download payslip, P60 and other associated statements prior to their last day of service	Not Min	
BR_HRP_ 5704	1	HR	Off Boarding	Conduct a basic check that the employee is eligible to apply for partial retirement	Not Min	

BR_HRP_ 5705	1	HR	Dff Boarding	Conduct a basic check that the employee is eligible to retire	Not Min	
BR_HRP_ 5716	1	HR	Dff Boarding	Prompt and enable line manager to record the date of meeting held to discuss the ending of the fixed term contract	Not Min	
BR_HRP_ 5719	1	HR	Dff Boarding	Enable employees to view their pension age according to the scheme participation	Not Min	
BR_HRP_ 5721	1	HR	Off Boarding	Require a minimum notice for an employee to retire on actuarially reduced retirement	Not Min	
BR_HRP_ 5728	1	HR	Dff Boarding	Enable a line manager to request pension benefit calculation for an employee who has been approved for medical retirement	Not Min	
BR_HRP_ 5738	1	HR	Ē	Provide the ability to create a to-do list for all roles in process of exit automatically based on due dates for the tasks across all business areas and send reminders and escalation emails	Not Min	
BR_HRP_ 5747	1	HR	Dff Boarding	Require a minimum of 3 Months' notice for an employee to voluntarily retire	Not Min	
BR_HRP_ 5762	1	HR	Reward	Provide bots to intake, review and aggregate annual compensation submissions, then enter the information into the appropriate compensation on the HCM system	Not Min	
BR_HRP_ 5763	1	HR	Reward	Provide RPA or other automatic capability to automate auditing and quality check data before, during and after annual processes	Not Min	

BR_HRP_ 5764	1	HR	Reward	Administer pre written notifications and follow ups which are sent by RPA during compensation processes. For example during the annual award process, bots may be used to send out communications according to the programme schedule, and follow up with managers on outstanding submissions	Not Min	
BR_HRP_ 5765	1	HR	Reward	Provide RPA to automate letters and other document generation. Bots may be configured to send out pre written notifications during and after the annual compensation review	Not Min	
BR_HRP_ 5766	1	HR	Reward	Provide RPA to automate salary change letters and other document generation based on pre–approved templates	Not Min	
BR_HRP_ 5767	1	HR	Reward	Enable employees to see own position in pay band	Not Min	
BR_HRP_ 5769	1	HR	Reward	Automatically perform a check whether an employee falls under the % increase or the bottom of the pay band whichever is the most and apply correct uplift in line with Department policy	Not Min	
BR_HRP_ 5784	1	HR	Reward	Ensure employees receive an advance of salary to purchase a bicycle under the cycle to work scheme	Not Min	
BR_HRP_ 5785	1	HR	Reward	Enable an employee to apply to participate in the cycle to work scheme (hire equipment) via the benefits portal from within the service system	Not Min	
BR_HRP_ 5786	1	HR	Reward	Notify an employee when their application to participate in the cycle to work scheme has been approved	Not Min	

BR_HRP_ 5787	1	HR	Reward	Enable the employee to access the employee discount scheme within the service system	Not Min	
BR_HRP_ 5789	1	HR	Reward	Automatically check an employee's eligibility to apply for an interest free loan under the cycle to work scheme	Not Min	
BR_HRP_ 5790	1	HR	Reward	Support automation of benefits eligibility for different employee populations	Not Min	
BR_HRP_ 5791	1	HR	Reward	Provide bots for use to send pre-written notifications and follow ups during benefits processes and enrolments	Not Min	
BR_HRP_ 5792	1	HR	Reward	Enable the employee to choose between vouchers or additional leave as their long service award (and for leave to be automatically updated if leave is chosen)	Not Min	
BR_HRP_ 5793	1	HR	Reward	Enable specialist roles to identify employees who are eligible for 25/40/50 yearlong service awards at any point in time	Not Min	
BR_HRP_ 5794	1	HR	Reward	Enable specialist roles to be informed when an employee has selected vouchers as their long service award	Not Min	
BR_HRP_ 5795	1	HR	Reward	Enable applications for voluntary exit to be administered on the HCM System	Not Min	
BR_HRP_ 5796	1	HR	Reward	Enable applicants to track their status on the voluntary exit scheme on an online dashboard	Not Min	
BR_HRP_ 5797	1	HR	Reward	Enable an employee to raise a request for voluntary Downgrading via Self-Service	Not Min	

BR_HRP_ 5798	1	HR	Reward	Prompt line managers to provide response to whether a voluntary Downgrading request can be accommodated within current team, at the agreed maximum day in line with Department policy	Not Min	
BR_HRP_ 5799	1	HR	Reward	Enable a line manager to transfer an employee to a lower graded role within their span of control for the reason of "voluntary Downgrading", and for payroll to be automatically updated and the employee notified	Not Min	
BR_HRP_ 5800	1	HR	Reward	Have the ability to integrate data and support consistent levelling and job structures	Not Min	
BR_HRP_ 5801	1	HR	Reward	Provide bots to intake, review and aggregate benefits invoices and billing to help automate these tasks in partnership with vendors	Not Min	
BR_HRP_ 5802	1	HR	Reward	Enable business managers to review and approve/deny a request for approval to issue a thank you evoucher	Not Min	
BR_HRP_ 5803	1	HR	Reward	Require the employee to confirm/acknowledge receipt of a thank you e-voucher	Not Min	
BR_HRP_ 5804	1	HR	Reward	Enable line managers to initiate a request for approval to issue a thank you e-voucher, routed to the business manager for approval	Not Min	
BR_HRP_ 5805	1	HR	Reward	Notify the line manager when a request to issue a thank you e-voucher has been approved/rejected	Not Min	

BR_HRP_ 5806	1	HR	Reward	Ensure that in the event that a request to issue a thank you e-voucher is approved; It will enable the line manager to use that approval to place the order via the appropriate benefits	Not Min	
BR_HRP_ 5813	1	HR	Reward	provider portal (e.g., mylifestyle) Support the nomination process for SCS corporate recognition scheme - enabling nominations to be made and routed to HR Pay and Reward team on an agreed basis (e.g. quarterly)	Not Min	
BR_HRP_ 5878	1	HR	Reward	Enable line managers to request a recruitment and retention allowance for a team member, by completing a business case and for it to be routed to a HRBP	Not Min	
BR_HRP_ 5879	1	HR	Reward	Enable a line manager to initiate a request for a finance allowance to be paid to a team member, and for this request to be routed to HRBP and Head of Reward for approval	Not Min	
BR_HRP_ 5881	1	HR	Reward	Enable specialist roles to initiate a recruitment and retention allowance for an employee, and for payroll to be automatically updated	Not Min	
BR_HRP_ 5882	1	HR	Reward	Enable specialist roles to cease a recruitment and retention allowance and for payroll to be automatically updated	Not Min	
BR_HRP_ 5883	1	HR	Reward	Enable a specialist role to amend a recruitment and retention allowance and for payroll to be updated automatically	Not Min	

				Enable specialist roles to view requests		
				for finance allowances and supporting		
BR_HRP_	1	HR	Reward	evidence, and approve/reject	Not Min	
5884	'	1111	rtowara	accordingly with payroll updated	1400 141111	
				automatically		
				Notify a line manager and employee		
BR_HRP_	1	HR	Reward	when a recruitment and retention	Not Min	
5885				allowance has been initiated		
				Provide advance notification to line		
DD 11DD				manager and employee when an		
BR_HRP_	1	HR	Reward	allowance has been ceased and	Not Min	
5886				payment stopped (to make a case for		
				an extension if needed)		
DD 11DD	1			Notify a line manager and employee)	
BR_HRP_	1	HR	Reward	when a recruitment and retention	Not Min	
5887				allowance has been amended		
				Have the capability to auto calculate		
BR_HRP_	1	HR	Reward	weekend premium allowance using the	Not Min	
5888	'	ПК	Rewalu	formula outlined in the Department	NOU WILL	
				policy		
				Have the capability to auto calculate		
BR_HRP_	1	HR	Reward	night shift allowance using the formula	Not Min	
5889	·		rtonara	contained in the Department policy	1101111111	
BR_HRP_	,	LID	D	Provide the ability to pay a secondment	NI - (NA' -	
5890	1	HR	Reward	allowance to implement a pay uplift	Not Min	
BR_HRP_	1	HR	Reward	Notify the employee that an In Year bonus has been awarded, and the	Not Min	
5903		ПК	Newaiu	reasons for the award	INUL IVIII I	
				Enable line managers to nominate an		
				employee for the quarterly band A-C In		
BR_HRP_	1	HR	Reward	Year bonus scheme - request is routed	Not Min	
5904	'	1111	itowaiu	to the units senior management team	1 4Ot IVIII I	
				for review		
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BR_HRP_ 5905	1	HR	Reward	Enable the senior management and the pay & reward team to review and approve/reject a nomination for all grades In Year bonus scheme, and for payroll to be automatically updated	Not Min	
BR_HRP_ 5906	1	HR	Reward	Notify line manager and nominator when a nomination for the quarterly bands A-C In Year bonus scheme has been decided	Not Min	
BR_HRP_ 5907	1	HR	Reward	Support the nomination process for SCS grade in-year bonuses - enabling nominations to be made and routed to HR Pay and Reward team on a quarterly basis	Not Min	
BR_HRP_ 5908	1	HR	Reward	Automatically notify the employee if they are due a long service award	Not Min	
BR_HRP_ 5909	1	HR	Reward	Provide the ability to make payments after an employee has left the service	Not Min	
BR_HRP_ 5917	1	HR	Reward	Have the ability to calculate a performance award and pay it	Not Min	
BR_HRP_ 5920	1	HR	Reward	Ensure that final compensation statements are made available upon completion of the process and employees are able to access them individually	Not Min	
BR_HRP_ 5921	1	HR	Reward	Enable specialists (CoE) to monitor and analyse the effectiveness of benefit programs by using metrics such as benchmark data, health trends, costs and health outcomes	Not Min	
BR_HRP_ 5922	1	HR	Reward	Support automation of report generation, formatting & distribution of compensation benchmark data	Not Min	
BR_HRP_ 5924	1	HR	Reward	Ensure the formatting and distribution of benefit benchmark data is automated	Not Min	

BR_HRP_ 5934	1	HR	ent	Enable specialist roles to generate a "repaying further education costs" letter, edit as appropriate and transmit to the employee	Not Min	
BR_HRP_ 5935	1	HR	Learning & Developm ent	Enable specialist roles to edit/update and retransmit the "repaying further education costs" letter before the employee has agreed to it	Not Min	
BR_HRP_ 5936	1	HR	Learning & Developm ent	Enable the line manager to view applications for Adult Education Funding that have been approved	Not Min	
BR_HRP_ 5937	1	HR	Learning & Developm ent	Prompt specific role for a decision as to whether costs should be repaid when an employee leaving action is initiated within a defined time period of the course ending	Not Min	
BR_HRP_ 5938	1	HR	Learning & Developm ent	Allow checks (automated where possible) for an employee's eligibility to apply for Adult Education Funding, check for example include Tenure of Service, Checks on any disciplinary action, absence issues	Not Min	
BR_HRP_ 5939	1	HR	Learning & Developm ent	Prevent specialist roles editing a "repaying further education costs" letter after the employee has agreed to it	Not Min	
BR_HRP_ 5940	1	HR	Learning & Developm ent	Prevent employee declining a "repaying further education costs letter" after they have agreed to it	Not Min	
BR_HRP_ 5942	1	HR	ent .	Enable line managers to enrol for Leadership development activities via a link in the system to the Civil Service Learning platform	Not Min	
BR_HRP_ 5946	1	HR	Learning & Developm ent	Allow employee access the Civil Service Learning offerings on the Civil Service Learning platform	Not Min	

BR_HRP_ 5948	1	HR	&	Enable SCS grade employees to seek approval to access external courses through the Authority's chosen providers	Not Min	
BR_HRP_ 5952	1	HR	& Developm ent	Alert line managers when a direct report has not completed required Mandatory Training	Not Min	
BR_HRP_ 5953	1	HR	Learning & Developm ent	Alert line managers when a direct report training has expired	Not Min	
BR_HRP_ 5956	1	HR	Learning & Developm ent	Enable specialist roles (HR L&D) to report on learning histories by pay grade, team, function, directorate, profession, location and other employee criteria via Self-Service	Not Min	
BR_HRP_ 5958	1	HR	Learning & Developm ent	Enable specialist roles to initiate a single PO request for a learning activity to cover multiple employees	Not Min	
BR_HRP_ 5968	1	HR	Learning & Developm ent	Provide access to multiple learning related systems visible to the end user (i.e. ERP plus LMS plus External LMS)	Not Min	
BR_HRP_ 5969	1	HR	Learning & Developm ent	Provide the ability to upload different terms and conditions for further training	Not Min	
BR_HRP_ 5980	1	HR	Contingen t & Other Workers	Provide automated integrations, feeding relevant contingent worker contract end information to downstream systems and processes (i.e. IT, security), thereby triggering relevant actions	Not Min	

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BR_HRP_ 5985	1	HR	Contingen t & Other Workers	Enable line manager to confirm to employee that a fixed term appointment will end and the reasons for it (model template letters)	Not Min	
BR_HRP_ 5986	1	HR	Contingen t & Other Workers	Prompt and enable line manager to record the date of meeting held to discuss the ending of the fixed term contract	Not Min	
BR_HRP_ 6041	1	HR	Employee Details	Ensure that employees are prompted to review their personal data on a regular basis and identify incorrect data	Not Min	
BR_HRP_ 6042	1	HR	Employee Details	Enable an employee to complete/co- edit a Workplace Adjustment Passport (including Carers passport facility)	Not Min	
BR_HRP_ 6043	1	HR	Employee Details	Enable the line manager to view the relevant mobility clause for a direct report	Not Min	
BR_HRP_ 6044	1	HR	Employee Details	Ensure that employee signatures are only requested where there is a legal or regulatory requirement to do so - the use of e-signatures is enabled where possible	Not Min	
BR_HRP_ 6045	1	HR	Employee Details	Provide a multi-channelled approach for HR customer queries that allows interactions through multiple intake channels and technologies (integrated platforms, mobile-first apps, IVR)	Not Min	
BR_HRP_ 6046	1	HR		Ensures that integration between all HR systems and any document management solution allows seamless storage of documentation	Not Min	

BR_HRP_ 6047	1	HR	Employee Details	Record the review dates of Workplace Adjustment Passports, view historical dates, and report on these dates (including Carers passport facility)	Not Min	
BR_HRP_ 6049	1	HR		Enable First Aiders to complete and submit First Aid Report forms	Not Min	
BR_HRP_ 6050	1	HR	Employee Details	Enable specialist roles to generate reports from completed First Aid Forms - occurrences, days, times, types of incident etc	Not Min	
BR_HRP_ 6051	1	HR	Employee Details	Enable "First Aid certification" to be recorded, with expiry dates as part of an employee's record	Not Min	
BR_HRP_ 6052	1	HR	Employee Details	Require online approval before confirmed Loan In end dates are altered	Not Min	
BR_HRP_ 6053	1	HR	Employee Details	Ensure that notifications that extend loan In dates are communicated to all parties involved in a timely manner	Not Min	
BR_HRP_ 6054	1	HR	Employee Details	Ensure that if the change to the employment status or promotion affects other changes (i.e. salary adjustment), the manager will receive one notification with all the changes instead of multiple notifications throughout the process	Not Min	
BR_HRP_ 6056	1	HR		Provide the ability to view and edit/maintain all establishment hierarchies view (e.g. via a graphical user interface diagramming tool)	Not Min	

BR_HRP_ 6058	1	HR	Employee Details	Ensure that upon relocation (OGD transfer), an employee record will transfer accordingly, maintaining all information related to training completed, warnings/sanctions given, performance reviews completed. Where necessary the information will be fed from one HCM system to another subject to ability to integrate and GDPR constraints	Not Min
BR_HRP_ 6060	1	HR		Enable employee to register secondary employment via Self-Service	Not Min
BR_HRP_ 6061	1	HR	Employee Details	Enable employee to request permission to undertake secondary employment via Self-Service	Not Min
BR_HRP_ 6062	1	HR	Employee Details	Enable line manager to review and approve employees secondary employment	Not Min
BR_HRP_ 6063	1	HR	Employee Details	Require confirmation of the calculation of a Secondee-outs salary when they return (depends on which of the 3 scenarios governed the Secondment)	Not Min
BR_HRP_ 6064	1	HR		Support the identification and addition/removal of Secondees-in from performance review awards as required	Not Min
BR_HRP_ 6065	1	HR	Employee Details	Provide "ring fence" groups of employee records with anonymity/protection whilst still enabling access to Self-Service functionality	Not Min
BR_HRP_ 6066	1	HR	Employee Details	Ensure that the exporting organisation's manager is sent reminders when sufficient data is available if they do not complete all relevant information within specified time frames	Not Min

BR_HRP_ 6068	1	HR	Employee Details	Ensure that notifications are distributed to all parties concerned with an employee transfer, including current and new line managers, and third party service providers	Not Min	
BR_HRP_ 6069	1	HR	Employee Details	Ensure that when the initial staff data form has been completed by the employee, the remaining part is automatically sent to their current line manager for completion	Not Min	
BR_HRP_ 6070	1	HR	Employee Details	Ensure that the importing manager, exporting manager and employee involved in the transfer process are informed when pre-employment checks are complete	Not Min	
BR_HRP_ 6071	1	HR	Employee Details	Provide a Case Management tool to the HR Operations team for communicating with other parties involved in the process (i.e. external payroll providers, recruitment, pensions), in order to request information required to progress the transfer	Not Min	
BR_HRP_ 6072	1	HR	Employee Details	Ensure that the employee, importing and exporting manager can easily view the status and progress of the transfer (high level information only)	Not Min	
BR_HRP_ 6077	1	HR	Employee Details	Enable an employee to withdraw a previously approved opt out form (Working Time Regulations)	Not Min	
BR_HRP_ 6079	1	HR		Enable term time workers to annually set the weekly net hours, annual net hours and working periods for the year ahead	Not Min	
BR_HRP_ 6080	1	HR	Employee Details	Enable the employee to approve or deny an extension request to the 28 days consideration period	Not Min	

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BR_HRP_ 6083	1	HR	Employee Details	Enable the employee to be informed of the line manager's decision regarding their appeal for a Flexible Working request and the reason for the decision	Not Min	
BR_HRP_ 6093	1	HR	Employee Details	Enable a line manager to approve and view employee opt out forms (Working Time Regulations)	Not Min	
BR_HRP_ 6094	1	HR	Employee Details	Enable a line manager to be notified when an employee withdraws an opt out form (Working Time Regulations)	Not Min	
BR_HRP_ 6095	1	HR	Employee Details	Enable the line manager to request an extension of a specific duration beyond the 28 days consideration period	Not Min	
BR_HRP_ 6096	1	HR	Employee Details	Enable the line manager to record the date on which a meeting was held with the employee to discuss the Flexible Working request (should be within 28 days of the request or the line manager's return from leave)	Not Min	
BR_HRP_ 6098	1	HR	Employee Details	Enable the line manager to mark the application for Flexible Working or appeal as withdrawn	Not Min	
BR_HRP_ 6100	1	HR	Employee Details	Enable the line manager to enter or upload meeting notes related to the Flexible Working request	Not Min	
BR_HRP_ 6103	1	HR	Employee Details	Enable the line manager to confirm (for up to a maximum for 5 years) the duration of a Home Working agreement for an employee	Not Min	
BR_HRP_ 6104	1	HR	Employee Details	Enable the line manager to add further extensions to periods of Home Working for periods of up to 5 years (with reasons) and for the employee to be notified	Not Min	

BR_HRP_ 6106	1	HR	Employee Details	Enable the line manager's manager to enter or upload meeting notes related to the Flexible Working request	Not Min	
BR_HRP_ 6109	1	HR	Employee Details	Enable term time workers to use a calculator/formula to assist in calculating net weekly and annual hours	Not Min	
BR_HRP_ 6111	1	HR	Employee Details	Prompt and remind manager for a decision on a Flexible Working request within maximum days of the employee request in line with department policy (or maximum days of line manager's return from annual leave if applicable)	Not Min	
BR_HRP_ 6112	1	HR	Employee Details	Task the line managers manager with the appeal regarding the Flexible Working request	Not Min	
BR_HRP_ 6113	1	HR	Employee Details	Automatically prompt/remind the line manager for a decision when a Flexible or Home Working trial period is coming to an end	Not Min	
BR_HRP_ 6114	1	HR	Employee Details	Prompt line manager when an end date/review date for a Home Working arrangement is approaching	Not Min	
BR_HRP_ 6115	1	HR	Employee Details	Prompt the line manager 6 Months before the end of a 5 year Home Working agreement to review the agreement	Not Min	
BR_HRP_ 6116	1	HR	Employee Details	Automatically check an employee's eligibility to apply for Flexible Working (length of service and 12 months since last application)	Not Min	
BR_HRP_ 6117	1	HR	Employee Details	Automatically check an employee's eligibility to request Home Working	Not Min	
BR_HRP_ 6118	1	HR	Employee Details	Automatically apply a 6 month trial period to an approved Home Working application	Not Min	

BR_HRP_ 6119	1	HR	Employee Details	Enforce a 3 Month notice period for ending a Home Working arrangement if the line manager decides the arrangement should be terminated	Not Min	
BR_HRP_ 6120	1	HR	Employee Details	Enable an employee to complete and submit an opt out form (Working Time Regulations)	Not Min	
BR_HRP_ 6121	1	HR	Employee Details	Report on active and withdrawn opt out forms (Working Time Regulations) by band	Not Min	
BR_HRP_ 6123	1	HR	Employee Details	Enable review and response to requests for flexible working to be delegated to HR or Finance or Central HR Team and allow notifications to be sent to that team	Not Min	
BR_HRP_ 6125	1	HR	Employee Details	Enable line manager to action a retrospective change in an employee's working hours and for the employee to receive notification	Not Min	
BR_HRP_ 6144	1	HR	Talent & Successio n	Enable the automatic assignment of Interns to potential recruitment campaigns and includes feedback / assessment notes	Not Min	
BR_HRP_ 6145	1	HR	Talent & Successio n	Enable an intern database which highlights Interns' skills, experiences and preferences, and provides recommendations of potential Interns to appropriate business areas and managers	Not Min	
BR_HRP_ 6146	1	HR	=	Enable talent analytics to be leveraged to demonstrate the ROI and business impact of talent initiatives	Not Min	
BR_HRP_ 6147	1	HR		Enable automation of report generation and the formatting and distribution of succession plans	Not Min	

BR_HRP_ 6148	1	HR	Ξ	Support employees undertaking a self- assessment against appropriate frameworks	Not Min	
BR_HRP_ 6150	1	HR	Talent & Successio n	Enable multi-scenario predictive analytics to be used to inform all processes and functions within the talent portfolio and talent strategy	Not Min	
BR_HRP_ 6151	1	HR	Talent & Successio n	Enable patterns of mobility to be evaluated to help develop more progressive programmes with development and rotational assignments for the organisation's Talent Pool	Not Min	
BR_HRP_ 6152	1	HR	Talent & Successio n	Have the ability to administer, record and report on feedback from coworkers or others on an ad-hoc basis or as part of a formal process	Not Min	
BR_HRP_ 6155	1	HR		Enable an employee to submit an application to attend one of the talent programmes	Not Min	
BR_HRP_ 6158	1	HR	Talent & Successio n	Enable GCO to upload, analyse and report on blueprint data which relates specifically to the commercial function and how the talent management and workforce planning are used to support the recruitment process.	Not Min	
BR_HRP_ 6159	1	HR	Talent & Successio n	Have the ability to record the mentor and coach on the employee record	Not Min	
BR_HRP_ 6160	1	HR		Enable matching of job roles to job families across professional groups for career path	Not Min	
BR_HRP_ 6180	1	HR	Employee Engagem ent	Enable employee surveys to be created and issued	Not Min	

BR_HRP_ 6181	1	HR		Ensure that survey responses are confidential and identifying references; i.e. names, are removed	Not Min	
BR_HRP_ 6182	1	HR	Employee Engagem ent	Support the ability to internally develop and deliver a standard and customisable survey approach to assess engagement and satisfaction within the overall organisation or specific department/function	Not Min	
BR_HRP_ 6183	1	HR	Employee Engagem ent	Prevent employees responding to any given survey more than once	Not Min	
BR_HRP_ 6184	1	HR	Employee Engagem ent	Enable employees to save partially complete surveys prior to submitting their final response and return to complete at a later date	Not Min	
BR_HRP_ 6185	1	HR		Enable surveys to be sent to specific groups of employees as defined by the survey author	Not Min	
BR_HRP_ 6186	1	HR	Employee Engagem ent	Enable survey authors and managers to define and run Self-Serve reports showing survey responses in multiple dimensions	Not Min	
BR_HRP_ 6187	1	HR		Enable survey responses to be downloaded in multiple common formats (excel, CSV etc)	Not Min	
BR_HRP_ 6188	1	HR	Employee Engagem ent	Enable survey authors to save partially written surveys prior to approval	Not Min	
BR_HRP_ 6189	1	HR		Enable draft surveys to be sent to Department assigned approvers via agreed workflows	Not Min	

BR_HRP_ 6190	1	HR	Employee Engagem ent	Enable approvers to submit comments on draft surveys back to the survey author	Not Min	
BR_HRP_ 6191	1	HR	Employee Engagem ent	Ensure only approved surveys are circulated for completion by employees	Not Min	
BR_HRP_ 6192	1	HR	Employee Engagem ent	Ensure the survey author and managers are able to view the real-time status and analysis of surveys	Not Min	
BR_HRP_ 6193	1	HR		Automatically send reminders to employees who are yet to complete surveys reminding them to complete surveys in line with a timetable set by the survey author	Not Min	
BR_HRP_ 6194	1	HR	Employee Engagem ent	Enable expiry dates to be set beyond which a survey is no longer visible to employees and no further submissions of completed surveys will be accepted	Not Min	
BR_HRP_ 6195	1	HR	Employee Engagem ent	Enable surveys to be distributed in a wide range of ways	Not Min	
BR_HRP_ 6196	1	HR	Employee Engagem ent	Enable accessibility services to include not using keyboard or mouse, works with assistive technology, functionality to print surveys	Not Min II	
BR_HRP_ 6197	1	HR	Employee Engagem ent	Enable functionality to test surveys without affecting data set, and have data validation and other question customisation	Not Min	
BR_HRP_ 6198	1	HR	Employee Engagem ent	Enable a search functionality within employee survey	Not Min	

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BR_HRP_ 6200	1	HR	Employee Engagem ent	Enable inclusion of media within surveys (logos, images, videos)	Not Min	
BR_HRP_ 6201	1	HR	Employee Engagem ent	Provide the ability to create employee surveys from fully randomised employee datasets based on chosen parameters	Not Min	
BR_HRP_ 6202	1	HR	Employee Engagem ent	Enable surveys to be completed on mobile devices	Not Min	
BR_HRP_ 6243	1	HR	Organisati on &	Provide the function to reflect changes in real-time in dynamic organisation charts and export those into display software incl. Google slides/ PowerPoint (without the need for separate software)	Not Min	
BR_HRP_ 6251	1	HR	Manage Organisati on & Positions	Provide the ability to use job attributes for project charging	Not Min	
BR_HRP_ 6281	1	HR	Onboardin g	Prompt a new employee to book onto an induction event	Not Min	
BR_HRP_ 6282	1	HR	Onboardin g	Enable an employee to complete and submit security clearance application forms via Self-Service	Not Min	
BR_HRP_ 6283	1	HR	Onboardin g	Enable an employee to ask questions and communicate with line manager or named team or central services team prior to first day of employment	Not Min	
BR_HRP_ 6284	1	HR	Onboardin g	Enable line managers to share pertinent information and welcome messages with the new starter	Not Min	

BR_HRP_ 6285	1	HR	Onboardin g	Enable augmented reality technology to be used to improve candidate experience post-offer. e.g. virtual building tours, videos giving preboarding information etc	Not Min	
BR_HRP_ 6286	1	HR	Onboardin g	Ensure forms and notifications are sent to users (OGD HR) for completion and sent onto line managers in the event of an existing civil servant transferring to another department	Not Min	
BR_HRP_ 6287	1	HR	Onboardin g	Trigger security clearance processes based on candidate type (in the event processes activities can't be triggered) send alerts and notifications to supporting teams requesting they take action (e.g., IT, Security, Building Pass and Control)	Not Min	
BR_HRP_ 6288	1	HR	Onboardin g	Display progress on integrated pre- employment processes to permitted End Users	Not Min	
BR_HRP_ 6289	1	HR	Onboardin g	Enable IT hardware/business cards to be selected pre-joining through the Onboarding portal/app (FST need the ability for the functionality to be switched on and off or a skip option)	Not Min	
BR_HRP_ 6290	1	HR	Onboardin g	Provide an intelligent, integrated Onboarding portal, which identifies all elements of the employee journey and links systems automatically	Not Min	
BR_HRP_ 6291	1	HR	Onboardin g	Enable employees to upload a P45/P45u/P38(S)/RMG29 during Onboarding/upon joining	Not Min	
BR_HRP_ 6292	1	HR	Onboardin g	Enable employees to upload Age Exemption Certificate and for payroll to be automatically updated	Not Min	

BR_HRP_ 6294	1	HR	Onboardin g	Enable employees to upload identity documents as a civil service internal transferee (i.e. not part of recruitment and Onboarding)	Not Min	
BR_HRP_ 6295	1	HR	Onboardin g	Enable employees to complete and submit a digital Civil Service Employee Transfer Form prior to joining from within civil service but outside the Authority	Not Min	
BR_HRP_ 6296	1	HR	Onboardin g	Provide the ability to onboard people into other business areas for both single and bulk campaigns	Not Min	
BR_HRP_ 6297	1	HR	Onboardin g	Enable specialist roles to submit details relating to a transfer (inside civil service but outside the Authority) - "Civil Service Employee Transfer Form" in a digital form that can be executed to transfer from one department to another.	Not Min	
BR_HRP_ 6300	1	HR	Onboardin g	Provide the ability for Business Units to add additional forms/links/information as required	Not Min	
BR_HRP_ 6306	1	HR	Onboardin g	Provide a notification to line manager when a Visa is about to expire based on system entered date or a new joiner is on an expired VISA or who's right to work is not permanent.	Not Min	
BR_HRP_ 6307	1	HR	Onboardin g	Enable Occupational Health to provide reports on workplace adjustments within the system.	Not Min	
BR_HRP_ 6316	1	HR	Onboardin g	Provide the ability to link to 3rd party occupational health provider systems / portals (Ex: Edenred, Health Management Ltd, People Asset management (PAM))	Not Min	

BR_HRP_ 6321	1	HR	Onboardin g	Support the provisioning process of building pass and IT by passing correct data to both building security and IT teams e.g. name, department, cost centre, start date etc. This is to ensure provisioning is done in time for new starters first day	Not Min	
BR_HRP_ 6323	1	HR	Onboardin g	Flag to specialist resource or other responsible individuals where an employee hasn't shown up on their start date	Not Min	
BR_HRP_ 6327	1	HR	Onboardin g	Provide the facility to raise questionnaire at the end of the onboarding process to evaluate onboarding satisfaction	Not Min	
BR_HRP_ 6328	1	HR	Onboardin g	Ensure key pieces of information is flagged to the new starter and is available within key metrics e.g. probationary period	Not Min	
BR_HRP_ 6329	1	HR	Onboardin g	Ensure interactive information and other materials such as training can be made available to new starters through the system to facilitate colleague onboarding	Not Min	
BR_HRP_ 6331	1	HR	=	Allow managers to communicate with new starters via the system, set tasks and activities if engaging in a remote capacity	Not Min	
BR_HRP_ 6335	1	HR	Onboardin g	Provide functionality to tailor terms of the employment offer, including but not limited to entering information around benefits provided as part of the role such as holidays (if not standard), pension, allowances, special conditions	Not Min	
BR_HRP_ 6336	1	HR	Onboardin g	Allow tailored terms of the offer of employment to be sent out electronically once entered into the system	Not Min	

BR_HRP_ 6337	1	HR	Onboardin g	Provide functionality where prehire employees can comment, enter information regarding the terms of the offer so that it can be reviewed by the line manager or other specialist resource	Not Min	
BR_HRP_ 6340	1	HR	Manage time	Enable notifications to be sent to employees and/or line managers and HRBPs as and when hours recorded exceed working time regulations	Not Min	
BR_HRP_ 6341	1	HR	Reward	Have the ability to link employee skills and professional qualifications to their salary scale. E.g., once qualifications and certifications are achieved it leads to pay changes	Not Min	
BR_HRP_ 6344	1	HR	Learning & Developm ent	Allow machine learning to recommend learning content to users based on location, profession etc	Not Min	
BR_HRP_ 6345	1	HR	Learning & Developm ent	Allow for quizzes, tests and diagnostics to be created using the platform with no external software	Not min	

OFFICIAL Matrix Programme

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 1 – TAB 7 (NON-FUNCTIONAL REQUIREMENTS)

1. Minimum Requirements

ID	Grouping	NFR Category	NFR Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
NFR-0001	5	Architecture	The System shall comply with Matrix Programme Architecture Principles	Min		
NFR-0002	5	Architecture	The SaaS ERP Vendor shall publish Cloud Architecture Framework used and include a report of adherence	Min		
NFR-0003	7	Usability and accessibility	The System shall meet or be working to meet all applicable Government user accessibility legislation (WCAG2.2 AA standard) in relation to websites and mobiles apps	Min		
NFR-0005	7	Usability and accessibility	The System shall not contravene the Equality Act 2010 in any way. This will be assessed via Equality Assessment	Min		
NFR-0007	7	Usability and accessibility	The System shall render consistently on any internet enabled device (Tablets, Phones, PCs, Laptops) and allow clear and consistent viewing with web responsive design inbuilt	Min		
NFR-0008	7	Usability and accessibility	The System shall have capability to be configured so that its appearance meets accessibility, branding and style requirements for Government.	Min		
NFR-0011	7	Usability and accessibility	The System shall be accessible to third party users in particular the BPO Supplier and Other suppliers.	Min		

NFR-0013	7	Usability and accessibility	The System shall have configurable notification functionality to support workflows and transactions when statuses change (e.g. submitted, approved, rejected, redirected, returned to user, complete, escalated etc), action reminders. Automatically be removed from worklist once completed.	Min	
NFR-0014	7	Usability and accessibility	The System shall provide the capability to the Authority's team to modify, add or remove notifications, workflows, limits.	Min	
NFR-0015	5	Interoperabilit y	The System shall work and integrate with the existing architecture landscape including MS Office Suite of products (Word, Excel, Outlook, Calendar etc)	Min	
NFR-0017	5	Interoperability	The System shall have Minimum dependency (if any) on client software and if required (including auto updates) will run as a standard user without administrator privileges.	Min	
NFR-0018	5	Interoperability	The System shall have the ability to send email reminders, notifications, transactions or integration files (encrypted) to internal and external users or email accounts	Min	
NFR-0019	5	Interoperability	The System shall conform with industry Open Standards where appropriate for the service.	Min	
NFR-0020	5	Ŭ	The System shall have a tool set that can be used to develop integrations and interfaces	Min	

NFR-0021	5	The System shall support Push and Pu integrations through a standard protoco such as SFTP, APIs, Rest Web service ERP Integration or similar. Detail design will define eith push or pull as required with department integrations following a pull	ls s er Min
NFR-0024	5	The System shall be able to integrate with all UK based banks or third party RP Integration bureaux for making BACS, CHAPS and Faster payment to suppliers and employees	l Min
NFR-0025	5	The System shall be able to integrate with all UK based banks or third party RP Integration bureaux for making supplier payments using new payment methods like New Payments Architecture (NPA) etc	Min
NFR-0028	5	The System shall be able to integrate RP Integration with banks to make inter government transfers	Min
NFR-0031	5	The System shall be able to Generate output for joiners leavers and movers in JSON/XML/TEXT format for consumption by various systems within the estate. This output should be consumable using APIs	Min
NFR-0032	5	The System shall be able to integrate with HMRC services for information exchange like RTI, P45, P60, P11, SL1 SL2 etc	
NFR-0033	5	The System shall include Automated A RP Integration based integration with HMRC for NI number verification	Min Min
NFR-0034	5	The System shall be able to integrate RP Integration with banks for Corporate credit card statement	Min
NFR-0035	5	The System shall be able to integrate RP Integration with banks for Government Procureme Card statement	nt Min

NFR-0038	5	-RP Interration	Contribution, enforment and de-enforment	Min	
NFR-0041	5	ERP integration	starter for onboarding	Min	
NFR-0043	5	RP Integration	The System shall be able to publish chart of Account details to HMT OSCAR2 system	Min	
NFR-0044	5	RP Integration	The System shall be able to integrate with online procurement market places used by the Authority	Min	
NFR-0047	5	RP Integration	The System shall be able to integrate with source to contract systems like (Jaegger, Coopa, Atamis, Ariba etc) to support Source to Pay process and spend analytics	Min	
NFR-0050	5	RP Integration	The System shall be able to integrate with Civil Service Learn and Civil Service Learning Platform systems for administration, valuation and capture learning outcome	Min	
NFR-0051	5	- PP Intagration	The System shall be able to integrate with Service Management tools	Min	
NFR-0052	5	-RP Integration	The System shall be able to integrate with Config management tools	Min	
NFR-0053	5	-RP Integration	The System shall be able to integrate with CRM and helpdesk tools	Min	
NFR-0054	5	RP Integration	The System shall be able to integrate with Identity and Access Management Tools for user provisioning, access control and authentication (SSO, 2FA etc)	Min	

NFR-0055	6	rmation Standa	The System shall ensure all persistent business transaction and reference data items that can be written to the System's databases via any means (e.g. GUI, API, file upload etc) must be available for extract to reporting tools, and this must include any subsequent changes to those data items	Min	
NFR-0056	6	rmation Standa	The System shall enable access to all of its data in transactional systems and reporting solutions in a timely manner. Processes for administering and implementing user access to Authority data by Authority-approved personnel must be efficient with minimal administration and subject to an SLA for turnaround time.	Min	
NFR-0058	6	Reporting	The System shall provide functionality that enables government departments to extract their own transactional and any shared reference data from the solution reporting data repository for crossfunctional reporting needs of their own. The access to this data should be able to be automated and shared according to a schedule and definable filter criteria	Min	
NFR-0059	6	Reporting	The System shall allow for data loading from the authority's other systems (i.e. outside the solution) and from new sources throughout the duration of the contract, to support the authority's future cross-functional reporting needs without having to implement additional infrastructure, where it is not inappropriate to hold such data in the shared services infrastructure.	Min	

NFR-0060	6	Reporting	The System shall support the generation of business events from complex reports that aggregate or consolidate transactional data, for use in business process automation	Min
NFR-0061	5	RP integration	The System shall be able to provide automated feed into major data warehouse, data analytics, reporting tools	Min
NFR-0063	5	RP Integration	with document management tools	Min
NFR-0064	5		The System shall be able to integrate with major enterprise performance management tools	Min
NFR-0065	5		The System shall be able to integrate with major budgeting and planning tools	Min
NFR-0066	5	RP Integration	The System shall be able to integrate with iPaas (integration Platform as a Service)	Min
			The SaaS ERP Vendor shall provide evidence of Cloud Security Alliance STAR Level 2 membership	
NFR-0068	4	Security		Min

NFR-0069	6	Information Standards	The System shall enable removal of all department data from the suppliers servers upon termination of contract.	Min	
NFR-0070	6	Information Standards	The System shall enable compliance with all relevant Government data retention requirements (Government Data Retention Policy available in Data Room).	Min	
NFR-0071	6	Information Standards	The System shall include Data archiving capability with seamless integration between archive and transactional data to meet UK compliance requirement. Below is some of the data entities and their data retention requirement. For full retention limits see < <document>> HR: Disciplinary notes> 7 years HR: Employee details (including contract details, job history, pension, diversity and termination details) Until employee turns 100 years old HR: Staff training and appraisal> 5 years HR & Expense: Staff payments and expenses> Current plus 6 years HR: Staff leave> 2 years HR: Sickness records> 4 Years Finance Transactions> 7 Years</document>	Min	

NFR-0075	6	Information Standards	The SaaS ERP Vendor shall supply to the Authority a comprehensive electronic copy of all the Authority data held in any of its databases, file stores and archives on contract termination in a format acceptable to the Authority. This is to be accompanied by comprehensive up to date data models and metadata relevant to the supplied data.	Min	
NFR-0077	6	Information Standards	The System shall enable all data to be stored in enterprise-grade databases or file stores with the corresponding backup and disaster recovery capabilities (e.g. no data sitting in a spreadsheet on a non-mirrored disk)	Min	
NFR-0078	6	Information Standards	The System shall support historic 'as-of' type querying on older versions of current data, including comparisons between data at different dates	Min	
NFR-0079	6	Information Standards	The system shall have reporting solution that support near real time and batch data feeds.	Min	
NFR-0082	7	Scalability & Reliability	The System shall not have any inter- customer dependencies that may affect service performance and usability	Min	
NFR-0084	7	Scalability & Reliability	The SaaS ERP Vendor shall provision a TEST tenant as part of the service during BAU with an agreed process and frequency for refresh.	Min	
NFR-0085	7	Scalability & Reliability	The SaaS ERP Vendor shall provision a DEV tenant as part of the service during BAU with an agreed process and frequency for refresh.	Min	
NFR-0087	7	Scalability & Reliability	The SaaS ERP Vendor shall provision a SANDBOX tenant as part of the service during BAU with an agreed process and frequency for refresh.	Min	

NFR-0089	7	Scalability & Reliability	The SaaS ERP Vendor shall include a full Disaster Recovery (DR) plan that runs annually, and has been tested in its entirety within the last 12 months to prove full recovery.	Min	
NFR-0091	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall make available a support service that is available online 24/7, 365. Through a portal that provides a clear ticketing solution with priority, escalation and communication	Min	
NFR-0092	7	& Service Design	The SaaS ERP Vendor shall provide an emergency support service that is available outside of our normal working day	Min	
NFR-0094	7	& Service Design	The SaaS ERP Vendor shall support the service throughout the lifecycle of the contract, including superseded system versions.	Min	
NFR-0096	7	& Service Design	The SaaS ERP Vendor shall have a prescribed communication channel to manage any major incident	Min	
NFR-0097	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall include a managed process for service enhancement requests from Authority.	Min	
NFR-0098	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall make available comprehensive documentation covering how to implement, deploy and maintain the solution as well as documentation that guides and instructs the end user how to use the system.	Min	
NFR-0099	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall maintain a forward schedule of change for new service releases.	Min	

NFR-0102	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall have an Incident Management and communication portal (available via the Internet) to alert and update the Retained Function or authorised 3rd Party representatives on any service incidents	Min	
NFR-0103	7	Support, Maintainability & Service Design	The System shall include a Service Management dashboard and reports that demonstrates service up time and system health.	Min	
NFR-0104	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall make available suitable cloned tenants to test configuration changes as well as system updates in a non-production tenant before being released to production	Min	
NFR-0105	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall ensure regular as well as on demand refresh of non-production tenants	Min	
NFR-0106	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall publish monthly report on performance of solution against the SLA	Min	
NFR-0107	7	Performance	The System shall support scalable bandwidth.	Min	
NFR-0108	7	Performance	The System shall support scalable storage for all and any data associated with solution	Min	
NFR-0112	7	Performance	The System shall ensure Analytics and reporting functionality does not impact performance of rest of The SaaS ERP Vendor solution	Min	
NFR-0113	7	Performance	The System shall maintain consistent performance levels during peak volume periods as during normal period.	Min	

NFR-0116	6	Information Standards	The System Implementer shall provide Interface Control Documents (ICDs) for each system to system data flow in the solution architecture including with external parties. These ICDs must describe the data that flows in and out and any aspects of the data that is necessary for understanding how to interpret and handle the data.	Min	
NFR-0117	6	Information Standards	The System shall support the use of consistent keys for business entities so the same thing has the same identifier wherever it appears in the System	Min	
NFR-0118	6	Information Standards	The System shall support data correction and updates, including bulk updates, and must handle or highlight any known downstream impacts of those changes including retrospective ones, where there are valid business reasons for such amendments. This could be automatic or could include workflow using human intervention.		
NFR-0121	5	Architecture	The System shall have components of the architecture loosely coupled such that internal changes in one do not impact the operation of any others. Non-availability of one component must not prevent the operation of other components.	Min	
NFR-0122	6	Reporting	The System shall have a reporting tool within the new system that reports in real time on the live data set	Min	
NFR-0123	6	Reporting	The System shall provide transactional data reporting in both a pre-configured reports that can be run on an ad hoc basis and via an ad hoc report creation tool	Min	

NFR-0127	7	User Support The System shall enable the line manager to use the service functionality to manage all stages of managing the sickness absence process, via the case management tool, webchat or other approved channels		
NFR-0128	7	User Support The System shall enable queries regarding employee relations matters to be logged and tracked via a specific workflow to ensure accurate documentation of query and resolution	Min	
NFR-0132	7	User Support The System shall enable clearly defined Service functionality access for different roles across the Authority		
NFR-0137	7	User Support The System shall provide functionality for a user to log a request/case/ticket for assistance. This should include the abilito add documents to the ticket. Additionally, routing and workflow logic should be configurable.		
NFR-0139	7	User Support The System shall provide an inbox and notification functionality for the provisior of notification, approval, escalation and status changes.	Min	
NFR-0141	7	User Support The System shall provide help desk functionality for user queries and tickets to be transacted by a shared service operation	Min	
NFR-0142	7	User Support The System shall provide a work queue for shared service agents, representatives from the business and administrators from the retained functio to assign, own and resolve user reques		
NFR-0143	7	User Support The System shall provide trend analysis on helpdesk queries (volumes, topics, peak query raising days/times)	Min	

NFR-0144	7	User Support	The System shall provide a framework for storing, maintaining and viewing a number of how to guides for users to access	Min	
NFR-0147	7	User Support	The System shall provide a framework for storing, maintaining and viewing a number of knowledge management documents for users to access	Min	
NFR-0153	7		The System shall provide a HR portal that can be accessed using mobile functionality to enhance the employee experience	Min	
NFR-0154	7	User Support	The System shall remove task when transaction (expense claim, purchase requirement, etc) was claimed by a reviewer - if there are more than one reviewer tasks will be removed as well	Min	
NFR-0155	4	Security	The System shall ensure that all data in transit is protected via TLS1.2 or higher or any other NCSC approved alternatives solutions.	Min	
NFR-0156	4	Security	The System shall provide functionality to generate, maintain and manage keys to protect the data in transit	Min	
NFR-0157	4	Security	The System shall provide appropriate levels of encryption for data exchanges with other systems as specified by the Authority	Min	
NFR-0158	4	Security	The System shall ensure data flows between system components; physical data centres or availability zones are encrypted.	Min	
NFR-0159	4	Security	The System shall ensure that all bulk data transfers are encrypted to at least AES 256 standard or higher as directed by the Authority	Min	

NFR-0160	4	Security	The SaaS ERP Vendor shall ensure provider and their third parties in supply chain have the legal jurisdiction based in UK	Min	
NFR-0161	4	Security	The SaaS ERP Vendor shall ensure regular SOC2 (Type 2) reports are made available to the Authority	Min	
NFR-0162	4	Security	The SaaS ERP Vendor shall ensure provider and their third parties in supply chain have valid ISO 27001, Cyber Essentials Plus accreditation Or equivalent as agreed with authority throughout the contract period	Min	
NFR-0163	4	Security	The SaaS ERP Vendor shall ensure compliance with the Data Protection Act 2018 is embedded across all operations of the System	Min	
NFR-0164	4	Security	The SaaS ERP Vendor shall provide evidence of physical access controls at all data centres where the Authority's data is held	Min	
NFR-0165	4	Security	The SaaS ERP Vendor shall ensure data at rest with The SaaS ERP Vendor or any third parties in supply chain is encrypted to at least AES 256 standard or higher as directed by the Authority	Min	
NFR-0167	4	Security	The SaaS ERP Vendor shall ensure all data is proactively marked, and only accessible via role based access. Any data extraction points (API's, integrations) should ensure granular role based access to the data which also	Min	
		Security	needs to be tagged for sensitivity The SaaS ERP Vendor shall provide evidence of procedures for sanitisation and disposal of all used storage media in accordance with:		

NFR-0168	4		NCSC's "Secure sanitisation of storage media"; NCSC's "Destruction and Disposal of Cryptographic Items"; PCI DSS Requirement 3.1.b; CPNI's "Secure Destruction of Sensitive Items" Standard (April 2014 or later). "	Min	
NFR-0169	4	Security	"NIST SP 800-88"; "BS EN 15713" Or equivalent as agreed with authority The SaaS ERP Vendor shall have a disaster recovery plan covering physical storage locations, networks, backup, fail over and other components which is regularly tested	Min	
NFR-0170	4	Security	The SaaS ERP Vendor shall ensure same level of security standards as production in all tenants provided for the Authority	Min	
NFR-0171	4	Security	The SaaS ERP Vendor shall ensure all elements of the Services and the Solution (including Solution and Software), including processing and storage of Authority Data, system support, back-ups and helpdesk function are performed solely within United Kingdom, or country with equivalent Data Protection laws or unless otherwise agreed in writing with the Authority.	Min	
NFR-0172	4	Security	The SaaS ERP Vendor shall ensure all data centre security controls are certified to an appropriate standard such as CCMv3.0.1 or ISAE 3402 and agreed with the Authority	Min	

NFR-0174	4	Security	The SaaS ERP Vendor shall carry out crypto shredding to ensure decrypting keys are appropriately removed from all devices and storage containers	Min
NFR-0175	4	Security	The System shall be a unique tenant with securely partitioned data for the Matrix Portfolio where data and functionality is specific to the Authority	Min
NFR-0178	4	Security	The SaaS ERP Vendor shall publish a penetration test report with remedial action plan to the Authority every time a Penetration test is carried out	Min
NFR-0179	4	Security	The SaaS ERP Vendor shall test and certify that all software releases to the System have been regression tested prior to deployment	Min
NFR-0180	4	Security	The SaaS ERP Vendor shall test and certify any new functionality released to framework or tools used to develop Authority specific extensions or integrations	Min
NFR-0181	4	Security	The SaaS ERP Vendor and The System Implementer shall provide to the Authority regular reports and independent security reviews of System design to an appropriate ISO standard	Min
NFR-0182	4	Security	The SaaS ERP Vendor shall regularly publish documents detailing their latest internal governance framework with the Authority through the contract period	Min
NFR-0183	4	Security	The SaaS ERP Vendor shall regularly publish compliance reports for common standards like CSA CCM v3,0,1, SOC1, SIOC2, ISO/IEC27001, ISO/IEC 27002, ISO/IEC 27017, ISO/IEC 27018	Min

NFR-0184	4	Security	The System shall have functionality and standards that ensure compliance with GDPR for UK and Data Protection Acts 2018 is inherent	Min
NFR-0185	4	Security	The SaaS ERP Vendor shall have or implement threat monitoring services and provide information relating to threat, vulnerabilities and exploitation techniques being exploited on the System	Min
NFR-0186	4	Security	The System shall have configuration management capability to assess status and configuration of every service component throughout the lifetime of service and contract	Min
NFR-0190	4	Security	The SaaS ERP Vendor shall triage vulnerabilities for priority and propose an approach for a resolution with a plan. This resolution plan should then be published to the Authority with a proposed timeline to closure.	Min
NFR-0191	4	Security	The System shall generate audits of events to identify suspicious activity and any inappropriate use of the service. The Authority should be able to independently access these audit logs at any given time.	Min
NFR-0192	4	Security	The SaaS ERP Vendor shall publish an action taken report on any suspicious activity identified	Min
NFR-0193	4	Security	The SaaS ERP Vendor shall publish a defined process for responding to security incidents which include the Authority Security teams and is within acceptable timescales for the Authority.	Min

NFR-0195	4	Security	The SaaS ERP Vendor shall agree with the Authority a defined clear set of shared responsibilities with respect to Operation Security as defined by NCSC	Min	
NFR-0197	4	Security	The SaaS ERP Vendor shall regularly publish compliance reports for common standard such as ISO/IEC 30111:2019, ISO/IEC 27035-1:2016, CSA CCM v3.0.1 and ISO/IEC 27001:2013	Min	
NFR-0199	4	Security	The SaaS ERP Vendor and The System Implementer shall ensure all personnel accessing data have undertaken as a Minimum following two training courses (or equivalent as agreed with the Authority) a. UK GDPR training b. Security & Data Protection training	Min	
NFR-0200	4	Security	The SaaS ERP Vendor shall implement Role Based Access Control so that The SaaS ERP Vendor and System Implementer support personnel can only undertake actions related to their role	Min	
NFR-0201	4	Security	The SaaS ERP Vendor shall ensure adherence to secure development practises based on some of the standards below a. ISO/IEC 27001 b. ISO/IEC 27034 c. CPA Build standard d. Safe code "Fundamental Practises for Secure Software Development"	Min	

NFR-0205	4	Security	The SaaS ERP shall supply an overview of any third party suppliers involved in the provision of the System to the Authority and further an Terms and Conditions which allow for access to the Authority's data	Min	
NFR-0207	4	Security	The SaaS ERP Vendor shall provide an online portal as the only channel for raising, managing and resolving service request.	Min	
NFR-0208	4	Security	The SaaS ERP Vendor shall accept service request only from authorised users of Authority via the online portal	Min	
NFR-0209	4	Security	The SaaS ERP Vendor shall regularly publish a list of any service request from users who are not in the authorised list of Authority	Min	
NFR-0210	4	Security	The SaaS ERP Vendor and The System Implementer shall provide and implement a strong authorisation means (two factor or equivalent) for authorised user access from their respective organisations	Min	
NFR-0211	4	Security	The SaaS ERP shall implement and test access controls within the System	Min	
NFR-0212	4	Security	The SaaS ERP Vendor shall provide assurance that privileged access management follows the principle of "Just intime Administration" and "Just enough Administration"	Min	
NFR-0213	4	Security	The System Implementer shall implement a multi factor authentication access method for all users accessing the System	Min	

NFR-0214	4	Security Security	The System Implementer shall implement a single sign on solution for user access originating from a known and trusted department network or user source The System shall use the latest version	Min
NFR-0215	4	Security	of a NCSC recognised standard authentication protocols for system or user authentication	Min
NFR-0216	4	Security	The System Implementer shall implement a mechanism by which access can be limited when a user accesses the System from private or community network on a bring your own device basis.	Min
NFR-0218	4	Security	The System Implementer shall implement interfaces in such a fashion that they are robust to any potential attacks	Min
NFR-0219	4	Security	The System shall tokenise or encrypt appropriate sensitive data fields (e.g. PII, SI, credentials/passwords, credit card numbers), in a way that the Provider or supplier never has access to such data	Min
NFR-0220	4	Security	The System Implementer shall apply and implement access and authentication controls for all interfaces to and from the System	Min
NFR-0221	4	Security	The System shall provide a robust API management capability that includes safely storing TLS certificates and encryption keys	Min
NFR-0222	4	Security	The System shall provide a robust API management capability that includes content based security like JSON Threat Protection, XML Threat Protection and General content protection	Min

NFR-0223	4	Security	The System shall provide an API gateway service with capability to enforce policies across all nodes in the backend	Min	
NFR-0224	4	Security	The System shall ensure that all interfaces or integrations that transit data are protected via TLS1.2 or higher or any other NCSC approved alternatives solutions.	Min	
NFR-0225	4	Security	The System shall provide a capability to securely store any required TLS and SSL certificates for non API connections	Min	
NFR-0226	4	Security	The System shall adhere to NCSC standards around file logging and auditing as set out in the Authorities logging standard.	Min	
NFR-0227	4	Security	The SaaS ERP Vendor shall undertake all sensitivities service management tasks from dedicated devices on segregated networks or equivalent as agreed with the Authority	Min	
NFR-0228	4	Security	The SaaS ERP Vendor shall ensure administrators of service have separate account for administration and normal activities with stronger authentication for administrator account	Min	
NFR-0229	4	Security	The SaaS ERP Vendor shall follow the model of least privilege access across the board for all their personnel accessing the System	Min	

		The SaaS ERP Vendor shall ensure that their most privileged administrative users who carry out administrative activities on the underlying system do not have access to the Authority's raw data		
NFR-0230	4		Min	

NFR-0231	4	Security	The SaaS ERP Vendor shall commit to providing all audit data in accordance with the monitoring regime and logging strategy of the System. Matrix Logging strategy will need to be made available (at the relevant stage)	Min	
NFR-0233 NFR-0234		Security Security	The System shall have capability to audit standard as well as privileged user access to the system and an audit report with device details generated when required The System shall retain relevant audit logs for a period of up to 7 years	Min Min	

NFR-0235	4		The SaaS ERP Vendor shall map their attack surface clearly and threat modelling is carried out with findings and remediation plan published to the Authority regularly	Min	
NFR-0236	4	Security	The SaaS ERP Vendor shall have robust change control process in place to ensure the attack surface is minimised	Min	
		Security	The SaaS ERP Vendor shall proactively interface with Authority Security team (SOC) with a view to 1) Bi-lateral sharing of intelligence		

NFR-0237	4		Perform continuous assessment of the risk and threat profile against the services set out under this contract	Min	
			3) Any items as set out in the security incident management policy or procedure. 4) Review risk register		
NFR-0238	4	Security	The SaaS ERP Vendor shall support any on-going accreditation processes of the Authority	Min	
NFR-0239	4	•	The System Implementer shall use secure methods for communicating with Authority staff, including implementation, project management, hypercare and ongoing operational support. These methods of secure communications shall be agreed by the Authority.	Min	
NFR-0240	4		The SaaS ERP Vendor shall provide information on their products SSL / TLS termination points including endpoints for data integration, API's and any intersystem communications.	Min	
NFR-0241	5	Integration Hub	The System shall have functionality that provides API gateway services with capability to make API calls with SaaS ERP, Commercial systems and other shared service applications (both cloud and on premise)	Min	
NFR-0242	5		The System shall be able to discover and register APIs	Min	
NFR-0243	5	Integration Hub	The System shall secure all APIs through best practice security standards such as TLS, encryption, key management and certificate storage	Min	
NFR-0245	5		The system shall support Open API specification and usage	Min	

NFR-0246	5		The System shall have the capability to version control APIs	Min
		Integration Hub	The System shall have functionality that provides a catalogue of all APIs (including other applications like SaaS	
NFR-0247	5		ERP, commercial system etc) for the purpose of strategic management, promotion and sharing	Min
NFR-0248	5	Integration Hub	The System shall be able to provide a mock API server for the purpose of providing static or dynamic data responses	Min
NFR-0250	5	Integration Hub	The System shall provide an API management platform for securing, publishing and analysing APIs	Min
NFR-0256		J	The System shall support connections from databases implemented throughout Matrix	Min
NFR-0257	5	•	The System shall have pre-built connectors for file system integration	Min
NFR-0258		Integration Hub	The System shall have connectors available for integration with SaaS ERPs(Oracle, Workday, SAP and Microsoft) and commercial systems like Atamis and Jaggaer	Min
NFR-0259		Ŭ	The System shall have pre-built common message queue integration connectors	Min
NFR-0262	5		The System shall have capability to schedule jobs	Min
NFR-0263			The System shall be able to analyse and monitor log outputs	Min
NFR-0264	5	Ü	The System shall be able to aggregate data from multiple log sources	Min
NFR-0266	5		The System shall have capability to monitor response time and alert	Min
NFR-0267	5	_	The System shall have capability to detect issue or error in any service and alert	Min

NFR-0269	5		The System shall provide secure communication using latest non deprecated version of TLS and encryption with AES256 standards	Min	
NFR-0270	5	J	The System shall include a firewall at the perimeter of the integration hub for the purposes of security	Min	
NFR-0325	6	Data Archive	The System shall provide a data storage capability (Data Archive) for the purpose of storing and accessing legacy data that will need to be migrated from current Department systems	Min	
NFR-0326	6	Data Archive	The System shall have the capability to store not only the legacy data but also current data sets that will not be migrated to the live system in the Data Archive	Min	
NFR-0327	6	Data Archive	The System shall provide access to the Data Archive to a distinct defined user base with Role Based Access Control.	Min	
NFR-0328	6	Data Archive	The System Implementer shall build capability to transform and load data from legacy platforms into the archive data storage capability	Min	
NFR-0329	6		The System shall provide file storage and relational links for documents and associated transactions	Min	
NFR-0330	6	Data Archive	The System shall provide functionality that will archive data from the live service to the Data Archive at the appropriate point in time based on Government data retention policies	Min	

Section 2. Not Minimum Requirements

ID	Grouping	NFR Category	NFR Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
NFR-0004	7	Usability and accessibility	The System shall be certified for Accessibility by an external accessibility specialist	Not Min		
NFR-0006	7	Usability and accessibility	The System shall be configurable in order to ensure that all objects, input operations and functionality on each screen are uniquely and meaningfully identifiable so that users (including humans, assistive technology and robots) are able to access and interact with them using a variety of methods which must include, inter alia: keyboard, mouse, touch screen, screen readers, screen magnification software, text readers, speech input software, head pointers, motion or eye trackers, single switch entry devices, refreshable braille display.	Not Min		

NFR-0009	7	accessibility	The System shall be able to function in other geographical / cultural areas without losing functionality or performance.	Not Min	
NFR-0010	7	accessibility	The System shall be intuitive and easy to use for self service users, so that enduser training is only required for expertlevel functions and processes.	Not Min	
NFR-0012	7	Lleability and	The System shall provide End Users with a series of notifications and transactional approvals in Self Service and in a Web Based mobile application. These notifications should comply with WCAG2.2 AA standard]	Not Min	
NFR-0016	5		The System shall work and integrate with the existing architecture landscape including Google Suite of products (Gmail, Calendar, Docs, Sheets etc)	Not Min	
NFR-0022	5		The System shall be able to interface bank statements from all UK based banks electronically	Not Min	
NFR-0023	5	RP Integration	The System shall be able to integrate with all UK based banks to for sending reconciliation files electronically	Not Min	
NFR-0026	5	RP Integration	The System shall be able to interface bank statements from major international banks electronically	Not Min	
NFR-0027	5	- RP Interration:	The System shall be able to integrate with major international banks to for sending reconciliation files electronically	Not Min	
NFR-0029	5	- RP Interration:	The System shall be able to integrate with variety of IT user provisioning systems in operation across the Authority	Not Min	

NFR-0030	5	RP Integration	The System shall be able to integrate with variety of Facilities provisioning systems in operation across the Authority"	Not Min	
NFR-0036	5	RP Integration	The System shall be able to receive transactional data from third party accounting systems	Not Min	
NFR-0037	5	RP Integration	The System shall be able to integrate with Travel booking system (Receive transactions)	Not Min	
NFR-0039	5	RP Integration	The System shall be able to integrate with other pension providers (non MyCSP) like L&G to support compliance, contribution, enrolment and de-enrolment	Not Min	
NFR-0040	5	RP Integration	The System shall be able to integrate with HR Benefit Providers (like Edenred) for 3rd party deductions, contributions, enrolment and de-enrolment	Not Min	
NFR-0042	5	RP Integration	The System shall be able to integrate with Niche recruitment systems (E.g. Hirevue) as required by the Authority	Not Min	
NFR-0045	5	RP Integration	The System shall be able to host or integrate with third party supplier catalogues	Not Min	
NFR-0046	5	RP Integration	and Development Centre	Not Min	
NFR-0048	5	RP Integration	The System shall have Open banking integration capability	Not Min	
NFR-0049	5	RP Integration	The System shall be able to Accommodate an integration called Gov.Pay which allows online payments to be taken	Not Min	

NFR-0057	6	rmation Standa	The System shall support metadata management tools and CASE tools operated by the authority by enabling read access to the solution's metadata	Not Min
NFR-0062	5	RP Integration	with process automation tools	Not Min
NFR-0072	6	Information Standards	The System shall be able to continuously provide to the Authority a comprehensive and up-to-date data model of all the Authority's data that is held in each database in the solution.	Not Min
NFR-0073	6	Information Standards	The System shall support Data Quality management tools and services operated by the Authority.	Not Min
NFR-0074	6	Information Standards	The System shall ensure the integrity, accuracy, and control of all Master Data i.e. Suppliers, Customers, Employees and Configuration Data Sets i.e. LOV's, Chart of Accounts, Enterprise Structure and include any tooling required to support this	Not Min
NFR-0076	6		The System shall be configured so wherever possible, data flows in and out of the solution are to be accompanied by accurate and comprehensive metadata describing the data content.	Not Min
NFR-0080	6	Information Standards	The System shall support continuous new perspectives on its data by allowing the Authority and the system support staff to create and amend new reporting data objects without disrupting the core reporting objects provided by the System. This is necessary to avoid end users being forced to create these objects elsewhere, negating the benefits of the reporting solution.	Not Min

]"	NFR-0083	7	Scalability & Reliability	The System shall provide capacity for any number of concurrent users without negatively affecting performance and usability.	Not Min	
	NFR-0088	7	Scalability & Reliability	The SaaS ERP Vendor shall meet service availability target of [97.5]% of the time, 24/7/365, measured on a monthly basis with the exception of agreed planned maintenance.	Not Min	
	NFR-0090	7	Scalability & Reliability	The System shall have a Response time that should be less than 1 second upon keystroke 95% of the time at the boundary of the supplied solution	Not Min	
	NFR-0093	7	Support, Maintainability & Service Design	The System shall be able to query, update, delete and insert into a CMDB using open standards	Not Min	
	NFR-0095	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall provide support which is for 95% of each level below: • Severity 1 incidents – resolution within 2 hours of initial response • Severity 2 incidents – resolution within 3 working days of initial response • Severity 3 incidents – resolution within 5 working days of initial response • Severity 4 incidents – resolution within 20 working days of initial response • Severity 5 incidents – resolution within 40 working days of initial response • Level 1 Service Requests – resolution within 1 working day • Level 5 Service Requests – resolution within 5 working days		

NFR-0100	7	Support, Maintainability & Service Design	Level 15 Service Requests – resolution within 15 working days Priority levels are defined in terms of an ITIL 4 level urgency/impact matrix The SaaS ERP Vendor shall ensure that upgrades and enhancements will not be carried out during peak business activity periods.	Not Min	
NFR-0101	7	Support, Maintainability & Service Design	The SaaS ERP Vendor shall include provision for a 13 week window to test new releases of the service prior to deployment into a production environment.	Not Min	
NFR-0109	7	Performance	The System shall support scalable storage for document attachments associated with solution	Not Min	
NFR-0110	7	Performance	The System shall have capability for users to be able to access functionality within 10 seconds from providing access credentials.	Not Min	
NFR-0111	7	Performance	The System shall meet the response time of less than an average of 1 seconds for transactional processing upon keystroke at the boundary of the supplied solution.	Not Min	
NFR-0114	7	Performance	The System shall maintain consistent performance levels during high volume data migrations as part of new department onboarding etc	Not Min	

NFR-0115	7	Performance	The System shall support caching last volumes of user activities. e.g. Day 1 of each Departments go-live when 1,000's of user accounts are created/cached.	Not Min	
NFR-0119	6		The System shall be able to provide all of its business data to external parties via a Web Portal or by direct access to provisioned data e.g. by API or secure access to the strategic data store	Not Min	
NFR-0120	6		The System shall provide user access for both internal and external consumers in a controlled manner via a single logical data access layer.	Not Min	
NFR-0124	6	Reporting	The System shall provide pre-configured and ad hoc created analytic analysis based on real time live data	Not Min	
NFR-0125	7	User Support	The System shall provide a clear service interaction model designed for users incorporating guidance, bots and helpdesks based on existing departmental user research and best practice agreed by all functional leads	Not Min	
NFR-0126	7	User Support	The System shall enable employees and line managers to interact with a virtual assistant (chat bot) to sign post/support them in carrying out transactions and/or identifying appropriate training or knowledge articles.	Not Min	
NFR-0129	7	User Support	The System shall enable Employee information is automatically populated in the case management system from the core record when webchat / phone calls from employees are initiated where possible	Not Min	

NFR-0130	7	User Support	The System shall enable the Service functionality to be used as an escalation enabler, supporting both automated and manual escalations, with comprehensive case categorisation	Not Min	
NFR-0131	7	User Support	The System shall ensure escalation of cases follows predefined routing based on case categorisation with ability for certain users to override when necessary	Not Min	
NFR-0133	7	User Support	The System shall ensure employees are able to raise complaints using self-service or other channels as preferred	Not Min	
NFR-0134	7		The System shall enable the assessment of the complaint and update the priority level of the issue in the Service functionality accordingly	Not Min	
NFR-0135	7		The System shall enable Standard templates to be made available within the knowledge management solution/portal where appropriate, which improve documentation standardisation and consistency	Not Min	
NFR-0136	7	User Support	The System shall enable a feedback mechanism to be in place across the service system allowing contextualised feedback on the basis of users' recent transactions, searches and navigation through the system, etc.	Not Min	
NFR-0138	7	User Support	The System shall provide employees visibility of new, in progress and closed assistance tickets	Not Min	
NFR-0140	7	User Support	The System shall provide employees assistance via FAQ's/Commonly asked questions prior to them raising a helpdesk ticket	Not Min	

NFR-0145	7		The System shall provide a framework for storing, maintaining and viewing a number of policy documents for users to access	Not Min	
NFR-0146	7	User Support	The System shall provide a framework for storing, maintaining and viewing a number of how to screen walkthroughs and video content for users to access	Not Min	
NFR-0148	7	User Support	The System shall provide access to external guidance documentation	Not Min	
NFR-0149	7	User Support	The System shall provide administrator and super user functionality for the purposes of adding, deleting and updating all knowledge management content	Not Min	
NFR-0150	7	User Support	The System shall provide administrator and super user functionality for the purposes of adding, deleting and updating all the virtual assistants' knowledge management content	Not Min	
NFR-0151	7	User Support	The System shall provide users with an area to maintain their Security Settings such as passwords and any two factor authentication settings they may have.	Not Min	
NFR-0152	7	User Support	The System shall provide users with an area to maintain their Service Preferences including Notifications, Approvals and Delegations	Not Min	
NFR-0166	4	Security	The SaaS ERP Vendor or The System Implementer shall provide a mechanism by which data is obfuscated to an agreed level in all non-production tenants	Not Min	

NFR-0173	4	Security	The SaaS ERP Vendor shall provide evidence of Cloud Security Alliance STAR Level 2 membership	Not Min	
NFR-0176	4	Security	The SaaS ERP Vendor shall produce to the authority the penetration test scope for review and agreement as part of the delivery and on-going security assessments.	Not Min	
NFR-0177	4	Security	The SaaS ERP Vendor shall get a penetration test carried out by third party at implementation as part of go live and then on annually or with any major/significant release.	Not Min	

		Security	The SaaS ERP Vendor shall conduct security testing to any changes,		
NFR-0187	4		configuration or deployment to the System to reduce any vulnerabilities	Not Min	
		Security	The Provide shall prioritise all changes to		
NFR-0188	4	Security	Minimise vulnerabilities during the	Not Min	
1111110100	•		maintenance window	1400 141111	
		Security	The SaaS ERP Vendor shall		
		,	continuously monitor and assess all		
			services for vulnerabilities, preferably,		
NFR-0189	4		using vulnerability systems. A report for	Not Min	
			the vulnerability assessment and		
			resolution fix to be published with the		
			Authority		
		Security	The SaaS ERP Vendor shall operate a		
NFR-0194	4		Security Operations Centre (SOC) and a	Not Min	
			Security Incident and Event Management		
		0	(SIEM) system		
		Security	The SaaS ERP Vendor shall ensure		
			security guidance from Government Function Standard 007 is adopted where		
NFR-0196	4		relevant	Not Min	
MFK-0190	4		(https://www.gov.uk/government/publicati	NOU WIII	
			ons/government-functional-standard-		
			govs-007-security)		
		Security	The SaaS ERP Vendor and The System		
NED 0400			Implementer shall security screen all	NI. (NA'.	
NFR-0198	4		personnel accessing data to the	Not Min	
			BS7858:2019 standard		
		Security	The SaaS ERP Vendor shall ensure		
			security guidance from Government		
			Function Standard 005 is adopted where		
NFR-0202	4		relevant	Not Min	
			(https://www.gov.uk/guidance/digital-data-		
			and-technology-functional-standard-		
			version-1)		

NFR-0203	4	Security	The SaaS ERP Vendor and The System Implementer shall adopt a suitable secure coding practice such as OWASP (https://owasp.org)	Not Min
NFR-0204	4	Security	The SaaS ERP Vendor shall mirror down the Authorities security posture and compliance requirements	Not Min
NFR-0206	4	Security	The SaaS ERP Vendor shall provide assurance and an overview of how their supply chain is managed in regards to security aspects	Not Min
NFR-0217	4	Security	The System Implementer shall work with the Authority to consider concepts such as zero-trust (authentication of both user and device) and the ability to apply conditional access policies during the System implementation	Not Min
NFR-0232	4	Security	The SaaS ERP Vendor shall audit and record access needs or their personnel along with that of authorities. A report of these access requests/needs and granted access to be published to the Authority on a monthly basis	Not Min
NFR-0244		Integration Hul	The System shall provide either API rate limiting or Throttling functionality to control and limit access when necessary	Not Min
NFR-0249	5	Integration Hul	The System shall provide all types of API aggregation in the integration hub	Not Min
NFR-0251	5		The System shall include automation functionality for API product creation, deployment, publishing and consumption purposes	Not Min
NFR-0252		Integration Hul	The System shall provide webservice proxy so as to restrict direct connection with backend services	Not Min

NED OOFO		_	The System shall provide capability to	Not NA:
NFR-0253			transform messages per the mapping defined	Not Min
		Ŭ	The System shall include a guaranteed message delivery process to ensure it is	
NFR-0254	5		known if a message was processed once	Not Min
			or not at all	
NFR-0255	5	_	The System shall provide message router capability	Not Min
			The System shall be able to provide	
NFR-0260	5		integration hub capabilities to support data extraction transformation and load	Not Min
			capabilities	
NFR-0261	5	Integration Hub	The System shall be able to process bulk	Not Min
			data uploads and downloads	
NFR-0265	5	Ŭ	The System shall have the capability to parse and enrich raw log files	Not Min
		Integration Hub	The System shall have capability to	
NFR-0268	5		publish reports and analytics on resource	Not Min
			metric (CPU, memory, storage)	
			The System shall provide or be able to	
			integration with an identity provider (IdP)	
NFR-0271	5		for the purpose of securing integration administration, development, deployment	Not Min
			and support accounts	
			The Outton shall be a sea shill to	
			The System shall have capability to make deployment of releases during up-	
NFR-0272	5		time without shutting down the system	Not Min
NFR-0273		_	The System shall provide API documentation in open API swagger	Not Min
141 11-02/3	.		format	I NOL IVIII I
			The System shall provide the ability to do	
NFR-0274	5	Architecture	robotic process automation of processes.	Not Min

NFR-0275	5	Architecture	The SaaS ERP Vendor and System shall comply with Technology code of practise where applicable	Not Min	
NFR-0276	4	Security	The SaaS ERP Vendor shall enable offline-backups (https://www.ncsc.gov.uk/blog-post/offline-backups-in-an-online-world)	Not Min	
NFR-0277	7	Support, Maintainability & Service Design	The System shall have the ability to manage change, including identifying, analysing, tracking, and approving changes	Not Min	
NFR-0278	7	Support, Maintainability & Service Design	The System shall provide the ability to define and then manage services which are not delivered by the ERP. For example, of a non-ERP service request would be an employee requesting completion of a financial reference statement for a mortgage.	Not Min	

OFFICIAL Matrix Programme

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 1 – TAB 8 (IMPLEMENTATION REQUIREMENTS)

1. Minimum - Implementation Requirements

ID	Grouping	Category	Sub Category	Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
IMP-Tes- 00181	10	Testing	Not Used	The Supplier shall perform all activities in Testing phases as per the RACI agreed with Authority in High Level test Strategy document	Min		
IMP-Acc- 00001	9	Account Management	Not Used	The Supplier shall provide an account manager who shall manage the relationship with the Authority, with accountability and responsibility to make decisions and where necessary agree changes.	Min		
IMP-Acc- 00002	9	Account Management	Not Used	The Supplier shall nominate and provide the Authority access to a senior executive within the Supplier's organisation and a senior executive within each sub contracted organisation with appropriate authority who can be contacted as an escalation route and who will actively work to remediate any issues. These senior executives should be available for Matrix and/or Department Programme Boards as and when required by the Authority.	Min		
IMP-Acc- 00003	9	Account Management	Not Used	The Vendor shall nominate and provide the Authority access to a senior executive within the Vendor's organisation and a senior executive within each sub contracted organisation with appropriate authority who can be contacted as an escalation route and who will actively work to remediate any issues. These senior executives should be available for Matrix and/or Department Programme Boards as and when required by the Authority.	Min		
IMP-Acc- 00004	9	Account Management	Not Used	The Supplier shall provide regular financial information to support the Authority's financial management and reporting including actual spend and estimated spend against previous and upcoming milestones.	Min		
IMP-Acc- 00005	9	Account Management	Not Used	The Supplier shall utilise the document management/repository as nominated by the Authority.	Min		
IMP-Acc- 00006	9	Account Management	Not Used	The Supplier shall have a business continuity plan in place to ensure continued progress in the event of any unforeseen circumstances such as a remote working.	Min		
IMP-Acc- 00007	9	Account Management	Not Used	The Supplier shall have a clear procedure for dispute escalation as per the Dispute Resolution Procedure Contract Schedule.	Min		

IMP-Acc- 00008	9	Account Management	Not Used	The Supplier shall agree with the Authority a collaborative ways of working charter that all parties will commit to in an effort to avoid contract dispute escalations.	Min	
IMP-Acc- 00009	9	Account Management	Not Used	The Supplier account manager scope shall include management of the relationship with SaaS Vendor and other third party vendors and suppliers who are involved in the solution being developed.	Min	
IMP-Acc- 00010	9	Account Management	Not Used	The Supplier shall also make available an account manager to manage the relationship with third party suppliers where a technical integration to the Matrix solution is being developed.	Min	
IMP-Acc- 00011	9	Account Management	Not Used	The Supplier shall make available an Account Manager for each implementing Department	Min	
IMP-Acc- 00013	9	Account Management	Not Used	The Supplier shall help establish a direct relationship between Authority and the SaaS vendor so that Authority can escalate any technology issues directly within SaaS vendor organization than through the publicly available support portal.	Min	
IMP-Ass- 00014	9	Assurance	Not Used	The Authority will work with third party assurance providers as required (including but not limited to IPA / GIAA / NAO / GDS / GBS and any third party suppliers), alongside the Supplier's input into assurance processes while delivering requested material and responses to a high quality and in a timely manner.	Min	
IMP-Bui- 00015	10	Build	Not Used	The Supplier shall design, configure, test and implement the Service System in accordance with Authority's requirement.	Min	
IMP-Bui- 00016	10	Build	Not Used	The Supplier shall work closely with SaaS ERP vendor and the department tech team to design, build, test and implement the integration and/or interfaces between the Service System and the Authority's other systems as specified in the Service System requirements of this document.	Min	
IMP-Bui- 00017	10	Build	Not Used	The Suppler shall build and maintain configuration records throughout the programme to the point of handover of the management of the systems to the identified function.	Min	
IMP-Bui- 00018	10	Build	Not Used	The Supplier shall provide a tenant management plan for duration of the project that includes technical details (including but not limited to types of data, capacity etc) about all separate environments.	Min	
IMP-Bui- 00020	10	Build	Not Used	The Supplier shall be putting together detail functional and tech specifications for end to end interface which will be approved by Matrix programme.	Min	

IMP-Bus- 00022	8	Business Change	Not Used	The System Implementer shall support the identification of key areas of change, and define, narrate and document how it will support the business change required in the Authority's Departments, Directorates and Functions and the Business Process Service (BPS) partner (but not limited to these groups).	Min	
IMP-Bus- 00023	8	Business Change	Not Used	The Supplier shall seek approval from the Authority for all products and deliverables as detailed within the Implementation Plan.	Min	
IMP-Bus- 00024	8	Business Change	Not Used	The Supplier shall provide the Authority with Business Change expertise to de-risk and provide assurance to the Authority on business readiness approaches and plans and risk mitigation planning.	Min	
IMP-Bus- 00027	8	Business Change	Not Used	The System Implementer shall support the creation, utilisation and refinement (as required) of design and change products e.g. Journey maps and personas to align to their level 4 & 5 process maps to assist in adoption of the newly aligned government processes and ways of working.	Min	
IMP-Bus- 00029	8	Business Change	Not Used	The System Implementer shall provide an approach and plan for post go-live support	Min	
IMP-Com- 00030	9	Commercials	Not Used	The Supplier shall secure the Authority's continued legal right to use all solutions and licences in the event that the Supplier, Sub-Contractor or Vendor effectively or actually ceases to be operational, is unable to meet its contractual obligations and or in the event of early termination of the Agreement.	Min	
IMP-Com- 00032	9	Commercials	Not Used	The Supplier shall together with any relevant sub-contractors attend contract and or service review meetings throughout the duration of the contract including providing regular reports.	Min	
IMP-Com- 00033	9	Commercials	Not Used	The Supplier shall agree with the Authority the proportionate reduction in the Charges for the corresponding milestone where a milestone deliverable cannot be delivered (in part or in full).	Min	
IMP-Com- 00034	9	Commercials	Not Used	The Supplier shall provide any additional resources requested by the Authority (related to the provision of the Services) in accordance with the agreed Change Control Procedure on either a Time and Materials or Fixed Price basis.	Min	
IMP-Com- 00035	8	Communication s	Not Used	The Supplier shall lead and manage the population of content and metadata for the ERP knowledgebase solution to ensure effective usability to support self-service for all users. The Supplier shall submit these artefacts to the Authority for Approval as detailed within the Implementation Plan. The Authority will assist in providing content related to business policies.	Min	

IMP-Com- 00037	8	Communication s	Not Used	The System Implementer shall produce and maintain materials (inc. training) with the agreed branding where practical, to support familiarisation in advance of user testing and for business readiness of impacted stakeholders and business units where appropriate. All artefacts produced by the System Implementer need Approval by the Authority as detailed within the Implementation Plan.	Min	
IMP-Com- 00038	8	Communication s	Not Used	The System Implementer shall support clear and effective user communications, based on industry best practice, to ensure self-service is optimised and that are appropriate for all users that are identified through the training needs analysis completed during detailed design. 'All users' includes but is not limited to assistive technology users, self-service users, professional users, shared service users, and functional support and configuration users.	Min	
IMP-Com- 00039	8	Communication s	Not Used	The Supplier shall provide all user materials in an accessible format that can be supported by assistive technologies.	Min	
IMP-Com- 00041	8	Communication s	Not Used	The Supplier shall provide us with comms expertise to de-risk and provide assurance to the Authority on communication and engagement approaches and plans and risk mitigation planning.	Min	
IMP-Com- 00042	8	Communication s	Not Used	The System Implementer shall support the production clear branding and marketing for go-live that has been effectively researched and tested with defined stakeholders. All artefacts produced by the supplier need Approval by the Authority.	Min	
IMP-Com- 00043	8	Communication s	Not Used	The Supplier shall provide continually updated materials (including comms and training) to the Authority in line with the latest releases to ensure they reflect the latest processes and functionality for the duration of the Supplier involvement.	Min	
IMP-Cut- 00044	10	Cut Over	Not Used	The Supplier shall develop and manage a master cut over plan for each department based on detailed planning sessions with all relevant parties, e.g. BPO providers, Matrix team, Departments. A go/no go decision will be part of the final testing gateway as detailed in the testing strategy to be developed between Supplier and Authority with ultimate approval sitting with the Authority.	Min	
IMP-Cut- 00045	10	Cut Over	Not Used	The Supplier shall engage with the Authority during each cut over phase such that tasks are tracked, regular progress is reported and relevant business communications are supported.	Min	

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IMP-Cut- 00046	10	Cut Over	Not Used	The Supplier in partnership with the Authority shall manage and liaise with all third-party vendors and sub-contractors to successfully complete transition and cutover on time for each department.	Min	
IMP-Cut- 00047	10	Cut Over	Not Used	The Supplier shall as part of each Cut Over provide the Authority will all project documentation and logs in the agreed document library.	Min	
IMP-Cut- 00048	10	Cut Over	Not Used	The Supplier shall provide project and support resources on the ground at agreed locations for the period of each cut over.	Min	
IMP-Cut- 00049	10	Cut Over	Not Used	The Supplier shall produce and manage a clear transition plan for the move from old to new system as part of each Cut Over.	Min	
IMP-Cut- 00050	10	Cut Over	Not Used	The Supplier shall develop and document a fall back contingency plan for each go-live.	Min	
IMP-Cut- 00051	10	Cut Over	Not Used	The Supplier shall undertake an dress rehearsal for each go-live to ensure controls are in place to ensure there are no data breaches. E.g. Accidental triggering of emails to employees/third parties.	Min	
IMP-Dat- 00052	10	Data Migration	Not Used	The Supplier shall articulate clearly in the Implementation Plan and the Supplier's Data Migration Strategy (as appropriate) the information it requires from the Authority, the BPO Supplier and any third parties (and the dates by which this information is required) in order to ensure delivery of the Implementation Plan.	Min	
IMP-Dat- 00053	10	Data Migration	Not Used	The Supplier shall produce, for Authority Approval, a detail Data Migration Strategy which aligns with the Authority Top level Data Migration Strategy.	Min	
IMP-Dat- 00054	10	Data Migration	Not Used	The Supplier shall in accordance with the Authority's Data Migration Strategy support and/or lead on activities to cleanse, restructure, migrate and reconcile data from existing systems and other legacy data stores to the Service System.	Min	
IMP-Dat- 00055	10	Data Migration	Not Used	The Supplier shall in accordance with the Authority's Data Migration Strategy load cleansed and transformed production data (and relevant metadata and/or configuration data) from existing systems and other legacy data stores to the Service System. The Supplier will be required to undertake practice runs on non-production environments prior to each production data migration.	Min	
IMP-Dat- 00056	10	Data Migration	Not Used	The Supplier shall provide during migrations a means to split source data into current data for transfer to the operational systems and into historic data for transfer to an archive that is accessible to the reporting solution.	Min	

IMP-Dat- 00057	10	Data Migration	Not Used	The Supplier shall propose and agree with the Authority a set of Entry and Exit gate criteria for each phase of data migration. A report and review process will be undertaken prior to commencement and completion of a data migration cycle.	Min	
IMP-Dat- 00060	10	Data Migration	Not Used	The Supplier shall develop and deliver for future use a repeatable Transformation and Load tool set that can be used at any future point for further onboardings that may be required due to Machinery of Government transformations or mass bulk uploads of records covered by the Data Migration scope.	Min	
IMP-Des- 00062	10	Design	Not Used	The Supplier shall sequence design to ensure the design is future proofed for onboarding all cluster departments and any configuration differences are agreed by exception between Authority and the Supplier. Ensure the risk of design decision is understood and mitigated	Min	
IMP-Des- 00063	10	Design	Not Used	The Supplier shall ensure subsequent onboarding Departments, ALB's or entities understand the design coming out of the lead Department's design sessions and are involved where relevant.	Min	
IMP-Des- 00065	10	Design	Not Used	The Supplier shall validate the Authority's prescribed design governance process within the Matrix Programme and propose any amendments and Supplier/Vendor representatives. The Supplier is then expected to adhere to the agreed design governance process through the project ensuring attendance in all working groups and design authority boards of the governance process.	Min	
IMP-Des- 00066	10	Design	Not Used	The Supplier shall propose, and in agreement with the Authority, amend existing design governance or implement new governance mechanism by which detail design and build is aligned to blueprint output. A process needs to be put in place to ensure any deviation from alignment to Blueprint is reviewed and approved by the Authority.	Min	
IMP-Des- 00067	10	Design	Not Used	The Supplier shall ensure design encompasses end to end process rather than just the process within the core ERP modules and Departments understand the impact of the design on their current organisations. This applies to system integrations as well.	Min	
IMP-Des- 00069	10	Design	Not Used	The Supplier shall ensure design documents follow open standards allowing an open choice of tools and communication for system design and data modelling.	Min	

IMP-Des- 00071	10	Design	Not Used	The Supplier shall ensure design governance is closely tied with the overall programme plan ensuring the governance timescales are considered thoroughly in the plan.	Min	
IMP-Des- 00072	10	Design	Not Used	The Supplier shall consider all aspects of the solution including but not limited to - Processes, security mode, integrations, reporting, data migration, day 2 features, future onboardings, quarterly product release, Training, Support and running of service etc are considered from the very first stages of the design phase.	Min	
IMP-Des- 00073	10	Design	Not Used	The Supplier shall ensure a change control process is in place through design, build and onboarding of Departments and its associated entities	Min	
IMP-Des- 00075	10	Design	Not Used	The Supplier shall deliver a full design life cycle for all departments maximising its potential in meeting Requirements using standard configurable functionality.	Min	
IMP-Des- 00077	10	Design	Not Used	The Supplier shall maintain a Design traceability matrix of detail design again business outcomes.	Min	
IMP-Exi- 00078	10	Exit to BAU	Not Used	The Supplier shall participate in a period of knowledge share with the business as usual support team or organisation.	Min	
IMP-Exi- 00079	10	Exit to BAU	Not Used	The Supplier shall ensure all handover documents, technical specifications and configuration libraries are stored in the agreed document library/storage.	Min	
IMP-Hyp- 00080	10	Hypercare	Not Used	The Supplier shall provide a period of post go live support (Hypercare) based on the phased implementation plan to be agreed with the Authority.	Min	
IMP-Hyp- 00081	10	Hypercare	Not Used	The Supplier shall agree with the Authority a set of Severity classifications for post go live defects during hyper care and their associated response and resolution times.	Min	
IMP-Hyp- 00082	10	Hypercare	Not Used	The Supplier shall agree with the Authority a service management process to be followed along with any tools that need to be used for effective service management during hyper care.	Min	
IMP-Hyp- 00083	10	Hypercare	Not Used	The Supplier shall share database of all defects encountered with resolution, any open issues with approach to resolution and all change requests that has been worked upon as part of the exit criteria from hyper care.	Min	
IMP-Hyp- 00084	10	Hypercare	Not Used	The Supplier shall agree with the Authority a set of criteria for an Exit Gate from hyper care that will be reviewed and the end of the period and must be within acceptable tolerances before hyper care ends.	Min	

IMP-Hyp- 00085	10	Hypercare	Not Used	The Supplier shall at completion of hyper care submit a final list of all system to system interfaces including manual, semi-automated and automated integrations.	Min	
IMP-Hyp- 00086	10	Hypercare	Not Used	The Supplier shall actively participate in a series of iterative lesson learnt workshops following each hyper care period.	Min	
IMP-Hyp- 00087	10	Hypercare	Not Used	The Supplier shall manage and oversee any Vendor releases that are due during the build and hyper care period or periods.	Min	
IMP-Hyp- 00088	10	Hypercare	Not Used	The Supplier shall not exit hyper care until all interfaces, integrations and significant processes have been run at least once.	Min	
IMP-Lic- 00089	10	Licence	Not Used	The Supplier shall be required to produce a list of required software licences (excluding the Service System software), a price at which those licences could be purchased for through the Supplier plus contact details for the software vendor. The Authority may choose to contract with software vendors separately to Supplier specifically for software licences. The Authority reserves the right to purchase the licences themselves outside of the Contract with the Supplier.	Min	
IMP-Mig- 00092	10	Migrate and Transition	Not Used	The Supplier shall transfer skills to ensure the Matrix support team (BPO provider/dept resource) are ready to assume go live responsibilities).	Min	
IMP-Pro- 00095	10	Project Management	Not Used	The Supplier shall deliver an implementation that meets the Functional and Non-Functional requirements, supports the Authority's operating model and supports the Authority's business change objectives. The requirements traceability matrix, programme plans and milestones will be used to assess completeness.	Min	
IMP-Pro- 00096	10	Project Management	Not Used	The Supplier shall produce and maintain overarching solution architecture that maps to the Target Operating Model and supports optimised and efficient ways of working. All artefacts produced by the Supplier need Approval by the Authority as detailed within the Implementation Plan.	Min	
IMP-Pro- 00097	10	Project Management	Not Used	The Supplier shall lead, facilitate and coordinate activities required to deliver the implementation. This shall include regular engagement and meetings (as required) between all relevant parties including (but not limited to) the Authority, the Service System Supplier and the BPO Supplier.	Min	

IMP-Pro- 00098	10	Project Management	Not Used	The Supplier shall ensure all configuration data is uploaded to the appropriate Authority system(s) prior to a Milestone Achievement Certificate being issued.	Min	
IMP-Pro- 00100	10	Project Management	Not Used	The Supplier shall include in its Implementation Plan validation of the Target Operating Model, process design and requirements upon commencement of the Service on the understanding that the Authority is progressing these artefacts in parallel with the procurement process.	Min	
IMP-Pro- 00101	10	Project Management	Not Used	The Supplier shall agree a set of deliverables with the Authority with associated milestone dates for their completion and associated acceptance criteria. A percentage value of the overall contract value will be associated to each milestone.	Min	
IMP-Pro- 00102	10	Project Management	Not Used	The Supplier shall be required to include sufficient time in the Implementation Plan for workshops, outcomes, engagement routes and the review of Deliverables such that each stage of the acceptance criteria (for each Deliverable) has sufficient time. The Supplier should not expect to deliver multiple Deliverables at the same time but should stagger their publication to help the review and acceptance process. The Supplier (with the agreement of the Authority) may request that certain Documentation Deliverables are combined to help expedite the acceptance process.	Min	
IMP-Pro- 00103	10	Project Management	Not Used	The Supplier shall for each complex Deliverable and in addition to the Acceptance Criteria, the Supplier will arrange a workshop to walk the Authority's nominated representatives through it if requested by the Authority.	Min	
IMP-Pro- 00104	10	Project Management	Not Used	The Supplier shall produce a means for the authoring, publishing, and maintenance of support materials (including but not limited to knowledge base, FAQ, transaction walk throughs and responses for Virtual Assistant) which will be accessed by both BPO Supplier staff and users through a variety of channels (e.g. webchat, chatbot, intranet, context-specific help, phone, email), and requires to be up to date and consistent across every channel. Provide business change advice and consulting on managing the implementation of this model ensuring there are clear roles and responsibilities identified, assigned and articulated in this model. The Supplier shall submit these artefacts to the Authority for Approval as detailed within the Implementation Plan.	Min	

IMP-Pro- 00105	10	Project Management	Not Used	The Supplier shall provide us with their playbooks/ standard best practice processes to maximise the best use of modern cloud systems, including provision of advice on transformational opportunities for cloud system's future roadmap of change.	Min	
IMP-Pro- 00106	10	Project Management	Not Used	The Supplier shall work as part of the Authority's change programme team reporting into the Programme Manager and Programme Director.	Min	
IMP-Pro- 00107	10	Project Management	Not Used	The Supplier shall integrate into and work collaboratively with the Authority's Programme and BPO Supplier. This shall involve working collaboratively with third parties including Cloud System supplier, contractors, OGD and or other suppliers to the Authority.	Min	
IMP-Pro- 00108	10	Project Management	Not Used	The Supplier shall develop a project initiation document which aligns to the Programme Business Case and Programme Initiation Documentation as agreed between Authority and Suppliers. This should include project end to end solution scope, Day 1 and Day2 deliverables, inter-relationship between suppliers, risk, issue and dependency logs, and approach to sequential roll out in detail like how to manage certain functionalities that are not being consumed by lead department.	Min	
IMP-Pro- 00109	10	Project Management	Not Used	The Supplier shall develop and maintain a project plan covering resources and their scope of activities which will form part of the wider Programme Plan.	Min	
IMP-Pro- 00110	10	Project Management	=	The Supplier shall utilise project management, collaboration, document management and task management tools. Suggested by Supplier and agreed with the Authority.	Min	
IMP-Pro- 00111	10	Project Management	Not Used	The Supplier shall deliver the solution using an implementation approach which meets the needs of the Authority, while maintaining business continuity.	Min	
IMP-Pro- 00112	10	Project Management	Not Used	The Supplier shall provide regular reporting to the Programme Manager and Programme Director and the wider Authority (where required) to show activity updates or highlights, progress against plan, deliverable status, risks, issues, dependencies, assumptions, blockers, testing results, or any other element of the Supplier service.	Min	

IMP-Pro- 00113	10	Project Management	Not Used	The Supplier shall align with the Authority's business calendar and recognise that business-as-usual events will mean that access to end users, current back office systems and the ability to transition to the Service System shall be restricted at points during the year. A significant period of time for business processing is around Fiscal year end (March/April). Key holiday period around Christmas and school summer holidays need as well be considered.	Min	
IMP-Pro- 00114	10	Project Management	Not Used	The Supplier shall be agile, flexible and accommodate changes in the Authority that occurs within the life cycle of the Agreement including: Machinery of Government changes, organisation structures, personnel attrition, a government Spending Review.	Min	
IMP-Pro- 00115	10	Project Management	Not Used	The Supplier shall manage risks and issues contributing to the Authority's register and escalate to the Authority as required.	Min	1
IMP-Pro- 00116	10	Project Management	Not Used	The Supplier shall work collaboratively and sensitively with end users.	Min	
IMP-Pro- 00117	10	Project Management	Not Used	The Supplier shall use its own activity tracking tool to ensure that tasks can be assigned and tracked and shall ensure this is accessible by the Authority. Where the Authority directs the Supplier to use the Authority's activity tracking tool, the Supplier shall do so.	Min	
IMP-Pro- 00118	10	Project Management	Not Used	The Supplier shall provide all design, build, test and other project documentation to the Authority. The Authority will have ownership of said documentation and the Supplier will not re-use any part without prior consent from the Authority.	Min	
IMP-Pro- 00119	10	Project Management	Not Used	The Supplier shall use a recognised project methodology to underpin all implementation activities overlayed with any accelerators from previous projects or experience.	Min	
IMP-Pro- 00120	10	Project Management	Not Used	The Supplier shall agree with the Authority a suitable Change Control Process (as per relevant Change Control Contract Schedule) and mechanism that is documented and regularly reviewed in line with Commercial payment milestones.	Min	
IMP-Pro- 00124	10	Project Management	Not Used	The Supplier shall produce and maintain a requirements traceability matrix, which will be utilised with the Authority to assess completeness.	Min	

IMP-Pro- 00126	10	Project Management	Not Used	During each phase of the Implementation and Onboarding, the Supplier shall work alongside and incorporate key subject matters covering security, data, functional expertise, to ensure compliance and alignment to emerging and current government policy and position, but also to enable knowledge transfer into the functions.	Min	
IMP-Pro- 00127	10	Project Management	Not Used	The Supplier shall work alongside the Matrix selected / decided BPO to ensure knowledge transfer of the testing and onboarding protocols.	Min	
IMP-Pro- 00128	10	Project Management	Not Used	The Supplier shall work alongside the Matrix selected / decided system and data management team, to ensure knowledge transfer of the system build, integrations.	Min	
IMP-Pro- 00130	10	Project Management	Not Used	The Supplier shall establish a project management office function to work alongside the Authority PMO, co-ordinating workstream activity, administering governance, and keeping a file management structure for documentation.	Min	
IMP-Pro- 00131	10	Project Management	Not Used	The Supplier shall proactively identify and manage risks, issues, assumptions and dependencies in relation to implementation in partnership with Departments and the Authority.	Min	
IMP-Pro- 00132	10	Project Management	Not Used	The Supplier shall develop a roadmap for the customer transformations, enabling immediate and future efficiencies, and increases in service effectiveness and user experience.	Min	
IMP-Res- 00133	10	Resources	Not Used	The Supplier shall appropriately performance manage Supplier Personnel.	Min	
IMP-Res- 00134	10	Resources	Not Used	The Supplier shall obtain permission from the Authority before adding new resources or moving existing resources in the delivery of the Services.	Min	
IMP-Res- 00135	10	Resources	Not Used	The Supplier shall ensure all Supplier, Provider and subcontracted Personnel are Baseline Personnel Security Standard (BPSS) compliant and, in addition, those Supplier Personnel working with solution data shall be Security Check (SC) cleared and only those Supplier Personnel who are Counter Terrorist Check (CTC) clearance shall be eligible for an Authority building pass. [NB: For the avoidance of doubt, Tenderers do not need all Personnel listed in the tender response to already hold the relevant clearance level. However, such Personnel will be expected to undergo the relevant clearance processes before commencing any task on the project should the Supplier's tender be selected for award].	Min	

IMP-Res- 00136	10	Resources	Not Used	The Supplier shall ensure appropriate Supplier Personnel can attend in person as required UK based office locations for programme meetings, workshops and general working.	Min	
IMP-Res- 00137	10	Resources	Not Used	The Supplier shall develop and maintain a resource plan highlighting which resources will be used in the performance off the Services each month.	Min	
IMP-Res- 00138	10	Resources	Not Used	The Supplier shall ensure the efficient use of Supplier Personnel delivering the Services for example, by only starting them when required and rolling them off when no longer required.	Min	
IMP-Res- 00139	10	Resources	Not Used	The Supplier shall ensure all Supplier Personnel have appropriate experience of performing the same or similar roles on previous projects or programmes.	Min	
IMP-Sys- 00144	10	System	Not Used	The Supplier shall be required to use an architectural methodology that is aligned with an industry recognised Enterprise Architecture methodology and aligns with the Matrix Enterprise Architectural Principles.	Min	
IMP-Sys- 00146	10	System	Not Used	The Supplier shall design a solution that meets brand guidelines of the Authority. This brand will remain the intellectual property of the Authority.	Min	
IMP-Sys- 00147	10	System	Not Used	The Supplier shall ensure (unless otherwise agreed with the Authority) the Service System is implemented on the Providers current system release and that the implementation plan takes account of release cadence from the Vendor during the project.	Min	
IMP-Tes- 00148	10	Testing	Not Used	The Supplier shall produce, for Authority Approval, a Supplier Test Strategy which aligns with the Authority Test Strategy.	Min	
IMP-Tes- 00149	10	Testing	Not Used	The Supplier shall manage, perform, report and document the following types of testing, using its own systems, in line with the agreed test strategy: Unit Test System Test (to include data testing / reconciliation of source to report) Stress Test / Volume Test Regression Test Integration Test Payroll Comparison Post Deployment Test Penetration Test UAT (only manage).	Min	

IMP-Tes- 00151	10	Testing	Not Used	The Supplier shall assist end to end business process (not just system) testing Co-ordinating with authority personnel, departments, and upstream and downstream groups.	Min	
IMP-Tes- 00152	10	Testing	Not Used	The Supplier shall provide a list of resources required from the authority to support test phases they lead sufficiently in advance of the start of test phase.	Min	
IMP-Tes- 00160	10	Testing	Not Used	The Supplier shall manage, support test scripts creation, assist the Authority to carry out and (where appropriate) provide rectification for the User Acceptance Test phase. This shall include tracking and reporting test progress with a real time dashboard updates, defect resolution and test outcome. All testing activity shall be in accordance with the Authority's Test Strategy.	Min	
IMP-Tes- 00161	10	Testing	Not Used	The Supplier shall ensure all test scripts (with exceptions like Unit test) cover end to end process testing through scenarios and there is clear traceability between what is being tested and changes in [the Authority's and BPO Supplier's] ways of working.	Min	
IMP-Tes- 00164	10	Testing	Not Used	The Supplier shall work with the SaaS Vendors and ensure sufficient tenants are available for carrying out tests.	Min	
IMP-Tes- 00166	10	Testing	Not Used	The Supplier shall provide and maintain a real-time testing dashboard and suite of reports at all testing stages for which they have responsibility.	Min	
IMP-Tes- 00167	10	Testing	Not Used	The Supplier shall carry out usability testing sessions with functional and non-functional users to inform the iterative configuration of the solution and ensure effective and streamlined usability for these users, including users with accessibility requirements.	Min	
IMP-Tra- 00169	8	Training	Not Used	The System Implementer shall produce a training plan informed by the Authority Training Strategy, dept information and TNAs, prior to exit of the Service System. Training may need to be delivered across multiple locations and medium and may require additional bespoke accessibility approach	Min	
IMP-Tra- 00170	8	Training	Not Used	The System Implementer shall provide training (on a 'train the trainer basis's or alternative best practice) to BPO and AMS teams prior to exit to the Authority's live services team in relation to Third Line Support activities, where required.	Min	

IMP-Tra- 00171	8	Training	Not Used	The System Implementer shall create appropriate materials e.g training materials, guides, operating handbooks for key business user groups including but not limited to HR Function, Commercial Function, Finance Function, Live Services Team, Process Owner Group, Line Managers & Employees. These materials should meet the accessibility standards WCAG 2.22AAA	Min	
IMP-Tra- 00172	8	Training	Not Used	The Supplier shall provide training environments, to support familiarisation in advance of user testing and for business readiness of impacted stakeholders and business units. All artefacts produced by the supplier need Approval by the Authority as detailed within the Implementation Plan.	Min	
IMP-Tra- 00173	8	Training	Not Used	The Supplier shall provide detailed in system guidance supporting users navigation and use of the system to reach business outcomes. This will cover end to end process steps (outside system steps to be included where possible) across all HR and Finance Process areas (including Payroll and Procurement). These shall be produced in line with the implementation plan and be included in UAT testing.	Min	
IMP-Tra- 00174	8	Training	Not Used	The Supplier shall support the Authority and departments on the development of the Matrix training strategy and Training Needs Analysis (TNA) based on experience and knowledge of best in class methods, and support the execution of the strategy.	Min	
IMP-Tra- 00175	8	Training	Not Used	The Supplier shall provide a provision for training stakeholders post golive for the duration of hyper care to address any critical adoption issues e.g. reporting.	Min	
IMP-Des- 00177	10	Design	Not Used	The Supplier shall support/create functional walkthroughs (playbacks), prototypes and demo's at agreed points within the implementation cycle and validate design with the Authority.	Min	
IMP-Des- 00178	10	Design	Not Used	The Supplier shall create design products through the detailed design process to bring to life the design for the Authority and its representatives and users. Such products as User Journeys, Innovative tools and Digital based walk throughs using the system should be considered.	Min	
IMP-Des- 00179	10	Design	Not Used	The Supplier shall build and maintain a risk and controls matrix and framework (RACM/F) showing all the controls that will be used to proactively and reactively control the processes. They shall ensure that the RACM/F is maintained as a live document through the programme and eventually handed off to the Authority.	Min	

IMP-Des- 00061 10 IMP-Des- 00070 10	Design Not Use	The Supplier shall produce and maintain to-be process maps at Level 5 (Process Steps) within specialised process mapping software to contain information that covers but not limited to Role, Organisation, Processes Steps, Controls, KPI's, SLA's using the agreed notation standard (Currently BPMN) throughout the programme lifecycle for all processes in scope of the Programme, such that these process maps	Min	
1()		are maintainable post implementation.		
	Design Not Use	The Supplier shall provide suitable design accelerators like L5 process maps, config documents, functional/technical design documents etc based on their prior experience design solutions of this scale.	Min	
IMP-Tra- 00168 8	Training Not Use	The System Implementer shall provide suitably experienced training resources to provide support and appropriate training as defined in the strategy and TNA across all Authority Departments.	Min	

ID	Grouping	Category	Sub Categ	Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
IMP-Bus- 0182	8	Business Change		The system shall provide automated updates to system guidance materials when systems or processes change, including but not limited to work instructions or system guidance documents.	Not Min		
IMP-Acc- 00012	9	Account Management		The Supplier shall provide performance reporting/dashboards/packs/feedback on account management should be able to show data at cluster level, and broken down by Department (and ALB) to enable review at a granular level.	Not Min		
IMP-Bui- 00019	10	Build	Not Used	The Supplier shall agree on a coding standards for any coding required and ensure this standard is adhere to.	Not Min		
IMP-Bui- 00021	10	Build	Not Used	The Supplier shall co-ordinate with Department Technical teams and department vendors for development of interfaces and integrations.	Not Min		

IMP-Bus- 00025	8	Business Change	Not Used	The Supplier shall advise on tested methods/approaches for user engagement for the Authority Departmental Business Change Leads to utilise and support a wide range of channels and a variety of innovative methods to ensure active buy-in from users and both senior and junior stakeholders for the new ways of working. In particular, the supplier shall take into consideration people sensitivities and individual departmental differences while managing change.	Not Min	
IMP-Bus- 00026	8	Business Change	Not Used	The Supplier shall ensure Business Change Management is closely integrated with all Programme management activity and is given appropriate time and attention to allow readiness of the departments for go-live.	Not Min	
IMP-Bus- 00028	8	Business Change	Not Used	The Supplier shall support the Authority and departments in the capture of business change impacts.	Not Min	
IMP-Com- 00031	9	Commercials	Not Used	The Supplier shall be required to grant the appropriate Intellectual Property Rights (IPR) through licensing or other methods of transfer to the Authority, such that the Authority shall retain all rights to the configuration and design of the solution from the point of configuration (to include but not limited to: specifically written software, data within the solution, source code (of any interfaces, extensions or customer reports) and project specific IPR like communications, etc for change management). This will not include Supplier processes or methodology. [This requirement excludes the Service System and the Authority acknowledges the specifics of this may need negotiation].	Not Min	
IMP-Com- 00036	8	Communications	Not Used	The System Implementer shall, in accordance with the Authority's Business Change Strategy organise, lead and deliver demonstrations of the Service System in conjunction with dept Process Owners using representative data for nominated Authority Personnel and selected Government department staff to help increase understanding for the new ways of working and support adoption.	Not Min	
IMP-Dat- 00058	10	Data Migration	Not Used	The Supplier shall undertake at least 5 data migration test cycles through the course of the initial implementation and at least 3 cycles for each subsequent onboarding.	Not Min	

IMP-Dat- 00059	10	Data Migration	Not Used	The Supplier shall ensure that a data reconciliation success rate of at least 97.5% is achieved at each testing (UAT, PCT and Dress Rehearsal) data migration cycle and for go-live or subsequent onboarding. This target does not apply to development data migration cycles.	Not Min	
IMP-Des- 00064	10	Design	Not Used	The Supplier shall ensure relevant cross Government initiatives are taken into consideration as advised by the Authority in design so as to ensure the end to end solution is optimised with efficient usage of different Gov Services that are being implemented.	Not Min	
IMP-Des- 00068	10	Design	Not Used	The Supplier shall use a collaborative approach to design and ensure the design decisions and outcomes are articulated using tried and tested methods like workshops and conference room pilots with right set of audience identified in advance.	Not Min	
IMP-Des- 00074	10	Design	Not Used	The Supplier shall put together a design process that incorporates robust audit trail of all decisions, peer and design authority review of design, engagement of Cloud Users where applicable.	Not Min	
IMP-Des- 00076	10	Design	Not Used	The Supplier shall publish design playbooks upfront.	Not Min	
IMP-Lic- 00090	10	Licence	Not Used	The Supplier shall for any software licences purchased through the Supplier for the benefit of the Authority, the proprietary holder and main licensee for the software licenses is required to be the Authority (subject to any other arrangement with the Supplier, this will be the default position).	Not Min	
IMP-Mig- 00091	10	Migrate and Transition	Not Used	The Supplier shall develop a transition and migrate plan for each integration point and co-ordinate between Matrix Programme, Department and 3rd party supplier the said execution.	Not Min	
IMP-Mig- 00093	10	Migrate and Transition	Not Used	The Supplier shall provide business readiness checklists to support go / no go decision making.	Not Min	
IMP-Mig- 00094	10	Migrate and Transition	Not Used	The Supplier shall provide detailed cutover plans for all aspects of the new solution.	Not Min	

IMP-Pro- 00099	10	Project Management	Not Used	The Supplier shall throughout the Contract term attend service review meetings between the Supplier, the Authority and each Service System software vendor to understand the product roadmap and new features.	Not Min	
IMP-Pro- 00121	10	Project Management	Not Used	The Supplier shall provide a Programme Management Structure showing how the suppliers will interface with the Programme Team. This should include all Vendors within the partnership.	Not Min	
IMP-Pro- 00122	10	Project Management	Not Used	The Supplier shall validate the RACI prepared by the Programme and Jsed agree on adopting this RACI for the Programme.		
IMP-Pro- 00123	10	Project Management	Not Used	The Supplier shall use a Project Management tool that is accessible by authority and other third parties involved.	Not Min	
IMP-Pro- 00125	10	Project Management	Not Used	The Supplier shall provide the authority with progress materials, reports and supporting information for Matrix governance and assurance gateways.	Not Min	
IMP-Pro- 00129	10	Project Management	Not Used	The Supplier shall ensure lessons learnt from onboarding initial departments is documented and apply the lessons learnt to subsequent department roll out. These lessons learnt document must be handed over to the Authority for any future onboarding.	Not Min	
IMP-Res- 00140	10	Resources	Not Used	The Supplier shall ensure that when transferring Resources on or off the programme adequate replacements are available.	Not Min	
IMP-Res- 00141	10	Resources	Not Used	The Supplier shall maintain a succession plan is in place for their project team while moving resources out of the project.	Not Min	
IMP-Soc- 00142	9	Social Value	Not Used	The Supplier shall regularly report measures (quantitative and qualitative as appropriate) of how it is implementing its agreed Social Value benefits under the contract, and shall actively promote positive outcomes achieved from social value activities.	Not Min	

IMP-Sta- 00143	10	Standards	Not Used	The SaaS ERP Vendor and Supplier shall provide assistance to the Authority in carrying out a full independent Penetration Test of the solution. [N.B. The Authority recognises the need to agree an approach with the Service System provider and that it may not be possible in Production but can be carried out in a representative test environment].	Not Min	
IMP-Tes- 00150	10	Testing	Not Used	The Supplier shall agree with the Authority a set of Entry and Exit Gateways (including criteria and tolerance levels) between each testing phase and ultimately go-live.	Not Min	
IMP-Tes- 00162	10	Testing	Not Used	The Supplier shall provide user access and login to the testing tool for the purpose of transparency and for the Authority to be able to track, monitor and assist with defects and testing progression.	Not Min	
IMP-Tes- 00163	10	Testing	Not Used	The Supplier shall document how the data required to support testing will be made available and refreshed when necessary.	Not Min	
IMP-Tes- 00165	10	Testing	Not Used	The Supplier shall perform automated testing where possible and hand over the script, documentation and know-how of these tests to the authority which exiting service.	Not Min	
IMP-Des- 00183	10	Design	Not Used	The System Implementer shall deliver the design, processes and governance corresponding to the tools and technology to support the delivery of successful Master Data Management.	Not Min	

OFFICIAL Matrix Programme

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 1 – TAB 9 (OPTIONAL REQUIREMENTS)

1. Minimum Requirements

ID	Group	Category	Sub Category	Description	Priority (Min/Not Min)	Tenderer Response	Tenderer Comments
BR_FIN_3 000	11	Finance	Project accounting	Allow classification of projects based on criteria determined by the Matrix Cluster e.g. type of project, alignment to organisational strategy, owning business unit etc.	Min		
BR_FIN_3 001	11	Finance	Project accounting	Allow forecast and budgets to be reviewed against project actuals	Min		
BR_FIN_3 003	11	Finance	Project accounting	Allow rules to be set around what items are capitalised and what is expensed to the profit and loss account	Min		
BR_FIN_3 004	11	Finance	Project accounting	Allow the allocation of overhead costs for management resources	Min		
BR_FIN_3 005	11	Finance	Project accounting	Capture costs and charge out to required areas both within a given Department and between Departments on the Service System. All charge outs to be subject to Matrix Cluster defined workflow	Min		
BR_FIN_3 006	11	Finance	Project accounting	Capture costs and charge out to required areas between Service System Departments and Departments, ALBs and third parties on other systems All charge outs to be subject to Matrix Cluster defined workflow	Min		
BR_FIN_3 007	11	Finance	Project accounting	Capture costs for projects or portfolios of activity	Min		
BR_FIN_3 009	11	Finance	Project accounting	Enable the creation of hierarchical portfolios of programmes, projects and subprojects to provide different reporting views	Min		

BR_FIN_3 010	11	Finance	Project accounting	Create projects individually or as a batch	Min	
BR_FIN_3 011	11	Finance	Project accounting	At the creation of a project define and assign key project roles aligned to responsibilities in the project	Min	
BR_FIN_3 012	11	Finance	Project accounting	Allow the definition of cost allocation rules against different cost types	Min	
BR_FIN_3 013	11	Finance	Project accounting	Allow the definition of custom work breakdown structures outside of templates	Min	
BR_FIN_3 014	11	Finance	Project accounting	Allow project budgets and forecasts to be linked to the source funding	Min	
BR_FIN_3 015	11	Finance	Project accounting	Enable costs to be split and recharged to other projects	Min	
BR_FIN_3 016	11	Finance	Project accounting	Enable costs to be split and charged to multiple cost centres	Min	
BR_FIN_3 018	11	Finance	Project accounting	Allow access for non-project related staff, as defined and agreed by the Matrix Cluster, to view project data for reporting purposes	Min	
BR_FIN_3 023	11	Finance	Project accounting	Have an easy to use search function enabling end users to easily navigate to a project	Min	
BR_FIN_3 025	11	Finance	Project accounting	Provide controls around the recording of transactions against projects e.g. not allowing transactions to be recorded against closed projects	Min	
BR_FIN_3 026	11	Finance	Project accounting	Have functionality to define project templates and expenditure categories	Min	
BR_FIN_3 028	11	Finance	Project accounting	Provide drill down functionality enabling costs to be traced to source showing all underlying details	Min	

BR_FIN_3 029	11	Finance	Project accounting	Pick up work breakdown structures from agreed templates	Min	
BR_FIN_3 030	11	Finance	Project accounting	Pre-populate prior year plans and year to date actuals into templates when using the forecasting or budgeting function	Min	
BR_FIN_3 033	11	Finance	Project accounting	Ensure that project status determines what costs can be charged to a project	Min	
BR_FIN_3 034	11	Finance	Project accounting	Provide central management of all project Master Data to ensure data remains synchronised across all relevant interfacing systems and components of the Service System	Min	
BR_FIN_3 035	11	Finance	Project accounting	Provide templates suited to the types of projects the Matrix Cluster requires, e.g. capital, operational, projects completed on behalf of third parties	Min	
BR_FIN_3 037	11	Finance	Project accounting	Show active projects and associated information	Min	
BR_FIN_3 038	11	Finance	Project accounting	Show a list of expense categories	Min	
BR_FIN_3 039	11	Finance	Project accounting	Show number and details of projects that are open but not transacting, inactive or dormant	Min	
BR_FIN_3 040	11	Finance	Project accounting	Show number of categories not used for 12 Months	Min	
BR_FIN_3 041	11	Finance	Project accounting	Show number of projects and in what status	Min	
BR_FIN_3 043	11	Finance	Project accounting	Show number of transactions processed with drill down to the underlying data relating to those transactions	Min	

BR_FIN_3 044	11	Finance	Project	Show variances of actuals against budgets and forecast at both the project and resource level over the project life cycle broken down by financial years	Min	
BR_FIN_3 045	11	Finance	Prolect	Maintain history for all projects inline with defined Matrix Cluster guidelines	Min	
BR_FIN_3 046	11	Finance	Project accounting	Support different types of projects e.g. estates management, IT, software development, building refurbishments etc.	Min	
BR_FIN_3 047	11	Finance		Provide an audit trail with drill down enabling source transactions to be viewed at a detailed level including the underlying invoice, timesheet etc.	Min	
BR_FIN_3 050	11	Finance	Project accounting	Allow comments to be entered against billable items so the recipients can see clearly what the billing relates to	Min	
BR_FIN_3 051	11	Finance	Project	Allow defined billing schedules to be created and agreed so they can be scheduled and run on a periodic basis as defined by the Matrix Cluster	Min	
BR_FIN_3 052	11	Finance	Project	Allow requests for billing to be approved in the Service System as per required workflow before instructions are passed to Accounts Receivable	Min	
BR_FIN_3 053	11	Finance	Prolect	Allow the project to be put on hold based on defined criteria or ad hoc assessment	Min	
BR_FIN_3 054	11	Finance	Project accounting	Be able to add additional approvers to the approval chain over and above the standard approval chain	Min	

BR_FIN_3 055	11	Finance	Project accounting	Enable the bill approver to redirect to alternate approvers during periods of absence	Min
BR_FIN_3 056	11	Finance	Project accounting	Automatically reassign task to the next approver defined by the Matrix Cluster, when the first approver's system is set as 'out of office'	Min
BR_FIN_3 057	11	Finance	Project accounting	Make billable cost entries easy to identify	Min
BR_FIN_3 059	11	Finance	Project accounting	Correctly apply incoming payments to the project code as per the billing instruction so the project value is accurately maintained	Min
BR_FIN_3 060	11	Finance	Project accounting	Enable manual accruals against project cost lines with approval workflows for those accruals in the Service System	Min
BR_FIN_3 061	11	Finance	Project accounting	Have workflows to manage the request to set up or make changes to Master Data	Min
BR_FIN_3 064	11	Finance	Project accounting	Ensure that workflow is in place for receiving cost centres or projects to agree and receive costs	Min
BR_FIN_3 065	11	Finance	Project accounting	Provide the ability to drill down from the project into the underlying transactions	Min
BR_FIN_3 067	11	Finance	Project accounting	Provide Self Service reporting to provide analytics and advanced reporting (i.e. committed vs actual costs, time charges etc.)	Min
BR_FIN_3 068	11	Finance	Project accounting	Provide the ability for users to record time against projects and tasks	Min

BR_FIN_3 072	11	Finance	Project	Provide the ability to send a notification when a specific project condition or threshold is met	Min	
BR_FIN_3 075	11	Finance	Project accounting	Provide the ability to automatically accrue unbilled revenue	Min	
BR_FIN_3 077	11	Finance		Provide the ability for projects to accumulate employee costs based on actual salary and employment costs, actual costs plus uplift, role/employee grade rates and standard costs	Min	
BR_FIN_3 078	11	Finance	PIMACI	Provide the ability to process a salary charge out based on various criteria (e.g. labour hours)	Min	
BR_FIN_3 079	11	Finance	PIMACI	Provide the ability to block further time and cost entry when tasks are completed and projects come to an end (to prevent cost overruns)	Min	
BR_FIN_3 080	11	Finance	PIOIACI	Provide the ability to categorise projects by type and summarise via a report	Min	
BR_FIN_3 082	11	Finance		Provide the ability to record properties against a project (include name, description, status, creation date, start date, finish date, owner, and project leader)	Min	
BR_FIN_3 083	11	Finance	Project accounting	Provide the ability to support multiple projects i.e. within a larger programme	Min	
BR_FIN_3 087	11	Finance	Project	Provide the ability to define project phases with different processing rules for each phase (e.g. no billing to client during initial phase)	Min	

BR_FIN_3 088	11	Finance	Project accounting	Provide the ability to accumulate and report data over different periods (e.g. by period, quarter to date, year to date and inception to date for projects)	Min
BR_FIN_3 089	11	Finance	Project accounting	Provide the ability to accumulate totals in base currencies	Min
BR_FIN_3 091	11	Finance	Project accounting	Provide the ability to enable audit functionality (so that changes to records can be monitored)	Min
BR_FIN_3 092	11	Finance	Project accounting	Provide the ability to capture project creation approvals online (in order to streamline the processes and retain an audit history)	Min
BR_FIN_3 093	11	Finance	Project accounting	Provide the ability to capture billing approvals online (in order to streamline the processes and retain an audit history).	Min
BR_FIN_3 094	11	Finance	Project accounting	Provide the ability to assign multiple customers to a project	Min
BR_FIN_3 095	11	Finance	Project accounting	Provide the ability to invoice a project customer at any one or any combination of levels of the project. The same customer may need to be invoiced from more than one level (for individual resources; for a proportion of a project; for a proportion of a programme)	Min
BR_FIN_3 096	11	Finance	Project accounting	Ensure that the reopening of closed projects is restricted requiring relevant approval	Min

BR_FIN_3 097	11	Finance	Project accounting	Ensure that system approval for the creation of a project cannot be circumvented	Min	
BR_FIN_3 098	11	Finance	Project accounting	Provide for all project accruals (manual and system generated) to be captured in the Service System	Min	
BR_FIN_3 099	11	Finance	Project accounting	Ensure all project related invoicing (and only project related invoicing) is initiated in the projects module	Min	
BR_FIN_3 100	11	Finance	Project accounting	Ensure that Assets Under Construction are recorded in the Project Accounting system separately from non-current assets	Min	
BR_FIN_3 102	11	Finance	Project accounting	Enable the interface of project billing instructions through to Accounts Receivable and support any debt management activity	Min	
BR_FIN_3 103	11	Finance	Project accounting	Initiate employee expenses transactions in an integrated expenses subledger and automatically interface relevant costs into the Project Accounting system	Min	
BR_FIN_3 104	11	Finance	Project accounting	Enable the creation of assets through the Project Accounting solution including integration between the Project Accounting system and the Non-Current Asset ledger	Min	
BR_FIN_3 105	11	Finance	Project accounting	Ensure procurement transactions are initiated in an integrated P2P solution and automatically interfaced into the Project Accounting solution	Min	

BR_FIN_3 106	11	Finance	Project accounting	Integrate Project Accounting solution and General Ledger ensuring financial corrections align in both systems	Min	
BR_FIN_3 108	11	Finance	Project accounting	Allow the sharing of customer Master Data from accounts receivable	Min	
BR_FIN_3 109	11	Finance	Project accounting	Provide the ability to automatically update the Project Accounting solution with payable transactions from an integrated P2P solution	Min	II.
BR_FIN_3 110	11	Finance	Project accounting	Provide the ability to automatically record project related purchase orders recorded in an integrated P2P solution as commitments in the Project Accounting solution	Min	
BR_FIN_3 111	11	Finance	Project accounting	Raise transactions through purchasing against project codes and specifically against work breakdown structures	Min	II.
BR_FIN_3 112	11	Finance	Project accounting	Provide the ability to assign users to a project based role on their HR record (resource management)	Min	
BR_FIN_3 113	11	Finance	Project accounting	Enable configuration of appropriate controls across all modules including but not limited to end user access and financial control	Min	
BR_FIN_3 114	11	Finance	Project accounting	Interface with FP&B Service System components enabling access to actual and forecast project data as required	Min	
BR_FIN_3 115	11	Finance	Project accounting	Provide the ability to identify a project or project item as capital or non-capital and synch into the Non-Current Asset subledger (for reporting)	Min	

BR_FIN_4 178	11	Finance	Inventory	ensure that Item master data is controlled by a central team and all changes are subject to business approval.	Min	
BR_FIN_4 179	11	Finance	Inventory	ensure the quality of the item master file is regularly reviewed and cleansed to remove inactive, duplicate and out of date records.	Min	
BR_FIN_4 180	11	Finance	Inventory	Ensure that Item categories are aligned with UNSPSC codes as a cross government data standard. These are linked to cross government procurement categories.	Min	
BR_FIN_4 181	11	Finance	Inventory	Use item templates to ensure government departments populate the required mandatory information required against an item in the item master.	Min	
BR_FIN_4 182	11	Finance	Inventory	allow Item setup to include more than 1 SKU, or be limited to 1 SKU	Min	
BR_FIN_4 183	11	Finance	Inventory	ensure that Inventory item categories determine the chart of accounts values which cannot be overridden.	Min	
BR_FIN_4 184	11	Finance	Inventory	reflect physical layout of warehouse locations is accurately reflected in inventory systems. i.e. Location	Min	
BR_FIN_4 185	11	Finance	Inventory	ensure that Inventory process supported by ability for warehouse locator-level counting and identification by location	Min	
BR_FIN_4 186	11	Finance	Inventory	ensure that rejected inventory is adequately segregated from other inventory and returned to suppliers.	Min	

BR_FIN_4 187	11	Finance	Inventory	align with a cross government standard which determines the frequency of when all inventory must be counted.	Min	
BR_FIN_4 188	11	Finance	Inventory	Inventory counts are reconciled to inventory records within the general ledger.	Min	
BR_FIN_4 189	11	Finance	Inventory	ensure that the actual inventory count must be reconciled to the book records and the final results reported to Finance.	Min	
BR_FIN_4 190	11	Finance	Inventory	ensure that all transactional activity from order to receipt to location in inventory should have an audit trail with supporting documentation for the transaction activities.	Min	
BR_FIN_4 191	11	Finance	Inventory	ensure that system functionality monitors and maintains inventory levels in accordance with government standards and policies.	Min	
BR_FIN_4 192	11	Finance	Inventory	enforce all Adjustments requiring appropriate approval before they can be committed into the system.	Min	
BR_FIN_4 193	11	Finance	Inventory	use an 'in-transit' status when internal stock is transferred out of one location into another location.	Min	
BR_FIN_4 194	11	Finance	Inventory	ensure that procedures are in place to ensure compliance with cross state border reporting requirements.	Min	
BR_FIN_4 195	11	Finance	Inventory	enable agreed tolerance levels based on quantity are defined and documented.	Min	
BR_FIN_4 196	11	Finance	Inventory	ensure that GRNs are entered using self-service by individuals that actually receive the goods.	Min	

BR_FIN_4 197	11	Finance	Inventory	ensure that Goods received are matched with purchase order details and/or invoices.	Min	
BR_FIN_4 198	11	Finance	Inventory	ensure that GRNs can be entered on mobile devices and tablets where appropriate.	Min	
BR_FIN_4 199	11	Finance	Inventory	ensure that delivery note should be available to verify the delivery details.	Min	
BR_FIN_4 200	11	Finance	Inventory	ensure that Long outstanding goods receipt notes, purchase orders and/or invoices are investigated timely and correctly accounted for, as appropriate.	Min	
BR_FIN_4 201	11	Finance	Inventory	Receipt of inventory takes place against a specific purchase order - the quantity ordered against quantity received is verified via matching.	Min	
BR_FIN_4 202	11	Finance	Inventory	Requisitioners receive a series of automated reminders based on the 'need-by date' on the Purchase Order to allow chasing of outstanding items.	Min	
BR_FIN_4 204	11	Finance	Inventory	ensure that each item booked into stock is checked for validity of item number, quantity and quality.	Min	
BR_FIN_4 205	11	Finance	Inventory	ensure that Goods received that are not fit for purpose and returned are recorded on the system to provide management information on supplier performance.	Min	
BR_FIN_4 207	11	Finance	Inventory	should provide visibility of inventory and on-hand quantities across all departmental locations to ensure the supply is located tactically to the areas of greatest demand. System to support this	Min	

BR_FIN_4 208	11	Finance	Inventory	ensure that multiple location inventory is maintained and monitored to ensure stock levels are efficient.	Min	
BR_FIN_4 209	11	Finance	Inventory	produce Inventory ageing reports are prepared and regularly reviewed.	Min	
BR_FIN_4 210	11	Finance	Inventory	ensure that Inventory should be measured using IAS 2 – Inventories, in line with HM Treasury FReM.	Min	
BR_FIN_4 211	11	Finance	Inventory	ensure that when new items are entered into inventory, Finance review categorisation of inventory to ensure they are correctly disclosed, valued and accounted for as inventory or alternative categories of assets in line with HM Treasury FReM.	Min	
BR_FIN_4 212	11	Finance	Inventory	ensure that when new items are entered into inventory the on- hand quantity increases and the valuation is adjusted in line with the inventory method adopted.(system to support FIFO/LIFO/Weighted average)	Min	
BR_FIN_4 213	11	Finance	Inventory	ensure that the quantity of inventory recorded in the system reflects the physical reality.	Min	
BR_FIN_4 214	11	Finance	Inventory	ensure that processes are in place to generate accurate accounting entries for inventory movements, receipts, disposals, impairments and order fulfilments.	Min	
BR_FIN_4 215	11	Finance	Inventory	ensure that adjustments to inventory prices or quantities relate to valid price changes and physical inventory differences.	Min	

BR_FIN_4 216	11	Finance	Inventory	ensure that Opening stock balance, movement, closing stock balance is reconciled to the financial value of inventory in the general ledger.	Min	
BR_FIN_4 217	11	Finance	Inventory	ensure that all inventory transactions are recorded and transferred to the general ledger as part of period close.	Min	
BR_FIN_4 218	11	Finance	Inventory	ensure that for reconciliation purposes, month end reports are run, checked and filed for documentation.	Min	
BR_FIN_4 219	11	Finance	Inventory	ensure that there is a checklist in place for the period end covering all necessary steps with clear ownership for each task.	Min	
BR_FIN_4 220	11	Finance	Inventory	ensure that when reconciliations are complete, the period is closed in line with the period close calendar and captured as part of the period end checklist.	Min	
BR_FIN_4 221	11	Finance	Inventory	produce standard reports regularly to ensure transactions are progressing.	Min	
BR_FIN_4 222	11	Finance	Inventory	provide a single source of the truth for inventory reporting.	Min	
BR_FIN_4 223	11	Finance	Inventory	Ensure that the appropriate history of data is retained electronically to support operational and analytical activity.	Min	
BR_FIN_4 224	11	Finance	Inventory	ensure that Self-service reporting can be performed using desktop, mobile and tablets.	Min	

BR_FIN_4 225	11	Finance	Inventory	allow reporting requirements to be shared by multiple customers on the same platform and are delivered using the same report definitions and maintained centrally on behalf of all customers.	Min	
BR_FIN_4 226	11	Finance	Inventory	A reporting catalogue is maintained to outline the key reports that support the end-to-end process.	Min	
BR_FIN_4 227	11	Finance	Inventory	ensure that a formal change control process is in place for new reports. The reporting catalogue is reviewed before new reports are developed to ensure duplicates are not created.	Min	
BR_FIN_4 228	11	Finance	Inventory	ensure that standard reports are available to support standard notes to the accounts that relate to inventory.	Min	
BR_FIN_4 229	11	Finance	Inventory	ensure that Self-service tools are used to provide analytics and advanced reporting.	Min	
BR_FIN_4 230	11	Finance	Inventory	provide Analytics to provide insights and identify trends relating to stock levels, demand and supply data.	Min	
BR_FIN_4 231	11	Finance	Inventory	enable a limited number of trained Reporting Super Users have the ability to create their own reports for specific business purposes.	Min	
BR_FIN_4 232	11	Finance	Inventory	ensure that a change control process is in place for reports created by the Reporting Super Users. New reports are published to appropriate users and recorded in the reporting catalogue.	Min	

BR_FIN_4 233	11	Finance	Inventory	Integrate with Warehouse service provide daily, providing us with movement, transactions, receipts, returns, scrappage etc.	Min	
BR_FIN_4 234	11	Finance	Inventory	provide Integration of summary figures into ERP to be at a minimum daily.	Min	
BR_FIN_4 235	11	Finance	Inventory	have the ability for Delivery Notes electronically attached to receipt/Inspection step on the system	Min	
BR_HRP_ 6353	11	HR	Recruitment	Have the ability to post jobs automatically to agreed job sites	Min	
BR_HRP_ 6354	11	HR	Recruitment	Enable the creation of a new opportunity / vacancy from scratch, from one or more configurable templates, from previous job vacancies or access to a bank of job descriptions	Min	
BR_HRP_ 6355	11	HR	Recruitment	Allow the branding to adverts based on partner organisation, campaign etc.	Min	
BR_HRP_ 6356	11	HR	Recruitment	Enable the ability to copy previous advertisements/ pre- populate advertisements based on key position characteristics.	Min	
BR_HRP_ 6357	11	HR	Recruitment	Enable the ability to create job adverts with multiple locations	Min	
BR_HRP_ 6358	11	HR	Recruitment	Enable the ability to assign automatic approval workflows with the ability to reassign / override.	Min	
BR_HRP_ 6360	11	HR	Recruitment	Have the ability to integrate the e-recruitment portal with the external webpages of all organisations, other external job boards and other recruitment systems	Min	

BR_HRP_ 6361	11	HR	Recruitment	Have the capability to record and report on the stage of the recruitment process that each individual application is at (i.e. shortlisting, 1st interview, reject after 1st interview, 2nd interview etc.)	Min	
BR_HRP_ 6362	11	HR	Recruitment	Have a search functionality to search CVs of speculative/ unsuccessful applicants for key competencies/ skills (in line with legal requirements)	Min	
BR_HRP_ 6363	11	HR	Recruitment	Provide a modern, branded, candidate application portal(s) where candidates can apply and track their applications, receive push notices etc.	Min	
BR_HRP_ 6365	11	HR	Recruitment	Allow provision of (or ability to link to) any standard (psychometric) testing	Min	1
BR_HRP_ 6367	11	HR	Recruitment	Allow the ability to record interview notes, applicant test and assessment results, etc. collected as part of the selection process	Min	
BR_HRP_ 6370	11	HR	Recruitment	Have the ability to engage with candidates	Min	
BR_HRP_ 6371	11	HR	Recruitment	Support the reporting and analytics of recruitment information and data collected through the end to end process.	Min	
BR_HRP_ 6373	11	HR	Recruitment	Have the ability to integrate with job boards	Min	
BR_HRP_ 6374	11	HR	Recruitment	Have the ability to support high volume recruitment campaigns	Min	
BR_HRP_ 6375	11	HR	Recruitment	Have the ability to run multiple campaigns of varying complexity and scale	Min	

BR_HRP_ 6376	11	HR	Recruitment	Allow applicants to respond to job postings by either submitting their CVs & Covering Letters as attachments, or by completing a series of application specific questions (application form), or a combination of the two	Min	
BR_HRP_ 6377	11	HR	Recruitment	Allow applicants to positively opt in to receiving vacancy communication including the filtering of criteria on which those communication are based i.e. location, client, role type	Min	
BR_HRP_ 6378	11	HR	Recruitment	Allow applicants to save part-finished applications and return to complete their application at a later date	Min	
BR_HRP_ 6379	11	HR	Recruitment	Have the ability to automatically delete incomplete applications after a set period	Min	
BR_HRP_ 6380	11	HR	Recruitment	Allow candidates and hiring managers to manage the recruitment process through mobile devices	Min	
BR_HRP_ 6381	11	HR	Recruitment	Allow the consolidation of candidate information	Min	
BR_HRP_ 6382	11	HR	Recruitment	Allow the organisation of candidates based on their skill sets and experiences	Min	
BR_HRP_ 6383	11	HR	Recruitment	Provide functionality to manage candidates	Min	
BR_HRP_ 6384	11	HR	Recruitment	Allow the storage of CV's	Min	
BR_HRP_ 6385	11	HR	Recruitment	Allow the evaluation of CV's	Min	
BR_HRP_ 6386	11	HR	Recruitment	Allow the management of a hiring pipeline to reach candidates from screening to hiring.	Min	

BR_HRP_ 6387	11	HR	Recruitment	Allow the creation of communication, templated and bespoke that can be sent to one or multiple candidates. e.g. rejection emails	Min	
BR_HRP_ 6388	11	HR	Recruitment	Have superior notification functionality that will prompt users to complete tasks assigned to them.	Min	
BR_HRP_ 6389	11	HR	Recruitment	Allow the automation of logical tasks	Min	
BR_HRP_ 6390	11	HR	Recruitment	Allow the monitoring of KPI's e.g. time to fire, time to fill & offer and acceptance rate.	Min	
BR_HRP_ 6391	11	HR	Recruitment	Allow the identification of suitable candidates through screening forms and relevant questions	Min	
BR_HRP_ 6392	11	HR	Recruitment	Allow basic background screening and reference checks to be carried out	Min	
BR_HRP_ 6393	11	HR	Recruitment	Allow cognitive and behavioural assessments to support suitability checks for skills and qualities	Min	
BR_HRP_ 6394	11	HR	Recruitment	Allow the candidates to create their own profiles that can be maintained from application to application	Min	
BR_HRP_ 6395	11	HR	Recruitment	Allow the reuse of applications from previous roles.	Min	
BR_HRP_ 6396	11	HR	Recruitment	Allow applicants to apply for jobs	Min	
BR_HRP_ 6397	11	HR	Recruitment	Allow the tracking of applications via a candidate portal	Min	
BR_HRP_ 6398	11	HR	Recruitment	Provide customisable templates for documents like letters, jobs profiles and descriptions	Min	

BR_HRP_ 6399	11	HR	Recruitment	Provide list of applicable skills and experience that can be applied to a role at the time of creating the job descriptions	Min	
BR_HRP_ 6400	11	HR	Recruitment	Provide a chat bot to allow candidates to register on portal	Min	
BR_HRP_ 6401	11	HR	Recruitment	Provide the ability to ask job specific questions	Min	
BR_HRP_ 6402	11	HR	Recruitment	Provide the ability to track existing applications	Min	
BR_HRP_ 6403	11	HR	Recruitment	Send automated notifications for job opportunities that match entered criteria.	Min	
BR_HRP_ 6404	11	HR	Recruitment	Allow communication to candidates and others users through one seamless interface	Min	
BR_HRP_ 6407	11	HR	Recruitment	Allow government personal data blind processes for the purposes of selection	Min	
BR_HRP_ 6408	11	HR	Recruitment	Allow the programming of criteria to trigger emails	Min	
BR_HRP_ 6409	11	HR	Recruitment	Allow integration of email clients	Min	
BR_HRP_ 6411	11	HR	Recruitment	Support the scheduling of live and asynchronous video interviews	Min	
BR_HRP_ 6414	11	HR	Recruitment	Have the ability to create and customise offer letters	Min	
BR_HRP_ 6415	11	HR	Recruitment	Have the ability to electronically sign documents	Min	
BR_HRP_ 6416	11	HR	Recruitment	Include ability to record and score candidates against required assessment criteria	Min	
BR_HRP_ 6419	11	HR	Recruitment	Have the ability to track offers to acceptance	Min	

BR_HRP_ 6420	11	HR	Recruitment	Allow candidates to review, reject, question information or documentation provided to them	Min	
BR_HRP_ 6421	11	HR	Recruitment	Allow transfer of information to an onboarding portal so the information only has to be entered once in the recruitment and onboarding cycle.	Min	
BR_HRP_ 6422	11	HR	Recruitment	Contain dashboards to allow designated users to monitor progress of recruitment by specified measure	Min	
BR_HRP_ 6423	11	HR	Recruitment	Have the ability to create reporting on recruitment metrics	Min	
BR_HRP_ 6424	11	HR	Recruitment	Have the ability to provide insights into the hiring process	Min	
BR_HRP_ 6425	11	HR	Recruitment	Have the ability to create and send candidate experience surveys	Min	
BR_HRP_ 6426	11	HR	Recruitment	Have the ability to filter and find data within data sets	Min	
BR_HRP_ 6427	11	HR	Recruitment	Support exporting of candidate data	Min	
BR_HRP_ 6428	11	HR	Recruitment	Have ability to capture Diversity, Equity and Inclusion specific information	Min	
BR_HRP_ 6432	11	HR	Recruitment	Support employee referral programme	Min	
BR_HRP_ 6433	11	HR	Recruitment	Allow creation of ad hoc digital web forms	Min	
BR_HRP_ 6434	11	HR	Recruitment	Support the hiring of contingent labour.	Min	
BR_HRP_ 6435	11	HR	Recruitment	Enable the specification of approval routes for "permission to recruit" requests	Min	
BR_HRP_ 6436	11	HR	Recruitment	Identify employees who are in the Redeployment pool	Min	

BR_HRP_ 6437	11	HR	Recruitment	Enable advertising of roles to "Closed Pools" of employees (for example just those in Redeployment)	Min	
BR_HRP_ 6438	11	HR	Recruitment	Provide the ability to record, transact and act as pre-hire individual	Min	
BR_HRP_ 6439	11	HR	Recruitment	Allow approvals to recruit	Min	
BR_HRP_ 6440	11	HR	Recruitment	Allow different routes for approval to recruit based on for e.g. role and grade of the role being approved.	Min	
BR_HRP_ 6441	11	HR	Recruitment	Enable employees to make referrals for roles	Min	
BR_HRP_ 6442	11	HR		Prevent the creation of recruitment requisitions for positions that have not been granted approval to recruit	Min	
BR_HRP_ 6444	11	HR		Restrict internal job advert postings to specific groups of workers (e.g. Redeployment)	Min	
BR_HRP_ 6445	11	HR	Recruitment	Enable the use of "Success Profiles" during recruitment and selection	Min	
NFR-0279	11	Applicatio n Managem ent Service	Infrastructure Management	The Supplier shall use the developed tools, interactions and dashboards to monitor the end to end solution's infrastructure such as integrations, performance, capacity and availability for the solution provided by the Supplier.	Min	
NFR-0280	11	Applicatio n Managem ent Service	Issue Resolution	The Supplier shall provide 1st line support to all users of the Authority's end to end solution via all developed channels including phone, system ticket or virtual assistant	Min	

NFR-0281	11	Applicatio n Managem ent Service	Issue Resolution	The Supplier shall provide 2nd line support to all users of the Authority's end to end solution via all developed channels including phone, system ticket or virtual assistant	Min	
NFR-0282	11	Applicatio n Managem ent Service	Issue Resolution	The Supplier shall provide 3rd line support to all users of the Authority's end to end solution via all developed channels including phone, system ticket or virtual assistant	Min	
NFR-0283	11	Applicatio n Managem ent Service	Issue Resolution	The Supplier shall develop required configuration or code fixes in a maintained development environment before testing	Min	
NFR-0284	11	Applicatio n Managem ent Service	Testing	The Supplier shall co-ordinate User Acceptance Testing of any configuration or code fixes developed prior to release to the Production environment	Min	
NFR-0285	11	Applicatio n Managem ent Service	Issue Resolution	The Supplier shall use the developed functionality in regards to service requests, tickets or equivalent for tracking, management and reporting purposes	Min	
NFR-0286	11	Applicatio n Managem ent Service	Release Management	The Supplier shall manage a Release Control mechanism with an agreed set of documentation standards to record modifications to the end to end solution they provide.	Min	

NFR-0287	11	Applicatio n Managem ent Service	Release Management	The Supplier shall deploy all changes to the end to end solution in a controlled and co-ordinated fashion (aligned with defined release control mechanism) in coordination with the Authority to ensure successful release across the total solution landscape	Min	
NFR-0289	11	Applicatio n Managem ent Service	Software Updates and Patching	The Supplier shall carry out a detailed impact assessment of the software update across the Matrix solution. Scope of this impact assessment should be beyond the affected system and process	Min	
NFR-0290	11	Applicatio n Managem ent Service	Software Updates and Patching	The Supplier shall make the Authority aware of impending updates and share outcome of impact assessment carried out	Min	
NFR-0291	11	Applicatio n Managem ent Service	Software Updates and Patching	The Supplier shall manage application of updates to the software where applicable.	Min	
NFR-0292	11	Applicatio n Managem ent Service	Testing	The Supplier shall manage regression testing of updates to software for any impacts on wider Matrix solution or service	Min	
NFR-0293	11	Applicatio n Managem ent Service	Software Updates and Patching	The Supplier shall work with software vendors to resolve any issue arising out of the updates applied to software	Min	

NFR-0294	11	Applicatio n Managem ent Service	Testing	The Supplier shall ensure integrity of any custom extensions or integration in the solution by thoroughly performing a targeted regression testing	Min	
NFR-0295	11	Applicatio n Managem ent Service	Change management	The Supplier shall work with the Authority to assess the impact of change requests received from various sections of the Authority. The Authority will coordinate the collection and collation of enhancement requests.	Min	
NFR-0296	11	Applicatio n Managem ent Service	Change management	The Supplier shall work with the Authority on prioritising the change requests and manage delivery of the same, utilising their expertise of their solution to deliver greatest value for money and benefits to the Authority.	Min	
NFR-0300	11	Applicatio n Managem ent Service	User Management	The Supplier shall be performing the user management and access control to the Matrix solution based on directives from Authority	Min	
NFR-0302	11	Applicatio n Managem ent Service	User Management	The Supplier shall put together a governance and control for user management process with Authority to ensure integrity of access to the Matrix solution	Min	
NFR-0303	11	Applicatio n Managem ent Service	User Management	The Supplier shall ensure controlled access to System Administration activity within the support service team	Min	

NFR-0304	11	Applicatio n Managem ent Service	Data Services & Management	The Supplier shall agree with the Authority and subsequently develop a process for requesting and implementing changes to reference and key data within the end to end solution being provided by the supplier.	Min	
NFR-0305	11	Applicatio n Managem ent Service	Data Services & Management	The Supplier shall be responsible for maintaining and developing reference data in the end to end solution they provide	Min	
NFR-0306	11	Applicatio n Managem ent Service	Service Gover nance & Control	The Supplier shall put together a system support governance and control mechanism in alignment with Matrix ICF governance as agreed with the Authority	Min	
NFR-0307	11	Applicatio n Managem ent Service	Service Gover nance & Control	The Supplier shall submit incident Management, Problem Management, change management, release management and quality control reports at detail level to Authority and gain their approval for compliance	Min	
NFR-0308	11	Applicatio n Managem ent Service	Performance Management	The Supplier shall put together a mechanism to continuously monitor performance of the end to end solution provided by the Supplier	Min	
NFR-0309	11	Applicatio n Managem ent Service	Performance Management	The Supplier shall implement a system by which performance bottleneck within the end to end solution or its peripherals can be identified and resolved.	Min	

NFR-0310	11	Applicatio n Managem ent Service	Quality Control	The Supplier shall implement and manage a set of Quality Controls to ensure all configuration, functionality changes or code is developed to a standard relevant to the end to end solution. This should include peer review and adherence to standards as agreed with the Authority	Min	
NFR-0311	11	Applicatio n Managem ent Service	Quality Control	The Supplier shall work with the Authority to ensure all enhancements or increases of scope to the end to end solution arising from major Request for Change or Vendor releases are presented to the Authority's Technical Design Authority for approving the Authority standards, guardrails and quality controls agreed above are met	Min	
NFR-0312	11	Applicatio n Managem ent Service	Quality Control	The Supplier shall ensure all the end to end solution documentation (e.g., process maps, technical integration specifications, system design documents, etc.) are all updated before releasing changes to production. This is for solutions within the scope of the Supplier.	Min	
NFR-0313	11	Applicatio n Managem ent Service	Change management	The Supplier shall put together a process that aligns with the change management process the Authority has defined	Min	

NFR-0314	11	Applicatio n Managem ent Service	Continuous Improvement	The Supplier shall implement a mechanism by which pain areas in the end to end solution and system management service is continuously reviewed and ways of improvement shared with Authority for prioritising and implementing	Min	
NFR-0315	11	Applicatio n Managem ent Service	Compliance & Audit	The Supplier shall ensure compliance with all the standards as stipulated by Authority	Min	
NFR-0316	11	Applicatio n Managem ent Service	Compliance & Audit	The Supplier shall carry out an audit for compliance regularly and this report shared with Authority frequently	Min	
NFR-0318	11	Applicatio n Managem ent Service	Knowledge base, Video & FAQ's	The Supplier shall maintain and develop contents where appropriate in the User assistance portal for the purpose of guiding and helping Users carry out transactions in the end to end solution. This will include but not be limited to articles, transaction instructions, video click through guides and support portal	Min	
NFR-0320	11	Applicatio n Managem ent Service	Helpdesk	The Supplier shall provide resource and service for a helpdesk function that will manage to the 1st, 2nd and 3rd line support services including an efficient hand off with Authority helpdesk	Min	

NFR-0321	11	Applicatio n Managem ent Service		The Supplier shall provide tracking and reporting of the Helpdesk functions and services to support agreed KPIs/SLAs and operation with Authority helpdesk	Min	
NFR-0322	11	Applicatio n Managem ent Service		The Supplier shall co-ordinate and maintain an Environment Management schedule and associated activities (including but not limited to standing up the environment, data load etc) to ensure the Authority has relevant Environments for the purpose of maintaining, developing, testing and managing release of all support and enhancement activities	Min	
NFR-0323	11	Applicatio n Managem ent Service	Vendor	The Supplier shall be the interface between the Authority's system support and the Vendor's service management for the purposes of availability, performance management and Vendor release	Min	
NFOR- 0325	11	Applicatio n Managem ent Service	Testing	The supplier shall manage resolving any defects arising from any phase of the test.	Min	
NFOR- 0326	11	Applicatio n Managem ent Service	Security	The Supplier shall ensure the end to end solution comply with all security standards agreed in Schedule 4 and Schedule 5	Min	

NFOR- 0327	11	Applicatio n Managem ent Service	Security	The Supplier will implement a Security Operations Control (SOC) that will be responsible for continuous threat and vulnerability assessment across the end to solution. Based on the assessment, the SOC will ensure mitigation actions based on criticality are planned and implemented	Min	
NFOR- 0328	11	Applicatio n Managem ent Service	Security	The Supplier will ensure the SOC will be working closely with cloud vendor SOC and team and SIEM	Min	
NFOR- 0329	11	Applicatio n Managem ent Service	Quality Control	The Supplier will ensure adherence to KPIs and SLAs agreed with the Authority	Min	
NFOR- 0330	11	Applicatio n Managem ent Service	Quality Control	The Supplier shall maintain a record of the configuration across the end-to-end solution, except where a configuration management database or equivalent is provided by the vendors of components of the solution."	Min	
BR_HRP_ 5039	11	HR	Manage Time	Enable time to be recorded against individual projects	Min	
BR_HRP_ 5040	11	HR	Manage Time	Have the ability to support weekly timesheet for all employees	Min	
BR_HRP_ 5041	11	HR	Manage Time	Provide the capability to ensure the requirement to submit timesheets can be switched on or off for individuals or groups of individuals as required	Min	

BR_HRP_ 5042	11	HR	Manage Time	Notify employees when a timesheet is late with repeat notifications until completed. The definition of late and frequency of notifications to be set by each Department	Min	
BR_HRP_ 5043	11	HR	Manage Time	Notify managers when an employee's timesheet is late with repeat notifications until completed. The definition of late and frequency of notifications to be set by each Department together with the escalation hierarchy	Min	
BR_HRP_ 5044	11	HR	Manage Time	Notify approvers that a timesheet is ready for approval with repeat notifications until completed. The frequency of notifications to be set by each Department	Min	
BR_HRP_ 5045	11	HR	Manage Time	Notify employees when a timesheet is rejected	Min	
BR_HRP_ 5046	11	HR	Manage Time	Provide the facility for an approver to comment on a timesheet (e.g., enabling them to provide a reason for rejecting a timesheet or for approving a timesheet that is inconsistent with policy)	Min	
BR_HRP_ 5047	11	HR	Manage Time	Provide the facility for an employee to comment on a timesheet (e.g. explaining overtime)	Min	
BR_HRP_ 5048	11	HR	Manage Time	Notify approvers when a timesheet approval is overdue with repeat notifications until approved. The definition of overdue and frequency of notifications to be set by each Department	Min	

BR_HRP_ 5049	11	HR	Manage Time	Escalate a late approval of a timesheet after a predefined period of time. Escalation hierarchy and timing to be set by the Department	Min	
BR_HRP_ 5050	11	HR	Manage Time	Provide Self-Service functionality enabling users to review individual timesheets, groups of timesheets selected based on status, date range etc. Access rights to view to be defined by the Department and configured in the system	Min	
BR_HRP_ 5051	11	HR	Manage Time	Report on the number of late timesheet submissions by employee or group of employees over a user defined period of time. Access rights to view to be defined by the Department and configured in the system	Min	
BR_HRP_ 5052	11	HR	Manage Time	Report on number of rejections with reason by employee or group of employees over a user defined period of time. Access rights to view to be defined by the Department and configured in the system	Min	
BR_HRP_ 5053	11	HR	Manage Time	Report on incomplete timesheets by employee or group of employees at any point in time. Access rights to view to be defined by the Department and configured in the system	Min	
BR_HRP_ 5054	11	HR	Manage Time	Report on unapproved timesheets by employee or group of employees at any point in time. Access rights to view to be defined by the Department and configured in the system	Min	

BR_HRP_ 5055	11	HR	Manage Time	Have the capability to integrate with Project Accounting solution to enable costing of time associated with projects	Min	
BR_HRP_ 5057	11	HR	Manage Time	Enable employees to edit and resubmit timesheets that have previously been rejected by the line manager	Min	
BR_HRP_ 5058	11	HR	Manage Time	Enable managers to reject timesheets	Min	
BR_HRP_ 5059	11	HR	Manage Time	Enable employees to save partially complete timesheets prior to submission	Min	
BR_HRP_ 5060	11	HR	Manage Time	Enable employees to create and save timesheet templates reducing the need to populate data from fresh week on week	Min	
BR_HRP_ 5061	11	HR	Manage Time	Enable managers to add reviewers/approvers to timesheets	Min	
BR_HRP_ 5062	11	HR		Enable managers to delegate approval when away from the office, and that, the delegated approver to be at least, the same level as the original approver unless where and if controls allow the delegation needs to be routed to an administrator, secretarial, private office type role.	Min	
BR_HRP_ 5063	11	HR	Manage Time	Have the capability to provide a report on delegated approvers including how long the delegation has been in place	Min	
BR_HRP_ 5064	11	HR	Manage Time	Ensure that employees can only submit one approved timesheet covering any given week	Min	
BR_HRP_ 5065	11	HR	Manage Time	Enable employees to withdraw a timesheet (whether approved or not) and resubmit	Min	

BR_HRP_ 5066 BR_HRP_ 5068	11 11	HR HR	Manage Time Manage Time	can vary by employee or groups of employees e.g. some employees may only record non-standard hours, some may record all hours worked, some may not be required to record any time worked etc Notify employees when a timesheet is approved Automatically reassign to a new approver when the approving	Min Min	
BR_HRP_ 5069	11	HR		manager is out of office and hasn't assigned a delegate. Reassignment rules to be in line with Department policy	Min	
BR_FIN_3 049	11	Finance	PIOIACI	Allow billing to be associated with and hence triggered by critical project milestones	Min	
BR_FIN_3 058	11	Finance	PIOIACI	Allow configuration of budgetary controls over projects to prevent large overspends	Min	
NFR-0299	11	System and Service Managem ent		The Supplier shall ensure all enhancements are fit to be taken through the defined release management process for end to end solution. This will include working with the Authority to ensure any other technologies in the total solution landscape are appropriately prepared for the release.	Min	

Section 2. Not Minimum Requirements

ID	Grouping	Category	Sub Category	Description	Priority (Min/Not Min)	derer Respo	Tenderer Comments
BR_FIN_3 002	11	Finance	Project accounting	Allow multiple forecast and budget versions to be stored in the Service System	Not min		
BR_FIN_3 008	11	Finance	Project accounting	Contain approval workflows for the approval of timesheets as defined by the Matrix Cluster	Not min		
BR_FIN_3 017	11	Finance	Project accounting	Enable risks and assumptions to be captured against projects	Not min		
BR_FIN_3 019	11	Finance	Project accounting	Allow the entry of actual completion dates	Not min		
BR_FIN_3 020	11	Finance	accounting	Allow the entry of expected completion dates	Not min		
BR_FIN_3 021	11	Finance	Project accounting	Allow the entry of the actual duration of the project	Not min		
BR_FIN_3 022	11	Finance	Project accounting	Allow the entry of the expected duration of the project	Not min		
BR_FIN_3 024	11	Finance	Project accounting	Provide Matrix Cluster defined workflows for the approval of project budgets and forecasts	Not min		
BR_FIN_3 027	11	Finance	Project	Hold information relating to the appraised business case and annual budget that the project is linked to including attachments as required	Not min		
BR_FIN_3 031	11	Finance	Project accounting	Provide project reporting that shows the status of projects and performance against Authority defined KPIs	Not min		
BR_FIN_3 032	11	Finance	Project accounting	Enable the definition of project KPIs	Not min		
BR_FIN_3 036	11	Finance	Project accounting	Show the % and number of projects with incomplete information	Not min		
BR_FIN_3 042	11	Finance	Project accounting	Show number of time allocation errors	Not min		

BR_FIN_3 048	11	Finance	Project accounting	Track performance management of a single or multiple projects through defined KPIs and measures	Not min	
BR_FIN_3 062	11	Finance	Project accounting	Hold information on cost recharge agreements	Not min	
BR_FIN_3 063	11	Finance	Project accounting	Support different planning methodologies, traditional waterfall, agile etc	Not min	
BR_FIN_3 066	11	Finance	Project accounting	Provide reports to enable the preparation of project related notes to the accounts	Not min	
BR_FIN_3 069	11	Finance	Project accounting	Provide the ability to identify and alert when projects are coming to an end date	Not min	
BR_FIN_3 070	11	Finance	Project accounting	Provide the ability to notify users when reporting is due for projects (start date, end date and reporting period to be set up at start of project)	Not min	
BR_FIN_3 071	11	Finance	Project accounting	Provide the ability to schedule reports to run on an ad hoc basis.	Not min	
BR_FIN_3 073	11	Finance	Project accounting	Provide detailed reports e.g. project detail analysis report; employee utilisation report; project tasks in Gantt format	Not min	
BR_FIN_3 074	11	Finance	Project accounting	Provide real time dashboard reports for visibility of project related costs and income	Not min	
BR_FIN_3 076	11	Finance	Project accounting	Provide the ability to control budgets (e.g. track project spend including committed)	Not min	
BR_FIN_3 081	11	Finance	Project accounting	Provide real-time visibility of available resource	Not min	
BR_FIN_3 084	11	Finance	Project accounting	Provide the ability to define project steps (e.g. phases, tasks, subtasks and milestones)	Not min	

BR_FIN_3 085	11	Finance	Project accounting	Provide the ability to create dependencies between both projects and tasks	Not min	
BR_FIN_3 086	11	Finance	Project accounting	Provide the ability to assign or re-assign users to a project leader role	Not min	
BR_FIN_3 090	11	Finance	Project accounting	Provide the ability to record project budgets against work breakdown structures	Not min	
BR_FIN_3 101	11	Finance	Project accounting	Ensure that a project minimum budget threshold can be set below which a project cannot be created to avoid small projects causing unnecessary administration effort	Not min	
BR_FIN_3 107	11	Finance	Project accounting	Ensure payroll costs are initiated in the Payroll system and interfaced into the Project Accounting solution	Not min	
BR_HRP_ 6359	11	HR	Recruitment	Allow identification and reporting on new vacant posts and trigger the recruitment process	Not Min	
BR_HRP_ 6364	11	HR	Recruitment	Allow ranking of applicants (for example, rank an applicant as a preferred choice)	Not Min	
BR_HRP_ 6366	11	HR	Recruitment	Have the ability to hold a library of interview questions	Not Min	
BR_HRP_ 6368	11	HR	Recruitment	Have the ability to parse resumes	Not Min	
BR_HRP_ 6369	11	HR	Recruitment	Have functionality to interview schedule	Not Min	
BR_HRP_ 6372	11	HR	Recruitment	Have the ability to integrate with social media	Not Min	
BR_HRP_ 6405	11	HR	Recruitment	Send career related alerts	Not Min	
BR_HRP_ 6406	11	HR	Recruitment	Provide interview status updates for each round of recruitment	Not Min	

BR_HRP_ 6410	11	HR	Recruitment	Support text messaging as a way of communicating with applicants on a one to one and one to many basis	Not Min
BR_HRP_ 6412	11	HR	Recruitment	Allow interviewers to highlight available interview slots and times for booking by candidates	Not Min
BR_HRP_ 6413	11	HR	Recruitment	Allow guidance to be available to both interviewer and interviewee through the system	Not Min
BR_HRP_ 6417	11	HR	Recruitment	Include chat functionality	Not Min
BR_HRP_ 6418	11	HR	Recruitment	Allow tagging of individuals in comments or follow ups	Not Min
BR_HRP_ 6429	11	HR	Recruitment	Have the ability to record and submit video CV's, video responses to questions as part of any part of the screening process.	Not Min
BR_HRP_ 6431	11	HR	Recruitment	Integrate to social media platforms for the purposes of job posting	Not Min
NFR-0288	11	Applicatio n Managem ent Service	Software Updates and Patching	The Supplier shall proactively monitor the updates to all software packages from their respective vendors and report any impacts to the Matrix Solution to the Authority for consideration/action.	Not Min
NFR-0297	11	Applicatio n Managem ent Service	Change management	The Supplier shall ensure all system changes are within the Architecture guardrails defined by the Matrix Programme and GBS	Not Min
NFR-0298	11	Applicatio n Managem ent Service	Change management	The Supplier shall follow the quality control process to ensure integrity of the end to end solution being provided by the Supplier.	Not Min

NFR-0301	11	Applicatio n Managem ent Service	User Management	The Supplier shall ensure integrity of various user access and authentication tools throughout the support period	Not Min
NFR-0324	11	Applicatio n Managem ent Service	Complaint resolution	The Supplier shall implement a complaint management and resolution process which will have oversight from the Supplier Account Manager and Senior Leadership within the Authority	Not Min
BR_HRP_ 6339	11	HR	Manage time	Enable the capture of hours worked by location	Not Min

OFFICIAL Matrix Programme

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 2

MATRIX DESIGN PRINCIPLES

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 3 SUPPLIER COMMITMENTS

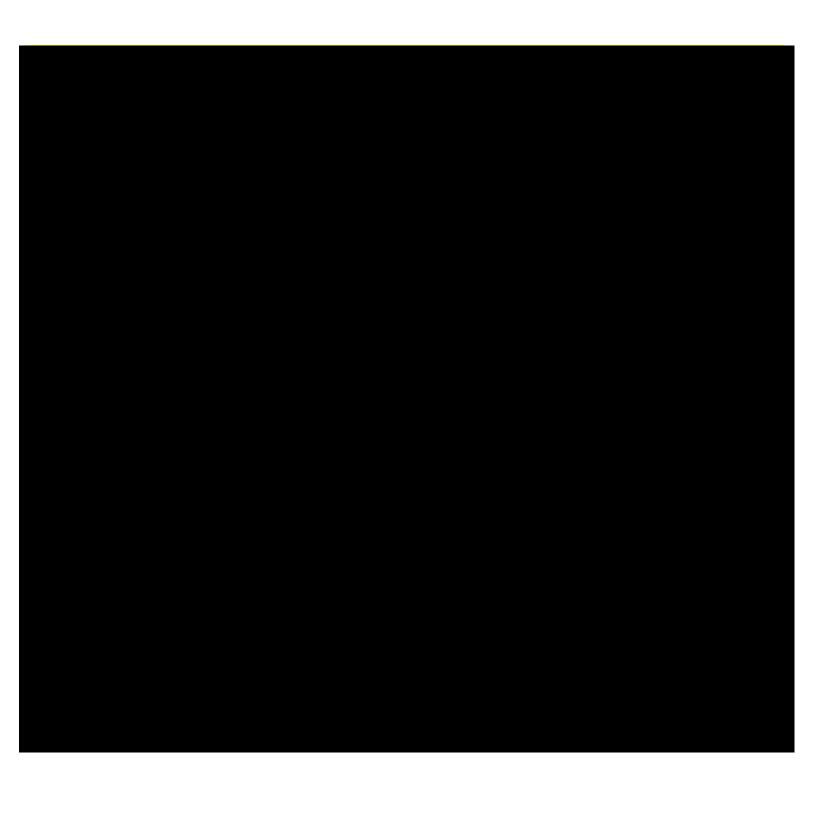


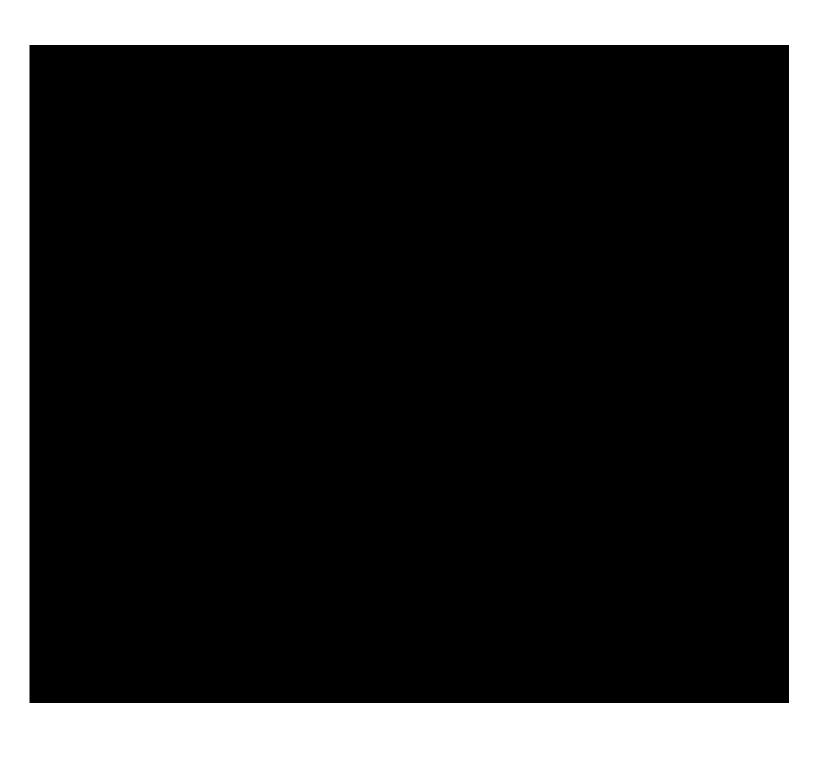
Technology Solution and Systems Integration Services
Schedule 2 – Service Description



Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 4 INTEGRATION CATALOGUE





Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 5 IMPLEMENTATION RACI

Any reference to "Supplier" in this Appendix 5 RACI is a reference to the SI.

RACI Matrix Instructions INSTRUCTIONS

The RACI matrix is a responsibility assignment matrix (RAM)

RACI References

R	Responsible	responsible for actually doing or completing the item
Α	Accountable	accountable for ensuring that the item is completed
С	Consulted	Provides input in order to complete the item
	Informed	to be kept informed of the status of item completion

NA Not Applicable Activity is not applicable for the pasrty.

RACI header references for information

TOTAL HOUGH TOTAL HOUSE TOT II	
Matrix Programme (Including future Intelligent client function)	See Schedule 1 definition for Matrix Programme
Supplier	As defined by the contract [DRAFTING NOTE: The Authority has not sought to make a distinction between the roles and responsibilities of the two providers under the "Supplier" column in recognition of the market determining the split of tasks as part of the joint bid/Consortia response.]
Department (Inc As-IS BPO)	See Schedule 2, Appendix 1 definition for Department
UKSBS (BPO Supplier)	See Schedule 1 definition for BPO Supplier

Notes:

- 1. The Authority has not sought to make a distinction between the roles and responsibilities of the two providers under the "Suppliers" column in recognition of the market determining the split of tasks as part of the joint bid/Consortia response
- 2. As Potential Bidders are aware this RACI has been developed at an early stage within the programme and is likely to evolve over time

Governance & Implementation RACI						
Activity	Matrix Programme (Including future Intelligent client function)	Supplier	Department (Inc As- IS BPO and 3rd party Suppliers)	UKSBS	AMS	
Governance						
Account Management	Α	R	С	ı	NA	
Dispute Resolution Procedure	А	R	С	NA	NA	
Management of the relationship with SaaS Vendor and other third party vendors and	А	R	С	NA	NA	
suppliers who are involved in the solution being developed Performance reporting on account management	А	R	С	NA	NA	
Escalation of issues with SaaS vendors	А	R	С	NA	NA	
Assurance	А	R	А	ı		
Collaboration and input with third party assurance providers like IPA, GIAA, NAO etc	A	R	С	NA	NA	
All Implementation Document Management	А	R	С	1	ı	
Build	А	R	А	С		
Maintain configuration records	А	A/R	С	ı		
Environment/Tenant/Instance Management	А	A/R	ı	ı		
Build Standards Management	А	A/R	ı	ı		
End to End design and build plan	А	A/R	ı	ı		
Commercial	А	R	С	I.		
Commercial review of performance	А	R	С	ı		
Commercial Change control process	А	R	С	ı		
Cut Over	Α	R	R	R	R	
Cut over and transition Plan along with RACI of all activity	А	R	R/C	R/C	R/C	
Over all Cutover management	А	R	R/C	R/C	R/C	
Cut over collaterals management	А	R	R/I	R/I	R/I	
Fall Back and contingency plan	А	R	R/C	R/C	R/C	
Defining the entry critera for cut over plan	А	R	R/C	R/C	R/C	
Design	А	R	С	С	С	
Putting together a design governance process for programme	R	Α	С	ı		
Managing the design governance process	А	R	С	1		
Aligning the design governance with over all programme plan	А	R	С	I		
Design change control process	А	R	С	1		
Licences as per the Bill of Materials for the end to end solution	А	R	С	I I		
Interface Migration & Transition	А	R	R	R/C	R/C	
Project Management	А	R	I/C	l/C		
Facilitate and coordinate activities for delivery	А	R	С	С		
Service review of Supplier and SaaS vendor	A/R	С	С	С		
Manage RACI framework	А	R	ı	1		
Project Initiation Document	А	R	С	С		
Project Plan	А	R	С	С		
Project change control	А	R	С	I		
Programme Management Structure	А	R	1	I		
Traceability Matrix	А	R	С	С		
Risks, Issues, Assumptions and Dependency Management	А	R	I.	1		

	Data Workstream RACI						
Activity / Party	Matrix Programme (Including future Intelligent client function)	Supplier	Department (Inc As-IS BPO and 3rd party Suppliers)	UKSBS	AMS		
Data Migration							
Data Migration Strategy							
Document Creation & Management	А	R	С	I	I		
Data Entity Scope	А	R	С	I	I		
Data Extraction							
Data Extraction Dept Specification	А	С	R	I	I		
Data Extraction	А	С	R	I	ı		
Data Cleansing							
Data Cleansing Analysis	А	R	С	ı	ı		
Data Cleansing & Monitoring	А	С	R	I	ı		
Data Transformation							
Field & Config Mapping, Business Rules	А	R	С	I	ı		
Technical Transformation	А	R	С	ı	ı		
Data Obfuscation	А	R	С	ı	ı		
Data Loading							
Data Validation Checks	А	R	С	ı	ı		
Data Loading	С	A/R	С	ı	ı		
Data Load & Validation Error Reporting	А	R	С	ı	ı		
Data Reconciliation							
Technical Reconciliation	С	A/R	ı	С	С		
Business Reconciliation	A/R	С	R	С	С		
Reconciliation Signoff Authority	A/R	R	R	С	С		
Data Migration Progress Reporting							
DM Cycle Technical Progress Report	А	R	С	ı	1		
DM Cycle Completion Report	А	R	С	I	ı		
Data Migration Audit Pack	А	R	С	I	I		
Data Migration (Archive)							
Data Extraction (Inc Transformation if req)	А	С	R	I	ı		
Data Loading	А	R	С	ı	ı		
Data Reconciliation & Signoff	A	R	R	С	ı		

Design + Configuration RACI						
Activity / Party	Matrix Programme (Including future Intelligent client function)	Supplier	Department (Inc As-IS BPO and 3rd party Suppliers)	UKSBS	AMS	
Architecture Development						
Architecture Principles	R/A	С	С	T.	1	
Conceptual To be Architecture	R/A	C/I	С	C/I	C/I	
Logical and Physical To Be Architecture	A/C	R	С	C/I	C/I	
Integration Architecture and Strategy aligned to logical and physical architecture	A/C	R	С	C/I	C/I	
As is architecture review and analysis	R/A	1	R/C	C/I	C/I	
Non Functional requirements	R/A	C/I	С	С	С	
Security						
Threat Assessment	R/A	С	R	1	1	
Security Framework	R/A	1	R	1	1	
Validate key security considerations for contract	R/A	1	R	1	1	
Capture Security requirements for cluster departments	R/A	1	R	1	1	
Define data security policy for the Matrix project	R/A	1	R	1	1	
Security certification of the product	Α	R	С	1	1	
Define the security architecture for a shared Service platform across SaaS ERP, On premise Systems, Gov Services, and other third-party services	A	R	С	С	С	
Design and implement security controls (e.g., Role based access control)	A	R	С	С	С	
Assess the risk and impact of vulnerabilities on existing and future designs and systems	A	R	С	С	С	
Data Protection Impact Assessment	R/A	С	R/A	С	С	
Integration						
Integration Standard, Principles and Policies	R/A	С	C/R	1	1	
Logical integration architecture and design	A	R	C/R	С	С	
End to end integration specification for individual interfaces	A	R	C/R	С	С	
End point systems interface component design	A/R	R/C	R/C	С	С	
Infrastructure configurations for interfaces	A	C/R	C/R	C/R	C/R	
Build end point system components for Interface	A	C/R	C/R	1	1	
Infrastructure and network component configuration - BPO	A	R	1	R	С	
Infrastructure and network component configuration - Department	A	R	C/R	1	NA NA	
Device and network component configuration - BPO	A	R	C/R	C/R	С	
Device and network component configuration - Department	A	R	C/R	1	NA NA	
Identity Management	A	R	C/R	C/R	С	
Design						
End to end Business Process Architecture & Design.	A	A/R	A/C	С	1	
Functional Design (E.g. Chart Of Accounts, Integrations & Reporting)	A	A/R	С	С	1	
Functional Walk Through, Prototype & Demos	С	A/R	С	С	1	
Create Digital Operating Procedures/Work Instructions	С	A/R	С	С	1	
Risk and Controls Framework	A/R	R	С	С	1	
Requirements Traceability through implementation	Α	R	c	1	1	
Design & Build Change Control	A/R	R	С	С	c	
Creation of Knowledge Base	A/R	A/R	c	C	ı	
Configuration / Build						
Functional requirements	A	С	R	R	NA NA	
Functional design (Build from the Design)	C	A/R	C	C	NA NA	
Functional configuration	c	A/R	c	C	NA NA	
i unctional configuration	C	AVR	·	·	NA	
User, Role Configuration & Security	A	A/R	С	С	1	

To	Technology RACI						
Activity / Party	Matrix Programme (Including future Intelligent client function)	Supplier	Department (Inc As-IS BPO and 3rd party Suppliers)	UKSBS	AMS		
Testing							
Unit Test							
Approach to Test Phase	ı	R/A	1	1	I.		
Creation of Test scripts	1	R/A	1	-	1		
Test Execution Plan	ı	R/A	ı	ı	1		
Entry Criteria and Gate	A	R	ı	1	1		
Execution	ı	R/A	1	1	1		
Record test Outcome	ı	R/A	ı	-	1		
Defect Recording & resolution	ı	R/A	1	1	1		
Execution Tracking & Reporting	ı	R/A	ı	1	1		
Exit Criteria & Gate	A	R	ı	1	1		
Test Sign Off	A	R	ı	1	1		
System Test							
Approach to Test Phase	ı	R/A	1	1	1		
Creation of Test scripts	ı	R/A	1	1	1		
Test Execution Plan	С	R/A	С	С	1		
Entry Criteria and Gate	A	R	1	1	1		
Execution	С	R/A	С	С	ı		
Record test Outcome	1	R/A	ı	ı	ı		
Defect Recording & resolution	С	R/A	С	С	1		
Execution Tracking & Reporting	1	R/A	1	1	1		
Exit Criteria & Gate	A	R	1	ı	1		
Test Sign Off	Α	R	1	1	1		
System Integration Test & End to End Test				<u> </u>			
Approach to Test Phase and Requirement Traceability	A/C	R/A	С	С	С		
Creation of Test scripts	С	R/A	С	С	С		
Test Execution Plan	С	R/A	С	С	С		
Entry Criteria and Gate	Α	R/A	A	С	С		
Execution	Α	R/A	R	С	c		
Record test Outcome	С	R/A	R	С	С		
Defect Recording & resolution	Α .	R/A	R	С	С		
Execution Tracking & Reporting	A .	R	С	С	С		
Exit Criteria & Gate	Α	R/A	С	С	С		
Test Sign Off	Α Α	C	R	R	R		
Payroll Comparison Test	^	<u> </u>	r.	κ.	K		
Approach to Test Phase	Α	R	С	R	С		
			С		С		
Creation of Test scripts Test Execution Plan	A	R		R			
	A	R	С	R	c		
Entry Criteria and Gate	Α	R	С	R	С		
Execution Percent test Outcome	Α	R	С	R	С		
Record test Outcome	C	R	С	R	c c		
Defect Recording & resolution	A	R	С	R			
Execution Tracking & Reporting	A	R	С	R	C		
Exit Criteria & Gate	Α .	R	С	R	С		
Test Sign Off	A	С	С	R	С		
Regression Test		_					
Approach to Test Phase	C	R	C	С	С		
Creation of Test scripts	c	c	С	R	R		
Test Execution Plan	Α	C	С	R	R		
Entry Criteria and Gate	A	R	С	С	С		
Execution	Α	С	A	R	R		
Record test Outcome	С	С	С	R	R		
Defect Recording & resolution	A	R	R	R	R		
Execution Tracking & Reporting	С	R	С	С	С		
Exit Criteria & Gate	A	R	С	R	R		
Test Sign Off	Α	С	R	R	R		

User Acceptance Test					
Approach to Test Phase and Requirement Traceability	A/C	С	R	R	С
Creation of Test scripts	A	С	R	R	С
Test Execution Plan	Α	С	R	R	С
Entry Criteria and Gate	Α	R	R	R	I .
Execution	A	С	R	R	С
Record test Outcome	A	С	R	R	1
Defect Recording & resolution	A	R	R	R	С
Execution Tracking & Reporting	С	R	С	С	1
Exit Criteria & Gate	R	R	С	R	С
Test Sign Off	A	С	R	R	С
Performance Test					
Approach to Test Phase	A	R	С	С	С
Creation of Test scripts	А	R	С	С	С
Test Execution Plan	А	R	С	С	С
Entry Criteria and Gate	A	R	С	С	С
Execution	A	R	С	С	С
Record test Outcome	А	R	С	С	С
Defect Recording & resolution	A	R	С	С	С
Execution Tracking & Reporting	A	R	С	С	С
Exit Criteria & Gate	R	С	С	С	С
Test Sign Off	A	С	R	R	ı
Operational Acceptance Test					
Approach to Test Phase	A/C	R/A	С	С	С
Creation of Test scripts	С	R/A	С	С	С
Test Execution Plan	С	R/A	С	С	С
Entry Criteria and Gate	А	R/A	Α	С	С
Execution	A	R/A	R	R	R
Record test Outcome	С	R/A	R	R	R
Defect Recording & resolution	A	R/A	R	R	R
Execution Tracking & Reporting	A	R	С	С	С
Exit Criteria & Gate	A	R/A	С	С	С
Test Sign Off	A	С	R	R	R
Live Acceptance Test					
Approach to Test Phase	С	С	С	R	R
Creation of Test scripts	С	С	С	R	R
Test Execution Plan	С	С	С	R	R
Entry Criteria and Gate	С	С	R	R	R
Execution	A	С	R	R	R
Record test Outcome	A	С	С	R	R
Defect Recording & resolution	A	R	R	R	R
Execution Tracking & Reporting	С	С	С	R	R
Exit Criteria & Gate	R	С	С	С	С
Test Sign Off	Α	С	R	С	С
Penetration Test					-
Approach to Test Phase	A/R	С	ı	ı	1
Creation of Test scripts	A/R	С	ı	1	ı
Test Execution Plan	A/R	С	ı	ı	ı
Entry Criteria and Gate	A/R	С	I	I	1
Execution	A/R	c	1	1	1
Record test Outcome	A/R	С	1	1	1
Defect Recording & resolution	A	R	1	1	1
Execution Tracking & Reporting	A/R	C	' I	1	1
Exit Criteria & Gate	A/R	С	1	1	1
Test Sign Off	A/R	С	' I	'	1
Creation of a Master Test Plan	A	R	c	c	C
S. Callotte 1651 Idil		^			

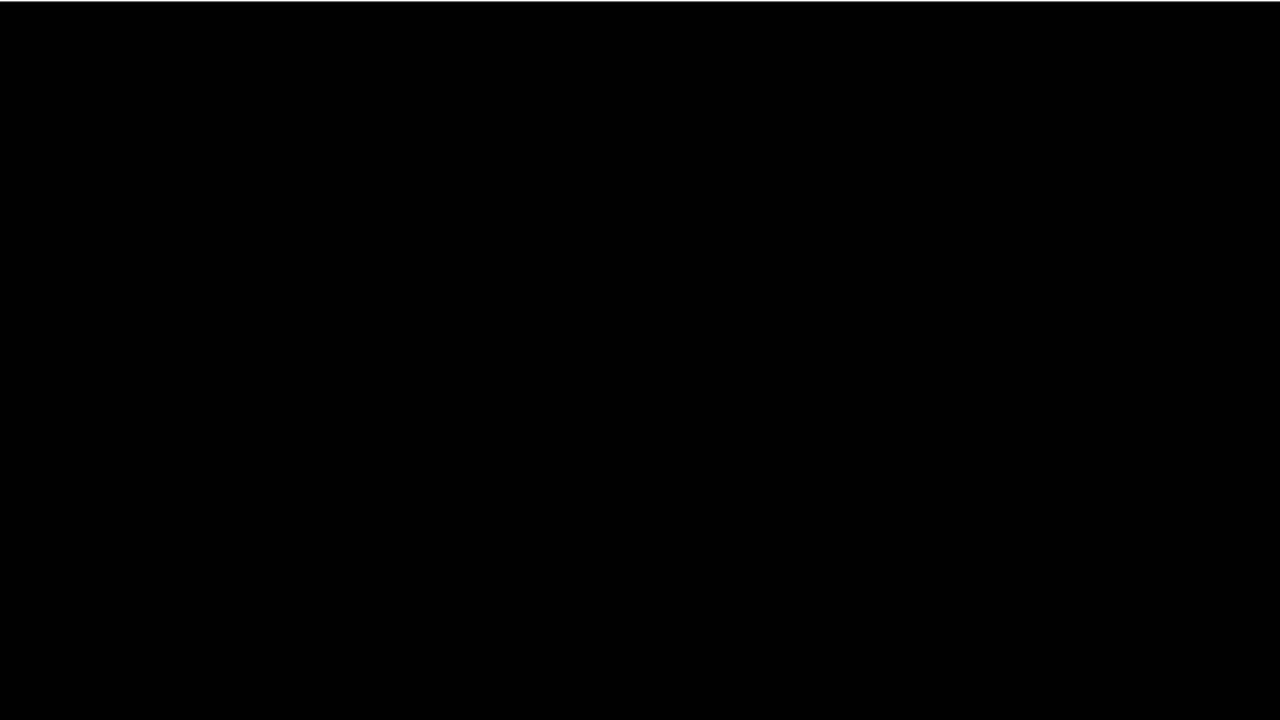
Knolwdge Transfer, Handover and Transition RACI						
Activity / Party Roles	Matrix Programme (Including future Intelligent client function)	Supplier	Department (Inc As-IS BPO)	UKSBS	AMS	
Business Readiness & Deployment						
Business readiness						
establish teams and approach	A	С	С	R	R	
Develop BAU handover criteria and readiness tracking	A	R	C	С	С	
Establish teams and approach	С	С	A/R	С	С	
Develop readiness criteria and Business Readiness tracking approach	A	R	С	С	С	
Develop transition plans	С	С	A/R	С	С	
xecute and track, monitor, escalate and resolve issues	С	С	A/R	С	С	
Deployment analysis, planning and approach (incl. definition of principles, model, governance, super users, and schedule)	A	R	С	С	С	
re go-live (PGL) simulation testing and support planning (incl. capture and esolution of issues and queries)	A	R	С	С	С	
Go-Live" and PGL support	Α	R	С	С	С	
Fransition to BAU (incl. monitoring of trends, metrics and adoption plans)	С	ı	A/R	С	С	
Cut over	Α	R	R	С	С	
lypercare 1st and 2nd Line	A	R	С	R	R	
Hypercare 3rd Line	A	R	С	С	С	
Fraining	Δ.	D.				
Develop Programme Training Strategy	A	R	C	<u> </u>	1	
Develop Dept Training Strategy	1	C R	A/R C	С	C C	
Produce Training Materials	A	R R	(C	L L	
Carry out training (according to agreed strategy)	A	K		<u> </u>		
Training Roll Out	I	I	A/R	1		

Business Change & Communication/Engagement RACI					
Activity / Party	Roles	Matrix Programme (Including future Intelligent client function)	Supplier	Department (Inc As-IS BPO)	UKSBS
Change Charles 9 M					
Change Strategy & Vi				_	
Change Strategy & Pla	_ · _ ·	1 4/2			
	/ cluster and change context (Approach)	A/R	<u> </u>	С	<u> </u>
Develop Programme-le	0,	A/R	C	С	<u>'</u>
Ensure Central teams I		A/R	<u> </u>	C	<u>!</u>
Ensure Dept teams ho	<u> </u>	C	<u> </u>	A/R	<u> </u>
Revise and update Cha	0 0/1 /	A/R	С	С	<u> </u>
Develop and manage p	,	A/R	С	С	
•	e for Change (Prog & Dept)	1			
Establish the programi	· ·	A/R	1	С	1
Co-create the Vision a	-	A/R	1	С	<u> </u>
	e and engage across the organisations	A	С	R	<u> </u>
	mental Focus Strategy (Dept)				
Change Discovery		С	1	A/R	1
Develop Dept Change		С	1	A/R	I
Revise and update Cha	0,1	A/R	С	С	1
,	pt C&E plan (embedded in programme plan)	С	С	A/R	I
Change Strategies Sign	off (Dept Programme Board)	С	С	A/R	1
Change Activities					
Personas and Journey	s				
Develop approach for	producing the personas and journeys	A	R	С	1
Develop Personas		A	R	С	I
Create Experience Maj	os (Journeys)	A	R	С	Ţ
Sign off Personas and j	ourneys	A	R	С	1
Stakeholders					
Identify Stakeholders		A/R	С	A/R	1
Establish foundations	for Sponsorship as well as roles/responsibilities	A/R	С	A/R	I
Implement, monitor a	• • • • • • • • • • • • • • • • • • • •	A/R	С	A/R	1
Change Networks – Be		ZVIV		ZVN	· ·
Identify Stakeholders	510W 3C3	1 1	С	A/R	1
racinity stakenoluers		'	· ·	7/1	I
Establish foundations	for Sponsorship as well as roles/responsibilities	I I	I	A/R	I
Implement, monitor a	nd review	1	С	A/R	I
	rk(s) are established and in place	A		R	
Branding	r to the second	·			
Develop an approach f	or branding	A/R	1	С	ı
Design the branding	<u> </u>	A/R	C	C	i I
Deliver the technology	brand	771	A/R	A/R	i
Change Impact Analys		•	. 411	7 7 11	
	nange Impact Analysis (incl. choice of tool and	1		T	
* *	cilitation of workshops)	A/R	1	С	1
		A/R	C	A/R	1
	ct Assessments and analysis ontinued refinement (to help inform readiness action	Ayrı	L .	Ayrı	ı
plans)	munueu rennement (to neip inform readiness action	R	С	A/R	I
Assure Change impact	assessments have been completed	A	1	R	1

Stakeholder Engagement & Communication				
Stakeholder Management, Communication & Engagement Strategy & Plan				
(Programme)				
Map organisation stakeholders which require proactive management and			_	
identify key influencers	Α	С	R	I
Develop Stakeholder Management Strategy and Plan	A/R	С	С	ı
Monitor, revise and update approach	A/R	С	C	I
Stakeholder Management, Communication & Engagement Strategy & Plan				
(Dept)				
Map organisation stakeholders which require proactive management and	_			
identify key influencers	С	l I	A/R	ļ
Develop Stakeholder Management Strategy and Plan	С	С	A/R	ı
Monitor, revise and update approach	С	С	A/R	ı
Communication Products			·	
Prepare programme engagement and comms strategy	A/R	С	С	I
Prepare clear and effective user communications in accordance with the	•			
strategy	Α	С	R	I
Deliver engagement/communication	l	С	A/R	I
Monitor progress and effectiveness	I	C	A/R	I
People				
Trade Union Engagement (Prog)				
Define approach for engaging TUs	R/A	ı	С	ı
Maintain relationship with TUs	R/A	1	C	I
Monitor, review relationship	R/A	1	C	I
Trade Union Engagement (Dept)		†	1	
Align central approach for engaging TUs	С	1	A/R	ı
Maintain relationship with TUs		i	A/R	i
Business Readiness & Deployment	·		. ,	
Business readiness				
Establish teams and approach	С	С	A/R	С
Establish teams and approach				
Develop readiness criteria and Business Readiness tracking approach	Α	R	С	С
Develop transition plans	С	С	A/R	С
Execute and track, monitor, escalate and resolve issues	C	C	A/R	C
Deployment analysis, planning and approach (incl. definition of principles,	-		· ·	-
model, governance, super users, and schedule)	Α	R	С	С
Pre go-live (PGL) simulation testing and support planning (incl. capture and				
resolution of issues and queries)	Α	R	С	С
Go-Live" and PGL support	A	R	С	С
Transition to BAU (incl. monitoring of trends, metrics and adoption plans)	A/R	С	A/R	С
Training				
Develop Programme Training Strategy	A/R	С	С	I
Develop Dept Training Strategy	C	С	A/R	С
Produce Training Materials	Α	R	C	С
Carry out training (according to agreed strategy)	A	R	R	I

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 6 DATA ARCHIVING



Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 7 GLOSSARY OF TERMS

Term or Acronym	Definition
9 Box Grid	The 9 box grid is an employee assessment tool that divides and plots employees across 9 key data points. It is a
	grid-based system used to evaluate employees' performance levels and potential for growth to fit them into each
	of these 9 segments.
A/L Entitlements	Absence and Leave entitlements
Accounting Period	Any specified month within the financial year (usually April 1st to March 31st) where the Authority gathers and
	organises its financial activity.
Accounts Payable or "AP"	The system components and processes that provide for the entry and processing through to payment of supplier
Г	invoices.
Accounts Receivable or "AR"	The system components and processes that provide for the entry and processing through to receipt of customer
Adult Education Funding	invoices. Grants and bursaries for adult learners
Advances of Pay	An Authority loan to payroll employees that will need to be repaid through arranged means, such as
AES256	from wages or other benefit staff may be getting. Advance Encryption Standards 256 is a virtually impenetrable symmetric encryption algorithm that uses a 256-bit
AE3230	key to convert your plain text or data into a cipher
AGO	Attorney General's Office, one of the Authority departments in the Matrix cluster.
Alternate Approver	Person defined by the Authority to approve, reject, etc a transaction on behalf of the approver when the latter is
Title mate Approver	absent.
API	Application Programme Interface
Appeal Manager	Manager (at least one grade above the Decision Manager) who hears and decides appeals against formal
7,77	sanctions levied against employees (e.g. disciplinary).
Applicant Tracking Systems or ATS	Software application that enables the electronic handling of recruitment and hiring needs.
Approval	Written consent or written approval (in a prior agreed format where applicable) and 'Approve' and 'Approved' shall
	be construed accordingly.
Arm's Length Body or ALB	Arm's-length body (ALB) is a term commonly used to cover a wide range of public bodies, including non-
	ministerial departments, non-departmental public bodies, executive agencies and other bodies, such as public
	corporations.
Asset Under Construction or "AUC"	Special category of tangible assets. Displayed as a separate balance sheet item with its own account
	determination in the asset classes.
Atamis	A cloud based eSourcing and contract management tool, widely used by Matrix departments.
Authority	For the sake of functional requirements "Authority", "Matrix Cluster" and "Matrix Departments" are interchangeable
	and refer to those Government Departments and their ALBs that will be users of the Service Solution. The Matrix
	Programme, it's Departments or other representatives of His Majesty's Government
Authority Agent	Agents who have been approved by the Authority to act on the Authority's behalf and notified to the Supplier in
Additionly Agent	writing.
Authority Business Change Strategy	The Authority's documented approach to business change activities (as amended from time to time) that will be
, , , , , , , , , , , , , , , , , , , ,	required as the Service System is implemented.
Authority Data Migration Strategy	The Authority's documented approach to data migration activity (as amended from time to time) that will be
	required when implementing the new Service System.
Authority Retained Function	A team of ERP functional and technical specialist responsible for providing support, enhancements and
	developments of the Service System once live.
AVC	Additional Voluntary Contributions
AWDL	Average Working Days Lost
AWOL	Absent Without Leave - a period of unplanned and unauthorised absence from work.
BACS	Bankers' Automated Clearing System
Benefit in Kind or "BIK"	Non-cash rewards that an employee may receive from the Authority as part of the reward package (e.g. company
	car, medical insurance, work relocation cost, etc) and it is subject to taxation by HMRC.
Board Pack	A reporting pack prepared by the Department for Executive and Board reporting.
BPO	Business Process Outsourcer
Business Change	Activities that help the wider organisation understand and prepare for change that will occur due to the new
	system being implemented
Business Process Outsourcing or "BPO"	The Authority's Business Process Outsourcing service provider.

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Calibration or Performance Calibration	Performance Calibration is a process in which managers (typically within a department or function) come together to discuss the performance of employees and achieve agreement on performance appraisal ratings.
Career Break Agreement	Career break – it is only an agreement between the employer and the employee setting out terms and conditions of career break
Career Break or Career Break Agreement	A career break is where an individual temporarily breaks their employment contract in order to enhance their career. A career break allows individuals the opportunity to preserve their continuity of employment and leave open the opportunity to return to the department at a later date.
Case Management System or "CMS"	Case management solutions are applications designed to support a complex process that requires a combination of human tasks and electronic workflow, such as an incoming application, a submitted claim, a complaint, or a claim that is moving to litigation.
CCM V3.0.1	Cloud Controls Matrix V3.0.1 - Meta-framework of cloud-specific security controls, mapped to leading standards, best practices and regulations. CCM provides organizations with the needed structure, detail and clarity relating to information security tailored to cloud computing. CCM is currently considered a de-facto standard for cloud security assurance and compliance.
CCS	The Crown Commercial Service, an executive agency and trading fund of the Cabinet Office of the UK Government.
Central Contract or Centrally Managed Contracts CHAPS	Corporate contracts that have been set up for specific goods/ services and Suppliers and managed centrally by the Crown Commercia Services or by a central business team within Government. Clearing House Automated Payment System
CIS	The Construction Industry Scheme (CIS) is a taxation scheme for individuals and businesses, working within the construction industry. It sets out the rules for how payments to subcontractors for construction work must be handled by contractors, and deductions passed to HMRC.
Civil Service Leadership Committee	A committee comprised of senior leaders (SCS) within a department, with a purpose of providing approvals.
Civil Service Learning platform or "CSL" platform or LPG	The Civil Service Learning (CSL) platform is an internal-facing service within the Civil Service, delivering learning resources.
Closed Pools	A group of employees who are at risk of redundancy. Open roles may be advertised to closed pools only to help with redeployment where there are more people than suitable roles.
Cloud	Access method to the ERP solution via the Internet.
Cloud Architecture Framework	Architecture framework used in design and build of SaaS ERP
Cloud Security Alliance STAR Level 2	STAR - Security, Trust, Assurance and Risk - Registry is a publicly accessible registry that documents the security and privacy controls provided by popular cloud computing offerings. At level two organizations earn a certification or third-party attestation.
Cloud user or "CU" Departments	Departments in the Matrix cluster that will be migrating to the solution last (AGO, DfE, DHSC, HMT).
CMDB	Config Management Database
CO	Cabinet Office, one of the Authority departments in the Matrix cluster.
CoE	Centre of Excellence
Cohort Leader	Leader based in the Fast Stream team responsible for performance management of Fast Stream employees. Commonly known in industry as a Matrix Manager.
Collective Disputes	Collective Disputes normally relate to conditions of service and matters arising from conditions of service which affect the general relations between employees and/or recognised unions/professional associations.
Collective Grievances	A Collective Grievance is a grievance brought by a group of staff (i.e. 2 or more).
Common Chart of Accounts or "CCoA"	The Common Chart of Accounts is the set of account codes to be used across central Government for financial reporting into the HMT OSCAR system.
Competency Framework	Competency Framework is a structure that sets out and defines each individual competency (such as problem- solving or people management) required by individuals working in an organisation or part of an organisation.
Compressed Hours	Working Compressed Hours means working full-time conditioned hours (41 hours gross including breaks, 36 hours net excluding breaks) in 4 or 4.5 days.
Compulsory Transfer or Compulsory Permanent Transfer	Compulsory permanent transfer occurs if an employee's present post relocates to another location and/or Government Department and management require an employee to move with it or management requires an employee to move permanently to a different job in a different location.
Conditioned Hours	The total number of hours staff are required for duty each week.
Consolidated Budgeting Guidance or "CBG"	Guidance provided by HM Treasury for Government departments on the budgeting framework that applies for expenditure control as amended from time to time. (see https://www.gov.uk/Government/publications/consolidated-budgeting-guidance-2019-to-2020)
Continuous Service	Continuous service is worked out in months and years, starting with the date you began work for your employer. If there is a break in your employment then normally none of the weeks or months before that date will count as continuous service. However, there are certain situations where time with a previous employer can count towards the continuous employment with your current employer.
Contracted Out Services or "COS"	Contracted out services allow the Authority to appoint a provider to deliver work on its behalf, developing a framework to clearly scope the workforce provision and structure required to deliver a specific service or project for their department(s). As defined by VATGPB9700. https://www.gov.uk/hmrc-internal-manuals/vat-government-and-public-bodies/vatqpb9720
COSoP	Cabinet Office Statement of Practice (COSoP) is a code of practice to support employees when work is being transferred between departments within the civil service or across the wider public sector. COSoP provides transferring employees with TUPE-like protection when the TUPE legislation cannot apply as there will not be a change of employer.
CPNI	Centre for Protection of National Infrastructure
CR	Compulsory Redundancy
Crown Commercial Service eTendering tool	Secure web-based, collaborative tool used by procurement and suppliers to conduct the strategic activities of the procurement lifecycle online, for example Jaggaer.
CSA	Cloud Security Alliance
CST	Chief Secretary to the Treasury
Cutover	The point at which Matrix Department users start to perform tasks and business processes on the Service System instead of their current departmental ERP.
Cyber Essentials Plus	Cyber Essentials is an effective, Government backed scheme that will help protect organisations, whatever its size, against a whole range of the most common cyber attacks. Cyber Essentials Plus has the Cyber Essentials trademark simplicity of approach, and the protections needed to be to put in place are the same, but for Cyber Essentials Plus a hands-on technical verification is carried out

D . M DI	The plan that are small and distinctive to the small term of the project for a small term of the small term of the small term.
Data Migration Plan	The plan that covers all activities in the end to end data migration exercise or its constituent phases
Data Migration Strategy	The strategy to all data migration activities and cycles required but not necessarily all the details of execution
DCMS	Department for Culture, Media & Sport, one of the Authority departments in the Matrix cluster.
Debt Management Office or "DMO"	Executive Agency of HM Treasury responsible for debt and cash management for the UK Government.
Decision Manager	Manager who hears and decides outcomes in formal employee relations proceedings (e.g. disciplinary).
Delegated Financial Authority or "DFA"	Every requisition (and subsequent Purchase Order) the Authority's staff creates needs to be approved by an individual who holds a formal Delegated Financial Authority. A DFA allows the individual to approve a requisition up to their DFA value.
DESNZ	Department for Energy Security & Net Zero, one of the Authority departments in the Matrix cluster.
Department	One of the Matrix Government departments DSIT, CO, DCMS, DBT, DESNZ, AGO, HMT, DfE and DHSC
Detached Duty or Compulsory Detached Duty	Compulsory Detached Duty is a temporary move to another location at the request of management as part of an employees present job or for another job.
DfE	Department for Education, one of the Authority departments in the Matrix cluster.
DHSC	Department for Health & Social Care, one of the Authority departments in the Matrix cluster.
Directorate or Directorates	Director level Business Units within each department in the Authority.
Disciplinary	The procedure to use when it is suspected or alleged that an employee has failed to meet acceptable standards of behaviour or conduct in any way.
Dispute Resolution	A process to be followed where there is a complaint (formal or informal) relating to the treatment of an employee. This includes incidences where an employee is raising a complaint of bullying, harassment or discrimination. More commonly known in industry as grievance.
DBT	Department for Business and Trade, one of the Authority departments in the Matrix cluster.
Diversity & Inclusion or "D&I"	A term used to describe policies and programs that promote the representation and participation of different groups of individuals, including people of different ages, races and ethnicities, abilities and disabilities, genders, religions, cultures and sexual orientations.
Domestic	Authority staff and operations based in the UK.
Downgrading	Can be voluntary (an employee can request to downgrade to a lower pay band, perhaps as a stepping stone to retirement), or involuntary, when downgrading to a lower pay band is applied as a sanction during formal disciplinary proceedings.
DR	Disaster Recovery
DSIT	Department for Science, Innovation and Technology, one of the Authority departments in the Matrix cluster.
Dunning Letter(s)	A series of notifications sent to a customer, stating it is overdue in paying an account receivable to the sender.
Emergency Payment	Required to be paid quickly and at short notice.
End User	any user authorised by the Authority to use and/or access the BPO Services or data including: Authority Personnel, Supplier Personnel and Other Suppliers' personnel;
Enhanced Adoption Leave and Pay	Enhanced adoption leave and pay entitlements above the statutory minimums offered by the Matrix Cluster.
Enhanced Maternity Leave & Pay	Enhanced maternity leave and pay entitlements above the statutory minimums offered by the Matrix Cluster.
Enhanced Maternity Pay	Enhanced maternity pay offered by the Authority for eligible Matrix Cluster.
Enhanced Paternity Leave	Enhanced paternity leave offered by the Authority for eligible Matrix Cluster.
Enhanced Paternity Pay	Enhanced paternity pay as offered by the Authority for eligible Matrix Cluster.
Enterprise Resource Planning or "ERP"	Centralised system that integrates all major enterprise functions i.e. HR, Planning, Procurement, Sales, Finance, Analytics, etc.
ESS	Employee Self-Service
Exception Payment	Unusual payment requests usually but not limited to outside of policy or process.
Fast Stream	Fast Stream is an accelerated career path to leadership with supported development (similar to a graduate development scheme). Staff on this scheme are often referred to as 'Fast Streamers'.
Financial Planning & Budgeting or "FP&B"	A solution that will provide the means to complete financial planning and budgeting activities.
Flexi Credit	Employees who have worked more than their conditioned hours in the reference period will be in credit by the value of those additional hours."Flexi is always around when an employee works additional hours (i.e. over their 37h week contractual hours), and them having the ability to take this time back"
Flexi Debt or Flexi Debit	Employees who have worked less than their conditioned hours in the reference period will be in debit by the value of those additional hours.
Flexi Time or Flexi-Time	The flexi-time system is a voluntary, non-contractual form of flexible working. The flexi-time system allows conditioned hours to be worked more flexibly subject to business need and management approval.
Flexible Working	Flexible working incorporates a wide variety of working patterns. A flexible working arrangement can be any working pattern other than the organisational norm, can be formal or informal. A statutory right to request flexible working also exists for employees with more than 26 weeks service.
FPS	A Full Payment Submission (FPS) is a document that employers need to submit to HMRC every time they pay their employees. It informs HMRC of the employees' details, pay, and deductions.
FTE	Full Time Equivalent
Function or Functions	Director General level Business Units within each department in the Authority.

GBS	Government Business Services
GCO	Government Commercial Organisation - employs Commercial Specialists who are deployed across Government departments.
GDS	Government Digital Service https://www.gov.uk/government/organisations/government-digital-service
General Ledger or "GL"	Set of numbered accounts a business uses to keep track of its financial transactions and to prepare financial reports. Each account is a unique record summarising each type of asset, liability, equity, revenue and expense.
GIAA	Government Internal Audit Authority https://www.gov.uk/government/organisations/government-internal-audit- agency
Google Suite	The Google suite of applications, includes Docs, Sheets and Slides.
Government Digital Service or "GDS"	Part of Cabinet Office tasked with transforming the provision of online and digital public services.
Government Financial Reporting Manual or "FReM"	Technical accounting guide issued by HM Treasury for the preparation of financial statements. It complements guidance on the handling of public funds published separately by the relevant authorities in England and Wales (HM Treasury and the Welsh Government respectively), Scotland (the Scottish Government) and Northern Ireland (the Executive Committee of the Northern Ireland Assembly). (see https://assets.publishing.service.gov.uk/Government/uploads/system/uploads/attachment_data/file/853231/2019-20_Government_Financial_Reporting_Manual.pdf)
Government Function Standard 005	The Digital, Data and Technology functional standard sets out how all digital, data and technology work and activities should be conducted across government. The standard sets expectations for the direction and management of portfolios, programmes, and projects in government
Government Internal Audit Agency or "GIAA"	An executive agency of the UK Government (sponsored by HM Treasury) which provides a range of professional, independent and objective assurance services designed to add value and improve Government operations.
Government Procurement Platforms	Suite of systems used to manage procurement by Crown Commercial Services.
Government Purchasing Card or "GPC"	Sometimes referred as "Electronic Purchasing Card Solution (ePCS)". This is the Authority's corporate purchasing/procurement card and preferred method of payment for low-value transactions.
GPA	Government Property Agency - delivers property and workplace solutions across Government.
Grant Award Record	A Grant Award Record in the system that shows that a grant is active and available for payment to grants recipients. This will always contain a unique grants ID and financial limit, as well as multiple types of classification.
Grant Transaction	A payment made to a recipient against an approved Grant Award in the system.
GRNI	Goods received/receipted not invoiced. A record in the Service System that shows the value of goods provided on a purchase order, where no corresponding invoice has been received.
Gross Book Value or "GBV"	The carrying cost of a Non-Current Asset.
GUI	Graphical User Interface
His Majesty's Revenue and Customs or "HMRC"	A non-ministerial department of the UK Government responsible for the collection of taxes, the payment of some forms of state support and the administration of other regulatory regimes including the national minimum wage.
HM Treasury or "HMT"	His Majesty's Treasury, the Government's economic and finance ministry, maintaining control over public spending, setting the direction of the UK's economic policy.
HMT	His Majesty's Treasury, one of the Authority departments in the Matrix cluster.
Home Working or homeworking	A formal homeworking agreement, where the home becomes the employee's permanent place of work.
Hover Over	Functionality in the ERP system which displays the property of the data field when users move the cursor on top of the data field.
HR Operations	The team responsible for providing first line advice to managers and employees.
HRBP	Human Resources Business Partner
HRD	Human Resources Director
HTML5 plug ins	HTML5 plug ins are computer programs which incorporate new technologies to enhance the functionality of a web browser.
Human Capital Management or "HCM"	A functionality used to store data records about employees. Human Capital Management (HCM) is a set of practices related to people resource management.
Human Resources Department or "HR"	The Human Resources Department (HR department) performs human resource management, overseeing various aspects of employment, such as compliance with employment laws and standards, developing employment policies and supporting talent management (from talent acquisition through the entire employee lifecycle to leaving the organisation).
Hypercare	The period of time immediately following "Go Live" of the Service System, or part of the Service System, in the production environment where an elevated level of support is provided by the Supplier to closely monitor customer service, data integrity and the smooth functioning of the implemented Service System or part of the Service System.

Development of the Poster of	The second Combinator of the Combinator Combinator
Implementation Partner	The successful Supplier who will deliver the Service System implementation.
Implementation Plan	The developed and agreed plan that outlines the stages, activities, milestones and dependencies required to implement the new solution
Infrastructure Projects Authority or "IPA"	The UK Government's centre of expertise for infrastructure and major projects.
Inter Departmental	Relates to financial transactions between different UK Ministerial or non-Ministerial Government departments.
Intercompany transactions	Relates to financial transactions between different legal entities (Directorates) within the Authority.
Interns	A student or trainee who works, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification.
IPA	Infrastructure and Projects Authority https://www.gov.uk/government/organisations/infrastructure-and-projects-authority
ISAE 3402	International Standards on Assurance Engagements 3402
ISO/IEC27001	ISO/IEC 27001 is an international standard to manage information security. The standard was originally published jointly by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC) in 2005,[1] revised in 2013,[2] and again most recently in 2022
ISO/IEC27002	The ISO/IEC 27002 standard is part of a family of international standards (ISO 27000) for the management of information security. It includes the best industry practices to protect the availability, integrity and confidentiality of information.
ISO/IEC27017	ISO/IEC 27017 provides guidance on the information security aspects of cloud computing, recommending the implementation of cloud-specific information security controls that supplement the guidance of the ISO/IEC 27002 and ISO/IEC 27001 standards.
ISO/IEC27018	ISO/IEC 27018 establishes commonly accepted control objectives, controls and guidelines for implementing measures to protect Personally Identifiable Information (PII) in accordance with the privacy principles in ISO/IEC 29100 for the public cloud computing environment In particular, ISO/IEC 27018:2014 specifies guidelines based on ISO/IEC 27002, taking into consideration the regulatory requirements for the protection of PII which might be applicable within the context of the information security risk environment(s) of a provider of public cloud services.
Jaggaer	A cloud based eSourcing and contract management tool, widely used by Matrix departments.
JEGS	Job Evaluation and Grading Support is used to evaluate roles below the SCS.
JESP	Job Evaluation for Senior Posts is the method used for evaluating SCS posts.
JSON	JavaScript Object Notation
Key Performance Indicator or "KPI"	Quantifiable measurements used to gauge overall performance. KPIs specifically help determine strategic,
They i constitute maission of its i	financial, and operational achievements.
KIT Days	Keeping In Touch (KIT) days are an allowance of 10 days that employees can take during maternity, adoption or additional paternity leave.
L&D	Learning and Development
Learning Management	The process of improving employees' skills and knowledge through undertaking training via classroom, virtual or self-paced activities.
Loan In	A Loan In takes place when an existing employee moves to another department for an agreed period of time, usually to meet a development need or to share skills in order to build business capability across departments.
Machinery of Government or "MOG"	A change where there is a transfer of functions between ministers, either between ministers in charge of departments or other cabinet ministers, or between a minister and a non-departmental public body. It can affect functions carried out by the minister's department or a public body such as an executive agency under the minister's control, or by other public bodies. Usually the transfer of a function takes effect very quickly.
Managing Public Money	HMT publication " Managing Public Money".
Mandatory Training	Several of the training courses available on the Civil Service learning platform are mandatory for all staff (this includes contractors/interim
Mark Time Pay	Mark Time Pay is when base pay exceeds the pay range maximum. The difference between the higher rate of pay and the substantive rate of pay is called the Mark Time Element. "Mark Time Pay is where an individual's basic pay exceeds the maximum of their pay range, and HMRC honours this salary to prevent an immediate drop in pay. This may occur for various reasons, for example, where an individual move to a new role or location with different pay arrangements. All mark time arrangements in HMRC are subject to a 2-year limit. From June 2023 onwards, mark time arrangements for existing or new colleagues will be time limited and end after 2 years."
Master Data	The information that you share across your enterprise to analyse and drive business processes for operational efficiency.
Matrix Cluster or Matrix Department	See Schedule 1 Matrix Programme definition
MH	Mental Health
MI	Management Information
Microsoft Office	The Microsoft Office suite of applications, includes Word, Excel and PowerPoint.
Model Services Contract or "MSC"	The Government Legal Departments Model Services Contract as outlined in the following link: https://www.gov.uk/Government/publications/model-services-contract.
Modernised Contract	New employment contract terms and conditions post modernisation reforms.
Modified Historic Cost Accounting or "MHCA"	The approach to revaluation of Non-Current Assets set out in the Government Financial Reporting Manual.
Module Landscape	The document defining and showing the modules within scope for the Authority's programme of work to implement a new ERP.
MSS	Manager Self Service
My Civil Service Pension or MyCSP	My Civil Service Pensions. The system that administers the Civil Service pension arrangements on behalf of the Authority.

	During the program of
NAO	National Audit Office https://www.nao.org.uk/
National Audit Office or "NAO"	The independent Parliamentary body in the UK responsible for auditing central Government departments, Government agencies and non-departmental public bodies, and value for money audits into the administration of
	public policy .
NCSC	National Cyber Security Centre
NED	Non-Executive Director
NEST	National Employment Savings Trust
Net Book Value or "NBV"	The carrying cost of a Non-Current Asset net of accumulated depreciation.
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New Payments Architecture	The New Payments Architecture (NPA) will be a new way of processing payments in the UK. It replaces the existing Faster Payments scheme and lays out the framework for a replacement to the Bacs scheme.
Non-Current Assets or "NCA"	The system components and processes that provide for the addition, maintenance, disposal, retirement and end to end lifecycle of fixed assets (both purchased and built) on the asset register.
Non-permanent employees	A person in post that is not employed on permanent contract and/or not paid through the organisations HMRC recognised payroll.
Normal Payment	Regular payment of expense claims.
Occupational Absence	Absences (in excess of statute) defined by the Authority policies (includes annual leave entitlements in excess of
Off Boarding	statutory entitlement, career breaks, volunteering leave etc). The process of managing a workers exit from the Authority to ensure a planned, smooth, comprehensive exit.
Official Gifts	Benefits of any kind from a third party, or given to a third party, which do not compromise personal judgement or
	integrity. This may include reciprocal gifts as part of a cultural exchange.
OGDs	Other Government Departments, such as the Department for Transport or the Department for Work and Pensions.
Onboarding	The period between a candidate accepting a verbal offer of employment and their first day at work.
On-premise	Software installed and runs on computers on the "premises" of the person or organisation using the software, rather than at a remote facility such as a server farm or cloud.
Order to Cash or "O2C" "OTC"	The process for the entire order processing system. This is a set of business processes and systems functionality to manage from sales order right through to customer receipts.
OSCAR	
USCAR	The Online System for Central Accounting and Reporting, and subsequent editions (e.g. OSCAR II) is a cross Government tool maintained by HM Treasury (HMT). OSCAR is critical in supporting Government to manage spending allowable by Government departments, devolved administrations and other Government financed public bodies.
Overseas	Authority staff and operations based overseas.
OWASP	The Open Web Application Security Project
P45	P45 shows the tax paid on a salary so far in the tax year at the point of changing employer (usually 6 April to 5
P60	April). Dec shows the tay paid on a calary at the end of the tay year (yours!ly 6 April to 5 April).
	P60 shows the tax paid on a salary at the end of the tax year (usually 6 April to 5 April).
Pay Bands	Pay Bands are pay ranges established by the departments. Wherever pay bands are mentioned, it includes pay bands across matrix cluster departments and their associated units and entities.
Payroll	Functionality used in the system to calculate employee's pay, allowances, deductions, taxes and pension contributions.
PCI DSS	Payment Card Industry Data Security Standards
Performance Appraisal	A periodic review and evaluation of an individual's job performance.
Performance Development Plan or "PDP"	This is a tool for improving employee performance.
Performance Improvement Plans or "PIP"	A document that aims to help employees who are not meeting job performance goals.
	1 1 1 1
Performance Management	The process of maintaining or improving employee job performance through the use of performance assessment tools, coaching and counselling.
Performance Moderation	Review of the spread of performance ratings on individuals or groups of employees and looking for apparent abnormalities or inconsistencies in weights, scores and ratings.
Performance Objective	Specifies what will be delivered. Objectives are required to be SMART (specific, measurable, achievable, realistic and timebound).
Performance Plan	The identification and plan of how objectives will be achieved.
Performance Related Pay or "PRP"	A way of managing pay by linking salary progression to an assessment of individual performance, usually measured against pre-agreed objectives.
PII	Personally Identifiable Information
Planned Leaver	Leavers as a result of loan end, secondment end, retirement, transfer to OGD, end of fixed term.
Portable Document Format or "PDF"	Portable Document Format such as Adobe.
Pre-hire	
	A candidate who has accepted an offer of employment but has not yet started work.
Pre-modernised Contract	Previous employment contract terms and conditions prior to modernisation reforms.
Privilege Day	An additional days annual leave awarded to Civil Servants for the King's Official birthday.
Probation	Initial period of employment during which the employee is assessed, and during which notice periods for termination of employment are reduced. Does not apply to internal transferees or to internal applicants who have already completed a probation period elsewhere in the Civil Service.
Procurement	Is the procurement process which relates to the buying process of organisations such as the purchasing of goods and/or services.
Procurement Marketplace	Catalogue tool where a requisitioner shops for goods and services made available to them.
Profession	A Profession is a group of individuals with common professional skills, experience and expertise. In many cases
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	the Profession may be linked to a professional body that regulates membership and governs accreditation. The Profession provides a career anchor for individuals, and may also have a body to guide professional development and progression. Individuals may align to one or more Professions, but will usually have a core professional
Progression Cycle	the Profession may be linked to a professional body that regulates membership and governs accreditation. The Profession provides a career anchor for individuals, and may also have a body to guide professional development and progression. Individuals may align to one or more Professions, but will usually have a core professional anchor. Progression cycle is a reference to the Authority's talent and performance management processes and
Progression Cycle Project Accounting or "PA"	the Profession may be linked to a professional body that regulates membership and governs accreditation. The Profession provides a career anchor for individuals, and may also have a body to guide professional development and progression. Individuals may align to one or more Professions, but will usually have a core professional anchor. Progression cycle is a reference to the Authority's talent and performance management processes and assessments. The system components and processes that provide for the creation and accounting associated with projects from
,	the Profession may be linked to a professional body that regulates membership and governs accreditation. The Profession provides a career anchor for individuals, and may also have a body to guide professional development and progression. Individuals may align to one or more Professions, but will usually have a core professional anchor. Progression cycle is a reference to the Authority's talent and performance management processes and assessments.
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Project Accounting or "PA" PRP PT	the Profession may be linked to a professional body that regulates membership and governs accreditation. The Profession provides a career anchor for individuals, and may also have a body to guide professional development and progression. Individuals may align to one or more Professions, but will usually have a core professional anchor. Progression cycle is a reference to the Authority's talent and performance management processes and assessments. The system components and processes that provide for the creation and accounting associated with projects from inception through to completion. Performance Related Pay Part-Time A Purchase Order is a document that shows a business's intention to buy goods or services from a Supplier. The process and system functionality for the entire purchase system from the purchase of goods to supplier
Project Accounting or "PA" PRP PT Purchase Order or "PO"	the Profession may be linked to a professional body that regulates membership and governs accreditation. The Profession provides a career anchor for individuals, and may also have a body to guide professional development and progression. Individuals may align to one or more Professions, but will usually have a core professional anchor. Progression cycle is a reference to the Authority's talent and performance management processes and assessments. The system components and processes that provide for the creation and accounting associated with projects from inception through to completion. Performance Related Pay Part-Time A Purchase Order is a document that shows a business's intention to buy goods or services from a Supplier.

Rapid adopter or "RAP" Departments	Departments in the Matrix cluster that will be migrating to the solution first (DSIT, CO, DCMS, DBT, DESNZ).
D IT I C II III II	hunder that the state of the st
Real Time Information or "RTI"	HMRC legislative compliant set of interfaces. RTI is a key Government programme which aims to improve how employers submit Pay As You Earn (PAYE) information about their employees to HM Revenue & Customs (HMRC). One requirement of RTI is to report PAYE information to HMRC 'on-or-before' the date they paid their employees.
Recruitment	The process of finding and hiring the best-qualified candidate for a position.
Redeployment	Moving employees who are risk of redundancy into a different role elsewhere in the organisation.
Reporting Data Set	Native ERP and non-native ERP data transferred to and stored on a central repository/data warehouse enabling
	further reporting and analytics by departments.
Reservist	Employees who are formally members of the military Reserve Forces.
Reversion	Reversion takes place when staff return to their substantive pay range after a period of temporary promotion. On reversion, their salary will be calculated as their previous substantive salary up-rated by relevant pay awards.
Ring Fenced Records	Records of employees performing sensitive roles which need to be supressed from majority view, and who's mobile self-service access requires additional layers of anonymity.
ROI	Return on Investment
RPA	Robotic Process Automation
RTI	Real Time Information - It means that employers must generally send pay details to HMRC on or before the time they pay their employees. This information must normally be sent to HMRC electronically as part of their routine payroll process
SCS	Senior Civil Servant
SCS1	Senior Civil Servant Grade 1
SCS2	Senior Civil Servant Grade 2
SCS3	Senior Civil Servant Grade 3
Secondment	A Secondment takes place when an existing employee moves on a temporary basis to another role either within their department or to an external organisation for an agreed period of time
Security Clearance	Pre-employment screening of individuals with access to Government assets.
Self Service	The system functionality to provide employees and managers with access to the system to undertake task and
Service System	View data for themselves. The system solution which forms part of the Supplier's tender and which the Supplier shall implement and configure under the Agreement. Including but not limited to a SaaS ERP. Technology system that supports back office services
Service System Vendor or Supplier	The manufacturer of the Service System also referred to as the SaaS Vendor or Vendor.
Services	The Services as specified in the Agreement.
SFTP	Secure File Transfer Protocol
Shared Parental Leave In Touch or SPLIT	Shared Parental Leave In Touch days - optional paid days (max 20) that can be worked whilst absent on Shared
days Shared Parental Leave or SPL	Parental Leave. Shared parental leave (SPL) is a statutory entitlement to flexible parental leave and pay, available to both parents
	on an equal basis.
Short message service or "SMS"	Text messaging service component of most telephone, Internet, and mobile device systems.
Short Term Fixed Appointments	A temporary appointment which is expected to last for a set duration or until the completion of a finite piece of work.
SI	Sensitive Information
Sickness Trigger Point	Used by the Authority to monitor sickness absence to highlight levels or patterns of sickness absence that require further attention, and to determine where and when action by managers (e.g. employee interview or review of absences) may be beneficial.
SIEM	
	further attention, and to determine where and when action by managers (e.g. employee interview or review of absences) may be beneficial.
SIEM Single Operating Platform or "SOP" Skills Framework	further attention, and to determine where and when action by managers (e.g. employee interview or review of absences) may be beneficial. Security Incident and Event Management
SIEM Single Operating Platform or "SOP"	further attention, and to determine where and when action by managers (e.g. employee interview or review of absences) may be beneficial. Security Incident and Event Management One of the Authority's legacy ERP Provides key information on sector, career pathways, occupations/job roles, as well as existing and emerging
SIEM Single Operating Platform or "SOP" Skills Framework SOC SOC2 (Type 2)	further attention, and to determine where and when action by managers (e.g. employee interview or review of absences) may be beneficial. Security Incident and Event Management One of the Authority's legacy ERP Provides key information on sector, career pathways, occupations/job roles, as well as existing and emerging skills required for the occupations/job roles. Security Operations Centre A SOC 2 Type 2 report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating
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SIEM Single Operating Platform or "SOP" Skills Framework SOC SOC2 (Type 2) Software as a Service or "SaaS" Source to Contract or "S2C" Source to Contract system SpAd or SPAD Special Leave	further attention, and to determine where and when action by managers (e.g. employee interview or review of absences) may be beneficial. Security Incident and Event Management One of the Authority's legacy ERP Provides key information on sector, career pathways, occupations/job roles, as well as existing and emerging skills required for the occupations/job roles. Security Operations Centre A SOC 2 Type 2 report is an internal controls report capturing how a company safeguards customer data and how well those controls are operating Software provision - software licensing and delivery model in which software is licensed on a subscription basis and is centrally hosted. A collective set of procurement processes adopted when sourcing goods or services. An eSourcing and contract management tool used by the Authority, but separate from the ERP, often called best of breed source to contract system. Special Advisor Special Leave is time off work which may be granted for a variety of reasons, and can be planned or unplanned, paid or unpaid. Absences defined by statute, includes statutory annual leave, statutory maternity, statutory paternity and statutory adoption leave amongst others. Ordinary Adoption Leave, Additional Adoption leave and statutory Adoption Pay for qualifying employees as
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Talent Management	The process of recruiting, managing, assessing, developing and maintaining employees.
Talent Pool	Segmented data sets of resources using multiple criteria which may range from location, grade, gender, ethnicity, profession or any other information held in a worker's record
Technology Code of Practise	The Technology Code of Practice is a set of criteria to help government design, build and buy technology.
Term Time Only Working	Term Time working means that staff work only during school terms.
Test Strategy	The strategy to all testing activities and phases required but not necessarily all the details of execution
The SaaS ERP Vendor	The provider of the SaaS ERP system
The System Implementer	The supplier who is responsible for proposing the technology and the technology solution and specialises in bringing together component subsystems into a whole and ensuring that those subsystems function together.
Third Line Support	The most technically knowledgeable level of support for the Service System, responsible for the ultimate resolution of any issue that has not been closed by an earlier line of support.
TLS	Transport Layer Security - Encryption protocol that encrypts data sent over the Internet to ensure that eavesdroppers and hackers are unable to see what you transmit which is particularly useful for private and sensitive information such as passwords, credit card numbers, and personal correspondence
Transfer In	An employee joins the Authority from another Government department (OGD).
TU	Trade Union
TUPE	Transfer of Undertakings (Protection of Employment) Regulations
UK DPA	The Data Protection Act 2018 controls how your personal information is used by organisations, businesses or the Government. The Data Protection Act 2018 is the UK's implementation of the General Data Protection Regulation (GDPR).
United Nations Standard Product and Service Codes or "UNSPSC"	Open, global, multi-sector standard classification taxonomy of products and services.
Unplanned Leaver	Those leaving the Civil Service (other than through retirement).
Vendor	The commercial organisation that owns, maintains and develops the commercial ERP solution (or other technologies in scope) being implemented by the Supplier
Virtual Assistant	Functionality that responds to user interaction either via voice or typed commands. Commonly known as a 'chatbot'.
Voluntary Exit or VE	Employees may apply to Voluntarily Exit the Authority - this opportunity may be offered as part of a strategy to avoid compulsory redundancies.
VR	Voluntary Redundancy
WCAG	Web Content Accessibility Guidelines
Whistleblowing	Whistleblowing is the process for raising a concern about a possible past, current or future wrongdoing in an organisation or group of people. In the Civil Service this includes reporting something that goes against the core values in the Civil Service Code i.e. integrity, honesty, objectivity, and impartiality.
	In the Civil Service employees are also encouraged to raise concerns through this process to report illegal activity, failure to meet legal obligations, threats to national security or actions that might cause danger to colleagues, the public or the environment. Employees can report a concern about something they feel is wrong in their own work area or elsewhere.
Whole of Government Accounts or "WGA"	Whole of Government Accounts (WGA) consolidates the accounts of over 10,000 organisations across the public sector to produce a comprehensive, accounts-based and financial position of the UK public sector, with comparable data across entities. WGA is based on International Financial Reporting Standards (IFRS), the system of accounts used internationally by the private sector.
Work Schedule	The days per week and hours per day that comprises an employees work pattern.
Workforce Management	Workforce Management relates to ensuring that the organisation has the right people performing the correct job. Its focused on scheduling in order not to have staffing problems like understaffing or overstaffing.
Workforce Planning & Strategic Workforce Planning	Workforce planning is about aligning priorities and needs of the Authority with its employees so it can achieve all its goals, projections and objectives. It involves planning for the future. Planning for the future involves taking stock of your current workforce and attempting to predict any potential future gaps. This could be due to retirements or regular turnover. You might also find gaps if your company expands and you need to hire new people with different skills. Workforce planning tries to anticipate these gaps so that you can have a game plan ahead of time and aren't left playing catch up when an employee unexpectedly leaves.
Workplace Adjustment Passport or "WAP"	A document to record an employee's barriers at work and the physical and non-physical adjustments that can be used to overcome them. It is filled in by the employee and the line manager together and a copy should be kept by both parties. Workplace adjustments passports provide a record of an individual's agreed workplace adjustments. They are known as disability passports or reasonable adjustments
XML	Extensible Markup Language
Year-over-year or "YOY"	Method of evaluating two or more measured events to compare the results at one period with those of a comparable period on an annualised basis.

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 8 DEPARTMENTAL VOLUMETRICS

Summary figures

Phase	Description	Total # Users	Number of Orgs
RAP	All RAP depts and day 1 ALBs		
CU	All CU depts and day 1 ALBs		
CU	Additional CU likely day 1 ALBs		
ALB	All ALBs due to onboard later		
Add CO	Additional CO ALBs calculated above		
RAP/CU	No user ALBs		

Phase	Description	Total # Users
1	RAP Departments and Child ALBS	
2	CU Departments and Child ALBS	
3	Future ALBs	

RAP Phase (Phase 1)

Dept	Description	Users	Perm Staff	Ratio
CO	Department size pre-MoG			
DCMS	Department size pre-MoG			
ex-BEIS	Department size pre-MoG			
DIT	Department size pre-MoG			

Parent	Org	Users	Perm Staff	Ratio
1 CO	Government Property Agency (GPA)			
2 CO	Civil Service Commission (CSC)			
3 CO	Social Mobility Commission (SMC)			
4 CO	Committee on Standards in Public Life (CSPL)			
5 CO	Security Vetting Appeals Panel (SVAP)			
6 CO	Senior Salaries Review Body (SSRB)			
7 CO	House of Lords Appointment Commission (HOLAC)			
8 DSIT	Building Digital UK (BDUK)			
9 DSIT	UK Space Agency (UKSA)			
10 DESNEZ	Climate Change Committee (CCC)			
11 DBT	Trade Remedies Authority (TRA)			
12 DBT	Insolvency Service (INSS)			

CU Phase (Phase 2)

Dept	Description	Users	Perm Staff	Ratio
HMT	Core department			
DfE	Core department, workday			
DfE	Business Central			
AGO	Core department			
DHSC	Core department			

	Parent	Org	Users	Perm Staff	Ratio
13	HMT	Government Internal Audit Agency (GIAA)			
14	HMT	National Infrastructure Commission (NIC)			
15	HMT	UK Debt Management Office (UK DMO)			
16	HMT	Office for Budget Responsibility (OBR)			
17	HMT	UK Government Investments (UKGI)			
18	DfE	Education and Skills Funding Agency (ESFA)			
19	DfE	Standards and Testing Agency (STA)			
20	DfE	Teaching Regulation Agency (TRA)			

	Parent	Org	Users	Perm Staff	Ratio
21	DfE	Ofqual			
22	DfE	Ofsted			

(Phase 3 -)Additional ALB Phases

	Parent	Org	Users	Perm Staff	Ratio
1	DSIT	Intellectual Property Office			
2	DSIT	Met Office			
3	DSIT	Advanced Research and Invention Agency			
4	DSIT	Information Commissioner's Office			
5	DSIT	UK Research and Innovation			
6	DSIT	UK Shared Business Services Ltd			
7	DESNZ	Civil Nuclear Police Authority			
8	DESNZ	Coal Authority			
9	DESNZ	North Sea Transition Authority			
10	DESNZ	Nuclear Decommissioning Authority			
11	DESNZ	Salix Finance Ltd			
12	DESNZ	UK Atomic Energy Authority			
13	DESNZ	Ofgem			
14	DESNZ	Committee on Fuel Poverty			
15	DESNZ	Great British Nuclear			
16	DESNZ	Low Carbon Contracts Company			
17	DBT	Regulatory Policy Committee			
18	DBT	Competition and Markets Authority			
19	DBT	Companies House			
20	DBT	Advisory, Conciliation and Arbitration Service			
21	DBT	Competition Service			
22	DBT	Small Business Commissioner			
23	CO	UK Statistics Authority			
24	CO	Crown Commercial Service			
25	CO	Equality and Human Rights Commission	.=		

26	DCMC	The Charity Commission		
	DCMS	The Charity Commission		
27		The National Archives		
	DCMS	Arts Council England		
	DCMS	British Film Institute		
	DCMS	British Library		
	DCMS	British Museum		
	DCMS	Gambling Commission		
	DCMS	Museum of the Home		
	DCMS	Historic England		
	DCMS	Horniman Public Museum and Public Park Trust		
36	DCMS	Horserace Betting Levy Board		
37	DCMS	Imperial War Museum		
38	DCMS	National Gallery		
39	DCMS	National Heritage Memorial Fund		
40	DCMS	The National Lottery Community Fund		
41	DCMS	National Museums Liverpool		
42	DCMS	National Portrait Gallery		
43	DCMS	Natural History Museum		
44	DCMS	Royal Armouries Museum		
45	DCMS	Royal Museums Greenwich		
46	DCMS	Science Museum Group		
47	DCMS	Sir John Soane's Museum		
48	DCMS	Sport England		
49	DCMS	Sports Grounds Safety Authority		
50	DCMS	Tate		
51	DCMS	UK Anti-Doping		
52	DCMS	UK Sport		
53	DCMS	Victoria and Albert Museum		
54	DCMS	VisitBritain		
55	DCMS	VisitEngland		
56	DCMS	Wallace Collection		
57	DCMS	The Theatres Trust		
58	DfE	Institute for Apprenticeships and Technical Education		
	DfE	Office of the Children's Commissioner		
	DHSC	Medicines and Healthcare products Regulatory Agency		
	DHSC	UK Health Security Agency		
	AGO	Crown Prosecution Service		
	AGO	Government Legal Department		
	AGO	Serious Fraud Office		
	HMT	Government Actuary's Department		
	HMT	NS&I		
	HMT	Reclaim Fund Ltd		

ALB	FTE	Adj Factor	Users
Stats Auth			
CCS			
EHRC	-		

		·
	Dept	ALB
1	DESNZ	Committee on Radioactive Waste Management
2	DESNZ	Electricity Settlements Company
3	СО	Office of the Leader of the House of Commons
4	СО	Office of the Leader of the House of Lords
5	DCMS	The Advisory Council on National Records and Archives
6	DCMS	Treasure Valuation Committee
		The Reviewing Committee on the Export of Works of Art
7	DCMS	and Objects of Cultural Interest
8	DBT	Low Pay Commission

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 9 ENTITIES RELEVANT FOR FINANCE PROCESSES AND PAYROLL

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 10 CLOUD SECURITY FRAMEWORK

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 11 NOT USED

APPENDIX 12 – NOT USED

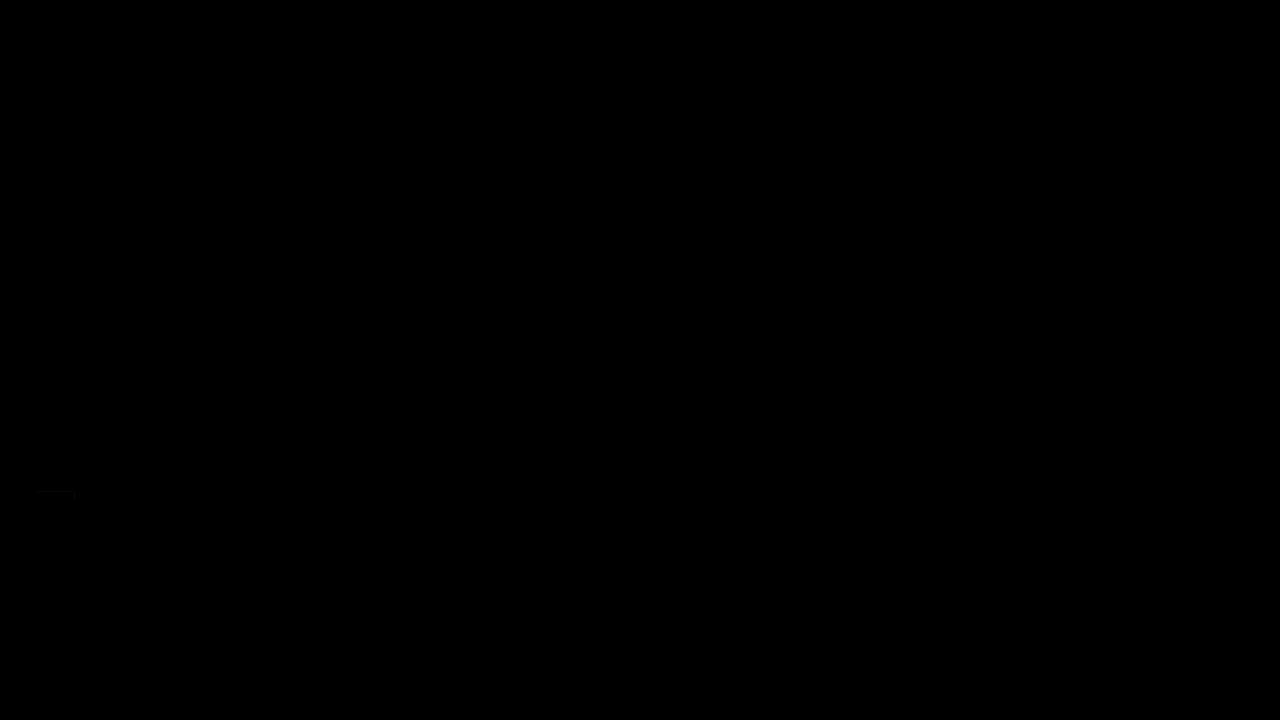
Technology Solution and Systems Integration Services
Schedule 2 – Service Description

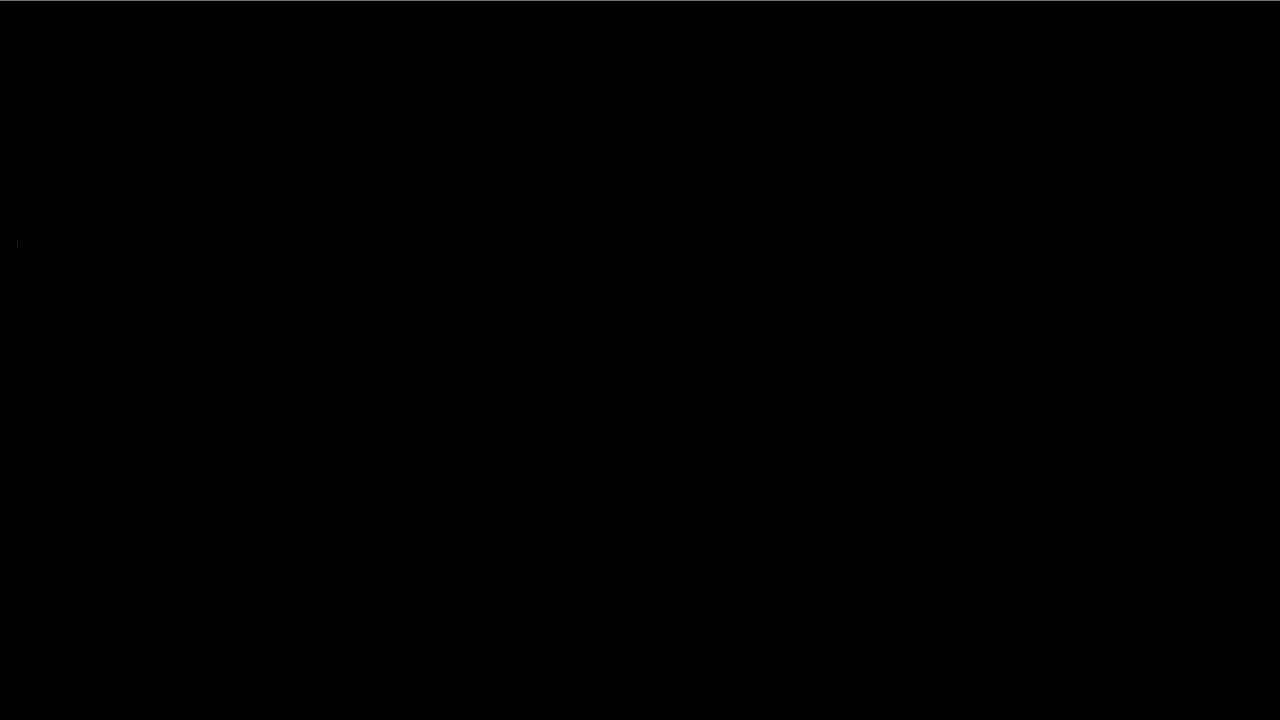
APPENDIX 13 INTEGRATION ARCHITECTURE AND STRATEGY

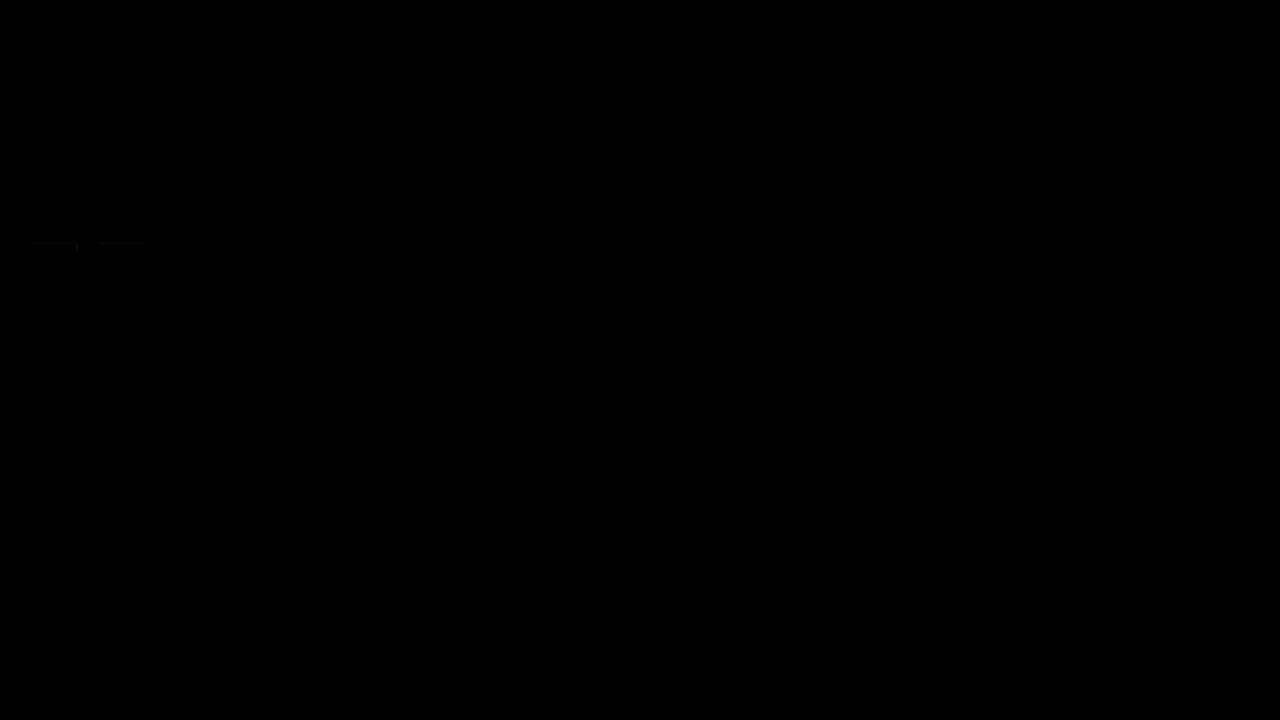
OFFICIAL Matrix Programme

Technology Solution and Systems Integration Services
Schedule 2 – Service Description

APPENDIX 14 "TO BE" TECH LANDSCAPE



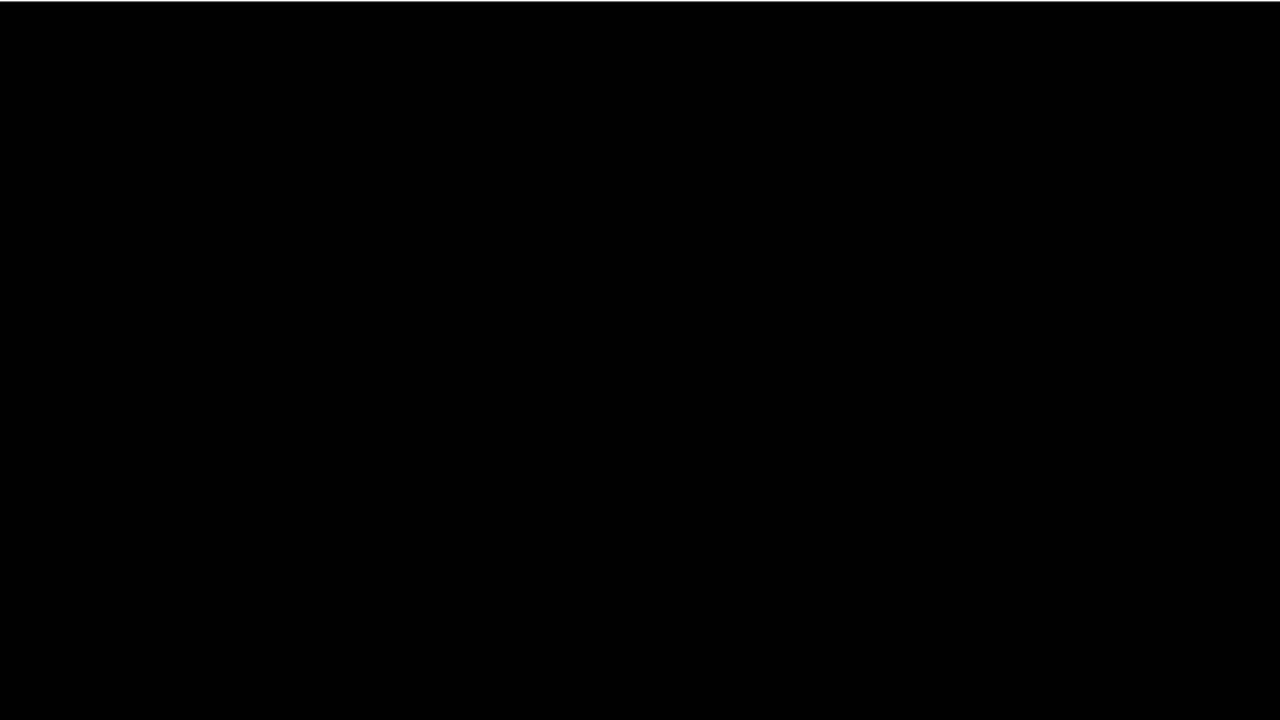


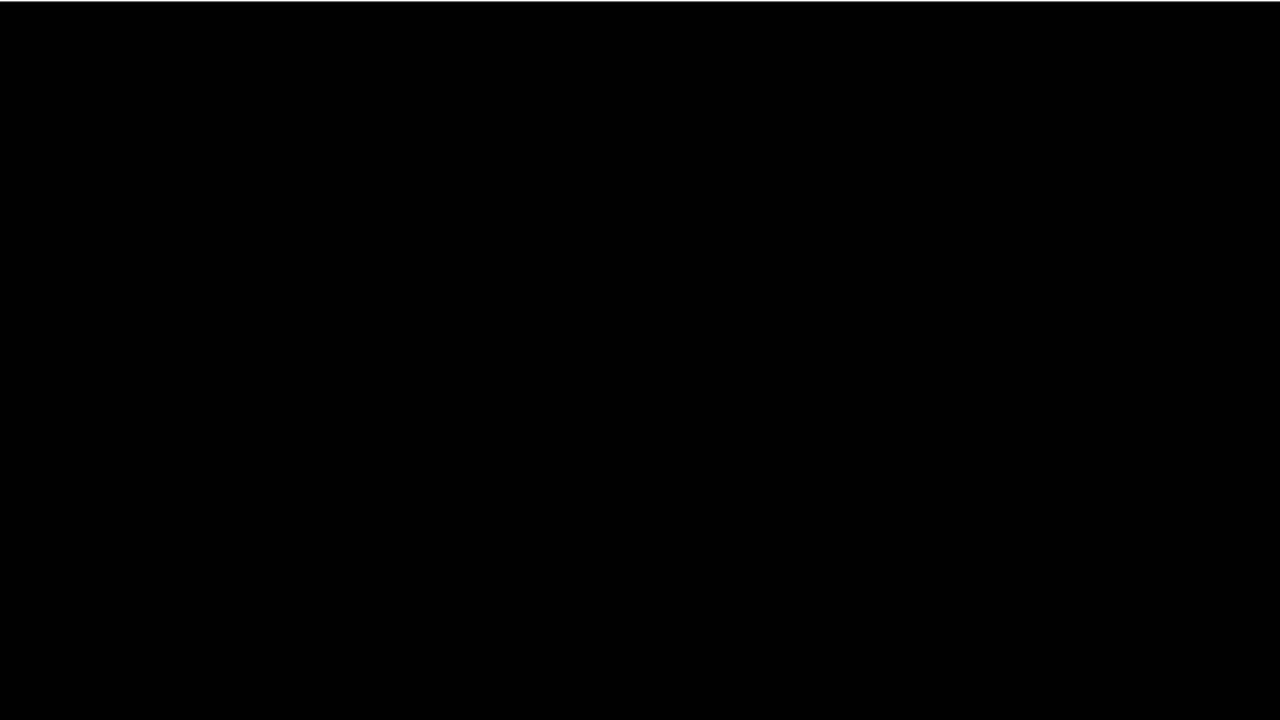


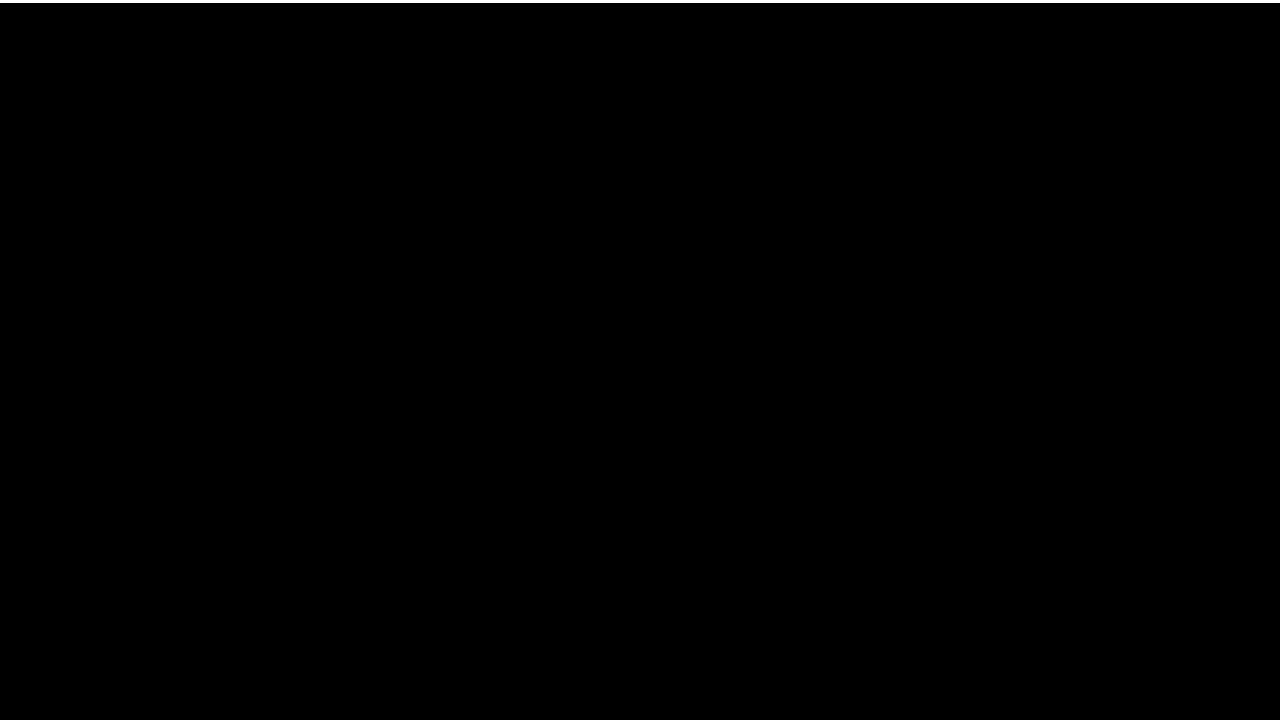
OFFICIAL Matrix Programme

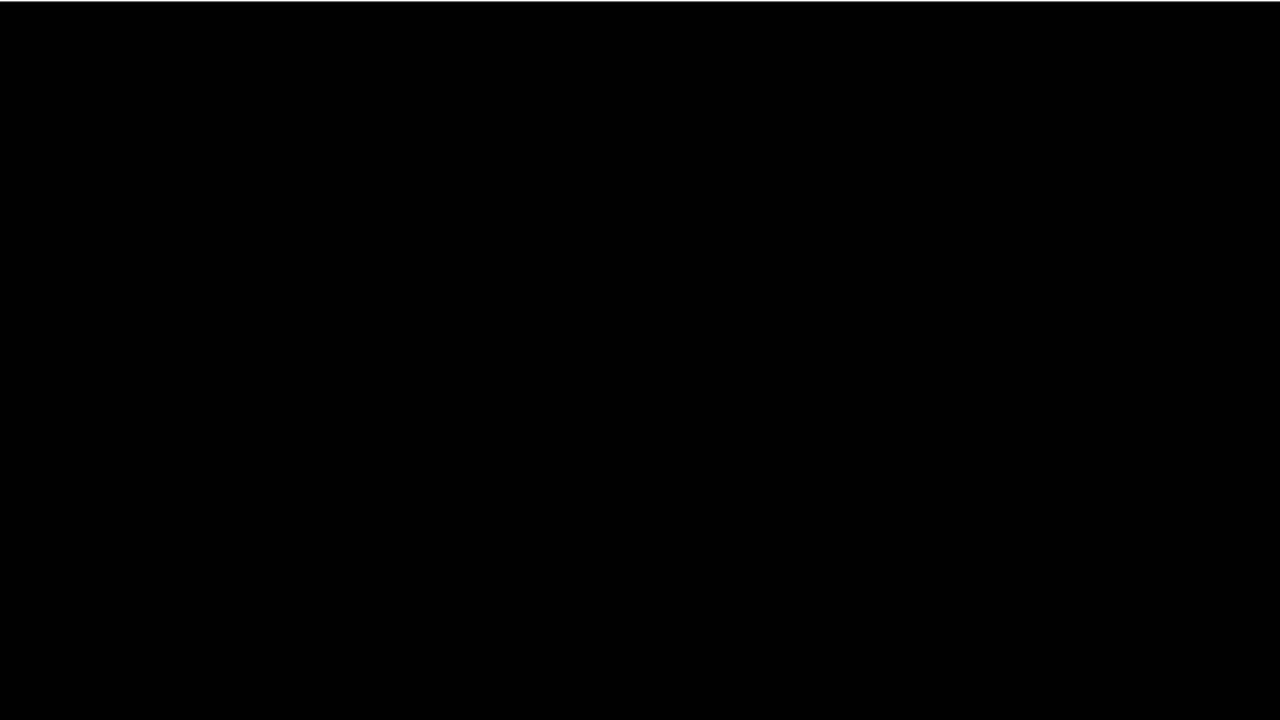
Technology Solution and Systems Integration Services
Schedule 2 – Service Description

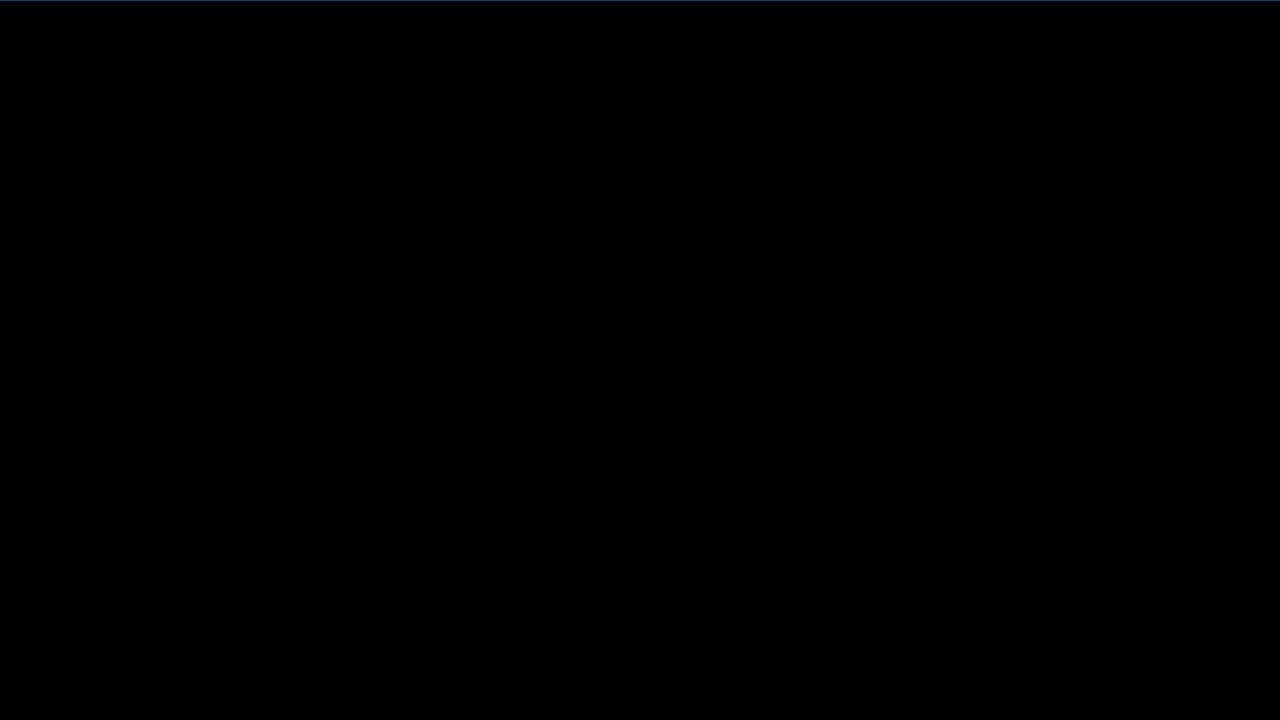
APPENDIX 15 ENTERPRISE-WIDE DESIGN DECISIONS











SCHEDULE 3

PERFORMANCE LEVELS

Technology Solution and SaaS ERP Services

Schedule 3 – Performance Levels

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Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

"Available" has the meaning given in Paragraph 1.1 of Part B

of Annex 1;

"End User" any person authorised by the Authority to use the

IT Environment and/or the Services;

"Help Desk" the single point of contact help desk set up and

operated by the Supplier for the purposes of this

Contract;

"Non-Available" in relation to the IT Environment or the Services,

that the IT Environment or the Services are not

Available;

"Performance

Monitoring Report"

has the meaning given in Paragraph 1.1(a) of

Part B;

"Performance Review

Meeting"

the regular meetings between the Supplier and the Authority to manage and review the Supplier's

performance under this Contract, as further

described in Paragraph 1.5 of Part B;

"Repeat KPI Failure" has the meaning given in Paragraph 3.1 of Part

A;

"Satisfaction Survey" has the meaning given in Paragraph 6.1 of Part B

of Annex 1;

"Service Availability" has the meaning given in Paragraph 2 of Part B

of Annex 1;

"Service Downtime" any period of time during which any of the

Services are not Available; and

"System Response

Time"

has the meaning given in Paragraph 3.1 of Part B

of Annex 1.

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

Part A: Performance Indicators and Service Credits

1. PERFORMANCE INDICATORS

- 1.1 Annex 1 sets out the Key Performance Indicators and Subsidiary Performance Indicators which the Parties have agreed shall be used to measure the performance of the Services and Social Value by the Supplier.
- 1.2 The Supplier shall monitor its performance against each Performance Indicator as set out herein and shall send the Authority a report detailing the level of service actually achieved in accordance with Part B.
- 1.3 Service Points, shall accrue for any KPI Failure and shall be calculated in accordance with Paragraphs 2, 3 and 5.

2. SERVICE POINTS

- 2.1 If the level of performance of the Supplier during a Service Period achieves the Target Performance Level in respect of a Key Performance Indicator, no Service Points shall accrue to the Supplier in respect of that Key Performance Indicator.
- 2.2 If the level of performance of the Supplier during a Service Period is below the Target Performance Level in respect of a Key Performance Indicator, Service Points shall accrue to the Supplier in respect of that Key Performance Indicator as set out in Paragraph 2.3.
- 2.3 The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure shall be the applicable number as set out in Annex 1 depending on the severity of the KPI Failure as set out in the applicable table, unless the KPI Failure is a Repeat KPI Failure when the provisions of Paragraph 3.1 and 3.2 shall apply.
- 2.4 Service Points shall be converted into a reduction in future Charges in accordance with Schedule 15

3. REPEAT KPI FAILURES AND RELATED KPI FAILURES

Repeat KPI Failures

3.1 If a KPI Failure occurs in respect of the same Key Performance Indicator in any two consecutive Measurement Periods, the second and any subsequent such KPI Failure shall be a "Repeat KPI Failure".

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

3.2 The number of Service Points that shall accrue to the Supplier in respect of a KPI Failure that is a Repeat KPI Failure shall be calculated as follows:

 $SP = P \times 2$

where:

- **SP** = the number of Service Points that shall accrue for the Repeat KPI Failure; and
- P = the applicable number of Service Points for that KPI Failure as set out in Annex 1 depending on whether the Repeat KPI Failure is a Minor KPI Failure, a Serious KPI Failure, a Severe KPI Failure or a failure to meet the KPI Service Threshold.

4. PERMITTED MAINTENANCE

- 4.1 The Supplier shall be allowed to book a maximum of:
 - 4.1.1 three (3) hours (or four (4) hours in relation to the Supplier's Planning Product) Service Downtime for Permitted Maintenance in any one week; and
 - 4.1.2 an additional four (4) hours per each Service Period; and
 - 4.1.3 an additional four (4) hours per each quarter,

which shall take place as specified in the Maintenance Schedule set out in Workday Community (https://community.workday.com/node/521701).

5. SERVICE CREDITS

- 5.1 Clause 3 of Schedule 15 (Charges and Invoicing) sets out the mechanism by which Service Credits are applied for the Supplier's failure to meet the monthly commitments for Availability and Response Times set out below.
- 5.2 The Authority shall use the Performance Monitoring Reports provided pursuant to Part B, among other things, to verify the calculation and accuracy of the Service Credits (if any) applicable to each Service Period.

Technology Solution and SaaS ERP Services
Schedule 3 – Performance Levels

Part B: Performance Monitoring

6. PERFORMANCE MONITORING AND PERFORMANCE REVIEW

- 6.1 Without prejudice to the performance monitoring reports set out in the Annex of this Part B of this Schedule (which are the minimum performance monitoring required by the Authority), within twenty (20) Working Days of the Effective Date the Supplier shall provide the Buyer with details of any additional performance monitoring reports and how the process in respect of such additional reports will operate between the Parties and the Parties will endeavour to agree such process as soon as reasonably possible.
- 6.2 Within 10 Working Days of the end of each Service Period or such period as the Parties may agree, the Supplier shall provide:
 - (a) a report to the Authority Representative which summarises the performance by the Supplier against each of the Performance Indicators as more particularly described in Paragraph 1.2 (the "Performance Monitoring Report"); and
 - (b) a report created by the Supplier to the Authority's senior responsible officer which summarises the Supplier's performance over the relevant Service Period as more particularly described in Paragraph 1.3 (the "Balanced Scorecard Report").

Performance Monitoring Report

6.3 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:

Information in respect of the Service Period just ended

- (a) for each Key Performance Indicator and Subsidiary Performance Indicator, the actual performance achieved over the Service Period, and that achieved over the previous 3 Measurement Periods;
- (b) a summary of all Performance Failures that occurred during the Service Period;
- (c) the severity level of each KPI Failure which occurred during the Service Period and whether each PI Failure which occurred during the Service Period fell below the PI Service Threshold;

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

- (d) which Performance Failures remain outstanding and progress in resolving them;
- (e) for any Material KPI Failures or Material PI Failures occurring during the Service Period, the cause of the relevant KPI Failure or PI Failure and the action being taken to reduce the likelihood of recurrence:
- (f) the status of any outstanding Rectification Plan processes, including:
 - (i) whether or not a Rectification Plan has been agreed; and
 - (ii) where a Rectification Plan has been agreed, a summary of the Supplier's progress in implementing that Rectification Plan:
- (g) for any Repeat Failures, actions taken to resolve the underlying cause and prevent recurrence;
- (h) the number of Service Points awarded in respect of each KPI Failure:
- (i) any Service Credits applied,;
- (j) the conduct and performance of any agreed periodic tests that have occurred, such as the annual failover test of the Service Continuity Plan;
- (k) relevant particulars of any aspects of the Supplier's performance which fail to meet the requirements of this Contract;
- (I) such other details as the Authority may reasonably require from time to time; and

Information in respect of previous Service Periods

- (m) a rolling total of the number of Performance Failures that have occurred over the past six Service Periods;
- the amount of Service Credits that have been incurred by the Supplier over the past six Service Periods;
- (o) the conduct and performance of any agreed periodic tests that have occurred in such Service Period such as the annual failover test of the Service Continuity Plan; and

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

Information in respect of the next Service Period

any scheduled Service Downtime for Permitted Maintenance and Updates shall be published on Workday Community. **Balanced Scorecard Report**

- 6.4 The Balanced Scorecard Report shall be presented in the form of an online accessible dashboard and, as a minimum, shall contain a high level summary of the Supplier's performance over the relevant Service Period, including details of the following:
 - (a) financial indicators;
 - (b) the Target Performance Levels achieved;
 - applicable sustainability indicators, for example net zero carbon, waste minimisation or performance to support a circular economy; and
 - (d) Social Value (as applicable).
- 6.5 The Performance Monitoring Report and the Balanced Scorecard Report shall be reviewed and their contents agreed by the Parties at the next Performance Review Meeting held in accordance with Paragraph 1.6.
- 6.6 The Parties shall attend meetings on a monthly basis (unless otherwise agreed) to review the Performance Monitoring Reports and the Balanced 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 Supplier;
 - 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 Supplier Representative and the Authority
 Representative and any other representatives referred to in Annex 1
 of this Part B of this Schedule; and
 - (d) be fully minuted by the Supplier and the minutes will be circulated by the Supplier to all attendees at the relevant meeting and also to the Authority's Representative and any other recipients agreed at the relevant meeting.
- 6.7 The Authority shall be entitled to raise any additional questions and/or request any further reasonable information from the Supplier regarding any KPI Failure and/or PI Failure.

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

- 6.8 The Supplier shall keep appropriate documents and records (including Help Desk records, staff records, timesheets, training programmes, staff training records, goods received documentation, supplier accreditation records, complaints received etc) in relation to the Services being delivered by the Supplier. Without prejudice to the generality of the foregoing, the Supplier 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 Supplier 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.
- 6.9 In addition to the requirement in Paragraph 6.8 to maintain appropriate documents and records, the Supplier 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 Supplier both before and after each Operational Service Commencement Date and the calculations of the amount of Service Credits for any specified period.
- 6.10 The Supplier shall ensure that the Performance Monitoring Report, the Balanced Scorecard Report (as well as historic Performance Monitoring Reports and historic Balance Scorecard Reports) 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.
- 6.11 The Authority reserves the right to verify the Availability of the IT Environment and/or the Services and the Supplier's performance under this Contract against the Performance Indicators including by sending test transactions through the IT Environment or otherwise.
- 6.12 For the purposes of reporting under this Paragraph 6 the Service Period (and resulting reporting frequency) shall remain monthly except where the Parties have agreed a different period (in line with the reporting obligations in Schedule 4)

Technology Solution and SaaS ERP Services
Schedule 3 – Performance Levels

Annex 1: Key Performance Indicators and Subsidiary Performance Indicators

Part A: Key Performance Indicators and Subsidiary Performance Indicators Tables

The Key Performance Indicators and Subsidiary Performance Indicators that shall apply to the Operational Services and the Key Performance Indicators relating to Social Value are set out below in Part A:

Part B of this Annex 1 contains definitions for a number of the key performance indicators and associated service levels.

In addition the Supplier agrees to the provisions of Part C as to Supplier Support.

1. Key Performance Indicators

1.1 KPIs 1 and 2 are Workday Service Levels and all other KPIs listed are Authority Service Levels. Service Credits shall apply accordingly as set out in Schedule 15.

No.	Key Performance Indicator Title	Service level Threshold	Service Points	Publishable Performanc e Information
KPI1	Service Availability (see below in Part B at 1 and 2)	99.9%	N/A – see Schedule 15 for applicable Service Credit regime	Yes
KPI 2	Response Time (see below in Part B at 3)	(1) not less than 50% of online transactions in one second or less and (2) not more than 10% in 2.5 seconds or more		Yes

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

No.	Key Performance Indicator Title	Service level Threshold	Service Points	Publishable Performanc e Information
KPI 9	Social Value Reporting	100% measured Quarterly	100% reports submitted on time – 0 Service Points 50-99%< - 1 Service Points 0-49%< - 2 Service Points	Yes
KPI 10	MAC 2.2 Outcomes Tackling Economic Inequality	At least 90% of planned commitments delivered by the end of the service period. Measured Quarterly.	90-100%> of planned commitments achieved on time – 0 Service Points 50-89%< - 1 Service Points 0-49%< - 2 Service Points	No
KPI 11	MAC 2.3 Outcomes Tackling Economic Inequality	At least 90% of planned commitments delivered by the end of the service period. Measured Quarterly.	90-100%> of planned commitments achieved on time – 0 Service Points 50-89%< - 1 Service Points 0-49%< - 2 Service Points	No

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

No.	Key Performance Indicator Title	Service level Threshold	Service Points	Publishable Performanc e Information
KPI 12	MAC 7.1 Outcomes Improve Health and Wellbeing	Measured Quarterly	90-100%> of planned commitments achieved on time – 0 Service Points 50-89%< - 1 Service Points 0-49%< - 2 Service Points	No

Technology Solution and SaaS ERP Services
Schedule 3 – Performance Levels

1. Subsidiary Performance Indicators ("SPI")

[Note: the following SPIs shall be reviewed under governance within 3 months of the Effective Date to ensure they link meaningfully to the standards in Schedule 4 and to the Parties' reporting regime.]

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
SPI 1	Satisfaction Surveys	See Paragraph 4 of Part B of this Annex 1	Target Performan ce Level: >90% Minor KPI Failure: 80 % - 89.9% Serious KPI Failure: 70% - 79.9% Severe KPI Failure: 60% - 69.9% KPI Service Threshold: below 59.9%	6 monthly	YES
SPI 2	Virtual Library	See Paragraph 5 of Part B of this Annex 1	Target Performan ce Level: 100%	6 monthly	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
			Minor KPI Failure: 90 % - 99.9% Serious KPI Failure: 80% - 89.9% Severe KPI Failure: 70% - 79.9% KPI Service Threshold: below 70%		
SPI 3	Sustainability Pillar - Environmental Area - Climate change adaptation	Number of risks outside of risk appetite	Target Performan ce Level: Zero risks outside of risk appetite	12 month implement ation; 6 monthly	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
			Acceptabl e Performan ce: < 3 risks outside of risk appetite with agreed mitigation plans		
			Unaccepta ble Performan ce: 3 or more risks outside of risk appetite and / or no agreed mitigation plan for risks outside risk appetite		
SPI 4	Sustainability Pillar - Environmental Area – Raw Materials	Volume of conflict minerals contained in goods used to deliver the Contract Target Performance Level:	Okgs of conflict minerals contained in goods used to deliver the Contract	12 Months	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
		Acceptable Performance: 0kgs of conflict minerals contained in goods used to deliver the Contract			
		Unacceptable Performance: >0kgs of conflict minerals contained in goods used to deliver the Contract			
SPI 5	Sustainability Pillar - Environmental Area – Waste (IT related)	Percentage of IT related waste to landfill Target Performance Level:	0% of IT waste going to landfill	6 monthly	YES
		Acceptable Performance: 0% of IT waste going to landfill			
		Unacceptable Performance: > 0% of IT related waste going to landfill			
SPI 6	Sustainability Pillar - Environmental Area – Waste	Percentage of waste with full traceability Target Performance Level:	100% of waste items with full traceability	6 monthly	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
		Acceptable Performance: 100% of waste items with full traceability			
		Unacceptable Performance: < 100% of waste items with full traceability			
SPI 7	Sustainability Pillar - Environmental Area – Energy	Percentage of energy consumed from certified renewable sources (excluding energy used when staff work from home)	100% certified renewable energy	12 monthly	YES
		Target Performance Level:			
		Acceptable Performance: 100% certified renewable energy			
		Unacceptable Performance: < 100% certified renewable energy			

F	Subsidiary Performance ndicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
F E F G	Sustainability Pillar - Environmental Area – Resource efficiency 3 Broader product consumption / circularity)	Percentage of procured goods that are remanufactured/refurb ished (by £ spent) Target Performance Level: More than 75% by £ spent procured goods are from remanufacture / refurbished Acceptable Performance: Between 20% and 75% by £ spent procured goods are from remanufacture / refurbished Unacceptable Performance: < 20% by £ spent procured goods are from remanufacture / refurbished	More than 75% by £ spent procured goods are from remanufac ture / refurbishe d	Annual	YES

Performance L Indicator Title	Severity Levels	Frequency	Publishable Performance Information
Pillar - intensity, measured via continual emissions reduction	Above 5% improvem ent in Co2e intensity	12 month implement ation; 6-monthly review	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
SPI 10	Sustainability Pillar - Social Modern Slavery	Percentage of relevant supplier staff to have completed annual modern slavery awareness training (including commercial, procurement, and contract delivery staff) Target Performance: >98% Acceptable Performance: Between 90% and 98% Unacceptable Performance: <90%	>98%	Annual	YES
SPI 11	Sustainability Pillar - Social Modern Slavery	Delivery against the Modern Slavery Continuous Improvement Plan, measured through improvements in the annual MSAT report) Target Performance: Score above 95%, and a score that improves compared to the previous year	Score above 95%, and a score that improves compared to the previous year	Annual	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
		Acceptable Performance: Score between 90% and 95%, and a score that maintains position compared to the previous year			
		Unacceptable Performance: Score of <90%, or a score that falls compared to the previous year			
SPI 12	Sustainability Pillar - Social Supplier Diversity	Percentage of Sub- contractors by spend that are diverse suppliers (SMEs, VCSEs, Diverse- owned, Diverse-led)	>50%	Annual	YES
		Target Performance: >50% Acceptable Performance: Between 25% and			
		50% Unacceptable Performance: <25%			

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
SPI 13	Sustainability Pillar - Social Supplier Diversity	Percentage of Sub- contractors by volume of contracts that are diverse suppliers (SMEs, VCSEs, Diverse-owned, Diverse-led) Target Performance: >50% Acceptable Performance: Between 25% and 50% Unacceptable Performance: <25%	>50%	Annual	YES
SPI 14	Sustainability Pillar - Economic Prompt Payment	Percentage of suppliers paid within their agreed contract terms Target Performance: 100% Acceptable Performance: Between 95% and 99.9% Unacceptable Performance: <95%	100%	Quarterly	YES
SPI 15	Sustainability Pillar - Economic	Percentage of suppliers paid within 60 days	>95%	Quarterly	YES

No.	Subsidiary Performance Indicator Title	Definition	Severity Levels	Frequency	Publishable Performance Information
	Prompt Payment	Target Performance: >95% Acceptable Performance: Between 90% and 95% Unacceptable Performance: <90%			

Technology Solution and SaaS ERP Services Schedule 3 – Performance Levels

Part B: Definitions

1. AVAILABLE

- 1.1 The measurement point for Service Availability is the availability of the Production Instances at the Production data center's internet connection points.
- 1.2 For this purpose:
 - 1.2.1 "Instances" shall mean a unique instance of the Service, with a separate set of Authority Data held by the Supplier in a logically separated database (i.e. a database segregated through password-controlled access).
 - 1.2.2 "Production" means the Authority's use of or the Supplier's written verification of the availability of the Service (a) to administer its Users; (b) to generate data for the Authority's books/records; or (c) in any decision support capacity. Production does not include sandbox, preview, or implementation Instance.

2. SERVICE AVAILABILITY

2.1 Service Availability is calculated per month as follows:

Official Matrix Programme

Technology System and Systems Integration Services Schedule 3– Performance Levels

2.2 For this purpose:

- **Total** is the total minutes in the month
- Unplanned Outage is total minutes that the Service is not available in the month outside of the Planned Maintenance window
- Planned Maintenance is total minutes of planned maintenance in the month

3. RESPONSE TIMES

- 3.1 The "System Response Time" commitment is: (1) not less than 50% of online transactions in one second or less and (2) not more than 10% in 2.5 seconds or more. "Service Response" means the processing time of the Workday Production Instances in the Production data center to complete transactions submitted from a web browser. This Service Response commitment excludes online requests processed via background jobs, Workday Web Services, Innovation Services, Enhanced Features, or as analytics.
- 3.2 The time required to complete the request is measured from the point in time when the request has been fully received by the encryption endpoint in the Production data center, until the response begins to be returned for transmission to the Authority.
- 3.3 The Authority may impact its own Service Response time by launching custom reports and integrations in excess of the limits set forth on Workday Community. The Supplier may enforce reasonable and documented system limits to serve as guardrails for the Service where these reports and integrations negatively impact Service Response.
- 3.4 The System Response Time commitment in 3.1 above is not applicable to the Supplier's "Planning" Product.
- 3.5 For Supplier's Peakon Product the recovery time objective is 72 hours, the recovery point objective is 12 hours and Supplier Will make any end of life announcements through Workday Community on end of life Peakon APIs.

4. SATISFACTION SURVEYS

4.1 In order to assess the level of performance of the Supplier, the Authority may undertake satisfaction surveys in respect of End Users or various groups of End Users (each such survey a "Satisfaction Survey"), the results of which may be reflected in the Balanced Scorecard Report. The subject matter of Satisfaction Surveys may include:

Technology Solution and SaaS ERP Services Schedule 3– Performance Levels

- (a) the assessment of the Supplier's performance by the End Users against the agreed Key Performance Indicators and Subsidiary Performance Indicators; and/or
- (b) other suggestions for improvements to the Services.
- 4.2 The Authority shall reflect in the Balanced Scorecard Report any aspects of the Supplier's performance of the Services which the responses to the Satisfaction Surveys reasonably suggest are not meeting the Services Description.

5. VIRTUAL LIBRARY COMPLETENESS

5.1 The Virtual Library shall be complete where all of the information required under Schedule 24 (*Reports and Records Provisions*) (*Annex 3: Records To Upload To Virtual Library*) has been uploaded to the Virtual Library in accordance with Paragraph 3 of that Schedule.

Technology Solution and SaaS ERP Services
Schedule 3– Performance Levels

Part C – Supplier Support

1. Case Submittal and Reporting

1.1 The Authority's Named Support Contacts may submit cases to Workday Support via Community. Named Support Contacts must be trained on the Supplier products for which they initiate support requests. Each case will be assigned a unique case number. The Supplier will respond to each case in accordance with this Part C and will work diligently toward resolution of the issue taking into consideration its severity and impact on the Authority's business operations. Actual resolution time will depend on the nature of the case and the resolution itself. A resolution may consist of a fix, workaround, delivery of information or other reasonable solution to the issue. Case reporting is available on demand via Community.

2. Severity Level Determination

2.1 The Authority shall reasonably self-diagnose each support issue and shall recommend to the Supplier an appropriate Severity Level designation. The Supplier shall validate the Authority's Severity Level designation or notify the Authority of a proposed change in the Severity Level designation to a higher or lower level with justification for the proposal. In the event of a conflict regarding the appropriate Severity Level designation, each party shall promptly escalate such conflict to its management team for resolution through consultation between the parties' management. In the rare case a conflict requires a management discussion, both parties shall make a representative available within one hour of the escalation.

3. Support Issue Production Severity Levels - Response and Escalation

- 3.1 "Workday Response Commitment" means the period of time from when the Authority logs the Production case in the Supplier case management system via Community until the Supplier responds to the Authority or escalates within the Supplier, if appropriate. Because of the widely varying nature of issues, it is not possible to provide specific resolution commitments.
- 3.2 If the Authority is not satisfied with the progress of a Severity Level 1 or 2 issue, the Authority may escalate the case to Supplier support management using the escalation process defined for Named Support Contacts. Upon escalation, the Supplier shall notify support senior management and shall assign a Supplier escalation manager to work with the Authority until the escalation is resolved.

Technology Solution and SaaS ERP Services Schedule 3– Performance Levels

Severity Level 1:

- <u>Definition</u>: The Service is unavailable or a Service issue prevents timely payroll processing, tax payments, entry into time tracking, financials closing (month-end, quarter-end or year-end), payment of supply chain invoices or creation of purchase orders, processing of candidate applications, issues that prevent financial aid disbursements, admissions, and registration activity of students. No workaround exists.
- Resolution: Supplier will work to resolve the problem until the Service is returned to normal operation and will notify the Authority of status changes.
- <u>Escalation</u>: If the problem has not been resolved within one hour, the Supplier will escalate the problem to the appropriate Supplier organization. The escalated problem will have higher priority than ongoing support, development or operations initiatives.
- <u>Customer Response Commitment</u>: The Authority shall remain accessible for troubleshooting from the time a Severity 1 issue is logged until it is resolved.

Severity Level 2:

- <u>Definition</u>: An issue with the Service that prevents the Authority from completing one or more critical business processes with a significant impact. No workaround exists.
- Resolution: The Supplier will work to resolve the problem until the Service is returned to normal operation and will notify the Authority of status changes.
- <u>Escalation</u>: If the problem has not been resolved within six hours, the Authority may request that the Supplier escalate the problem to the appropriate Supplier organization where the escalated problem will have higher priority than ongoing development or operations initiatives.
- <u>Customer Response Commitment</u>: The Authority shall remain accessible for troubleshooting from the time a Severity 2 issue is logged until it is resolved.

Severity Level 3:

- <u>Definition</u>: An issue with the Service that prevents the Authority from completing one or more important business processes that impact the Authority's business operations. A workaround exists but is not optimal.
- Resolution: If resolution requires a Supplier issue fix, the Supplier will add the
 issue fix to its development queue for future Service Updates and will suggest
 a potential workaround until the problem is resolved in a future Service
 Update. The Supplier will notify the Authority of status changes.
- <u>Escalation</u>: If progress is not being made to the Authority's satisfaction, the Authority may request that the Supplier escalate the problem to the appropriate Supplier organization
- <u>Customer Response Commitment</u>: The Authority will respond to the Supplier's requests for additional information and will implement

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recommended solutions in a timely manner.

Severity Level 4:

- <u>Definition</u>: An issue with the Service that delays the Authority from completing one or more non-critical business processes that are not imperative to the Authority's business operations. A workaround exists.
- Resolution: If resolution requires a Supplier issue fix, the Supplier will add the
 issue fix to its development queue for future Service Updates and will suggest
 a potential workaround until the problem is resolved in a future Service
 Update. The Supplier will notify the Authority of status changes.
- <u>Escalation</u>: If progress is not being made to the Authority's satisfaction, the Authority may request that the Supplier escalate the problem to the appropriate Supplier organization.
- <u>Customer Response Commitment</u>: The Authority will respond to the Supplier's requests for additional information and will implement recommended solutions in a timely manner.

Severity Level 5 (Including Customer Care and Operations Requests):

- <u>Definition</u>: Non-system issues and requests such as Named Support Contact changes, SLA report. or general Service inquiries. Questions about product configuration and functionality should be addressed to Community.
- Resolution: The Supplier will respond to the request and will notify the Authority of status changes.
- <u>Escalation</u>: If progress is not being made to the Authority's satisfaction, the Authority may request that the Supplier escalate the problem to the appropriate Supplier organization.
- <u>Customer Response Commitment</u>: The Authority will respond to the Supplier's requests for additional information in a timely manner.

4. Support Hours and Support Response Commitments

4.1 The Supplier provides the Authority support 24 hours a day, 7 days a week for Severity Level 1 issues and will remain accessible for troubleshooting from the time a Severity 1 issue is logged until it is resolved. The Supplier provides the Authority support on Mondays through Fridays (in the Authority's local time) for all other Severity Levels. Workday Response Commitments start from the time the case is logged.

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Support Issue Severity Level	Workday Response Commitment
1	1 hour / 7 days a week
2	6 hours / Monday – Friday
3	24 hours / Monday - Friday
4	24 hours / Monday – Friday
5	48 hours / Monday - Friday

5. Supplier Support Scope

5.1 The Supplier will support functionality that is delivered by the Supplier as part of the Service. For all other functionality, and for issues or errors in the Service caused by issues, errors, or changes in the Authority's information systems, customizations, and third-party products or services, the Supplier may assist the Authority and its third-party providers in diagnosing and resolving issues or errors, but the Authority acknowledges that these matters are outside of the Supplier's support obligations. Failure to meet obligations or commitments under this Part C that is attributable to (1) the Authority's acts or omissions (such as launching custom reports and integrations in excess of the limits set forth on Community); and (2) force majeure events shall be excused.

6. Supplier Web Services API Support

6.1 The Supplier recommends using the most recent version of the Workday Web Services ("WWS") APIs in order to receive optimum performance and stability. Prior versions of WWS APIs are updated to support backward-compatibility for all prior versions of WWS APIs that have not reached an end-of-life status. The Supplier will make end-of-life announcements no less than 18 months before the end-of-life of each WWS API. The Supplier will make announcements surrounding the WWS APIs through Community or, for APIs made available pursuant to the Workday Developer Program, through the Supplier developer site. Backward-compatibility means that an integration created to work with a given WWS API version will continue to work with that same WWS API version even as Supplier introduces new WWS API versions. With the exception of backward-compatibility updates, prior versions of WWS APIs are not enhanced.

7. Supplier Developer Program App Support:

7.1 If the Authority is subscribed to Workday Extend ("**Extend**") under the Contract, the Supplier will support Extend in Production Instances. All Apps

Technology Solution and SaaS ERP Services Schedule 3– Performance Levels

developed pursuant to the Workday Developer Program, whether created by the Authority, the Supplier or others, are expressly not covered by this Schedule. Workday will not be responsible for any Service Availability downtime or delayed Service Response times caused by use of any Apps. The Supplier may modify or deprecate APIs, features and services made available pursuant to the Workday Developer Program in accordance with the 'Availability Statuses' posted on the Workday developer site at developer.workday.com. Use of the developer site and all materials therein is governed by the Workday Developer Program Terms. "Apps" means the customizations, add-ons, extensions and/or other software solutions developed pursuant to the Workday Developer Program.

8. Supplier's EU support centre cover

8.1 In accordance with the provisions of Schedule 5, the Authority acknowledges that the Supplier's EU support centre covers the hours of 8am - 7pm CET ("EU Support Hours"). Should a Severity Level 2 issue require support outside of EU Support Hours, escalation procedures as set forth in this Schedule will be invoked, but case resolution may be affected. Should a Severity Level 2 issue require support outside of EU Support Hours, the Authority may request suspension of the EU Support Access Policy.

SCHEDULE 4

STANDARDS

Technology Solution and SaaS ERP Services Schedule 4 – Standards

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1 DEFINITIONS AND INTERPRETATION

1.1 In this Schedule, the following definitions shall apply:

"Standards Hub" the Government's open and transparent standards

adoption process as documented at http://standards.data.gov.uk/; and

"Suggested Challenge"

a submission to suggest the adoption of new or emergent standards in the format specified on

Standards Hub.

1.2 Each reference in this Schedule to any standard, guidance, policy, or certification shall be construed as such standard, guidance, policy, or certification as updated and/or replaced from time to time by the issuing body and/or its successor(s).

2 GENERAL

- 2.1 Throughout the term of this Contract, the Parties shall monitor and notify each other of any new or emergent standards which could affect the Supplier's provision, or the Authority's receipt, of the Services. Subject to paragraph 1.2 above, any changes to the Standards, including the adoption of any such new or emergent standard, shall be agreed in accordance with the Change Control Procedure.
- 2.2 Where a new or emergent standard is to be developed or introduced by the Authority, the Supplier shall be responsible for ensuring that the potential impact on the Supplier's provision, or the Authority's receipt, of the Services is explained to the Authority (in a reasonable timeframe), prior to the implementation of the new or emergent standard.
- 2.3 Where Standards referenced conflict with each other or with Good Industry Practice, then the later Standard or best practice shall be adopted by the Supplier. Any such alteration to any Standard(s) shall require the prior written agreement of the Authority and shall be implemented within an agreed timescale.

3 TECHNOLOGY AND DIGITAL SERVICES PRACTICE

3.1 The Supplier shall (when designing, implementing and delivering the Services) adopt the applicable elements of (or provide equivalency):

Technology Solution and SaaS ERP Services Schedule 4 – Standards

3.	1.1	HM Government's Technology Code of Practice as documented at https://www.gov.uk/service-manual/technology/code-of-practice.html;
3.	1.2	Chief Digital and Data Office – <u>Data Standards Authority Guidance</u> <u>www.gov.uk/government/groups/data-standards-authority;</u>
3.	1.3	Chief Digital and Data Office <u>DDO API Catalogue -</u> <u>www.api.gov.uk/;</u>
3.	1.4	Chief Digital and Data Office <u>API Technical & Data Standards -</u> <u>www.gov.uk/guidance/gds-api-technical-and-data-standards;</u>
3.	1.5	Chief Digital and Data Office <u>API Design Guidance -</u> <u>www.gov.uk/government/collections/api-design-guidance;</u>
3.	1.6	Security Standards NCSC Cloud Security Principles - www.ncsc.gov.uk/collection/cloud-security/implementing-the-cloud-security-principles;
3.	1.7	Security Standards – OWASP top ten API security risks - owasp.org/www-project-api-security/;
3.	1.8	Security Standards <u>The ISO/IEC 27001 and related standards - www.iso.org/isoiec-27001-information-security.html for information security management;</u>
3.	1.9	Security Standards <u>The ISO/IEC 27000 family of standards -</u> <u>www.iso.org/isoiec-27001-information-security.html for data</u> <u>protection and cyber resilience;</u>
3.	1.10	Security Standards – CPNI Standard - Secure Destruction of Sensitive Items (or equivalent such as NIST SP 800-88 or BS EN 15713 or NCSC's "Secure sanitisation of storage media" or NCSC's "Destruction and Disposal of Cryptographic Items";
3.	1.11	UK General Data Protection Regulation Articles <u>ICO Guide to GDPR - ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/</u> ;
3.	1.12	Connectivity Standards – PCI DSS V4.0 (where applicable);
3.	1.13	Connectivity Standards – W3C (World-Wide Web Consortium) and IETF (Internet Engineering Task Force) standards such as XML and HTTPS.

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- 4.1 The Supplier shall comply to the extent within its control with UK Government's Open Standards Principles as documented at https://www.gov.uk/government/publications/open-standards-principles, as they relate to the specification of standards for software interoperability, data and document formats in the IT Environment.
- 4.2 Without prejudice to the generality of Paragraph 2.2, the Supplier shall, when implementing or updating a technical component or part of the Software or Supplier Solution where there is a requirement under this Contract or opportunity to use a new or emergent standard, submit a Suggested Challenge compliant with the UK Government's Open Standards Principles (using the process detailed on Standards Hub and documented at http://standards.data.gov.uk/). Each Suggested Challenge submitted by the Supplier shall detail, subject to the security and confidentiality provisions in this Contract, an illustration of such requirement or opportunity within the IT Environment, Supplier Solution and Government's IT infrastructure and the suggested open standard.
- 4.3 The Supplier shall ensure that all documentation published on behalf of the Authority pursuant to this Contract is provided in a non-proprietary format (such as PDF or Open Document Format (ISO 26300 or equivalent)) as well as any native file format documentation in accordance with the obligation under Paragraph 4.1 to comply with the UK Government's Open Standards Principles, unless the Authority otherwise agrees in writing.

5 TECHNOLOGY ARCHITECTURE STANDARDS

- 5.1 The Supplier shall produce full and detailed technical architecture documentation for the Supplier Solution in accordance with (or with equivalents to):
 - 5.1.1 COBIT 5 Framework and Standards;
 - 5.1.2 TOGAF 9.2 Architecture Framework and Standards;
 - 5.1.3 BS 7000-1:2008 "Design management systems. Guide to managing innovation; and
 - 5.1.4 BS 7000-3:1994 "Design management systems. Guide to managing service design.

6 ACCESSIBLE DIGITAL STANDARDS

6.1 Working with the Authority and the SI, the Supplier shall at the Effective Date comply with or provide a plan which shows that by Go Live it will comply with (or with equivalents to):

Technology Solution and SaaS ERP Services Schedule 4 – Standards

- the World Wide Web Consortium (W3C) Web Accessibility Initiative (WAI) Web Content Accessibility Guidelines (WCAG) 2.1
 Conformance Level AA (and subsequent versions within 12 months); and
- (b) ISO/IEC 13066-1: 2011 Information Technology Interoperability with assistive technology (AT) – Part 1: Requirements and recommendations for interoperability; and
- (c) BS 8878:2010 Web Accessibility Code of Practice.
- 6.2 The Supplier shall be responsible for promptly advising the Authority of its compliance or areas of non-compliance with the Accessible Digital Standards set out in paragraph 6 of this Schedule 4 (Standards) and in the case of its non-compliance work with the Authority to develop mitigations that ensure the Supplier implements user experience, system functionality and accessibility which are equivalent to those it would implement if it were compliant.

7 SERVICE MANAGEMENT SOFTWARE & STANDARDS

- 7.1 Subject to Paragraphs 1.2 to 4 (inclusive), the Supplier shall reference relevant industry and HM Government standards and best practice guidelines in the management of the Services, including the following or their equivalents:
 - (a) ITIL v4 2019;
 - (b) BS EN ISO 9001 : 2015 Quality Management System;
 - (c) ISO/IEC 20000 Parts 1-5 Information Technology Service Management; and
 - (d) ISO 10007: 2017 "Quality management systems Guidelines for configuration management".
- 7.2 For the purposes of management of the Services and delivery performance the Supplier shall make use of Software that complies with Good Industry Practice including availability, change, incident, knowledge, problem, release & deployment, request fulfilment, service asset and configuration, service catalogue, service level and service portfolio management. If such Software has been assessed under the ITIL Software Scheme as being compliant to "Bronze Level", then this shall be deemed acceptable.

8 SUSTAINABILITY

8.1 The Supplier shall comply with the sustainability requirements and commitments set out in Annex 1 and Annex 3 to this Schedule.

Technology Solution and SaaS ERP Services Schedule 4 – Standards

8.2 The Supplier shall comply with the reporting obligations set out in Annex 2 to this Schedule.

9 HARDWARE SAFETY STANDARDS

- 9.1 Where hardware is being delivered to the Authority as part of the Services he Supplier shall comply with those BS or other standards relevant to the provision of the Services, including the following or their equivalents:
 - (a) any new hardware required for the delivery of the Services (including printers), shall conform to:
 - (i) BS EN IEC 62368-1:2020+A11:2020 or subsequent replacements; and
 - (ii) BS EN 60950-1:2006 or subsequent replacement,

and in considering where to site any such hardware, the Supplier shall consider the future working user environment and shall position the hardware sympathetically, wherever possible;

- (b) any new audio, video and similar electronic apparatus required for the delivery of the Services, shall conform to the following standards:
 - (i) BS EN IEC 62368-1:2020+A11:2020; and
 - (ii) BS EN 60065:2014+A11:2017;
- (c) any new laser printers or scanners using lasers, required for the delivery of the Services, shall conform to either of the following safety Standards:
 - (i) BS EN 60825-1:2014; or
 - (ii) any subsequent replacements; and
- (d) any new apparatus for connection to any telecommunication network, and required for the delivery of the Services, shall conform to the following safety Standards:
 - (i) BS EN 62949:2017 or any subsequent replacements; and
 - (ii) BS EN 41003:2009 or subsequent replacements.
- 9.2 Where required to do so as part of the Services, the Supplier shall perform electrical safety checks in relation to all equipment supplied under this Contract in accordance with the relevant health and safety regulations.

Technology Solution and SaaS ERP Services Schedule 4 – Standards

ANNEX 1: SUSTAINABILITY

1 DEFINITIONS

1.1 In this Annex, the following definitions shall apply:

"Medium Enterprise" means the UK Government definition of Medium

Enterprise in relation to its procurement activities as defined by the department formerly known as BEIS small and medium enterprises (SME) action plan: 2022 to 2025 which is determined by; a staff headcount of under 250, and either its annual turnover being under €50m or its balance sheet

total under €43m;

"Micro Enterprise" means the UK Government definition of Micro

Enterprise in relation to its procurement activities as defined by the department formerly known as BEIS small and medium enterprises (SME) action plan: 2022 to 2025 which is determined by; a staff headcount of under 10, and either its annual

turnover being under €2m or its balance sheet total

under €2m;

"Permitted Item" means those items which are permissible under

this Contract to the extent set out in Table B of this

Annex;

"Prohibited Items" means those items which are not permissible

under this Contract as set out at Table A of this

Annex;

"Small Enterprise" means the UK Government definition of Small

Enterprise in relation to its procurement activities as defined by the department formerly known as BEIS small and medium enterprises (SME) action plan: 2022 to 2025 which is determined by; a staff headcount of under 50, and either its annual turnover being under €10m or its balance sheet

total under €10m;

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"Sustainability
Reports"

written reports to be completed by the Supplier containing the information outlined in Table A of Annex 2:

"Waste Hierarchy"

means prioritisation of waste management in the following order of preference as set out in the Waste (England and Wales) Regulation 2011:

- (a) Prevention;
- (a) Preparing for re-use;
- (b) Recycling;
- (c) Other Recovery; and
- (d) Disposal.

2 PUBLIC SECTOR EQUALITY DUTY

- 2.1 In addition to legal obligations, where the Supplier is providing a Service to which the Public Sector Equality duty applies, the Supplier shall support the Authority in fulfilling its Public Sector Equality duty under S149 of the Equality Act 2010 by ensuring that it fulfils its obligations under the Contract in a way that seeks to:
 - 2.1.1 eliminate discrimination, harassment or victimisation and any other conduct prohibited by the Equality Act 2010; and
 - 2.1.2 advance:
 - (a) equality of opportunity; and
 - (b) good relations,

between those with a protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership) and those who do not share it.

- 2.2 The Supplier shall ensure that it fulfils its obligations under the Contract in a way that does not discriminate against individuals because of socio-economic background, working pattern or having parental or other caring responsibilities.
- 3 ENVIRONMENTAL REQUIREMENTS

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- 3.1 The Supplier must perform its obligations meeting in all material respects the requirements of all applicable Laws regarding the environment.
- 3.2 As at the Effective Date, the Supplier warrants that it, or where it Sub-contracts hosting to a third party, the applicable Key Sub-contractor, has an Environment Management System (EMS) certified to ISO 14001 or an equivalent industry-recognised certification. The Supplier will use reasonable endeavours to procure such Key Sub-contractor(s) to comply with and maintain such certification requirements throughout the Term. The Supplier will notify the Authority, within a reasonable timeframe, if it becomes aware that such Key Sub-contractor(s) do(es) not intend to renew such certification and will work with the Authority to encourage the relevant Key Sub-contractor to put in place an acceptable alternative certification which achieves equivalence.
- 3.3 In performing its obligations under the Contract the Supplier shall, where applicable to the Contract, to the reasonable satisfaction of the Authority demonstrated through regular and detailed reporting as defined in this Contract and complemented by the Supplier's annual published Global Impact Report (or any such successor document) where relevant:
 - (a) demonstrate low carbon resource efficiency, including minimising the use of resources and responding promptly to the Authority's questions;
 - (b) prioritise waste management in accordance with the Waste Hierarchy as set out in Law, seeking opportunities for prevention, reuse, remanufacture, refurbishment and recycling before exploring other recovery or disposal options;
 - (c) be responsible for ensuring that any waste generated by the Supplier and sent for recycling, disposal or other recovery as a consequence of this Contract is taken by a licensed waste carrier to an authorised site for treatment or disposal and that the disposal or treatment of waste complies with the law;
 - (d) ensure that it and any third parties used to undertake recycling disposal or other recovery as a consequence of this Contract do so in a legally compliant way, and can demonstrate that reasonable checks are undertaken to ensure this on a regular basis and provide relevant data and evidence of recycling, recovery and disposal;
 - (e) in circumstances that a permit, licence or exemption to carry or send waste generated under this Contract is revoked, the Supplier shall cease to carry or send waste or allow waste to be carried by any Subcontractor until authorisation is obtained from the Environment Agency;

Technology Solution and SaaS ERP Services Schedule 4 – Standards

- (f) minimise the release of greenhouse gases (including carbon dioxide emissions), air pollutants, volatile organic compounds and other substances damaging to health and the environment either directly or as a consequence of delivering this Contract; and
- (g) reduce and minimise carbon emissions by taking into account factors including, but not limited to, the locations from which materials are sourced, the transport of materials, the locations from which the work force are recruited and emissions from offices and on-site equipment.
- 3.4 In performing its obligations under the Contract, the Supplier shall to the reasonable satisfaction of the Authority publish and maintain a credible Carbon Reduction Plan in accordance with PPN 06/21.
- 3.5 Not used
- 3.6 Not used
- 3.7 The Supplier shall ensure that any Services are designed, sourced and delivered in a manner which is environmentally and socially responsible.
- 3.8 In performing its obligations under the Contract, the Supplier shall to the reasonable satisfaction of the Authority:
 - 3.8.1 demonstrate that the whole life cycle impacts (including end of use) associated with the Services that extend beyond direct operations into that of the supply chain have been considered and reduced;
 - 3.8.2 minimise the consumption of resources and use them efficiently (including water and energy), working towards a circular economy including designing out waste and non-renewable resources, and shifting towards re-use and closed loop systems;
 - 3.8.3 achieve continuous improvement in environmental (and social) performance, as measured by KPIs set out in Schedule 3 (Performance Levels) and reporting obligations stated within Schedule 24 (Reports and Records Provisions).
- 3.9 The Supplier shall inform the Authority within one Working Day in the event that a permit, licence or exemption to carry or send waste generated under this Contract is revoked.
- 3.10 The Supplier shall meet (where applicable) the Government Buying Standards applicable to Services which can be found online at (as updated, revised, and/or replaced from time to time):

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<u>https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs.</u>

3.11 The Supplier shall support the Authority in meeting the "Greening government: ICT and digital services strategy 2020-2025", as updated from time to time, which can be found online using the link below (as updated, revised, and/or replaced from time to time) where applicable to the Services, with 2025 targets of relevance set out below:

https://www.gov.uk/government/publications/greening-government-ict-and-digital-services-strategy-2020-2025/greening-government-ict-and-digital-services-strategy-2020-2025#sustainable-ict-and-digital-services-strategy-targets-for-2020-2025-policy-paper

- 3.11.1 wherever possible, waste is removed from the system, for example redundant services, duplicate files, legacy ICT systems and hardware;
- 3.11.2 the information and data required to report progress towards net zero and other key sustainability commitments is available and openly published;
- 3.11.3 relevant ICT authorities within HMG should publish a reduced ICT carbon and ecological footprint, based on the services consumed, estates, and suppliers. The footprint should encompass embodied/embedded carbon;
- 3.11.4 ICT must be 100% traceable at end of life;
- 3.11.5 there will be a yearly increase in ICT kit purchased/leased that is remanufactured/refurbished;
- 3.11.6 sustainability will be central to the procurement, design and management of digital services and ICT, aiming to reduce costs and carbon; and
- 3.11.7 HMG estates will deliver 0% IT related waste to landfill. ICT products are routinely designed for durability, ease of maintenance and recycling.
- 3.12 The Supplier shall meet applicable sustainability standards as set out in HM Government's Technology Code of Practice Point 12 (as updated from time to time), which can be found online at:

https://www.gov.uk/guidance/make-your-technology-sustainable

3.13 Energy and Resource Efficiency

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- 3.13.1 The Supplier shall (when delivering the service) make use of infrastructure that complies with EU Regulation 2019/424 on ecodesign for servers and data storage products
- 3.13.2 The Supplier shall deliver the Services using infrastructure which is at the Effective date provided by a hosting Key Sub-contractor which is a signatory to the EU Climate Neutral Data Center Pact and shall promptly notify the Authority in the event that this status changes and work with the Authority in good faith to establish alternative reasonable measures to ensure the ongoing commitment to energy efficiency in the delivery of the Services:
- 3.13.3 In supporting the Authority's requirement to reduce its and its supply chain's greenhouse gas emissions, the Supplier shall avoid fuel emissions in transporting goods and in Supplier Staff travel to Authority Premises for staff engaged in delivering Services wherever possible, and without exclusion, by:
 - (a) arranging meetings using e-conferencing services where face to face meetings are not required by the Authority;
 - (b) providing online and webinar-based training, minimising the need for travel to attend courses; and
 - (c) using public transport or electric/hybrid vehicles rather than petrol- or diesel-powered vehicles.
- 3.13.4 The Supplier shall minimise use of paper in performing the Services and shall support the Authority in eliminating paper usage associated with the delivery of this Contract.

3.14 Cloud Services

- 3.14.1 In hosting the Services in the cloud, all data centres used either by the Supplier or by its Subcontractors in provision of the Services, must be operated with regard to energy and cooling efficiency.
- 3.14.2 To the extent that these features, metrics or controls are available to the Supplier from its cloud hosting Sub-contractor in the operation of the cloud service, all available power management facilities on Supplier assets shall be utilised to deliver the Services such that standby and other low power modes are activated to match availability to demand. For the avoidance of doubt, this obligation shall not relieve the Supplier of its obligation to provide the Services in accordance with the Service Levels and otherwise as specified in Schedule 3 (Performance Levels).

Technology Solution and SaaS ERP Services Schedule 4 – Standards

- 3.14.3 The Supplier shall provide the Authority with such reasonable information as is available in respect of the energy used in the provision of the Services (which the Authority acknowledges may be an estimate);
- 3.14.4 To the extent that these features, metrics or controls are available to the Supplier from its cloud hosting Key Sub-contractor, the Supplier shall, where it is reasonably able to do so, also:
 - every 6 months from the Effective Date, audit live data to check for duplicate datasets, promptly notify the Authority of the duplicated datasets and with agreement by the Authority delete duplicated datasets to avoid unnecessary energy usage;
 - (b) where possible switch off environments that are not being used to reduce energy usage and decommission unnecessary systems;
 - (c) identify and notify the Authority for discussion ways to minimise processing, transmission and storage of data to reduce energy use;
 - ensure Cloud optimisation through architectural design so that it is only used when needed, reducing emissions from energy use;
 - (e) implement processes for recording and reporting on energy use and greenhouse gas emissions to enable monitoring throughout the Term which will include provision of energy efficiency indicators of cloud solutions to the Authority promptly upon request;
 - (f) collect, analyse and report environmental data from its tier 1 and tier 2 Sub-contractors. This may include but not be limited to using a systems solution to trace raw materials and digitise product information (including but not limited to: digital labels, tags, watermarks, and passports) thereby providing easily accessible supply chain and product information;
 - (g) ensure that cloud solutions are 100% powered by renewable energy sources to avoid emissions from data centres;
 - (h) where available, request the Key Subcontractor give preference to the selection and use of cloud solutions which use reasonable endeavours to ensure that the global

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warming potential (GWP) of refrigerants used in the data centre cooling system (for instance, pertaining to heat pumps) are kept at low levels;

(i) where available, request the Key Subcontractor give preference to the selection and use of cloud solutions which capture and re-use waste heat, enabling the efficient provision of energy to other requirements, including but not limited to: to heating buildings and/or providing other heat to consumers in the neighbourhood of data centres; and

4 CLIMATE CHANGE RISK & ADAPTATION

4.1 The Supplier shall:

- 4.1.1 conduct a climate change adaptation ("CCA") risk assessment regarding the risk to the operation and supply chain resulting from climate change building a Year 1 baseline;
- 4.1.2 review and update the CCA risk assessment on an annual basis, incorporating the latest understanding of risk factors and mitigation best practice;
- 4.1.3 every 12 months from the Effective Date provide a report on how the organisation is responding to stated climate threats in terms of risk mitigation strategies, which may include strategies cascaded through supply chain partners;
- 4.1.4 conduct a re-baselining exercise every 3-years during the Term; and
- 4.1.5 ensure the CCA risk assessment covers all pertinent factors, including those relating to staff, systems, estates and any other supply chain factors that could influence ongoing delivery.

5 MODERN SLAVERY

- 5.1 The Supplier shall at all times be compliant with the provisions of the Modern Slavery Act 2015.
- 5.2 The Supplier:
 - 5.2.1 shall not use, nor allow its subcontractors to use, forced, bonded or involuntary prison labour;

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5.2.2	shall not require any Supplier employees or the employees of any Subcontractors to lodge deposits or identity papers with their employer and shall be free to leave their employer after reasonable notice;
5.2.3	warrants and represents that it has not been convicted of any slavery or human trafficking offences anywhere around the world;
5.2.4	warrants that to the best of its knowledge it is not currently under investigation, inquiry or enforcement proceedings in relation to any allegation of slavery or human trafficking offences anywhere around the world;
5.2.5	shall make reasonable enquiries to ensure that its officers, employees and subcontractors have not been convicted of slavery or human trafficking offences anywhere around the world;
5.2.6	shall have and maintain throughout the Term its own policies and procedures to ensure its compliance with the Modern Slavery Act 2015 and include in its contracts with its Sub-contractors antislavery and human trafficking provisions;
5.2.7	shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under the Contract;
5.2.8	shall prepare and deliver to the Authority an annual statement under Section 54 of the Modern Slavery Act 2015;
5.2.9	shall not use, or allow its employees or sub-contractors to use, physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation of its employees or Sub-contractors;
5.2.10	shall not use, or allow its Sub-contractors to use, child or slave labour;
5.2.11	shall report the discovery or suspicion of any slavery, trafficking, forced labour, child labour, involuntary prison labour or labour rights abuses by it or its subcontractors to the Authority and Modern Slavery Helpline and relevant national or local law enforcement

agencies and, having made such report, shall respond promptly to

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the Authority's enquiries, co-operate with any investigation, and allow the Authority to audit any books, records and/or any other relevant documentation in accordance with the Contract; and

5.2.12 shall, if the Supplier or the Authority identifies any occurrence of modern slavery connected to this Contract, comply with any request of the Authority to follow the Rectification Plan Process to submit a remedial action plan which follows the form set out in Annex D of the Tackling Modern Slavery in Government Supply Chains quidance.

5.3 The Supplier shall:

- 5.3.1 complete the Modern Slavery Assessment Tool (MSAT) at https://supplierregistration.cabinetoffice.gov.uk/msat within sixty (60) days of the Effective Date, and annually during the Term on or around each anniversary of the Effective Date;
- 5.3.2 https://supplierregistration.cabinetoffice.gov.uk/msat make known the outcomes of the MSAT to the Authority;
- 5.3.3 use the outputs of the MSAT to develop a Modern Slavery Continuous Improvement Plan;
- 5.3.4 comply with any request by the Authority to provide a Supply Chain map related to the delivery of this Contract within fourteen (14) days of such request;
- 5.3.5 comply with any request by the Authority to provide a copy of any reports of any sub-contractor regarding any or all of workplace conditions, working or employment practices and recruitment practices within fourteen (14) days of such request;
- 5.3.6 carry out due diligence to ensure workers in its business and its supply chains are not paying illegal or exploitative recruitment fees to secure employment, and where these fees are uncovered shall ensure that workers are remedied;
- 5.3.7 allow the Authority and/or its nominated independent third party to carry out an unannounced or semi-announced inspection of any Site related to the delivery of this Contract (reasonable endeavours will be made regarding access to Sites owned by the Supplier's Key Sub-contractor), and speak directly to any Supplier employee

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- in a confidential manner and in the native language of such Supplier employee in respect of workforce conditions, working or employment practices; and
- 5.3.8 the Supplier requires and shall continue to require during the Term its Sub-contractors to comply with its "Supplier Code of Conduct" (which at the Effective Date is dated 2023 and may be updated from time to time by the Supplier subject to such updates not materially adversely affecting the protections for the Supplier (and by extension, the Authority) or making the obligations on the Supplier's Sub-contractors materially less onerous). If during the Term the Supplier becomes aware of a breach by any Subcontractor of the Supplier Code of Conduct the Supplier shall promptly notify the Authority of such breach and include within such notification reasonable details (to the extent such information should not be reasonably regarded as Confidential Information) of the steps the Supplier is undertaking to ensure rectification of such breach and the outcome of such rectification or remediation and shall collaborate in good faith with the Authority to determine what steps, if any, should reasonably be taken in respect of the Services as a result of such breach;
- 5.4 If the Supplier is in Default under Paragraph 5.2 or 5.3 above, the Authority may by notice:
 - 5.4.1 require the Supplier to implement a victim-centred remediation plan and enforce such plan with the relevant sub-contractor(s), such that any victims are protected and supported, and appropriate steps are taken to ensure future same or similar Defaults are not possible; and/or
 - 5.4.2 require the Supplier to remove from performance of the Contract any sub-contractor, Supplier employees or other persons associated with it whose acts or omissions have caused the Default and where such Default is incapable of remedy, or where such sub-contractor, Supplier employee or other persons are unwilling to openly and transparently remediate the situation; and/or
 - 5.4.3 immediately terminate the Contract.
- 6 SOCIAL VALUE

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- 6.1 Annex C to this Schedule sets out the Supplier's Social Value commitments and delivery plans.
- 6.2 The Supplier shall provide to the Authority a quarterly progress report, to the Authority's satisfaction, against the Social Value commitments as set out in Annex C.
- 6.3 The Supplier shall provide to the Authority an annual Social Value Impact Report, detailing the social value impact achieved through the delivery of the Contract. Where relevant, the Supplier shall include case studies of individual initiatives or impacts to highlight successes.
- 6.4 Should the Supplier fail to deliver any of its Social Value requirements as set out in Annex C, the Authority may:
 - 6.4.1 require the Supplier to draft and provide to the Authority a remediation plan within 14 calendar days of the Supplier first being aware (or if earlier, the date on which the Supplier reasonably ought to have been aware) of the failure, which sets out the reasons for the failure, the steps the Supplier shall take and the associated timescales for the Supplier to meet its social value commitments to be agreed by the Authority, to restore performance to the expected levels;
 - 6.4.2 where the Supplier does not submit a remediation plan to the Authority in accordance with paragraph 6.4.1 above, or where the submitted remediation plan is deemed by the Authority to be insufficient; and where performance against the Social Value commitments is below expectations for two (2) consecutive months, apply a service credit regime calculated by reference to the number of Service Points accrued in any one Service Period pursuant to the provisions of Schedule 3 (Performance Levels) until performance is restored.

7 SUPPLIER DIVERSITY

- 7.1 The Supplier commits to promoting supplier diversity in its supply chain for the delivery of the Services. This includes actively seeking subcontracting opportunities for diverse suppliers without compromising performance or service standards under the contract, including but not limited to:
 - 7.1.1 Small and Medium Enterprises, being micro-enterprises, small enterprises, and medium-sized enterprises based on staff headcount, annual turnover, and balance sheet total as defined by

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BEIS small and medium enterprises (SME) action plan: 2022 to 2025 - https://www.gov.uk/government/publications/beis-small-and-medium-enterprises-sme-action-plan-2022-to-2025

- 7.1.2 Voluntary, Community, Social Enterprises, being organisations, whose purpose is built around the creation of social value, or whose profits are used to provide benefits to local communities;¹
- 7.1.3 Woman-Owned and Led Enterprises, are those where majority ownership or control is held by one or more women; or those where women make up more than half of the partners or directors in day-to-day control of the business, or where the sole proprietor is a woman;²
- 7.1.4 Ethnic Minority-Owned and Led Enterprises, are those where majority ownership or control is by people from ethnic minority groups; or those where people from ethnic minority groups make up more than half of the partners or directors in day-to-day control of the business, or where the sole proprietor is from an ethnic minority group; and³
- 7.1.5 LGBTQ+ Owned or Led Enterprises, being businesses majority owned and operated by individuals from the lesbian, gay, bisexual, transgender, and queer community.
- 7.2 The Supplier will submit a "Sub-contracting Strategy Summary" (which may, for the avoidance of doubt, be part of the Supplier's standard published documentation) to the Authority within such deadline as agreed with the Authority in writing (with both Parties acting reasonably). The Sub-contracting Strategy Summary shall set out a summary of the Supplier's strategy for achieving the commitments set out in paragraph 7.1 above, which may include but shall not be limited to:
 - 7.2.1 targets and/or goals for supplier diversity, including but not limited to the percentage of Sub-contracts awarded to diverse suppliers in the delivery of the services under this Contract;
 - 7.2.2 strategies, actions, and timelines for achieving its supplier diversity goals and targets that maximise subcontracting opportunities for

¹ Crown Commercial Service, Glossary. URL: https://www.crowncommercial.gov.uk/glossary

² Federation of Small Businesses, FSB, Supporting Women's Enterprise in the UK: The Economic Case. URL: https://www.fsb.org.uk/resource-report/supporting-women-s-enterprise-in-the-uk.html

³ MSDUK, URL: https://www.msduk.org.uk/

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diverse suppliers in its supply chain for the delivery of the Services. This may include but not be limited to:

- (a) outreach and advertising initiatives to solicit bids from diverse suppliers;
- (b) mentorship programs to build the capacity of diverse suppliers in the areas of business development and access to networks; and/or
- (c) preferential terms (which shall in each case comply with any minimum requirements for Sub-contracts as set out in this Contract) including provisions or conditions to support the inclusion of diverse suppliers in procurement processes such as reserved contracting opportunities allocated to diverse suppliers, expedited invoice payments, support with access to affordable financing options.
- 7.3 The Supplier shall provide quarterly progress reports against the Subcontracting Action Plan detailing the scope(s) of work to be performed by Subcontractors, including contact information of such Sub-contractors, value and volume of Sub-contracts that have been awarded, are active, and that have expired since the Effective Date, to Sub-contractors.
- 7.4 The Authority reserves the right to audit compliance with these requirements on reasonable advanced notice. The Authority reserves the right to evaluate the Supplier's performance in meeting supplier diversity goals as set out in the Sub-contracting Action Plan and may consider such performance in the overall assessment of the Supplier's contract performance.

8 PROMPT PAYMENT

- 8.1 On a quarterly monthly basis commencing in the first month after the Commencement Date, the Supplier shall provide to the Authority a summary report of its payment performance for:
 - (a) Subcontractors; and
 - (b) its wider supply chain.
- 8.2 The summary provided by the Supplier under Paragraph 8.1 above shall demonstrate the proportion of invoices paid within 30 calendar days, 60 calendar days, the proportion of invoices paid outside of the relevant contractual payment periods, and the average number of days taken for payment of all invoices.

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- 8.3 Where the Supplier's performance is not at least 95% of invoices paid within within 60 (sixty) calendar days from the date of receipt of a valid invoice, the Supplier shall provide to the Authority within 5 working days an improvement plan that details the steps the Supplier will take to improve its payment performance over the next 12 months. The Authority will monitor the improvement plan on a monthly basis during the scheduled contract management meetings.
- 8.4 If the Supplier was a signatory to the Prompt Payment Code at the Commencement Date of this Contract, or at any point during the Term becomes a signatory, the Supplier shall maintain that signatory status for the remained of the Term.

9 SUPPLY CHAIN RESILIENCE

- 9.1 The Supplier recognises the importance of a resilient supply chain in the delivery of its obligations under this Contract. The Supplier shall create and maintain a map of its supply chain including details of (i) the Supplier, (ii) all Sub-contractors; and (iii) any other entity that the Supplier is aware is in its supply chain that is not a Sub-contractor, setting out at least:
 - 9.1.1 the name, registered office and company registration number of each entity in the supply chain;
 - 9.1.2 the function of each entity in the supply chain;
 - 9.1.3 the location of any premises at which an entity in the supply chain carries out a function in the supply chain; and
 - 9.1.4 confirmation of the last date that any supply chain due diligence (including but not limited to social and operational auditing) was conducting on that entity and premise.

10 SUPPLIER CODE OF CONDUCT

- 10.1 In February 2019, HM Government published a "HMG Supplier Code of Conduct" setting out the standards and behaviours expected of suppliers who work with government which can be found online at:
 - https://assets.publishing.service.gov.uk/government/uploads/system
- 10.2 The Supplier shall use, and shall ensure its Sub-contractors use, reasonable endeavours to meet the standards set out in the HMG Supplier Code of Conduct.

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11 Social Value Forum

- 11.1 The Parties shall within 30 days of the Effective Date establish a "Social Value Forum" comprising representatives from the Authority, the Supplier, and for as long as the SI Contract remains in force, the SI.
- 11.2 The Social Value Forum shall be led jointly by the Authority, the SI, and the Supplier and shall meet at least quarterly (or as otherwise agreed through SV Activation Workshops and in accordance with stated Social Value governance).
- 11.3 The Social Value Forum shall be responsible for monitoring, and where appropriate, updating, the Social Value Commitments. The Social Value Forum shall agree as appropriate the methods through which the Supplier shall approach and meet the Social Value Commitments (such agreement not to be unreasonably withheld by either Party).

12 Social Value Activation Workshop

- 12.1 Within three months of the Effective Date and every Contract Year thereafter, the Supplier and the Authority shall schedule and hold a Social Value Activation Workshop with the nominated Authority and Cluster participants, and, so long as the SI Contract remains in place, the SI.
- 12.2 The Supplier shall dedicate a sum equivalent to at least 1% of the Charges paid to it by the Authority under the Contract in a Contract Year to funding Social Value activities, with this 1% to be the minimum committed annual funding across the relevant activities in the aggregate.
- 12.3 The output of the Social Value Activation Workshop shall be a finalised Social Value delivery plan for the following Contract Year (covering four reporting periods). This will set out the relevant Social Value Commitments to be delivered during the Contract Year, together with key milestones and any dependencies on third party partners or Matrix Cluster staff. It is also expected that successes, risks, opportunities and barriers in relation to social will be discussed on a regular basis at the Social Value Forum meetings.
- 12.4 The Social Value delivery plan (the "Plan") (for the purposes of this Schedule 4) will draw on the Social Value Commitments set out in the table(s) in this Annex, which will be allocated into the Plan by agreement at the meeting. For each Commitment, the Plan will set out how delivery will be monitored, and how it will contribute to the relevant KPI for that reporting period, and will take into account the changing requirements, targets, delivery methods, services, aims and plans of the Supplier's partners with which it engages for the delivery of its Social Value Commitments.

- 12.5 It is recognised that not all Social Value Commitments can be delivered simultaneously. Specifically, the programme will prioritise impactful initiatives and ensure appropriate representation and participation of Authority and/or Matrix Cluster staff, given that areas may be reliant on the delivery programme reaching a given stage or have wider dependencies, including on the ongoing applicability of various items of Government policy and/or legislation.
- 12.6 By written agreement with the Authority and through using a suitable governance approach (each acting reasonably) the Suppliers may remove Commitments from the table, may modify their timing, scope or delivery partner, and may add alternative Commitments of similar quality providing these align with within same Social Value Themes, and providing that the Authority is satisfied that the Supplier's overall commitment remains comparable with that set out at the Effective Date and achieves a minimum of 1% of Charges as outlined above.

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ANNEX 2 REPORTING REQUIREMENTS

1 Reporting

- 1.1 The Supplier shall make reasonable endeavours to comply with reasonable requests by the Authority for information evidencing compliance:
 - 1.1.1 with Paragraphs 2., 3.1 to 3.6 (inclusive), 3.10 and 4 of Annex 1 within fourteen (14) days of such request; and
 - 1.1.2 with Paragraphs 2.2 and 3.7 to 3.14 (inclusive) of Annex 1 within thirty (30) days of such request, provided that such requests are limited to two (2) per Contract Year.
- 1.2 The Supplier shall complete the Sustainability Report in relation its provision of the Services under this Contract and provide the Sustainability Report to the Authority on the date and frequency outlined in Table A of this Annex.

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TABLE A – SUSTAINABILITY REPORT

Sustainability Pillar	Report Name	Content of Report / Measure	Frequency of Report
Environmental	Climate change adaptation	Provision of a Climate Change Adaptation (CCA) Risk Assessment in Year 1, inc: • overview of Supplier's assessed climate risk, including what adaptations / risk mitigation strategies are being employed • annual update on material risks • 3-yearly refresh and re-baseline Climate Change Adaptation risk will be pertinent to staff, systems, estates and any other supply chain factors that could influence ongoing delivery.	Annual
Environmental	Raw Materials	Provision of a confirmation statement and details of initiatives / actions undertaken to ensure there are zero conflict minerals (prohibited items) used in the products supporting the delivery of the contract	Annual
Environmental	Waste	Information regarding the Supplier's approaches to waste management at a corporate level and made relevant to the Contract service locations (e.g. efforts to ensure 0% waste to landfill – by quantity and weight; and efforts to ensure the traceability of products at end of life)	Annual

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Sustainability Pillar	Report Name	Content of Report / Measure	Frequency of Report
Environmental	Energy	Provision of a report detailing the key drivers of energy consumption linked to the delivery of the contract, the sources of energy supply, and recommendations to reduce energy consumption.	Annual
Environmental	Resource efficiency 1 (Cloud resource intensity)	The Supplier shall provide a proxy for the emissions figure (tCo2e) at a Contract level and shall provide a corporate level water consumption figure. The Supplier shall provide to the Authority a PUE figure obtained from its Key Sub-contractor, subject to the Authority entering into reasonable confidentiality terms with such Key Sub-contractor.	Annual
Environmental	Live Data / Reporting (Cloud)	Reports on the existence of the Workday environments (tenants) maintained for the benefit of the Services to enable the Authority to determine whether all tenants are still required. Make recommendations to the Authority where efficiencies are possible.	Biannual

Sustainability Pillar	Report Name	Content of Report / Measure	Frequency of Report
Environmental	Meeting HMG Strategy - Reporting	Advise on the applicability and ongoing compliance of the following to the Services:: • Greening government: ICT and digital services strategy 2020-2025, as updated from time to time • Technology Code of Practice • STAR • GoCodeGreen	Annual and at Authority request
Social	Modern Slavery	Supplier to complete Modern Slavery Assessment Tool (MSAT) within 60 days of contract award	Completion within 60 days of contract award
Social	Modern Slavery	Supplier shall complete the Modern Slavery Assessment Tool (MSAT) annually throughout the Term, and make known the outcomes of their modern slavery assessment to the Authority	Annual
Social	Modern Slavery	Supplier shall use the outputs of the MSAT to build a Modern Slavery Continuous Improvement Plan which shall be agreed with the Authority and progress against it shall be monitored on a regular basis.	Six monthly
Social	Modern Slavery	Provision of a report into incidents of modern slavery within the Supplier's supply chain, including how the Supplier was made aware of the incident, what steps have been taken to investigate and remediate, and how the Supplier ensured a victim-centred approach was taken.	Where appropriate, following a suspected or

Sustainability Pillar	Report Name	Content of Report / Measure	Frequency of Report
			actual incident.
Social	Supplier Diversity	Provision of progress reports against the agreed supplier diversity action plan	Quarterly
Social	Social Value	Provision of progress reports against social value commitments	Quarterly
Social	Social Value	Provision of a report detailing the annual social value impact achieved through the delivery of the contract, including relevant case studies of specific initiatives / impact achieved	Annual
Economic	Prompt Payment	Provision of payment performance reports for: (a) Subcontractors, and (b) the wider supply chain	Quarterly.

Sustainability Pillar	Report Name	Content of Report / Measure					
Economic	Supply Chain Resilience	Provision of a supply chain report detailing: details of (i) the Supplier, (ii) all sub-contractors and (iii) any other entity that the Supplier is aware is in its supply chain that is not a sub-contractor, setting out at least: (a) the name, registered office and company registration number of each entity in the supply chain; (b) the function of each entity in the supply chain; (c) the location of any premises at which an entity in the supply chain carries out a function in the supply chain; and (d) confirmation of the last date that any supply chain due diligence (e.g. social / operational auditing) was conducting on that entity and premise	Annual				

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ANNEX 3 SOCIAL VALUE COMMITMENTS & DELIVERY PLANS

The Supplier shall, throughout the Term of the Contract, deliver against their Social Value commitments set out in this Annex 3, and as modified through the agreed Social Value governance process in Section 11, by agreement with the Authority.

1. SUSTAINABILITY

- 1.1 The Supplier is committed to responsible sourcing. As part of its Supplier Codes of Conduct, it prohibits all forms of Modern Slavery and the use of conflict minerals (including T4G minerals: tin, tantalum, tungsten, and gold) which can occur in electronic products, including ICT hardware. The Supplier maintains processes to review supplier compliance in this regard, and if such instances arise, steps are taken to eradicate their use, including termination.
- 1.2 The Supplier adopts a consistent set of principles to guide architecture design and technology selection when designing, developing, and delivering products. The Supplier will report on energy usage, carbon intensity and GHG emissions associated with its operations in its annual Global Impact Report.
- 1.3 The Supplier's goal is that IT equipment is 100% responsibly disposed of. Most material waste is electronic equipment from two primary sources: data centres and office/employee technology. The Supplier implemented an Electronics Disposition Policy covering all retired, excess, and obsolete electronics generated by its operations which applies to Supplier-operated data centres and internal IT. Waste bins are provided throughout its principal office locations, so staff can responsibly dispose unwanted electronic equipment. The Supplier has partnered with a global electronics disposition company that meets its requirements for operating under ISO14001 certification, and the strong e-Stewards certification (or a comparable local standard). Customer data security is always paramount; all drives are wiped and destroyed, with certificates.
- 1.4 The Supplier has achieved net-zero emissions across offices, data centres, and business travel to reach our 100% renewable electricity goal. It was one the first large, global companies to reach a lifetime net carbon footprint of zero by mitigating its carbon legacy by purchasing high-quality, third-party verified emissions reductions/carbon credits. The Supplier will provide carbon-neutral cloud-based HR and Finance Systems to the Matrix Cluster. This includes its use of to host the Supplier Solution. Electricity consumed in 19 regions including from which the Supplier will deliver services to the Matrix Cluster, is already 100% net renewable energy attributable.
- 1.5 The Supplier has committed to continue annually sourcing 100% renewable electricity through its FY30, reduce absolute Scope 3 business travel greenhouse gas emissions by 25% by FY26, and that 70% of its suppliers, by spend will have SBTs by our FY26.
- 1.6 The Supplier has adopted the recommendations of the Task Force on Climate related Financial Disclosures (TCFD) to communicate evolving impacts of climate

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change on its business. The Supplier has engaged a third-party to conduct a climate risk assessment based on the Workday Enterprise Risk Management (ERM) framework and leveraging climate-related risks and opportunities outlined by TCFD and other frameworks. The Supplier's risks and opportunities were assessed, drawing on public disclosures, internal documentation, external research, and interviews with internal stakeholders. To address the disclosure recommendations of the TCFD framework, we conducted climate scenario analysis and risk assessment to identify risks and opportunities posed by climate change. This has been shared with our ERM team and discussed with company leadership to confirm that mitigation strategies have been planned to address the top risks and reduce residual risk to an acceptable level. We acknowledge climate change risks to our business in our public-facing material e.g. our regular Global Impact Reports and can facilitate provision of this material to the Authority when material changes are made.

- 1.7 The Supplier's Product and Technology team is always looking for ways to improve efficiency through the configurations of Workday-managed and public cloud server infrastructure used to deliver services to customers. This ensures we make the most of our committed power budget, reduces our infrastructure growth rate and informs us on mechanisms to retrospectively improve older infrastructure. We continue to migrate out of older data centres and into lower-PUE suites and public cloud environments as we refresh Workday managed server fleet. Our Sustainability team works closely with our Infrastructure and Commercial teams during procurement of data centre and public cloud suppliers, ensuring we consider energy efficiency, renewable electricity, and carbon emissions for all our providers.
- 1.8 The Supplier will mitigate the risks associated with traceability of ICT components by working with trustworthy, industry leading partners, like , and by seeking compliance with its Supplier Code of Conduct when entering into contracts with them. These prohibit unacceptable practices (modern slavery and the use of conflict minerals), and demand good standards of practice such as sourcing and e-waste management.
- 1.9 Energy-related emissions and transition to clean energy are top sustainability focus areas for the Supplier. , We rely on accurate data to set and meet our ambitious goals. Continuing to annually source 100% renewable electricity at our office and data centres globally through our FY30 is one of our approved SBTs. Workday has continued to meet this goal since 2019. We source renewable electricity from renewable energy sources equivalent to what we use on an annual basis, in alignment with the criteria outlined by RE100. In FY23, we matched 100% of the electricity we used at our offices and Workday-managed data centres with clean, renewable sources. The electricity consumed at higher the Supplier will deliver services to the Matrix Cluster, is already attributable to 100% net renewable energy. The Supplier reports on its total energy usage and a range of other corporate sustainability metrics in its Global Impact Report, updated annually.
- 1.10 To achieve the Supplier's sustainability goals and create a financial incentive to make carbon-efficient business decisions, it has established an internal price for Green House Gas (GHG) emissions. The Supplier allocates carbon costs across internal cost centres and uses those funds to procure renewable energy and

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finance carbon credits to maintain its commitment to net-zero carbon emissions across offices, data centres/public cloud, and business travel. The Supplier plan to steadily increase its internal price on carbon to maintain its focus on reducing emissions

Region in which water cooling is employed.	1.11	Water usage is not a primary input nor widely used in the Supplier's operations, however, in the spirit of transparency, in FY23 the Supplier calculated its water usage to measure the impact, establish a baseline for future improvements, and share this data with its stakeholders. The Supplier's global FY23 water baseline comprised withdrawals of 86,295,781 gallons, discharges of 49,505,961 gallons and consumption of 36,789,820 gallons, with 266,502 gallons recycled. In the Supplier's supply chain, its public cloud partner, has made a commitment to being water positive by 2030, a project it calls "Water+". This means intends to return more water to nearby communities and environments than it uses in its data centre operations. global data centre water usage efficiency (WUE) was 0.19 L/kWh in 2022, a 24% year on year improvement from 0.25 L/kWh in 2021, demonstrating leadership in water efficiency among cloud providers. has multiple initiatives to improve water use efficiency and reduce the use of potable (drinking) water for cooling data centres, including: the use of Evaporative Cooling, expanding the use of recycled water, onsite water treatment and a system of water efficiency metrics to determine and monitor optimal water use for each
		Region in which water cooling is employed.

- 1.12 PUE is a measure of the energy intensity of datacentres, expressed as the ratio of energy used by a centre's facilities to the energy delivered to computing equipment. The relevant PUE figures for our delivery of the Matrix Cluster programme would be those relating to the datacentres which form the Availability Zones for considers this information to be commercially sensitive and will only share it under NDA. The Supplier will facilitate the necessary engagement with regarding the provision of this information if required. has always focused on efficiency and innovation in its data centres to improve operational excellence and reduce its impact on the environment.
- 1.13 Reporting for those environmental commitments which are to be measured and managed at a contract level has been integrated into this contract. Recognising that a significant proportion of the Supplier's proposed commitments in this field sit at a corporate level, it has proposed scheduling a regular meeting with its global Sustainability Leaders and Subject Matter Experts during the contractual term, at which the Supplier can update the Authority and Cluster members on progress. new initiatives and revisions to Climate Change Adaptation plans that are relevant Supplier the services the Over the lifetime of the Matrix contracts, it may be that the Supplier will have access to new capabilities to report sustainability information on a more granular and timelier basis. The Supplier therefore propose keeping these matters under regular review, with a view to providing more timely and relevant information to the Authority as and when this is possible, including, where appropriate, through the Continuous Improvement activities defined elsewhere in this agreement.

2. WELLBEING AND PREVENTION OF MODERN SLAVERY

2.1 The Supplier commits to establishing (at its investment) an Office of Social Value (OSV) jointly with the SI (insofar as the SI contract remains in force). This will

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comprise dedicated Social Value Leads for the Supplier and the SI, together with sponsor executives from the Supplier and SI, with an invite for the Matrix Cluster to include a representative from the Government Centre of Excellence for Social Value and two Departmental representatives, who could rotate annually. The OSV will drive delivery of the Supplier and SI's Social Value commitments alongside the Matrix implementation, ensuring the Cluster's SV priorities are represented.

- 2.2 As at the Effective Date:
- 2.2.1 Fair pay: The Supplier offers competitive total rewards packages, including salary, bonus, shares and additional allowances.
- 2.2.2 Satisfaction: The Supplier, with its primary corporate value being Employees, seeks to engage its staff people on purposeful, rewarding work.
- 2.2.3 Participation and progression: The Supplier conducts regular progress and career reviews for staff, covering development plans, job moves and career check-ins.
- 2.2.4 Safety, wellbeing & security: The Supplier has a comprehensive wellbeing programme, including Physical/Mental Health, Financial and Work/Life balance, and access to a range of support services.
- 2.2.5 Voice and autonomy: The Supplier measures employee engagement regularly using surveys and its Peakon tool in order to drive interventions when engagement falls below benchmarks.
 - 2.3 The Supplier's commitment to an inclusive workplace comprises its Employee Belonging Councils (EBCs), including "People with Disabilities at Workday". EBC's represent groups frequently deprived of equal treatment, foster innovation in management practice, create growth opportunities and engage in community outreach.
 - 2.4 Through the Workday Success Plan provided as part of this contract, Matrix cluster staff will have the opportunity to develop skills in features including:
- 2.4.1 Workday Extend, a set of low/no-code tools which allow users to add functionality to Workday, running inside the Workday cloud using the same User Interface, Data Model and Security.
- 2.4.2 Workday Prism Analytics, a secure 'playground' for HR and Finance data where users can prepare, blend, and analyse using a point-and-click interface to create new reports, analyses or plans with robust auditability.
- 2.4.3 Workday Journeys, a feature enable organisations to build tailored, concierge-style support to guide employees through key moments, such as onboarding, promotion into people leadership roles and benefit enrolment, using a drag-and-drop model, supported by a library of templates.
 - 2.5 .
 - 2.6 Where agreed, the Supplier will partner with the SI on initiatives to stimulate local skills growth and development (training and employment) for SMEs proximate to Cluster member departments, or participating in the contract. The Supplier, working with the SI, will seek to make Apprentice Levy transfers to support SME suppliers and other organisations who are non-levy paying to bring on apprentices in their organisation.

Technology Solution and SaaS ERP Services Schedule 4 – Standards

3. SOCIAL VALUE COMMITMENTS

- 3.1 As at the Effective Date, the initial commitments for inclusion in the Social Value plan outlined at 11.4 that the Supplier has proposed are set out in each of the following tables.
- 3.2 Theme 5 Wellbeing (Social Value MAC 7.1)

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
VIBE	Employ recruitment, retention and development practices that reflect Workday's commitment to Value Inclusion, Belonging and Equity.	After initial SV Work-shop Held between Aug -Nov - plan then finalised start Jan 2025	End of contract for Workday, July 2034	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100% for new roles on the contra ct.	Published in the SV Report	Quarterly
Health and wellbeing community events	Ensure the support for the physical, mental, emotional and financial wellbeing of our contract workforce.	After initial SV Work-shop Held between Aug 2024 - Nov 2024-plan then finalised Dec 2024 to start Jan 2025	End of Workday contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	2 annually	Published in the SV Report	Quarterly

Technology Solution and SaaS ERP Services

Schedule 4 – Standards

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Workday Wellbeing Initiatives	Ensure Workday contract staff are aware of and have access to Workday health and wellbeing programmes, including EAP & JaaQ,.	After initial SV Work-shop Held between Aug -Nov - plan then finalised start Jan 2025	End of Workday Contract.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100% aware ness	Published in the SV Report	Quarterly
Workday Financial Support	Ensure Workday contract staff are aware of and have access to Workday financial wellbeing programmes, including Fidelity and Northstar IFA.		End of Workday contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100% aware ness		Quarterly
Workday Wellbeing Subsidy	Ensure all Workday contract Workforce are aware of and have claimed their annual wellbeing subsidy.		End of contract for Workday, July 2034	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100% aware ness	Published in the SV Report	Quarterly
Workday Employee Volunteering	Identify opportunities for Workday workforce to use their "Bright Days Off" to volunteer (potentially alongside Cognizant colleagues) in support of Social Value initiatives.	After initial SV Workshop Held between Aug -Nov -	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr,	Up to three days annually.	Published in the SV Report	Quarterly

Technology Solution and SaaS ERP Services Schedule 4 – Standards

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
		plan then finalised start Jan 2025		Jul, Oct) until relevant contract term expiry.			
Measure Workforce Engagement (Workday)	Ensure Workday contract workforce have access to and are completing Peakon regularly, and people leaders are following Workday guidance on acting on results.		End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100% for contra ct workfo rce	Published in the SV Report	Quarterly
Town halls	To share strategic direction, success, challenges, and reward ideas for ways to improve our delivery across DESNZ/DSIT, DBT, CO, DCMS, DfE, AGO, HMT, and DHSC. 2 a year will include mental health and wellbeing in the agenda.	After initial SV Work-shop Held between Aug 2024 - Nov 2024- plan then finalised Dec 2024 to start Jan 2025	End of Workday contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	4 yearly	Published in the SV Report	Quarterly

3.3 Theme 2 – Tackling Economic Inequality (Creating Social Value MAC 2.2)

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Uphold the 5 foundational principles of the Good Work Plan –Workday	Demonstrate how Workday upholds the 5 foundational principles of the Good Work Plan	Held between Aug	2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100%	Published in the SV Report	Quarterly
Support Ada College - Workday	Workday staff volunteer to support Ada's curriculum design and provide support to help students progress into work.	After initial SV Workshop Held between Aug -Nov 2024 -plan then finalised start Jan 2025		Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	Volunteering Days Provided	Published in the SV Report	Quarterly
Levy Transfers – Workday	Transfer of un-spent Apprenticeship Levy to small NHS organisations operating near to contract or cluster workforce locations.	After initial SV Workshop Held between Aug -Nov 2024 -plan then finalised start Jan 2025	End of contract for Workday, July 2034	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	TBC Following activation workshop.	Published in the SV Report	Quarterly

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Women Leaders' Programme (Thrive) – Workday	Development programme for women leaders in workday, providing coaching, training and networking, for identified Workday team members on an as-needed basis.	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of contract for Workday, July 2034	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	One team member, subject to team makeup.	Published in the SV Report	Quarterly
Workday Employee Volunteering	Identify opportunities for Workday workforce to use their "Bright Days Off" to volunteer (potentially alongside SI colleagues) in support of Social Value initiatives.	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	Days of volunteering time undertaken.	Published in the SV Report	Quarterly
Affinity Group Engagement	To seek input from our Employee Belonging Councils (Disability, Gender, LGBTQ+, Multicultural, Veterans, Working Families, etc.)	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of Contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	4 sessions over the contract	Published in the SV Report	Quarterly

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Up-to-date professional development plans Workday	We will provide opportunities for mentorship and access to resources.	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of Contract for Cognizant Jan 2028. End of Contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100%	Published in the SV Report	Quarterly
Women returners programme	To support professionals (typically women) returning to work after an extended career break through Workday's partnership with Women Returners.	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	. End of contract for Workday, July 3024.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	TBC, depending on team vacancies and makeup.	Published in the SV Report	Quarterly
Facilitate professional certification - Workday	We will support staff working on the project to secure, maintain and enhance relevant professional certifications, in particular those relating to Workday's products	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	. End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	All relevant team members.	Published in the SV Report	Quarterly

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Workday apprentice scheme - Workday	New programme for career returners/changers. We anticipate finding roles for participants in this scheme in our PS business, including in our relationship with the Matrix Cluster when suitable opportunities arise		End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	TBC, depending on team vacancies and makeup.	Published in the SV Report	Quarterly
VIBE - Workday	Inclusive and Transparent Recruitment	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	100% for new roles in contract team.	Published in the SV Report	Quarterly
Workday Internship Programme	Internship programme for university students, when UK business scale affords	TBC	End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	TBC, when scheme launches in UK.	Published in the SV Report	Quarterly

Technology Solution and SaaS ERP Services Schedule 4 – Standards

3.4 Theme 2 – Tackling Economic Inequality (Social Value MAC 2.3)

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Volunteering - Workday	Worday supports its staff to volunteer in their communities, allowing them to develop new skills. We will work with Cluster Departments to direct team members efforts, for example, by supporting initiatives in communities near to departments' offices.	After initial SV Workshop Held between Aug -Nov - plan then finalised start Jan 2025	End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	Up to 3 days, per employee per year (Workday).	Published in the SV Report	Quarterly
Facilitate professional certification in the contract workforce: Workday	We will support staff working on the project to secure, maintain and enhance relevant professional certifications, in particular those relating to Workday's products	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	All relevant contract workforce members.	Published in the SV Report	Quarterly
Support development of Workday skills within the Cluster workforce.	Provide Workday-related learning and professional development opportunities to Cluster staff, using the Accelerate Plus Workday Success Plan.	From contract effective date.	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	To be agreed with Cluster.	Published in the SV Report	Quarterly

Technology Solution and SaaS ERP Services

Schedule 4 – Standards

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Support professional certification for Cluster staff	Through providing staff with opportunities to gain qualifications like Workday Pro, in different aspects of Workday technology.	From contract effective date.	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	To be agreed with Cluster.	Published in the SV Report	Quarterly
Ad-hoc learning opportunities - Workday	Workday will support the Cluster workforce to become acquainted with functionality, customisation and analysis features, such as Workday Journeys and Prism Analytics through ad-hoc events like talks and webinars. We will work with the Cluster to align these with initiatives such as 'One Big Thing', through which Civil Servants are encouraged to spend at least a day on data upskilling.	From contract effective date.	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	Schedule agreed between cluster and Workday account leadership	Published in the SV Report	Quarterly
Engage Cluster staff in the Workday community.	By facilitating access to Workday's UK and Regional customer events, including our Public Sector User Group, and Workday's Elevate and Rising Conferences, providing		End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular	Schedule agreed between cluster and Workday	Published in the SV Report	Quarterly

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
	opportunities for the Cluster to share experience, learn from others and promote HMG's use of Workday technology with their peers, within the UK and internationally.			cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	account leadership		
Promote the development of Women Leaders	Promote the development of women leaders. Workday has a similar programme, Thrive, which creates visibility and opportunity for women at Workday by providing them with the chance to learn the skills they need to build leadership capabilities, providing tailored coaching, opportunities for skills development and networking.	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	Workday: target of one team member, depending on makeup.	Published in the SV Report	Quarterly
Share our staffs' technical expertise.	and learn events to Matrix	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of contract for Workday, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	2 a year	Published in the SV Report	Quarterly

Social Value Commitment	Outcomes	Start Date	End Date	Review Dates	Measurable Targets	Data Collection Tools / Processes	Reporting Frequency
Facilitate Levy Transfers – Workday	Transfer of un-spent Apprenticeship Levy to identified small NHS organisations operating near to contract or cluster workforce locations.	After initial SV Workshop Held between Aug -Nov -plan then finalised start Jan 2025	End of contract for Workday, July 2034	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	TBC, depending on available unspent levy and takeup.	Published in the SV Report	Quarterly
Workday apprentice scheme - Workday	We anticipate finding roles for participants in this scheme in our PS business, including in our relationship with the Matrix Cluster.	From contract effective date.	End of Workday Contract, July 2034.	Year 1 1/01/25 31/12/2025 reporting in Apr,Jul, Oct, Jan 2026, thereafter according to regular cadence (Jan, Apr, Jul, Oct) until relevant contract term expiry.	Goal of one role in account team, timing TBC.	Published in the SV Report	Quarterly

SCHEDULE 5

SECURITY MANAGEMENT

Technology Solution and SaaS ERP Services
Schedule 5 – Security Management

Supplier obligations

Core requirements

- 1.1 The Supplier must comply with the core requirements set out in Paragraphs 3 to 8.
- 1.2 Where the Authority has selected an option in the table below, the Supplier must comply with the requirements relating to that option set out in the relevant Paragraph:

Certifications (see Paragraph 3)	
Subject to paragraph 3 below, the Supplier must have the following Certifications	ISO/IEC 27001:2013 by a UKAS- approved certification body or Equivalent Body (outside of UK only)
	Cyber Essentials Plus
	Cyber Essentials
Subcontractors that Process Authority Data must have the following Certifications subject to the provisions of paragraph 3.1	ISO/IEC 27001:2013 by a UKAS- approved certification body or Equivalent Body (outside of UK only)
	Cyber Essentials Plus
	Cyber Essentials
Locations (see Paragraph 4)	
Subject to paragraph 4 below, the Supplier and Subcontractors may store,	the United Kingdom only
access or Process Authority Data in:	the United Kingdom and European Economic Area only
	the locations set out in paragraph 4

Optional requirements

1.3 Where the Authority has selected an option in the table below, the Supplier must comply with the requirements of the corresponding paragraph. Where the Authority has not selected an option, the corresponding requirement does not apply.

Security testing (see Paragraph 9)	
Cloud Security Principles (see Paragraph 10)	
The Supplier must assess the Supplier System against the Cloud Security Principles	
Record keeping (see paragraph 11)	
The Supplier must keep records relating to Subprocessors	
Encryption (see Paragraph 12)	T
Protecting Monitoring System (see Paragraph 13)	
The Supplier must implement an effective Protective Monitoring System	
Patching (see Paragraph 14)	
The Supplier must patch vulnerabilities in the Supplier System promptly	
Malware protection (see Paragraph 15)	
The Supplier must use appropriate Anti-virus Software	
End-user Devices (see Paragraph 16)	
The Supplier must manage End-user Devices appropriately	
Vulnerability scanning (see Paragraph 17)	
Access control (see paragraph 18)	
The Supplier must implement effective access control measures for those accessing Authority Data and for Privileged Users	
Return and deletion of Authority Data (see Paragraph 19)	_

Technology Solution and SaaS ERP Services Schedule 5 – Security Management

The Supplier must return or delete Authority Data when requested by the Authority	
Physical security (see Paragraph 20)	
The Supplier must store Authority Data in physically secure locations	
Security breaches (see Paragraph 21)	
The Supplier must report any Breach of Security to the Authority promptly	

means software that:

2 Definitions

"Anti-virus Software"

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	(a)	•	s the Supplier System from the le introduction of Malicious re;
	(a)		and identifies possible Malicious n the Supplier System;
	(b)		s Software is detected in the system, so far as possible:
		(i)	prevents the harmful effects of the Malicious Software; and
		(ii)	removes the Malicious Software from the Supplier System;
Audit Report	reports and reports and identified in Supplier's i Supplier from ay be upout update will by the contiduring the	I (b) other se I certification I the Product Independent I om other inde I dated by Sup I materially de I rols set forth Term and the	ent completed security audit curity relevant assessment is or the applicable Service (as Terms) that are prepared by third party audit or obtained by ependent third parties, which eplier from time to time. No ecrease the protections provided in the applicable Audit Report is Supplier shall in any event is contain an up-to-date SOC2



"Certifications"	means one	or more of the following certifications:
	(a)	ISO/IEC 27001:2013 by a UKAS or Equivalent Body-approved certification body in respect of the Supplier System, or in respect of a wider system of which the Supplier System forms part; and
	(b)	Cyber Essentials Plus; and/or
	(c)	Cyber Essentials;
"CHECK Scheme"	companies of	NCSC's scheme under which approved can conduct authorised penetration tests of r and critical national infrastructure systems is;
"CHECK Service	means a cor	mpany which, under the CHECK Scheme:
Provider"	(a)	has been certified by the NCSC;
	(b)	holds "Green Light" status; and
	(c)	is authorised to provide the IT Health Check services required by Paragraph 5.2 (Security Testing);
"Cloud Security Principles"	Security Prir time and fou https://www.	NCSC's document "Implementing the Cloud nciples" as updated or replaced from time to an at .ncsc.gov.uk/collection/cloud-security/g-the-cloud-security-principles;
"CREST Service Provider"	accreditation	mpany with an information security n of a security operations centre from CREST International;

"Cyber Essentials"	means the Cyber Essentials certificate issued under the Cyber Essentials Scheme;				
"Cyber Essentials Plus"	means the Cyber Essentials Plus certificate issued under the Cyber Essentials Scheme;				
"Cyber Essentials Scheme"	means the Cyber Essentials scheme operated by the NCSC;				
"End-user Device"	means any personal computers, laptops, tablets, terminals, smartphones or other portable electronic devices used in the provision of the Services;				
"Equivalent Body"	means an independent third party body that is a member of one or more of:				
	(a) European co-operation for Accreditation (<u>EA</u>)				
	(b) International Laboratory Accreditation Cooperation (<u>ILAC</u>); and/or				
	(c) International Accreditation Forum (<u>IAF</u>);				
"IT Health Check"	means testing of the Supplier Information Management System by a CHECK Service Provider;				
"Malicious Software"	means any software program or code intended to destroy, interfere with, corrupt, remove, transmit or cause undesired effects on program files, data or other information, executable code, applications, macros or configurations;				
"Malware Incident"	a Malware Software infection that results in an imminent material threat to the confidentiality or integrity of Authority Data.				
"NCSC"	means the National Cyber Security Centre, or any successor body performing the functions of the National Cyber Security Centre;				
"NCSC Device Guidance"	means the NCSC's document "Device Security Guidance", as updated or replaced from time to time and found at https://www.ncsc.gov.uk/collection/device-security-guidance;				

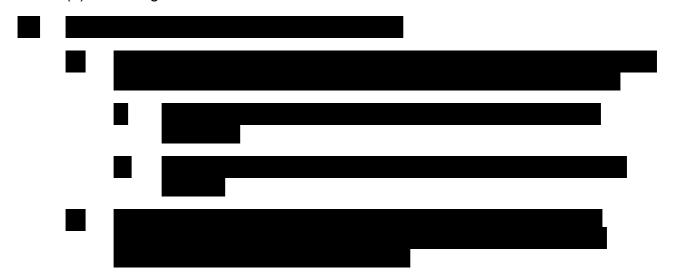
"Privileged User"	means a user with system administration access to the Supplier Information Management System, or substantially similar access privileges;
"Process"	means, notwithstanding clause 21 (Protection of Personal Data), in this Schedule 5 any operation performed on data (including but not limited to Personal Data), whether or not by automated means, including collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of that data;
"Prohibition Notice"	means the meaning given to that term by Paragraph 4.4.
"Protective Monitoring System"	has the meaning given to that term by Paragraph 13.1;
"Relevant Conviction"	means any previous or pending prosecution, conviction or caution (excluding any spent conviction under the Rehabilitation of Offenders Act 1974) relating to offences involving dishonesty, terrorism, immigration, firearms, fraud, forgery, tax evasion, offences against people (including sexual offences) or any other offences relevant to Services as the Authority may specify;
"Sites"	means any premises from, to or at which the Supplier shall deliver the Services

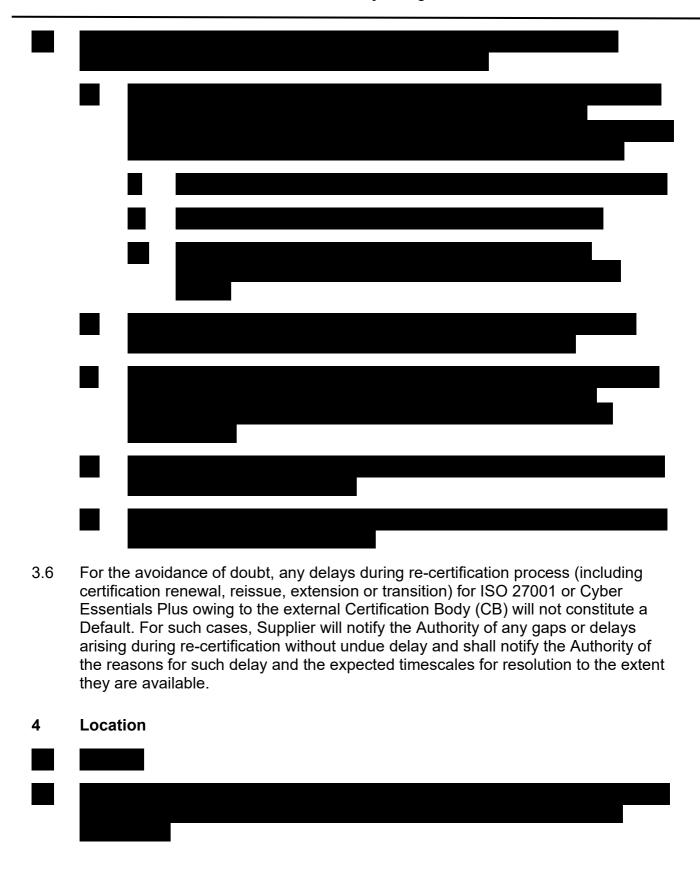
Technology Solution and SaaS ERP Services
Schedule 5 – Security Management

Part One: Core Requirements

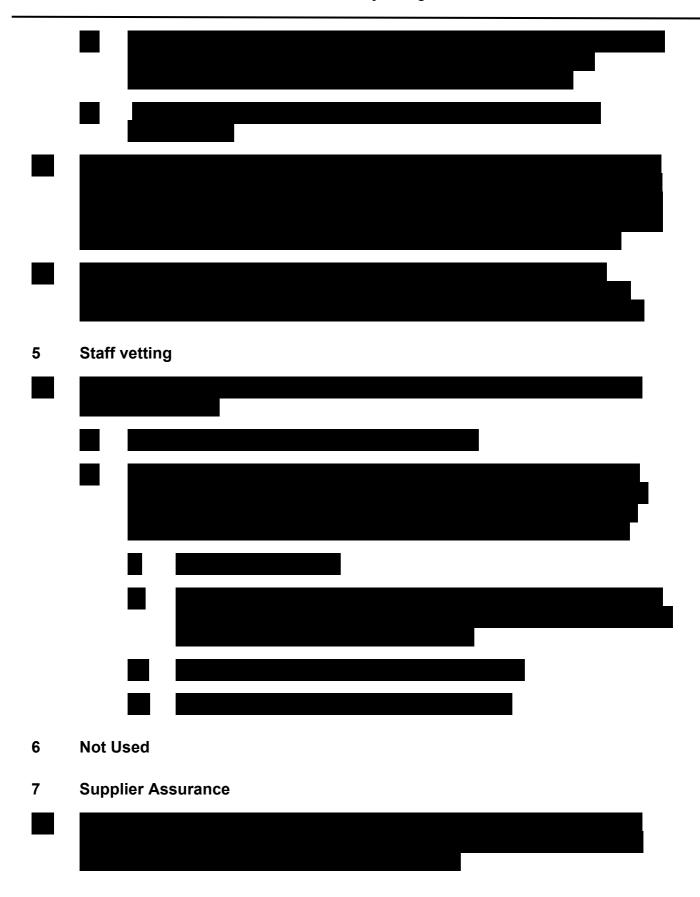
3 Certification Requirements

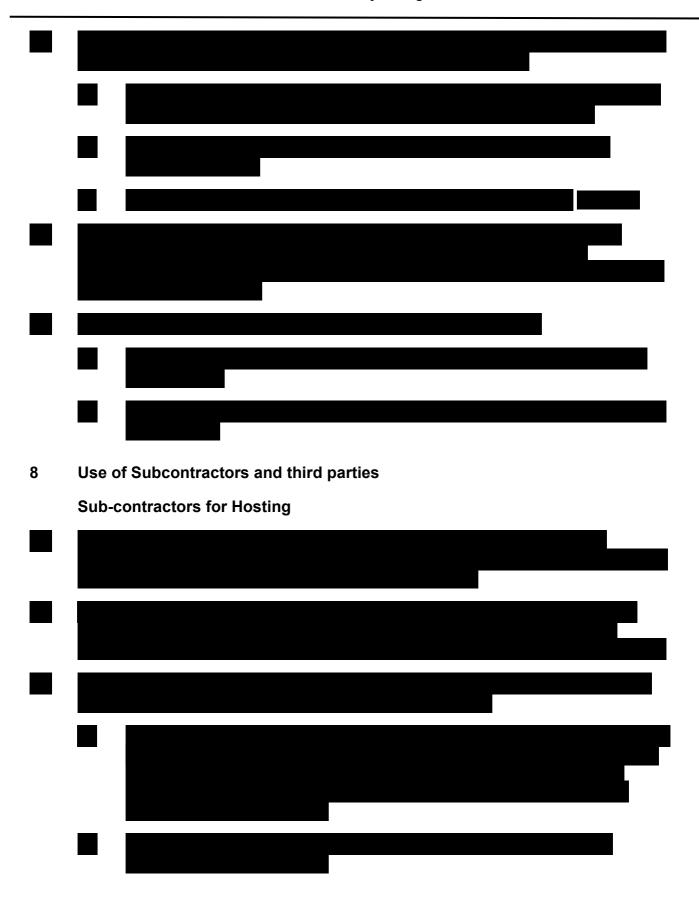
- 3.1 The Supplier must ensure that:
 - (a) it and any Key Sub-contractor that Processes Authority Data are certified as compliant with the Certifications specified by the Authority in Paragraph 1 at the Commencement Date; and
 - (b) the Sub-processors:
 - (i) are subject to terms no less onerous than those set out in Appendix 1;
 - (ii) shall be subject to an annual security assurance review; and
 - (iii) shall not be entitled to materially adversely reduce the level of security afforded to the Authority during the Term,
- 3.2 and the Supplier shall use reasonable endeavours to support further requests for information from Sub-processors in accordance with the Audit Provisions in Schedule 19.
- 3.3 The Supplier must ensure that the specified Certifications are in place for it and any relevant Key Subcontractor:
 - (a) before the Supplier or any Key Subcontractor Processes Authority Data; and
 - (b) throughout the Term.











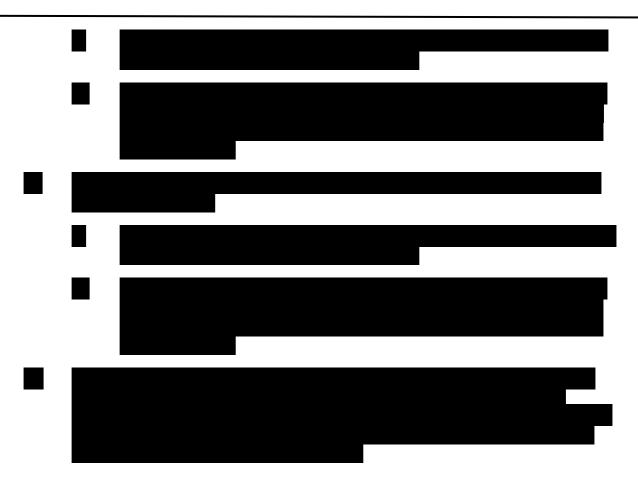


Technology Solution and SaaS ERP Services Schedule 5 – Security Management

Part Two: Additional Requirements

		Part Two: Additional Requirements
9	Secu	urity testing
9.1	The	Supplier must:
	(a)	before Processing Authority Data;
	unde	rtake the following activities:
9.2	In an	ranging an IT Health Check, the Supplier must:
	(a)	use only a CHECK Service Provider or CREST Service Provider to perform the IT Health Check;
	(b)	design and plan for the IT Health Check so as to minimise the impact of the IT Health Check on the Supplier System and the delivery of the Services;
	(c)	ensure that the scope of the IT Health Check encompasses the components of the Supplier System used to access, store, Process or manage Authority Data; and
	(d)	ensure that the IT Health Check provides for effective penetration testing of the Supplier System.

Technology Solution and SaaS ERP Services
Schedule 5 – Security Management



10 Cloud Security Principles

- 10.1 The Supplier must ensure that the Supplier Solution complies with the Cloud Security Principles.
- 10.2 The Supplier must assess the Supplier Solution against the Cloud Security Principles to assure itself that it complies with Paragraph 10.1:
 - (a) before Processing Authority Data;

 - (c) when required by the Authority.
- 10.3 The Supplier must:
 - (a) keep records of any assessment that it makes under Paragraph 10.2; and

Technology Solution and SaaS ERP Services Schedule 5 – Security Management

11 Information about Sub-processors

- 11.1 The Supplier must keep a record of the Sub-processors using the template set out in Appendix 4.
- 11.2 The Supplier must update the records it keeps in accordance with Paragraph 11.1:
 - (a) at least annually;
 - (b) whenever a Sub-processor changes; or
 - (c) whenever reasonably required to by the Authority.

12 Encryption

- 12.1 The Supplier must, encrypt Authority Data:
 - (a) when stored at any time when no operation is being performed on it, including when stored on any portable storage media; and



13 Protective monitoring system

- 13.1 The Supplier shall implement an effective system of monitoring and reports, analysing access to and use of the Supplier System and the Authority Data to:
 - (a) identify any potential Breach of Security;
 - (b) help respond effectively and in a timely manner to any Breach of Security that does;
 - (c) help identify and implement changes to the Supplier System to help prevent any future Breach of Security; and
 - (d) help detect any potential criminal offence relating to fraud, bribery or corruption using the Supplier System,

(the "Protective Monitoring System").

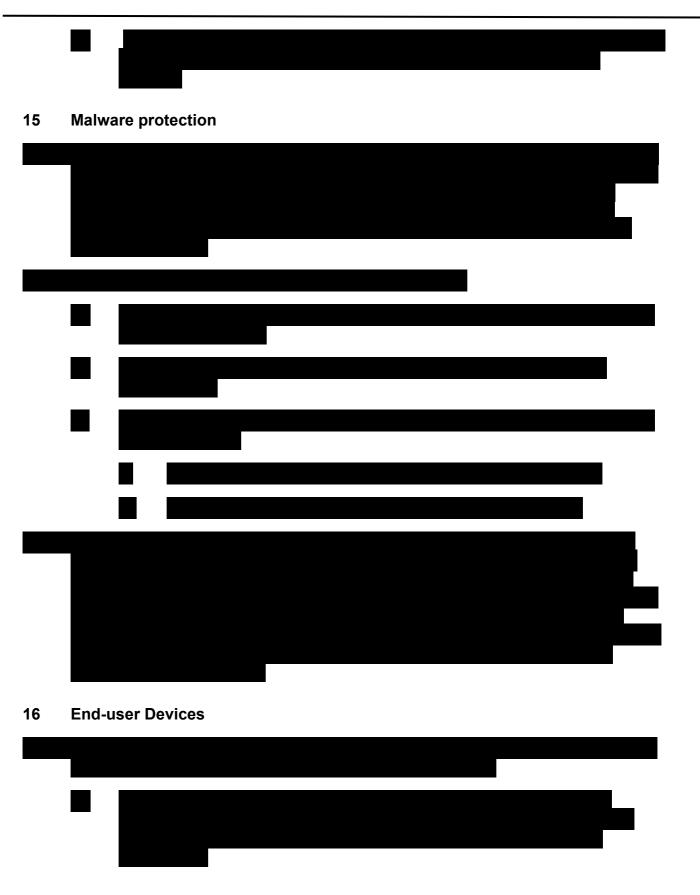
- 13.2 The Protective Monitoring System must provide for:
 - (a) event logs and audit records of access to the Supplier System; and
 - (b) regular reports and alerts to identify:

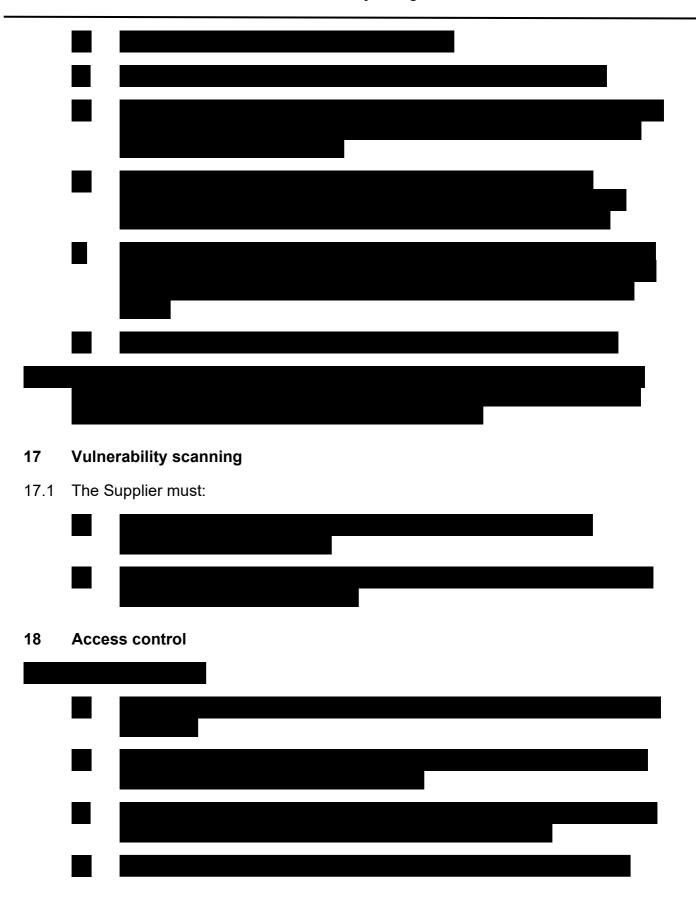
Technology Solution and SaaS ERP Services Schedule 5 – Security Management

- (i) changing access trends;
- (ii) unusual usage patterns; or
- (iii) the access of greater than usual volumes of Authority Data; or the Supplier must ensure that the Service allows the Authority to generate regular reports to identify (i), (ii) and (ii) above; and
- (c) the detection and prevention of any attack on the Supplier System using common cyber-attack techniques.

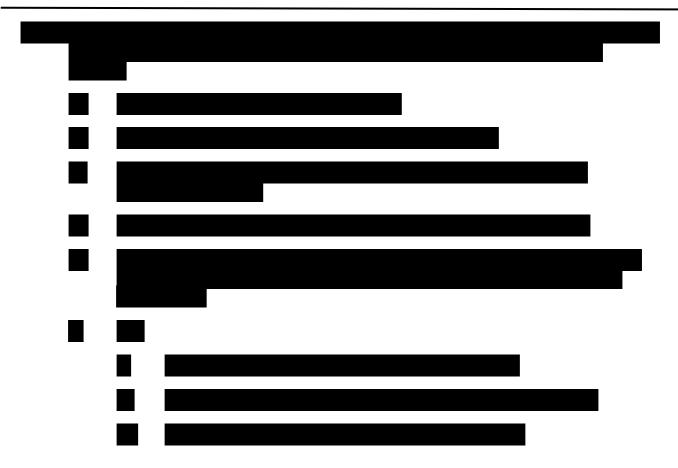
14 Patching







Technology Solution and SaaS ERP Services
Schedule 5 – Security Management



19 Return and deletion of Authority Data

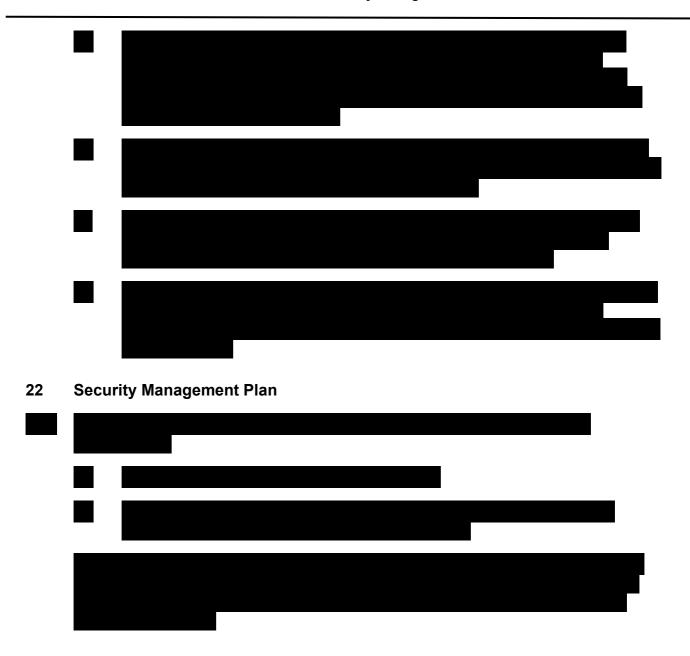
- 19.1 When requested to do so by the Authority, the Supplier must, and must ensure that all Sub-processors:
 - (a) securely erase any or all Authority Data held by the Supplier or Subprocessor (unless legally prohibited) using a Good Industry Standard deletion method; and/or
 - (b) provide the Authority with access to Authority Data for extraction by the Authority in a format reasonably agreed by the parties.

20 Physical security

20.1 The Supplier must ensure that Authority Data is stored on servers housed in physically secure locations.

21 Breach of security

21.1 If either Party becomes aware of a Breach of Security, it shall:



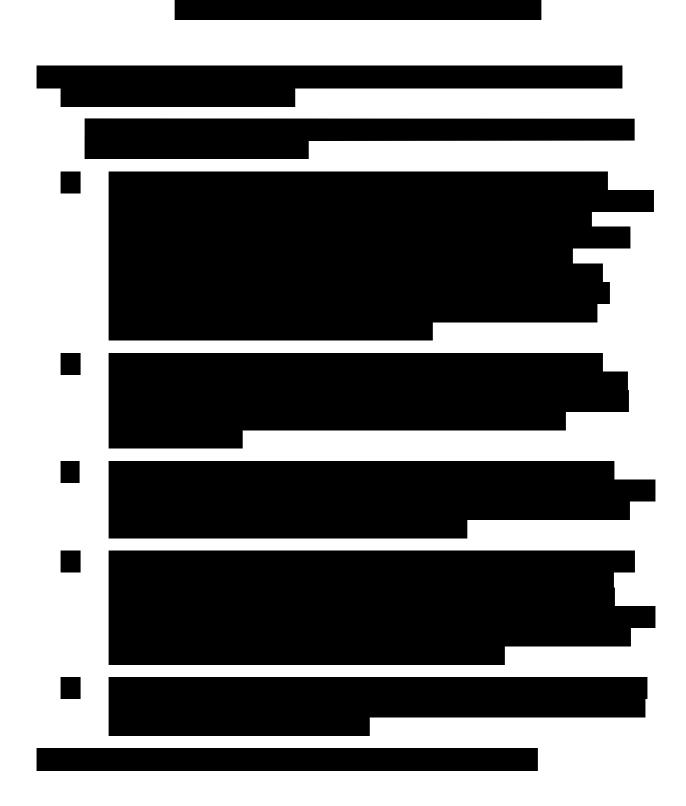
Technology Solution and SaaS ERP Services
Schedule 5 – Security Management

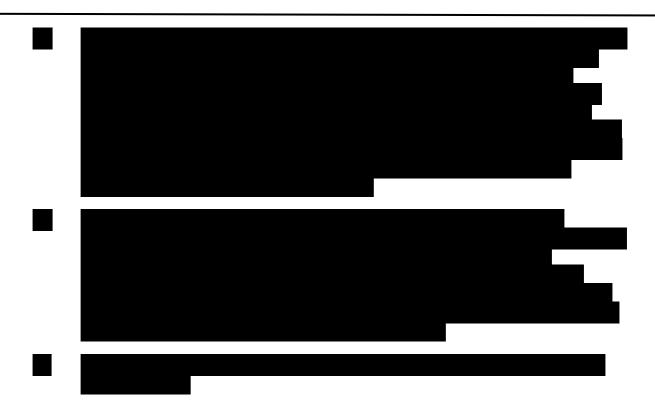
APPENDIX 1

SUPPLIER UNIVERSAL DATA PROCESSING EXHIBIT

Technology Solution and SaaS ERP Services
Schedule 5 – Security Management

APPENDIX 2





Technology Solution and SaaS ERP Services
Schedule 5 – Security Management

APPENDIX 3

PRODUCT LIST FOR EU SUPPORT ACCESS POLICY

Technology Solution and SaaS ERP Services
Schedule 5 – Security Management

APPENDIX 4 TEMPLATE SUB-PROCESSOR REPORT

Company name:	[<mark>Name</mark>]
Physical location (country) of	[locations]
Personal and/or Sensitive Data that they will process:	[ioodiono]
Data privacy label (Processor, Sub-processor, etc.):	[label]
Applicable Product Lines	[Product Lines]
Personal data processing activity carried out by this organisation in relation to the services:	[processing activities, e.g. access, storage etc]
Type of data processed/access	[type of personal data]
Use case plain English explanation	[plain English explanation which describes how the sub-processor will work on the personal data]
Is data encrypted throughout the data flow?	[details of encryption]
Temporary processing or persistent?	[details of persistence of the data]
How long does this sub- contractor intend to retain any Special Category Data processed in relation to the service?	[details of retention duration]
Is this party a Data Importer (an entity based outside of the UK which is processing or accessing transferred personal data)?	[details of import detail]
Please confirm which entity is the Data Exporter (the entity based in the UK making the transfer):	[details of the data exporter]
Please confirm the transfer mechanism being used or proposed:	[transfer mechanism details]
Has this organisation carried out a Transfer Impact Assessment (or other transfer risk assessment) in relation to the transfer?	[details of the transfer impact assessment]
CEP, CE, ISO 27001 certified?	[details of any detail in respect of the certifications]

SCHEDULE 6

INSURANCE REQUIREMENTS

Technology Solution and SaaS ERP Services Schedule 6 – Insurance Requirements

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Technology Solution and SaaS ERP Services Schedule 6 – Insurance Requirements

1 OBLIGATION TO MAINTAIN INSURANCES

- 1.1 Without prejudice to its obligations to the Authority under this Contract, including its indemnity and liability obligations, the Supplier shall for the periods specified in this Schedule take out and maintain, or procure the taking out and maintenance of the insurances as set out in Annex 1 and any other insurances as may be required by applicable Law (together the "Insurances"). The Supplier shall ensure that each of the Insurances is effective no later than the date on which the relevant risk commences.
- 1.2 The Insurances shall be maintained in accordance with Good Industry Practice and (so far as is reasonably practicable) on terms no less favourable than those generally available to a prudent contractor in respect of risks insured in the international insurance market from time to time.
- 1.3 The Insurances shall be taken out and maintained with insurers who are:
 - (a) of good financial standing;
 - (b) appropriately regulated;
 - (c) regulated by the applicable regulatory body and is in good standing with that regulator; and
 - (d) except in the case of any Insurances provided by an Affiliate of the Supplier, of good repute in the international insurance market.
- 1.4 The Supplier shall ensure that the public and products liability policy shall contain an indemnity to principals clause under which the Authority shall be indemnified in respect of claims made against the Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Contract and for which the Supplier is legally liable.

2 GENERAL OBLIGATIONS

- 2.1 Without limiting the other provisions of this Contract, the Supplier shall:
 - (a) take or procure the taking of all reasonable risk management and risk control measures in relation to the Services as it would be reasonable to expect of a prudent contractor acting in accordance with Good Industry Practice, including the investigation and reports of relevant claims to insurers:
 - (b) promptly notify the insurers in writing of any relevant material fact under any Insurances of which the Supplier is or becomes aware; and
 - (c) hold all policies in respect of the Insurances and cause any insurance broker effecting the Insurances to hold any insurance

Technology Solution and SaaS ERP Services Schedule 6 – Insurance Requirements

slips and other evidence of placing cover representing any of the Insurances to which it is a party.

3 FAILURE TO INSURE

- 3.1 The Supplier shall not take any action or fail to take any action or (insofar as is reasonably within its power) permit anything to occur in relation to it which would entitle any insurer to refuse to pay any claim under any of the Insurances.
- 3.2 Where the Supplier has failed to purchase any of the Insurances or maintain any of the Insurances in full force and effect, the Authority may elect (but shall not be obliged) following written notice to the Supplier to purchase the relevant Insurances, and the Authority shall be entitled to recover the reasonable premium and other reasonable costs incurred in connection therewith as a debt due from the Supplier.

4 EVIDENCE OF INSURANCES

4.1 The Supplier shall upon the Effective Date and within 15 Working Days after the renewal or replacement of each of the Insurances, provide evidence, in a form satisfactory to the Authority, that the Insurances are in force and effect and meet in full the requirements of this Schedule. Receipt of such evidence by the Authority shall not in itself constitute acceptance by the Authority or relieve the Supplier of any of its liabilities and obligations under this Contract.

5 CANCELLATION

- 5.1 Subject to Paragraph 6.2, the Supplier shall notify the Authority in writing at least 5 Working Days prior to the cancellation, suspension, termination or non-renewal of any of the Insurances.
- Without prejudice to the Supplier's obligations under Paragraph 4, Paragraph 6.1 shall not apply where the termination of any Insurances occurs purely as a result of a change of insurer in respect of any of the Insurances required to be taken out and maintained in accordance with this Schedule.

6 INSURANCE CLAIMS, PREMIUMS AND DEDUCTIBLES

- 6.1 The Supplier shall promptly notify to insurers any matter arising from, or in relation to, the Services and/or this Contract for which it may be entitled to claim under any of the Insurances. In the event that the Authority receives a claim relating to or arising out of the Services and/or this Contract, the Supplier shall co-operate with the Authority and assist it in dealing with such claims at its own expense including without limitation providing information and documentation in a timely manner.
- 6.2 The Supplier shall maintain a register of all claims under the Insurances in connection with this Contract and shall allow the Authority to review such register at any time.

Technology Solution and SaaS ERP Services Schedule 6 – Insurance Requirements

- 6.3 Where any Insurance requires payment of a premium, the Supplier shall be liable for and shall promptly pay such premium.
- Where any Insurance is subject to an excess or deductible below which the indemnity from insurers is excluded, the Supplier shall be liable for such excess or deductible. The Supplier shall not be entitled to recover from the Authority any sum paid by way of excess or deductible under the Insurances whether under the terms of this Contract or otherwise.

Technology Solution and SaaS ERP Services
Schedule 6 – Insurance Requirements

ANNEX 1: REQUIRED INSURANCES

PART A: INSURANCE CLAIM NOTIFICATION

Except where the Authority is the claimant party, the Supplier shall give the Authority notice within 20 Working Days after any insurance claim in excess of £100,000 relating to or arising out of the provision of the Services or this Contract on any of the Insurances or which, but for the application of the applicable policy excess, would be made on any of the Insurances and (if required by the Authority) full details of the incident giving rise to the claim.

PART B: THIRD PARTY PUBLIC AND PRODUCTS LIABILITY INSURANCE

1 Insured

1.1 The Supplier shall be named as the insured.

2 Interest

- 2.1 To indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as damages, including claimant's costs and expenses, in respect of accidental:
 - (a) death or bodily injury to or sickness, illness or disease contracted by any person; and
 - (b) loss of or damage to physical property;

happening during the period of insurance (as specified in Paragraph 4.1) and arising out of or in connection with the provision of the Services and in connection with this Contract.

3 Limit of indemnity

3.1 Not less than in respect of any one occurrence, the number of occurrences being unlimited in any annual policy period, but in the aggregate per annum in respect of products and pollution liability.

4 Territorial limits

4.1 The insurances shall extend to the jurisdictions to which the Supplier is providing Services in and the Supplier shall ensure that insurance cover is in place for the equivalent risks in the relevant jurisdictions.

5 Period of insurance

5.1 From the Effective Date and renewable on an annual basis unless agreed otherwise by the Authority in writing (a) throughout the Term or until earlier termination of this Agreement and (b) for a period of 6 years thereafter.

6 Cover features and extensions

Technology Solution and SaaS ERP Services Schedule 6 – Insurance Requirements

6.1 Indemnity to principals clause under which the Authority shall be indemnified in respect of claims made against the Authority in respect of death or bodily injury or third party property damage arising out of or in connection with the Contract and for which the Supplier is legally liable.

7 Principal exclusions

- 7.1 War and related perils.
- 7.2 Nuclear and radioactive risks.
- 7.3 Liability for death, illness, disease or bodily injury sustained by employees of the Insured arising out of the course of their employment.
- 7.4 Liability arising out of the use of mechanically propelled vehicles whilst required to be compulsorily insured by applicable Law in respect of such vehicles.
- 7.5 Liability in respect of predetermined penalties or liquidated damages imposed under any contract entered into by the Insured.
- 7.6 Liability arising out of technical or professional advice other than in respect of death or bodily injury to persons or damage to third party property.
- 7.7 Liability arising from the ownership, possession or use of any aircraft or marine vessel.
- 7.8 Liability arising from seepage and pollution unless caused by a sudden, unintended and unexpected occurrence.

8 Maximum deductible threshold

8.1 Not to exceed for each and every third-party property damage claim (personal injury claims to be paid in full).

PART C: UNITED KINGDOM COMPULSORY INSURANCES

The Supplier shall meet its insurance obligations under applicable Law in full, including, UK employers' liability insurance and motor third party liability insurance.

PART D: ADDITIONAL INSURANCES

The Supplier shall hold the following insurance cover in accordance with this Schedule:

a)	professional indemnity insurance with cover (for a single event or a series of
	related events and in the aggregate) of not less than

Technology Solution and SaaS ERP Services Schedule 6 – Insurance Requirements

b)	cyber liability insurance whether as part of the professional indemnity nsurance or technology professional liability errors & omission insurance with cover (for a single event or a series of related events and in the aggregate) of not less than which may be in aggregate with 1; and
c)	employers' liability insurance with cover (for a single event or a series of related events and in the aggregate) of not less than

SCHEDULE 7

AUTHORITY RESPONSIBILITIES

Technology Solution and SaaS ERP Services Schedule 7 – Authority Responsibilities

Contents		
1	INTRODUCTION	3
2	GENERAL OBLIGATIONS	3
3	SPECIFIC OBLIGATIONS	4

Technology Solution and SaaS ERP Services Schedule 7 – Authority Responsibilities

1 INTRODUCTION

- 1.1 The responsibilities of the Authority set out in this Schedule shall constitute the Authority Responsibilities under this Contract. Any obligations of the Authority in Schedule 2 (Services Description) and Schedule 8 (Supplier Solution)shall not be Authority Responsibilities and the Authority shall have no obligation to perform any such obligations unless they are specifically stated to be "Authority Responsibilities" and cross referenced in the table in Paragraph 3.
- 1.2 The responsibilities specified within this Schedule shall be provided to the Supplier free of charge, unless otherwise agreed between the Parties.

2 GENERAL OBLIGATIONS

2.1 The Authority shall:

- (a) perform those obligations of the Authority which are set out in the Clauses of this Contract and the Paragraphs of the Schedules (except Schedule 2 (Services Description) and Schedule 8 (Supplier Solution));
- (b) use its reasonable endeavours to provide the Supplier with access to appropriate members of the Authority's staff, as such access is reasonably requested by the Supplier in order for the Supplier to discharge its obligations throughout the Term and the Termination Assistance Period:
- (c) provide sufficient and suitably qualified staff to fulfil the Authority's roles and duties under this Contract;
- (d) use its reasonable endeavours to provide such documentation, data and/or other information that the Supplier reasonably requests that is necessary to perform its obligations under the terms of this Contract provided that such documentation, data and/or information is available to the Authority and is authorised for release by the Authority; and
- (e) procure for the Supplier such agreed access and use of the Authority Premises (as a licensee only) and facilities (including relevant IT systems) as is reasonably required for the Supplier to comply with its obligations under this Contract, such access to be provided during the Authority's normal working hours on each Working Day or as otherwise agreed by the Authority (such agreement not to be unreasonably withheld or delayed).

Technology Solution and SaaS ERP Services Schedule 7 – Authority Responsibilities

3 SPECIFIC OBLIGATIONS

3.1 The Authority shall, in relation to this Contract perform the Authority's responsibilities identified as such in this Contract the details of which are set out below:

Unique Identifier	Authority Responsibility	Date by which Authority Responsibility is required to be completed?
AR001	The Authority will comply with the responsibilities it has expressly accepted as a responsibility (R) (subject always to the obligations of other parties under the Implementation RACI) in Appendix 5 of Schedule 2 (Services Description).	As per Appendix 5 of Schedule 2 (Services Description)

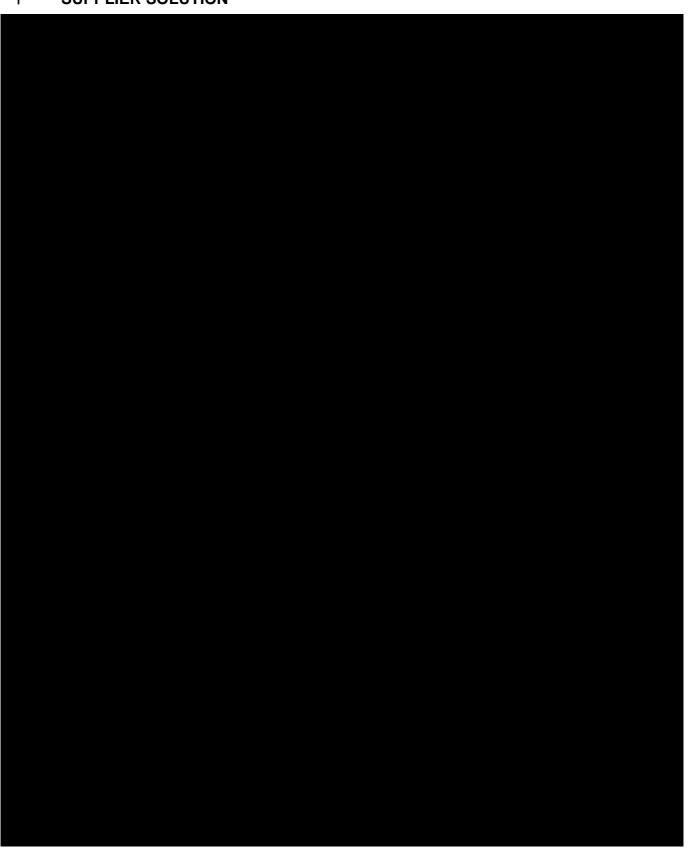
SCHEDULE 8

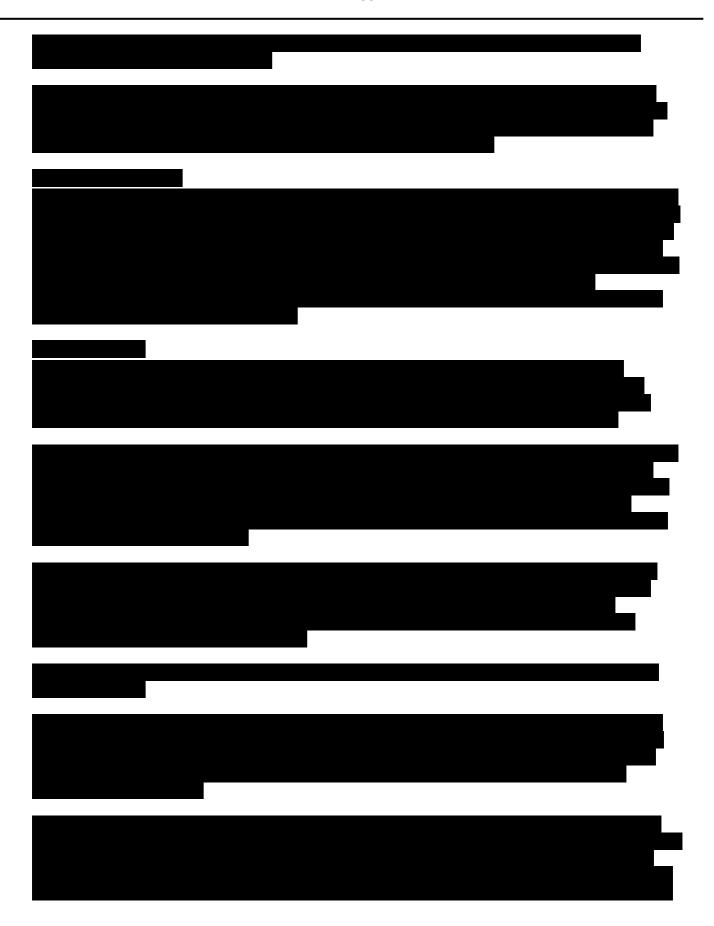
SUPPLIER SOLUTION

Со	ontents	
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Technology Solution and SaaS ERP Services Schedule 8 – Supplier Solution

1 SUPPLIER SOLUTION





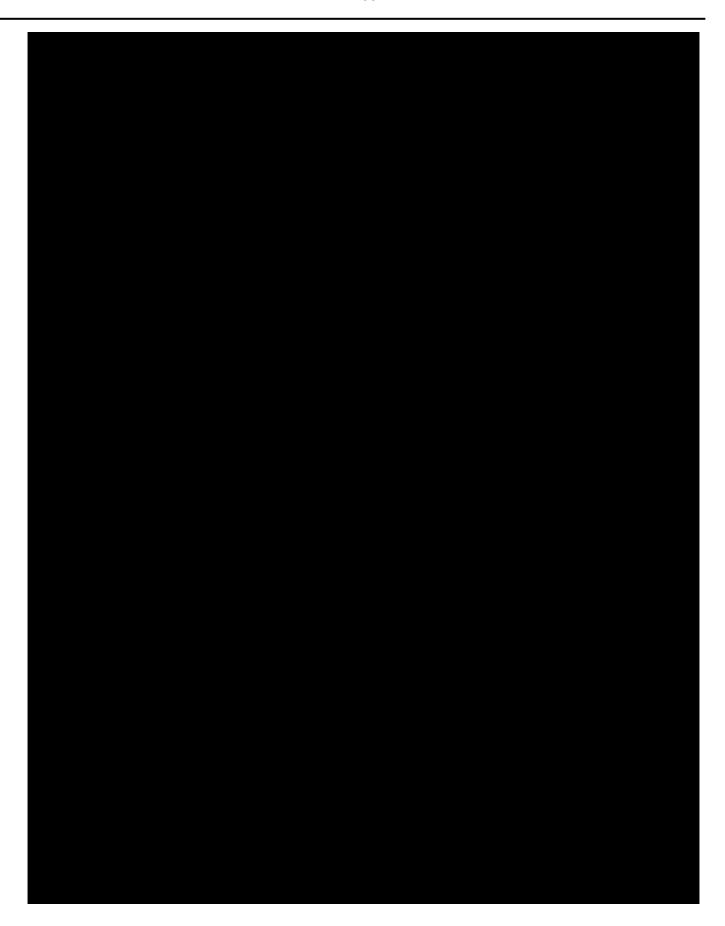










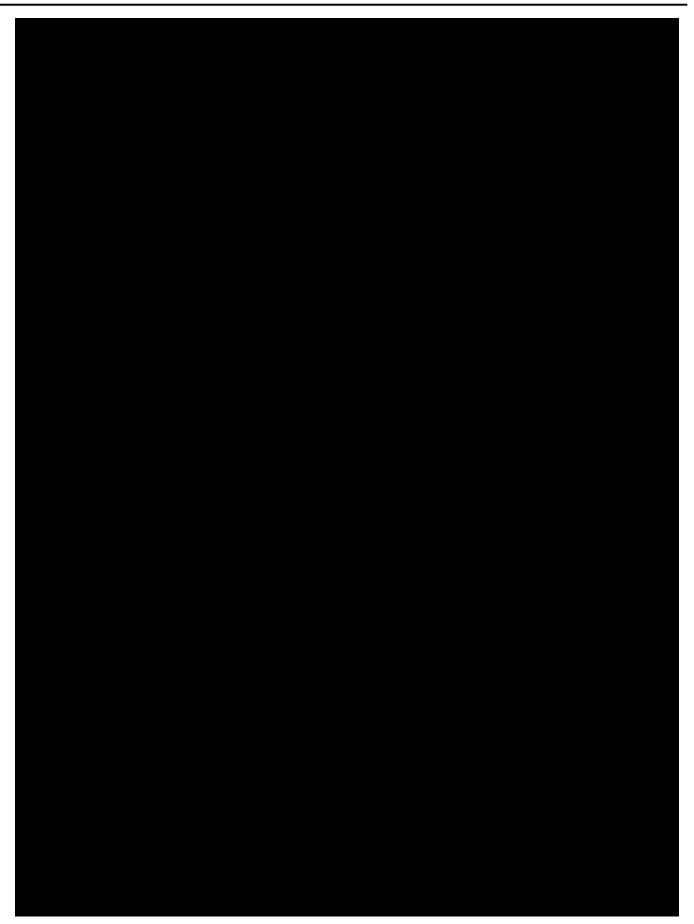


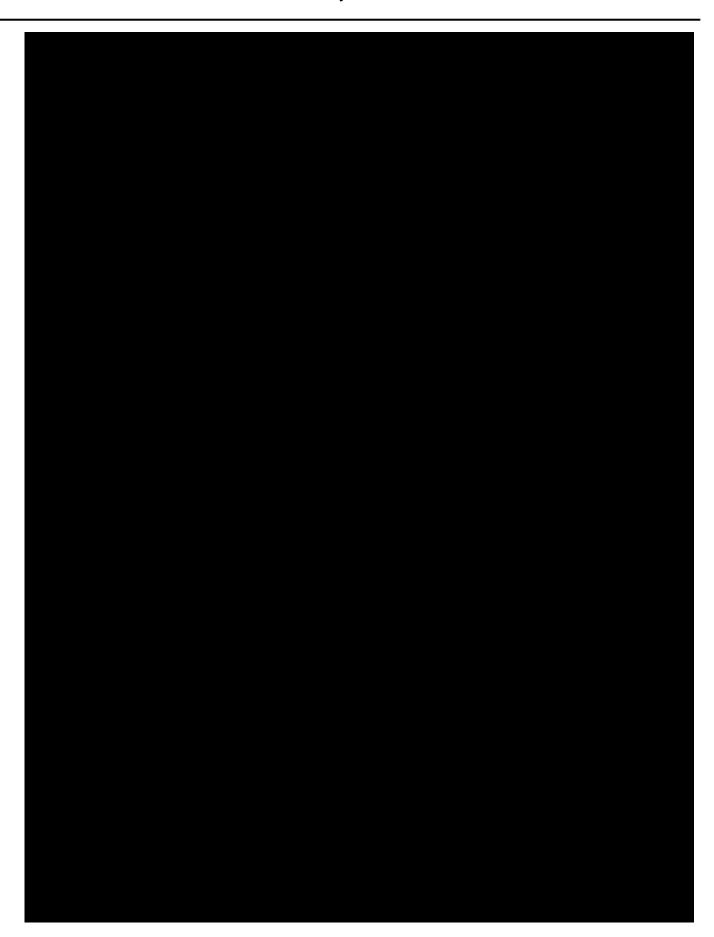
SCHEDULE 9

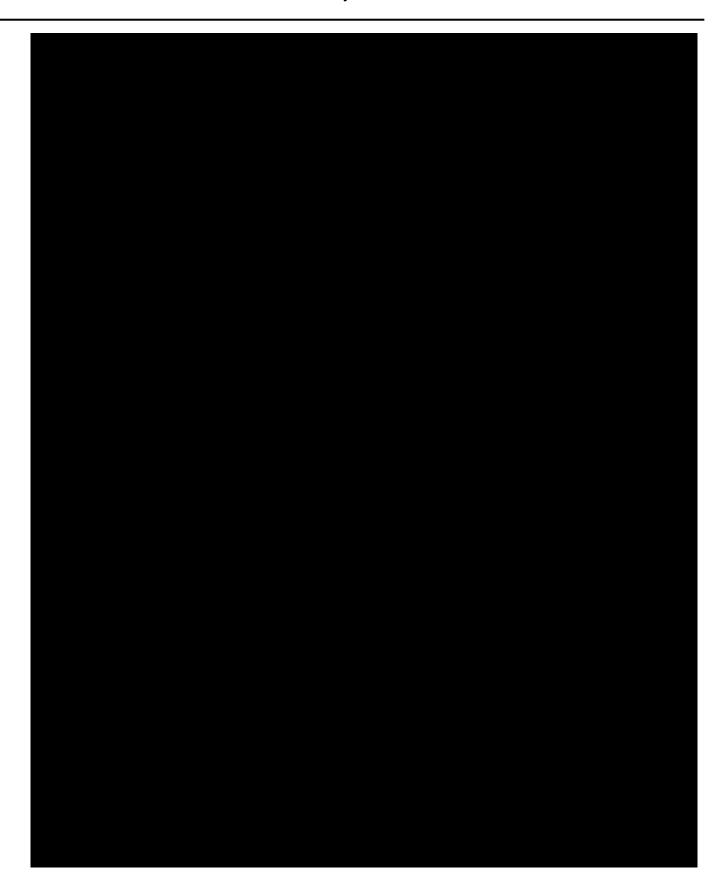
COMMERCIALLY SENSITIVE INFORMATION

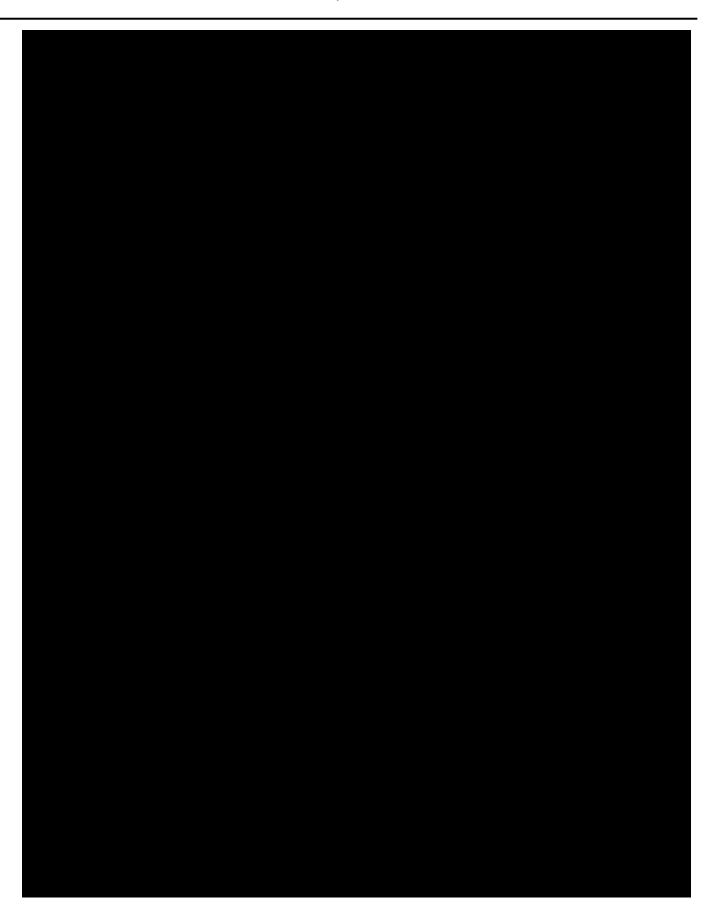
Co	ontents	
1	COMMERCIALLY SENSITIVE INFORMATION	.3











SCHEDULE 10 NOTIFIED KEY SUB-CONTRACTORS

Technology Solution and SaaS ERP Services Schedule 10 – Notified Key Sub-Contractors

Co	ontents
1	NOTIFIED KEY SUBCONTRACTORS

Technology Solution and SaaS ERP Services
Schedule 10 – Notified Key Sub-Contractors

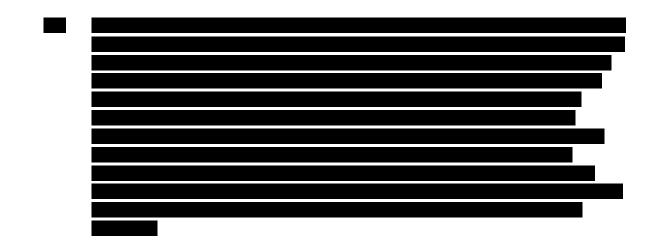
1 NOTIFIED KEY SUBCONTRACTORS

- 1.1 In accordance with Clause 15.11 (*Appointment of Key Sub-contractors*), the Supplier is entitled to sub-contract its obligations under this Contract to the Key Sub-contractors listed in the table below.
- 1.2 The Parties agree that they will update this Schedule periodically to record any Key Sub-contractors appointed by the Supplier with the consent of the Authority after the Effective Date for the purposes of the delivery of the Services.

Key Sub- contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/ Service description	Key Sub- contract price expressed as a percentage of total projected Charges over the Term	Key role in delivery of the Services

Technology Solution and SaaS ERP Services Schedule 10 – Notified Key Sub-Contractors

Key Sub- contractor name and address (if not the same as the registered office)	Registered office and company number	Related product/ Service description	Key Sub- contract price expressed as a percentage of total projected Charges over the Term	Key role in delivery of the Services



SCHEDULE 11

THIRD PARTY CONTRACTS

Technology Solution and SaaS ERP Services Schedule 11 – Third Party Contracts

Co	ontents	
1	THIRD PARTY CONTRACTS	3

Technology Solution and SaaS ERP Services Schedule 11 – Third Party Contracts

1 THIRD PARTY CONTRACTS

- 1.1 The contracts listed in the table below constitute Third Party Contracts entered into exclusively for the purposes of delivering the Services.
- 1.2 The Supplier shall be entitled to update this Schedule in accordance with Clause 15.5 (*Appointment of Sub-contractors*).

Third party supplier name and address (if not the same as the registered office)	Registered office and company number	Related product/service description
None applicable	None applicable	None applicable
None applicable	None applicable	None applicable

SCHEDULE 12

SOFTWARE

Technology Solution and SaaS ERP Services Schedule 12 – Software

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INA	NEX 1: PRODUCT TERMS	8
2	SUPPLIER SOFTWARE	4
1	THE SOFTWARE	3

Technology Solution and SaaS ERP Services Schedule 12 – Software

1 THE SOFTWARE

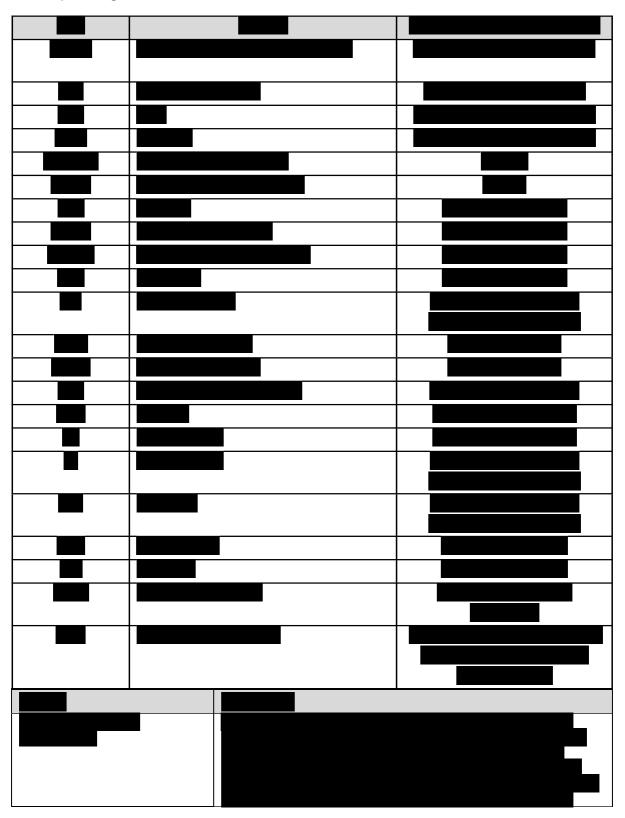
- 1.1 The Software below is licensed to the Authority in accordance with Clause 16 (*Intellectual Property Rights*) and Schedule 32 (Intellectual Property Rights).
- 1.2 The Parties agree that they will update this Schedule regularly, and in any event no less than every 12 (twelve) Months from the Effective Date, to record any Supplier Software or Third-Party Software subsequently licensed by the Supplier or third parties for the purposes of the delivery of the Services.

Technology Solution and SaaS ERP Services Schedule 12 – Software

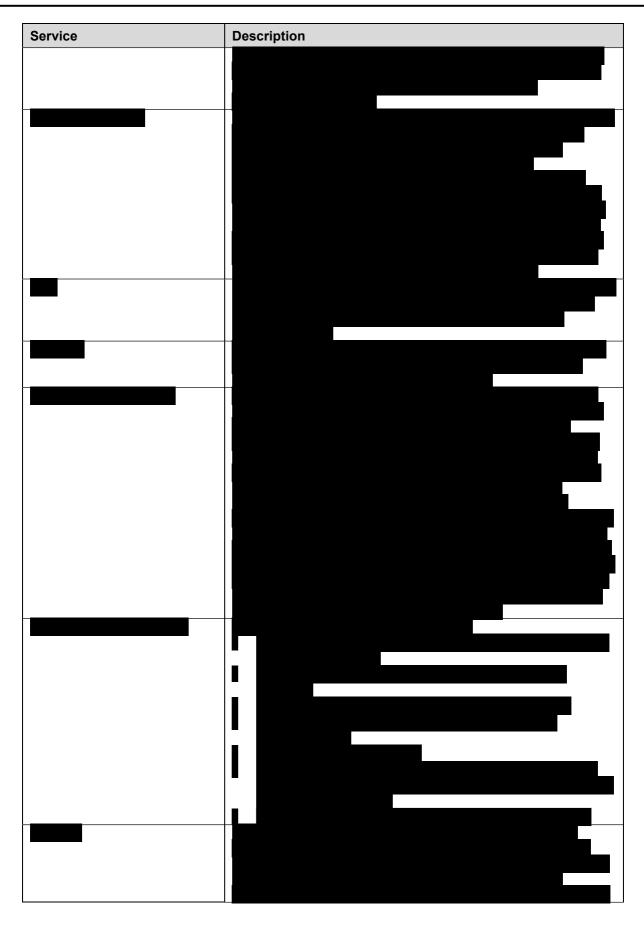
2 **SUPPLIER SOFTWARE**

The Supplier Software includes the following items:

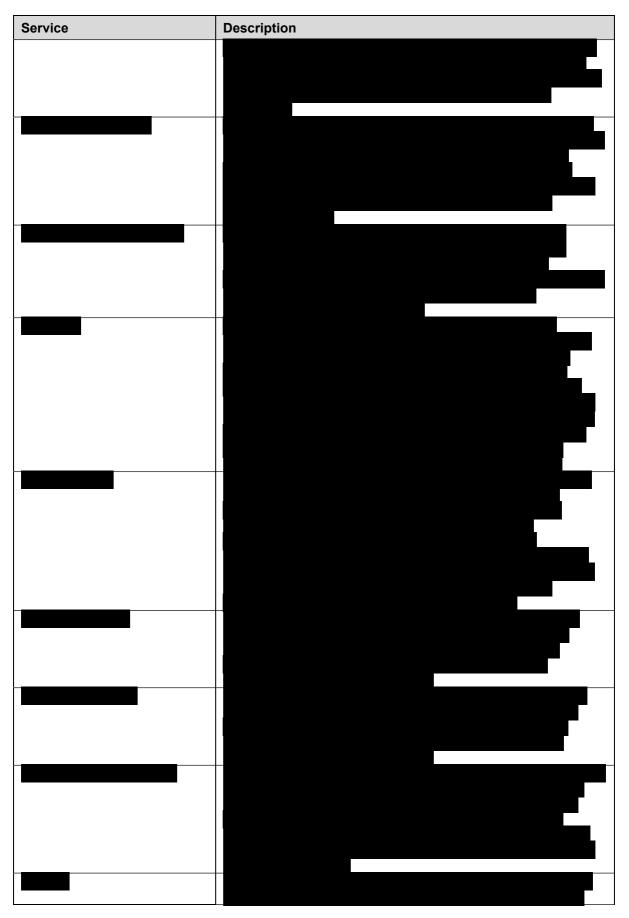
Subscription Rights Table



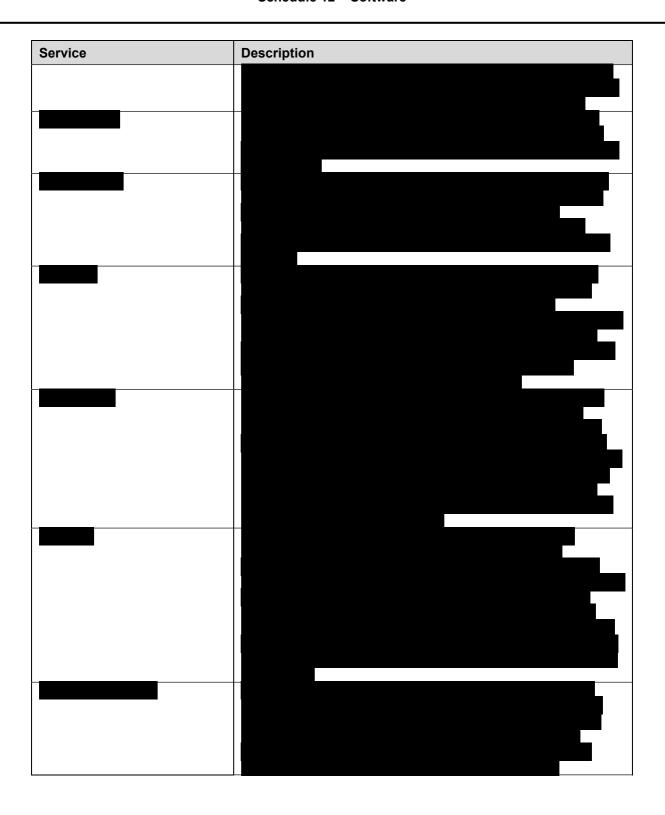
Technology Solution and SaaS ERP Services Schedule 12 – Software



Technology Solution and SaaS ERP Services Schedule 12 – Software



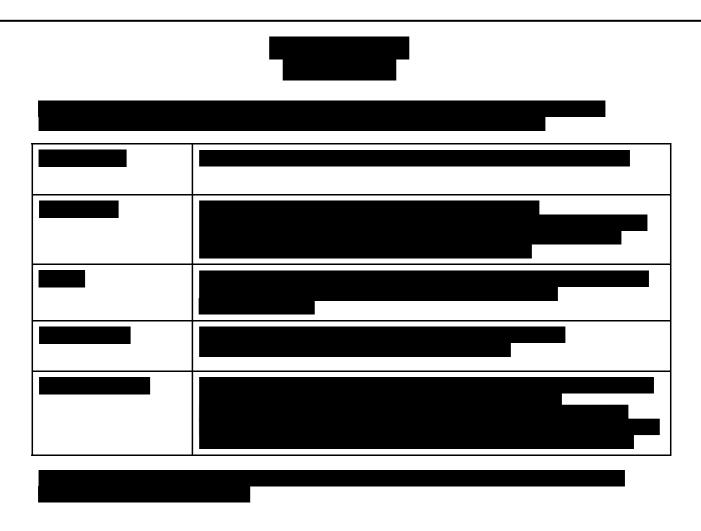
Technology Solution and SaaS ERP Services Schedule 12 – Software

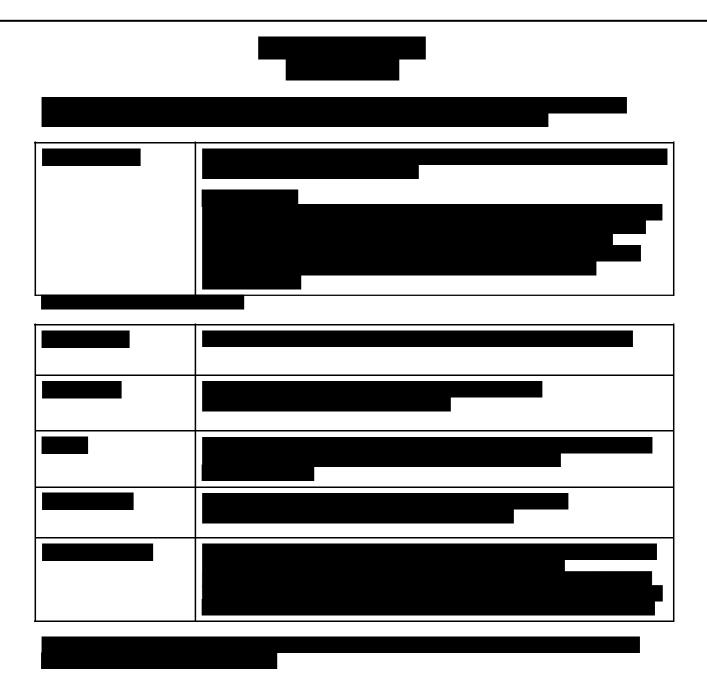


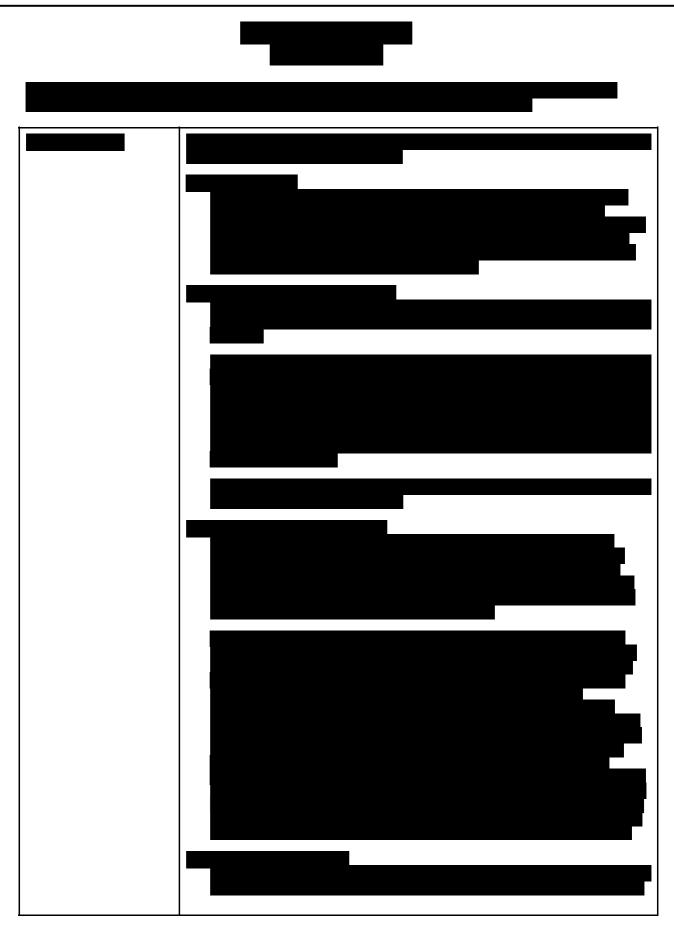
Technology Solution and SaaS ERP Services Schedule 12 – Software

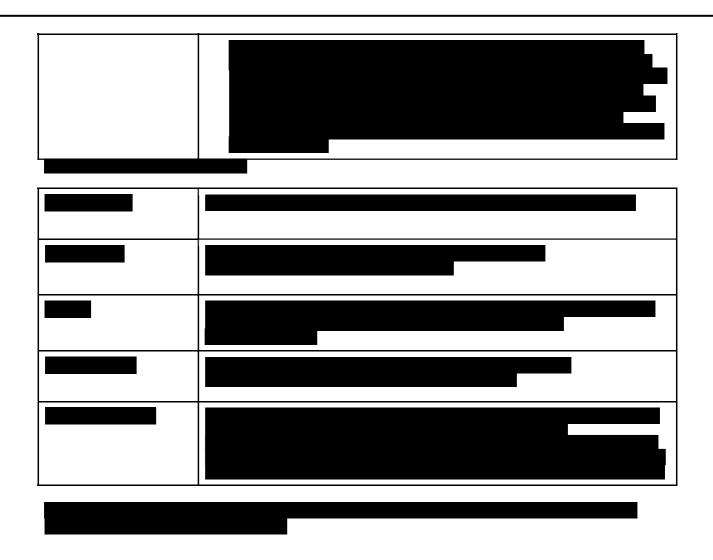
ANNEX 1: PRODUCT TERMS

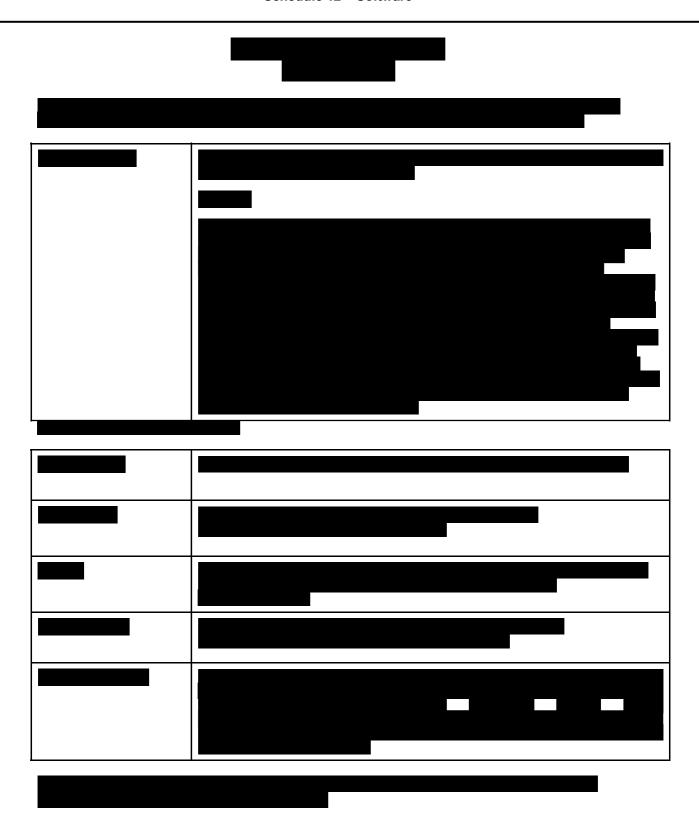
- The following Product Terms provide specific information and use rights and restrictions related to individual Supplier Services as outlined in the table above.
- The main part of these tables is the "Additional Terms" line items which set out specific terms which apply to individual parts of the Supplier Services.
- The other sections on "Documentation, Audit Reports, Support, Supports processors" is intended to provide further guidance on where detailed information is available to the Authority but will not supersede and or take precedence over any other provision of this Contract unless such information is expressly incorporated into the relevant part of the Contract by the Parties.
- Subject to this qualification, the Parties acknowledge that these Product Terms are updated from time to time by the Supplier, provided that no update will materially decrease the applicable security and privacy commitments under this Contract and any such changes will not become effective until 30 days after notice to Authority.
- 5 For this Contract the following shall apply in relation to the Product Terms:
- 5.1 Any reference to the MSA shall be to this Contract;
- 5.2 Any reference to Workday shall mean the Supplier;
- 5.3 Any reference to the Customer shall mean the Authority;
- 5.4 Any reference to Customer Content shall mean Authority Data; and
- 5.5 Any reference to the Order Form shall mean and order form entered into between the Authority and the Supplier.

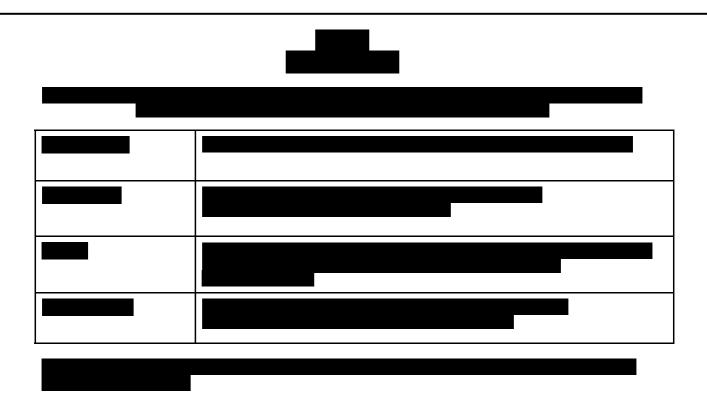


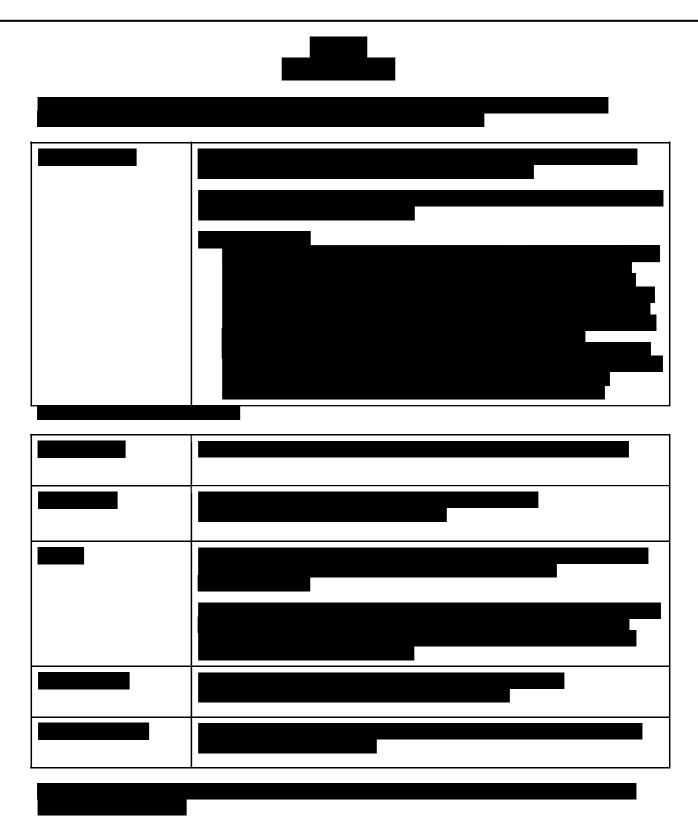


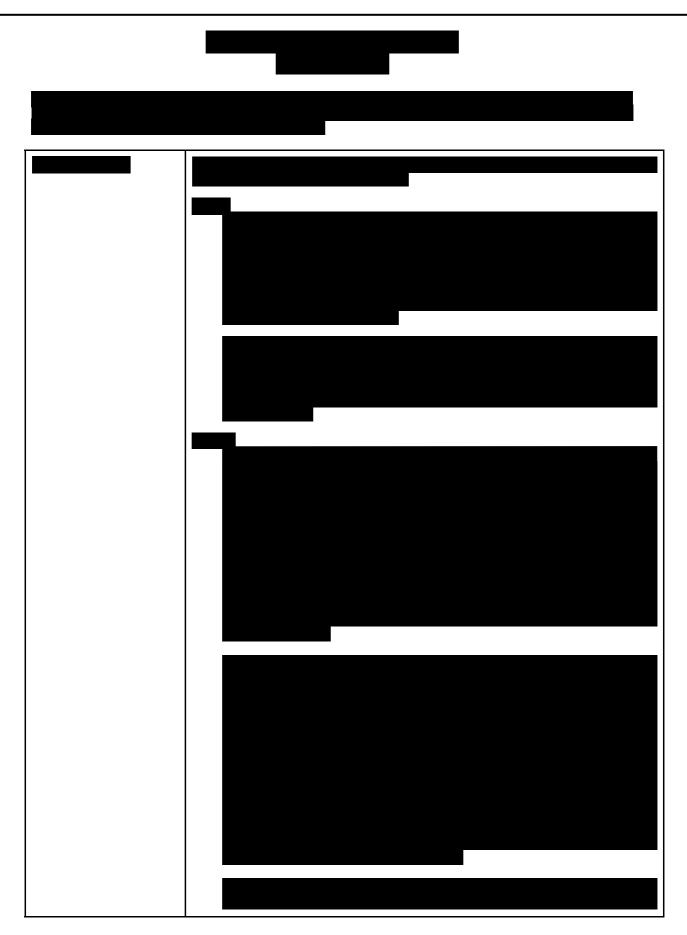


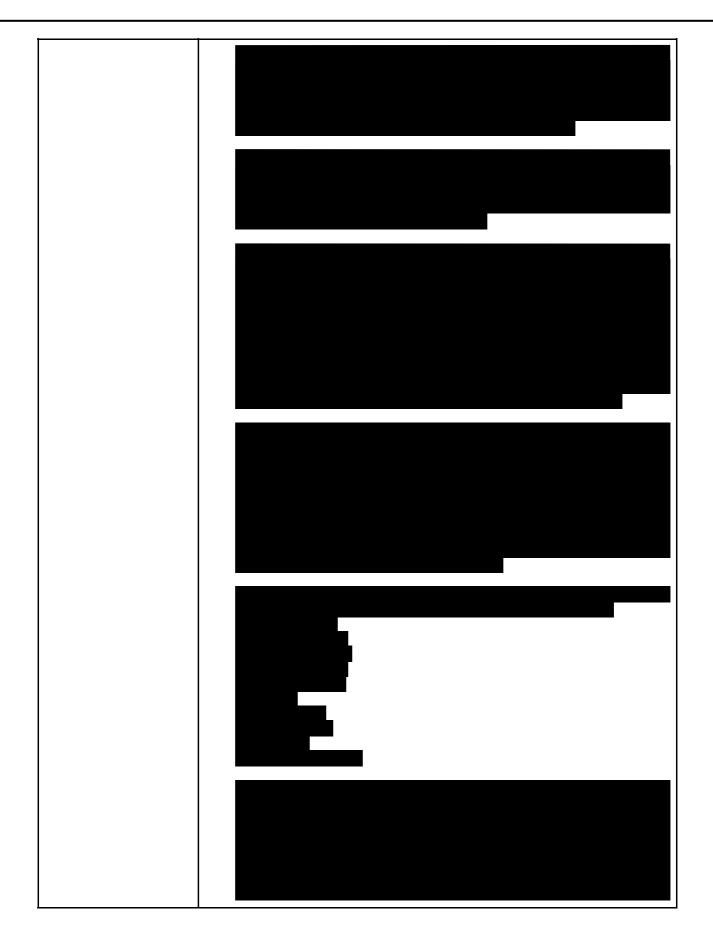


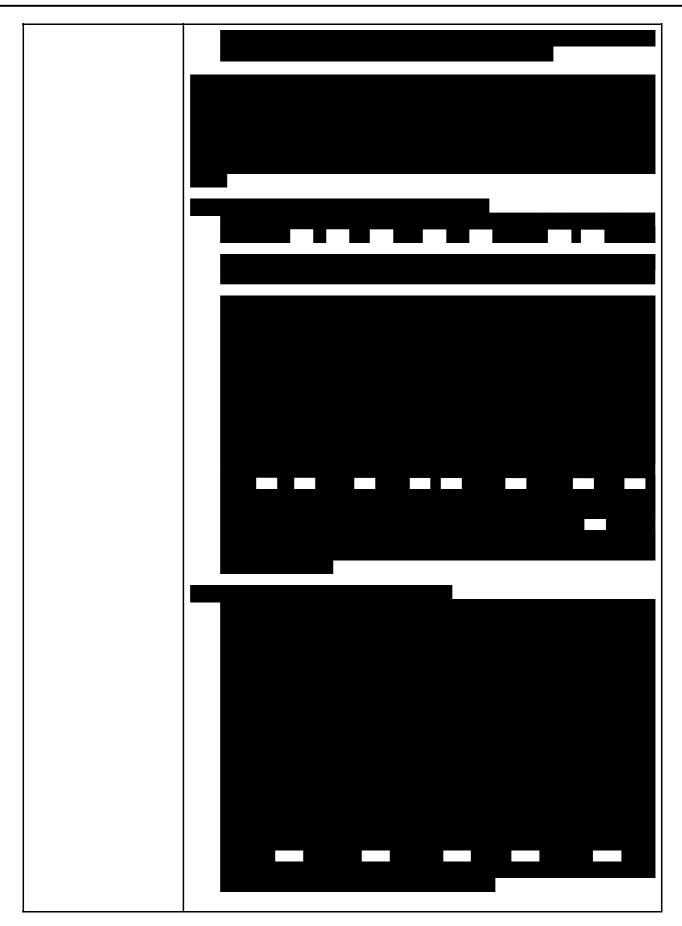


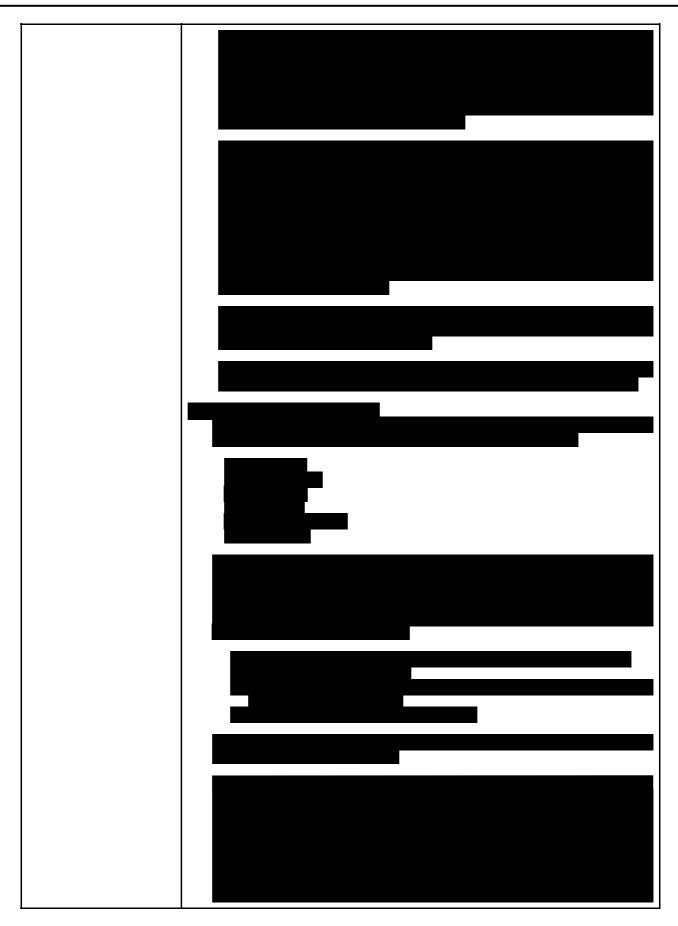


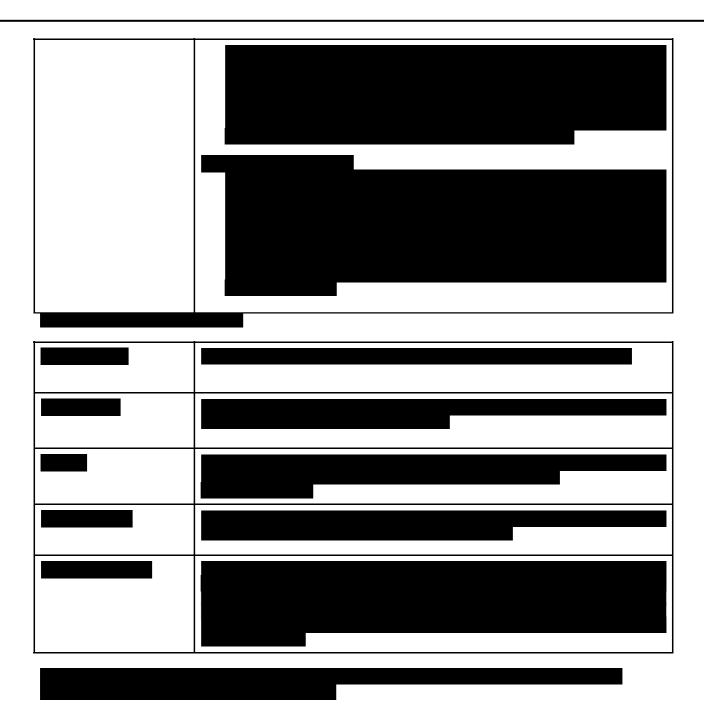


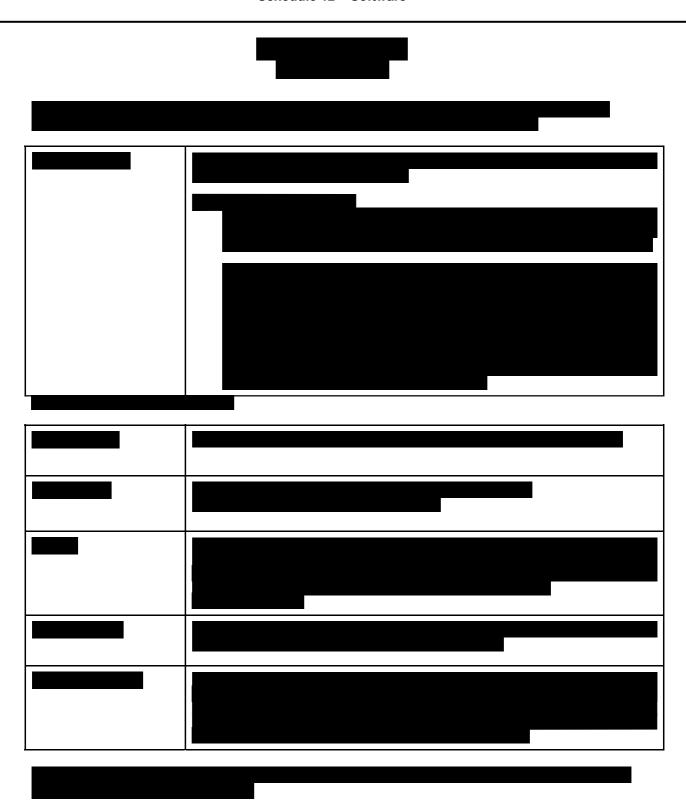


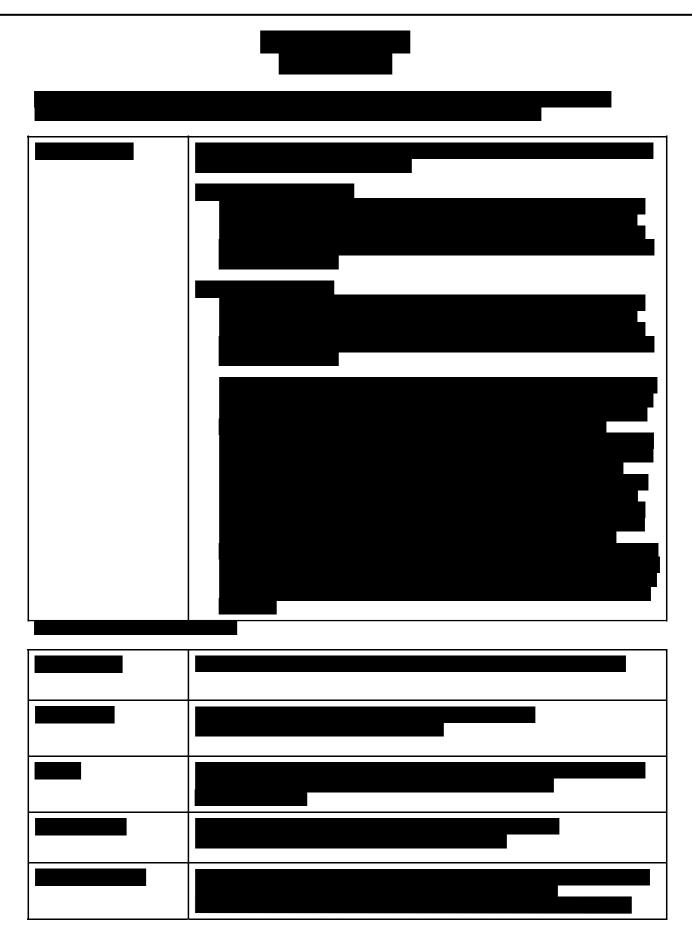


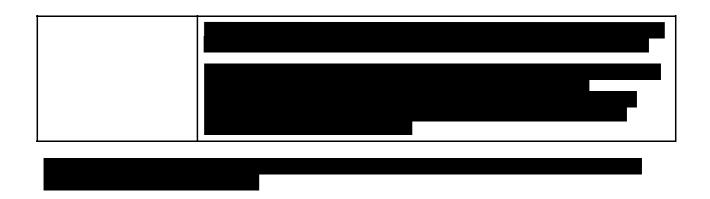


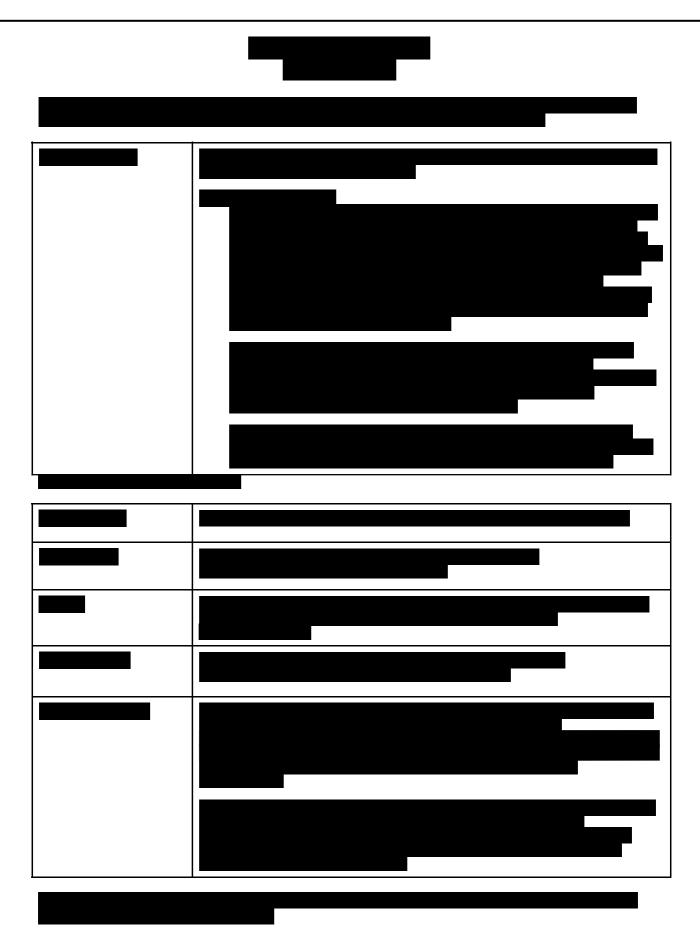










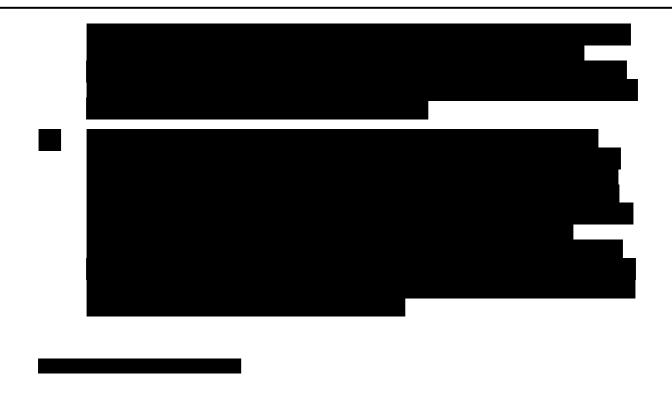


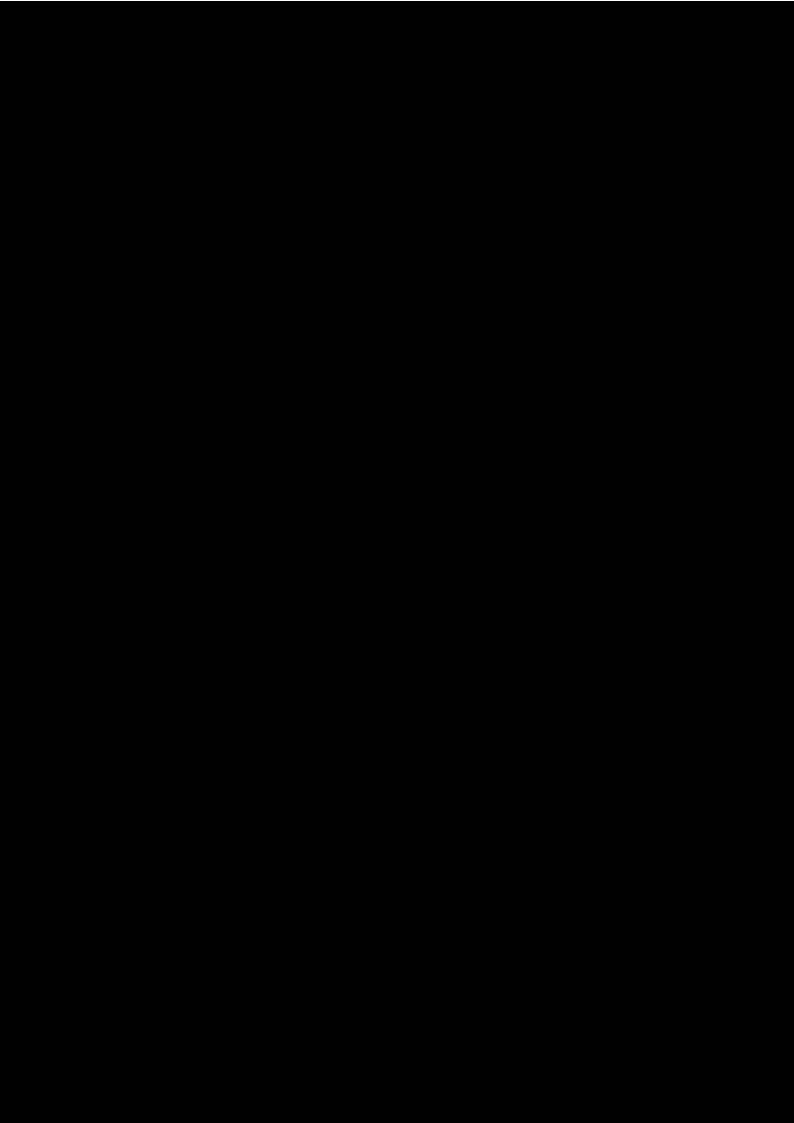
Technology Solution and SaaS ERP Services Schedule 12 – Software



Schedule 12 (Software) Execution Copy







SCHEDULE 13

NOT USED

SCHEDULE 14

NOT USED

SCHEDULE 15

CHARGES AND INVOICING

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

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Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

DEFINITIONS

In this Schedule, the following definitions shall apply:

"European Standard" in relation to an electronic invoice means the

European standard and any of the syntaxes published

in Commission Implementing Decision (EU)

2017/1870.

"Indexation" and

"Index"

the adjustment of an amount or sum in accordance

with Paragraph 5 of Part C;

"Supporting Documentation"

sufficient information in writing to enable the Authority

reasonably to assess whether the Charges,

Reimbursable Expenses and other sums due from the Authority detailed in the information are properly payable, including copies of any applicable Milestone

Achievement Certificates or receipts;

"Verification Period"

in relation to an Allowable Assumption, the period from (and including) the Effective Date to (and including) the date at which the relevant Allowable Assumption expires, as set out against the relevant Allowable Assumption in column 11 in the table in Annex 5;

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

PART A: PRICING

1 APPLICABLE PRICING MECHANISM

- 1.1 Service Charges shall be calculated using the pricing mechanism, prices and rates specified in Annex 2 subject to changes in Annex 3 as more particularly set out in this Schedule, all of which shall be subject to the agreed Mandatory Commercial Principles set out at the beginning of Annex 1.
- 1.2 Table 2 of Annex 2 sets out which pricing mechanism shall be used to calculate each Service Charge, which shall be one or more of the following:
 - (a) "Volume Based" pricing, in which case the provisions of Paragraph 6 shall apply; or

2 "REIMBURSABLE EXPENSES

2.1 The Charges shall include all costs and expenses relating to the Deliverables, the Services and/or the Supplier's performance of its obligations under this Contract and no further amounts shall be payable by the Authority to the Supplier in respect of such performance

PART B: CHARGING MECHANISMS

1 SUBSCRIPTION CHARGES

- 1.1 Each Service to which a Subscription Charge relates shall commence on the Achievement of the Milestone (Technical go-live) set out against that Service in the Payment schedule table
- 1.2 Subscription Charges shall be invoiced by the Supplier for each Service Period in advance in accordance with the requirements of Part E.
- 1.3 If a Subscription Charge is to be calculated by reference to a Fixed Price pricing mechanism and the relevant Service:
 - (a) commences on a day other than the first day of a month; and/or
 - (b) ends on a day other than the last day of a month,
 - the Service Charge for the relevant Service Period shall be charged at a full month rate including where the start date is during the month. This is except for September 2024.
- 1.4 Any Service Credits that accrue during a Service Period shall be deducted from the Service Charges payable for the next following Service Period. An invoice for a Subscription Charge shall not be payable by the Authority unless all adjustments (including Service Credits) relating to the Subscription Charges for the immediately preceding Service Period have been agreed.

2 OPTIONAL SERVICES

2.1 If the Authority gives notice pursuant to Clause 5.10 (Optional Services) that it requires the Supplier to provide any or all of the Optional Services:

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

(a) the Service Charges for the relevant Optional Services shall be calculated by reference to the pricing mechanism for those Optional Services set out in Table 4 of Annex 2,

in both cases using the relevant rates and prices specified in Annex 1.

Technology Solution and SaaS ERP Services
Schedule 15 – Charges and Invoicing

PART C: ADJUSTMENTS TO THE CHARGES AND RISK REGISTER

[1 and 2 not used]

3 SERVICE CREDITS

Workday SLA Service Credits.

- 3.1 The following Service Credits apply to the Workday Service Levels set out in Schedule 3 as KPIs 1 and 2 shall apply as follows and separately to the Authority Required Service Credit regime set out below.
- 3.2 If in any rolling six-month period, the Supplier fails to meet the monthly Service Availability or applicable Service Response commitments described in the SLA (a "Failure"), the Authority may request the following remedies no later than six months after the applicable Failure occurs: (1) a meeting to discuss possible corrective actions for the first Failure; (2) a 10% Service Credit for a second Failure; (3) a 20% Service Credit for a third Failure; and (4) a 30% Service Credit for a fourth or subsequent Failure. For the purposes of this Clause 3.1, "Service Credit" means a credit equal to the stated percentage of the applicable monthly Subscription Fee for the Services. Workday shall deduct the highest applicable Service Credit from the next invoice for Subscription Fees or, if there is no subsequent invoice, shall refund the Service Credit to the Authority. Clause 7.3 of the Core Terms, sets out the remedies where this Clause are the Authority's exclusive financial remedies for any Failure.

Authority Required Service Credits

- 3.4 The following Service Credits and process apply to the Authority Service Levels set out in Schedule 3 as KPIs 9 12 and are standard to the Authority and shall apply as follows and separately to the Authority Required Service Credit regime set out below.
- 3.5 Service Credits shall be calculated by reference to the number of Service Points accrued in any one Service Period pursuant to the provisions of Schedule 3 (Performance Levels).
- 3.6 For each Service Period:
 - (a) the Service Points accrued shall be converted to a percentage deduction from the Service Charges for the relevant Service Period on the basis of one point equating to a **0.5**% deduction in the Service Charges; and

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

(b) the total Service Credits applicable for the Service Period shall be calculated in accordance with the following formula:

$$SC = TSP \times x \times AC$$

where:

- SC is the total Service Credits for the relevant Service Period;
- TSP is the total Service Points that have accrued for the relevant Service Period:
- X is **0.5**%; and
- AC is the total Services Charges payable for the relevant Service Period (prior to deduction of applicable Service Credits).
- 3.7 The liability of the Supplier in respect of Service Credits shall be subject to Clause 23.4(c) (*Financial and other Limits*) provided that, for the avoidance of doubt, the operation of the Service Credit Cap shall not affect the continued accrual of Service Points in excess of such financial limit in accordance with the provisions of Schedule 3 (Performance Levels).
- 3.8 Service Credits are a reduction of the Service Charges payable in respect of the relevant Services to reflect the reduced value of the Services actually received and are stated exclusive of VAT.
- 3.9 Service Credits shall be shown as a deduction from the amount due from the Authority to the Supplier in the invoice for the Service Period immediately succeeding the Service Period to which they relate.

4 CHANGES TO CHARGES

4.1 Any Changes to the Charges shall be developed and agreed by the Parties in accordance with Schedule 22 (Change Control Procedure).

5 **INDEXATION**

- 5.1 Any amounts or sums in this Contract which are expressed to be "subject to Indexation" shall be adjusted in accordance with the provisions of this Paragraph 5 to reflect the effects of inflation.
- 5.2 Where Indexation applies, the relevant adjustment shall be:
 - (a) applied on the first day of the third April following the Effective Date and on the first day of April in each subsequent year (each such date an "adjustment date"); and
 - (b) determined by multiplying the relevant amount or sum by the percentage increase or changes in the Information and Communications Services Index HQVC published by ONS for the

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

12 months ended on the 31 January immediately preceding the relevant adjustment date.

5.3 Except as set out in this Paragraph 5, neither the Charges nor any other costs, expenses, fees or charges shall be adjusted to take account of any inflation, change to exchange rate, change to interest rate or any other factor or element which might otherwise increase the cost to the Supplier or Subcontractors of the performance of their obligations.

6 ALLOWABLE ASSUMPTIONS

- 6.1 The Supplier shall determine whether each Allowable Assumption is accurate within its Verification Period.
- 6.2 During each Verification Period, the Authority shall provide the Supplier with reasonable assistance and access to information within its possession or reasonable control and which the Authority deems is relevant to the Allowable Assumption being verified.
- 6.3 Within 10 Working Days of the end of each Verification Period, the Supplier shall provide the Authority with a written report setting out the results of the Supplier's verification activity for the relevant Allowable Assumption, including whether the Allowable Assumption is accurate or whether the Implementation Plan and/or the Contract Inception Report require adjustment.
- 6.4 Each Allowable Assumption shall be deemed accurate unless adjusting for the relevant Allowable Assumption has an impact:
 - (a) on the Financial Model greater than the associated trigger for invocation, as set out in column 9 of the table in Annex 3; or
 - (b) on the Implementation Plan which would require adjustment under the Change Control Procedure, as identified in column 3 of the table in Annex 3.

in which case Paragraph 6.5 shall apply.

- 6.5 Where the Parties agree that an Allowable Assumption is not accurate and the Financial Model and/or Implementation Plan require adjusting:
 - (a) the Supplier shall take all reasonable steps to mitigate the impact of the Allowable Assumption on the Financial Model and/or the Implementation Plan;
 - (b) the Supplier may (subject to Paragraph 6.5(c)) propose a Change to take account of the impact of the adjustment of the Allowable Assumption and such Change Request shall be considered in accordance with the Change Control Procedure; and
 - (c) where the Supplier proposes a Change to the Charges under Paragraph 6.5(b), the Change Request shall reflect the requirements of the table in Annex 3, including the requirement that

Technology Solution and SaaS ERP Services
Schedule 15 – Charges and Invoicing

any proposed adjustment to the Charges shall not exceed the maximum impact on the relevant Charges as specified in column 7 of the table in Annex 3.

PART D: NOT USED

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

PART E: INVOICING AND PAYMENT TERMS

1 SUPPLIER INVOICES

- 1.1 The Authority shall accept for processing any electronic invoice that complies with the European Standard, provided that it is valid and undisputed.
- 1.2 If the Supplier proposes to submit for payment an invoice that does not comply with the European standard the Supplier shall:
 - (a) comply with the requirements of the Authority's e-invoicing system;
 - (b) prepare and provide to the Authority for approval of the format a template invoice within 10 Working Days of the Effective Date which shall include, as a minimum the details set out in Paragraph 1.3 together with such other information as the Authority may reasonably require to assess whether the Charges that will be detailed therein are properly payable; and
 - (c) make such amendments as may be reasonably required by the Authority if the template invoice outlined in (b) is not approved by the Authority.
- 1.3 The Supplier shall ensure that each invoice is submitted in the correct format for the Authority's e-invoicing system, or that it contains the following information:
 - (a) the date of the invoice;
 - (b) a unique invoice number;
 - (c) the Service Period or other period(s) to which the relevant Charge(s) relate;
 - (d) the correct reference for this Contract;
 - (e) the reference number of the purchase order to which it relates (if any);
 - (f) a description of the Services;
 - (g) the pricing mechanism used to calculate the Charges;
 - (h) the total Charges gross and net of any applicable deductions and, separately, the amount of any Reimbursable Expenses properly chargeable to the Authority under the terms of this Contract, and, separately, any VAT or other sales tax payable in respect of each of the same;
 - details of any Service Credits or Delay Payments or similar deductions that shall apply to the Charges detailed on the invoice;

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

- (j) a contact name and telephone number of a responsible person in the Supplier's finance department in the event of administrative queries;
- (k) the banking details for payment to the Supplier via electronic transfer of funds (i.e. name and address of bank, sort code, account name and number); and
- (I) where the Services have been structured into separate Service lines, the information at (a) to (n) of this Paragraph 1.3 shall be broken down in each invoice per Service line.
- 1.4 The Supplier shall invoice the Authority in respect of Services in accordance with the requirements of Part B. The Supplier shall first send a communication to the Authority to discuss the Charges payable. The Parties shall endeavour to agree the draft invoice within 5 Working Days of its receipt by the Authority, following which the Supplier shall be entitled to submit its invoice.
- 1.5 Supporting Documentation for the issued invoice can be obtained from the virtual library. Any assessment by the Authority as to what constitutes Supporting Documentation shall not be conclusive and the Supplier undertakes to provide to the Authority any other documentation reasonably required by the Authority from time to time to substantiate an invoice.
- 1.6 The Supplier shall submit all invoices and Supporting Documentation through the Authority's electronic system to ap@uksbs.co.uk or if that is not possible to:

Department for Science, Innovation & Technology

C/O UK SBS

Queensway House

West Precinct

Billingham TS23 2NF

with a copy (again including any Supporting Documentation) to such other person and at such place as the Authority may notify to the Supplier from time to time.

- 1.7 The Authority shall regard an invoice as valid only if it complies with the provisions of this Part E. Where any invoice does not conform to the Authority's requirements set out in this Part E, the Authority shall promptly return the disputed invoice to the Supplier and the Supplier shall promptly issue a replacement invoice which shall comply with such requirements.
- 1.8 If the Authority fails to consider and verify an invoice in accordance with Paragraphs 1.4 and 1.8, the invoice shall be regarded as valid and undisputed for the purpose of Paragraph 2.1 Payment in 30 days after twenty (20) Working Days has passed.

Technology Solution and SaaS ERP Services Schedule 15 – Charges and Invoicing

2 PAYMENT TERMS

- 2.1 Subject to the relevant provisions of this Schedule, the Authority shall make payment to the Supplier within thirty (30) days of verifying that the invoice is valid and undisputed.
- 2.2 Unless the Parties agree otherwise in writing, all Supplier invoices shall be paid in sterling by electronic transfer of funds to the bank account that the Supplier has specified on its invoice.

Technology Solution and SaaS ERP Services
Schedule 15 – Charges and Invoicing

ANNEXES: INTRODUCTION

The data below relates to the SaaS services, any information relating to the SI Service provider has been included for information only. To review the SI pricing detail please review SI Schedule 15.

Technology Solution and SaaS ERP Services
Schedule 15 – Charges and Invoicing

ANNEX 1: MANDATORY COMMERCIAL PRINCIPLES

Ref	'Mandatory' Commercial Principles	Authority Additional Information
1	laaS/PaaS costs will be billed based on actual consumption of resources on an annual/quarterly basis	Infrastructure as a Service (laaS) and Platform as a Service (PaaS) models must bill based on the amount of resources used, such as CPU hours, storage, or bandwidth. This can either be billed on a regular period like monthly, quarterly, or annually, or it could also be billed in real-time or on-demand as agreed with the Authority.
2	All prices are to be contracted in GBP and not subject to exchange rate adjustments	the price is locked in and will not be adjusted for exchange rate fluctuations. This is to avoid any misunderstanding or unexpected costs to the Authority.
3	SaaS License Costs are to be Firm subject to indexation from year 3 onwards.	SaaS License costs will be fixed for a MINIMUM of 3 years before being eligible for indexation related reviews from year 4 onwards
4	Tenderers will apply the highest level of discount to the RAP/ALBs to prevent any "first mover disadvantage" in relation to resourcing, license subscription and hosting costs.	The Authority does not expect the RAP departments to pay a higher price whilst going through implementation vs the departments who on board later on that would otherwise benefit from the leveraged volume discount.
5	SaaS License cost will Flex (up and down) based on the actual number of users and not a "minimum" number of licenses as the solution grows/contracts in line with Government operational changes.	The Authority's visions of the most optimal true-up processes covers the following: 1. Accurate Monitoring: Detailed, monitoring of software usage to track actual usage and compare it against contracted amounts. The most optimal monitoring would be automatic and done in real-time to prevent inaccurate reporting. 2. Transparent Communication: Regular reporting and open lines of communication are key. This ensures that both parties are aware of the current usage and can forecast what is to come. 3. Scheduled Check-ins: Regularly scheduled check-ins (quarterly, semi-annual, or annual) should be established to review usage and adjust as needed. 4. Clear True-Up Terms: The terms for true ups must be clear in the Contract. This should include provisions for scaling up or down based on usage shifts, MoG changes etc.

Ref	'Mandatory' Commercial Principles	Authority Additional Information
		The optimal true-down process should include:
		1. Flexibility: The terms should allow for flexibility in downscaling the software license usage without incurring severe financial penalties. 2. Notice period: A clear 'notice period' needs to be defined in the contract to inform the vendor about reducing the number of licenses, to avoid unexpected charges. Refunds/Credits: There should be a mechanism by which the Authority receives refunds or credits for unused services in case of true-down being triggered (either due to an external event such as a MoG or shifts in departmental on boarding/scope of requirements)
		Refer to ANNEX 2: CHARGING MECHANISM AND ADJUSTMENTS
6	SaaS Vendors will provide development and test user licenses, FoC for the	The Authority's expectation is that full user license costs should only be incurred when the departments are live or have completely transitioned (cut over) to the new system.
	duration of implementation. Full user license costs are not to be incurred until Departments are live/cut over.	SaaS license costs in relation to implementation must be kept to a minimum and be billed as a one off, fixed fee. As discussed during the negotiation period, The Authority's internal benchmark would suggest approx. 8% of the annual SaaS license "run cost" should be sufficient for this phase.
7	Within the SaaS license pricing, any associated cloud hosting costs should be based on "pay only for resources you use" principles.	The Authority only accepts being billed for the SaaS licences allocated to the End Users for whom the Authority enables access from the point of go-live(s) in accordance with the Implementation Plan. Refer to ANNEX 2: CHARGING MECHANISM AND ADJUSTMENTS
8	Tenderer's Resource Costs presented in the Firm price must be no more than the master Resource Rate Card. Tenderers discounting pricing must be available to all in scope.	Tenderers are asked to complete a master resource rate card as part of the Commercial Response to this Procurement. The rates submitted are Fixed for 3 years and subject to indexation

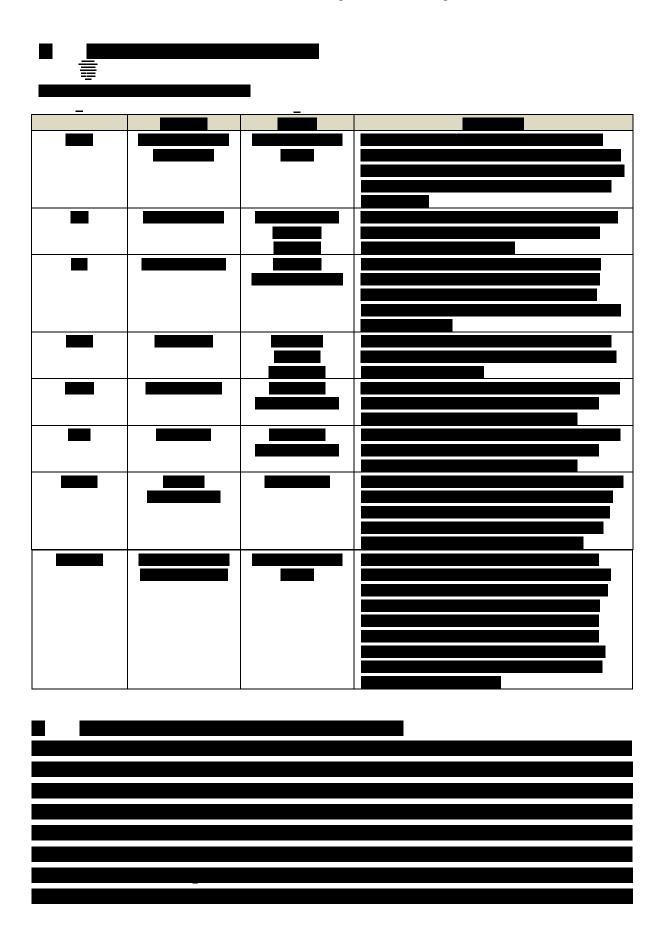
Ref	'Mandatory' Commercial Principles	Authority Additional Information
		from year 4 onwards (in line with schedule 15 of the MSC). The discounted rates provided within this rate card must be applied to all other aspects of the project/programme. The discounted rate card and associated billable days will be used within the pricing scenarios as part of evaluation.
9	Tenderers should provide within the Commercial Response template all costs associated with providing appropriate resources to administer the contract for the duration of the contracts.	The Authority recognises that within a programme of this size and scale, there will be a requirement for a significant amount of time and effort to work in partnership with the Authority to deliver the programme on time and within budget. Therefore, this principle has been laid out to ensure that the ALL overhead costs are fully factored into Tenderer's bids (not just short term but equally recognising the longer term of the Contract)
10		N/A
11	Tenderers must not include any TUPE risk premium as part of their Commercial Response.	As per the clarification questions and negotiation sessions, the Authority does not anticipate that TUPE will be applicable. Tenderers are however permitted to register an Allowable Assumption within the Pricing Response Table should the risk ever be realised.
12	Pricing submitted for any optional or T-shirt based pricing response must be based on the same rate card as submitted as part of the Firm pricing.	Tenderers must put forwards their best pricing available based on the SI Master Resource Rate card and SaaS Subscriptions&Discounts within the Commercial Response Template within each of the scenario based sheets and T shirt pricing scenario costing sheets. For more information on the various scenarios, please refer to the Commercial Response Template.
13		N/A

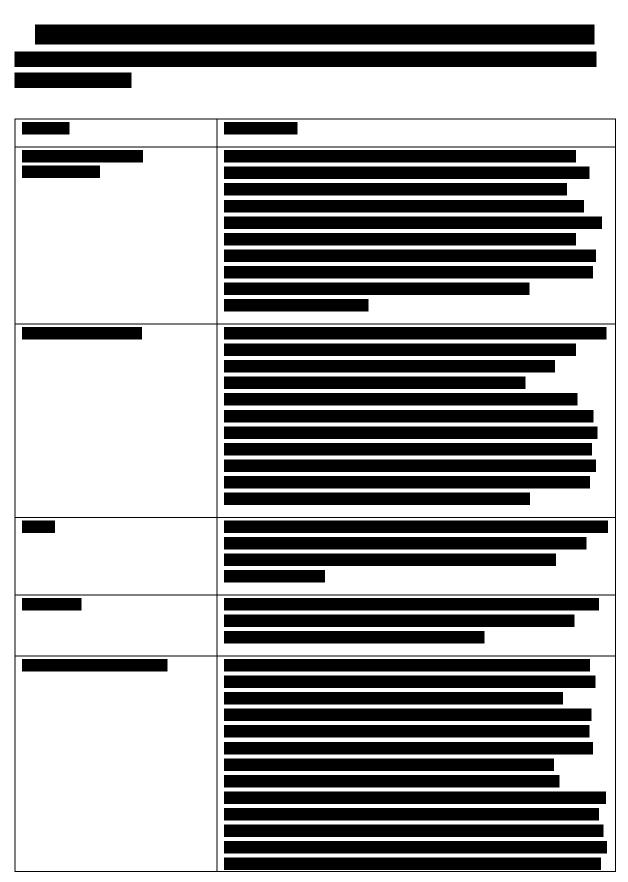


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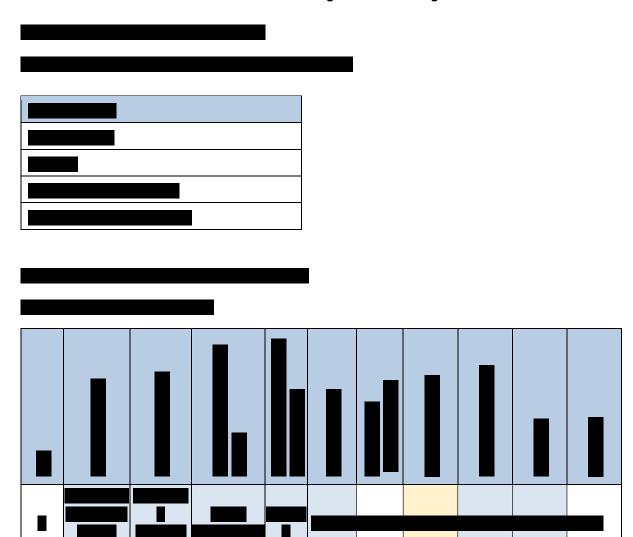


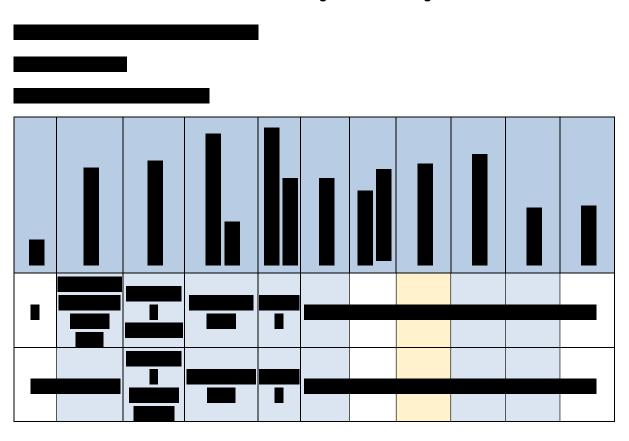


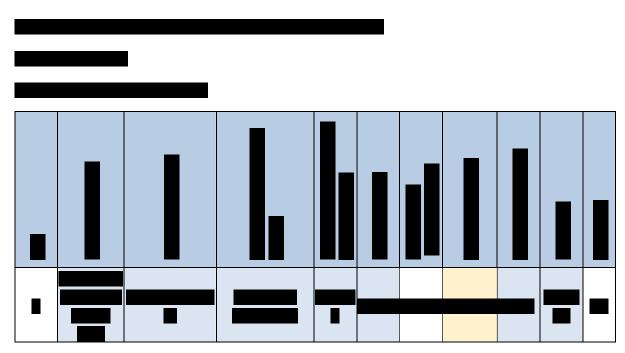


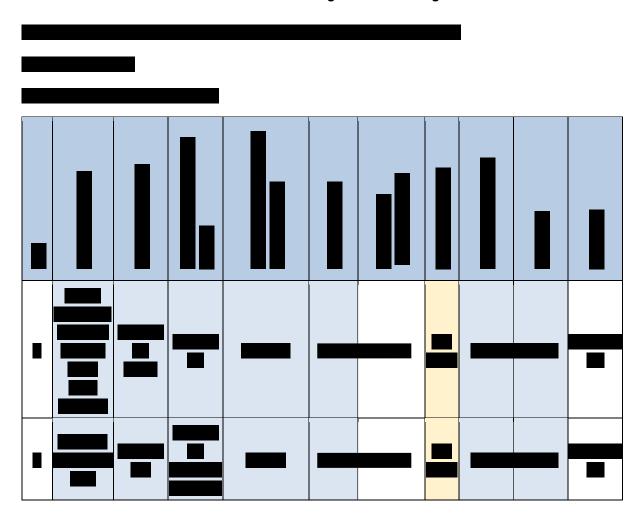
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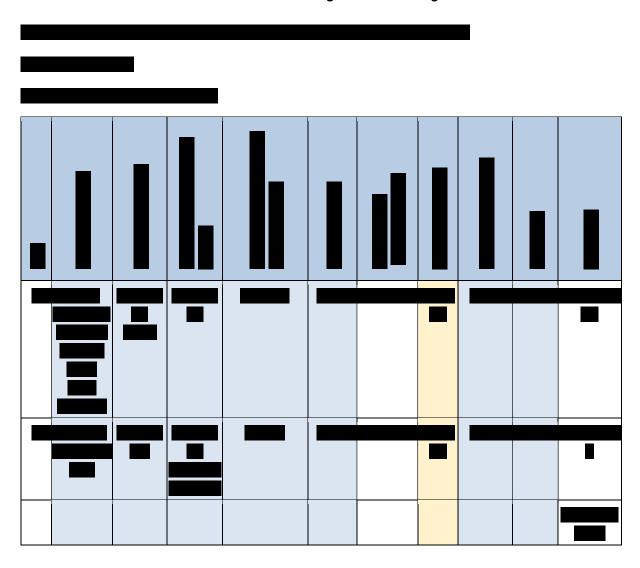
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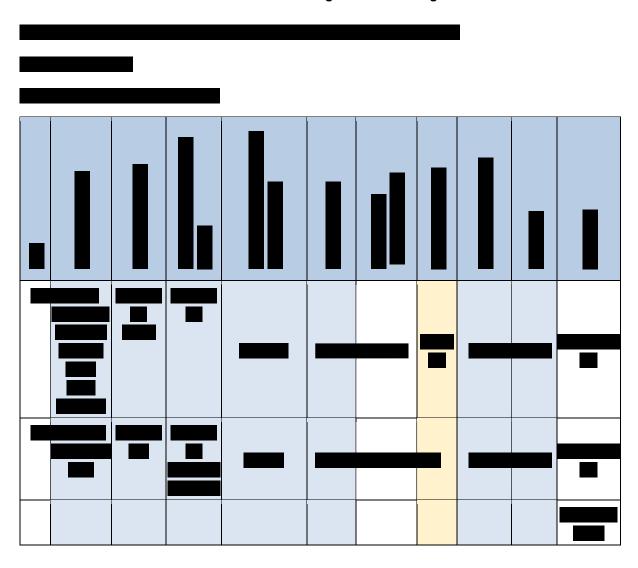




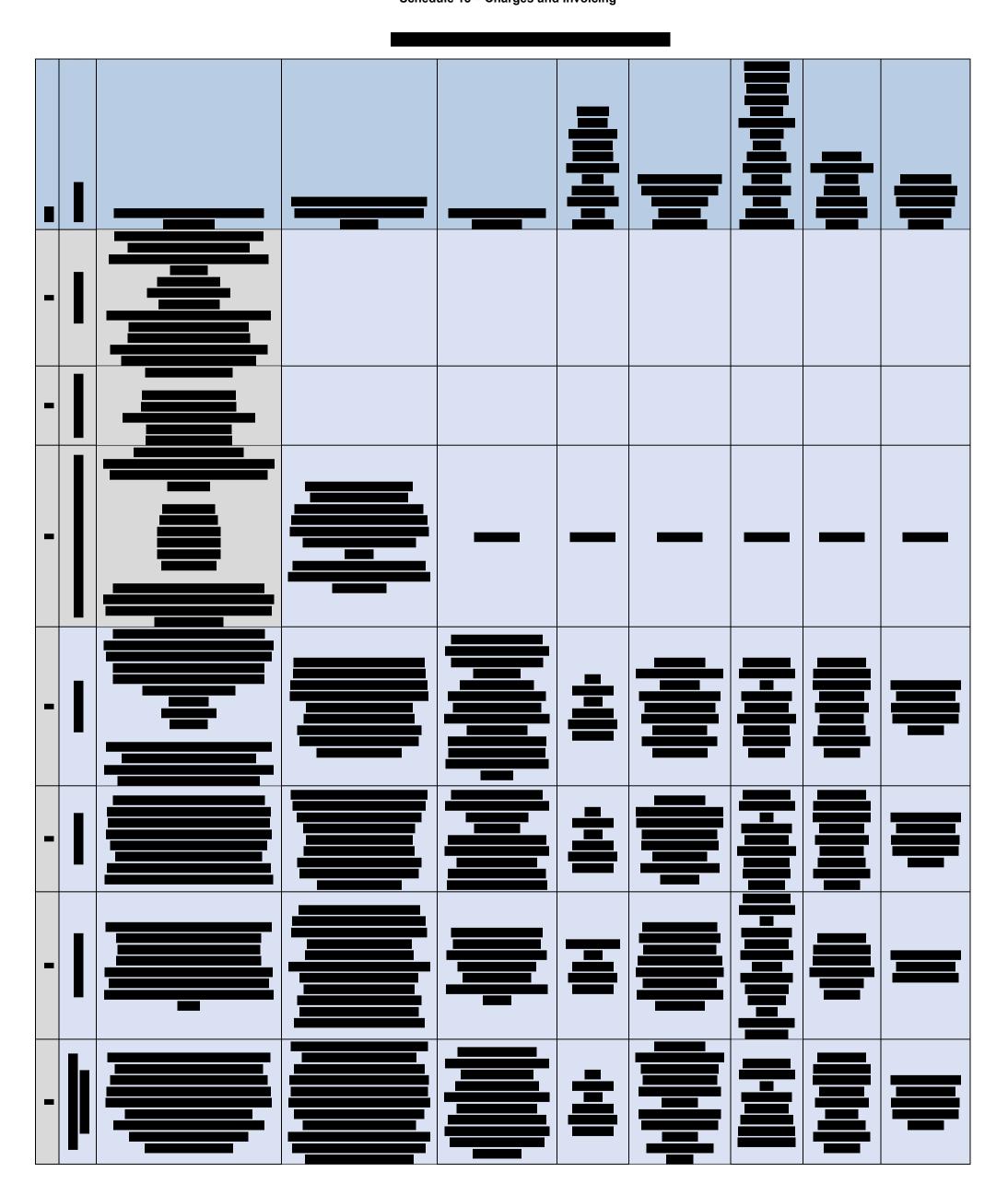




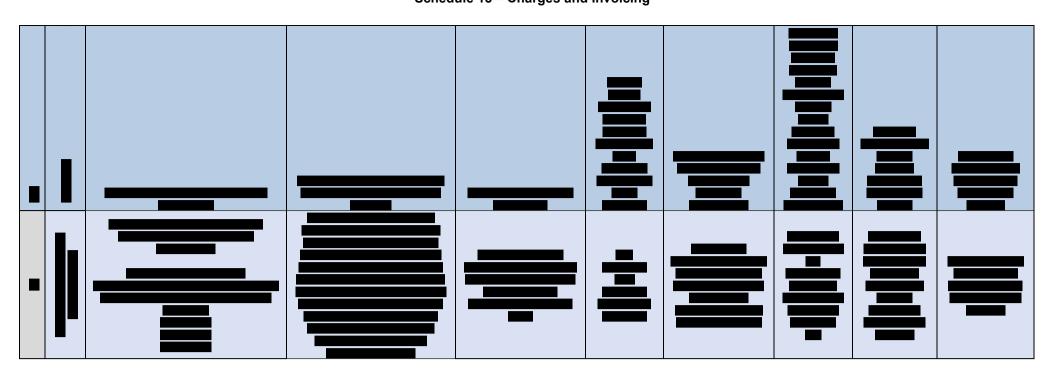




Technology Solution and Systems Integration Services
Schedule 15 – Charges and Invoicing



Technology Solution and Systems Integration Services
Schedule 15 – Charges and Invoicing



SCHEDULE 16

NOT USED

SCHEDULE 17

NOT USED

SCHEDULE 18

FINANCIAL DISTRESS

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

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Technology Solution and SaaS ERP Services Schedule 18 - Financial Distress

1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

> "Applicable Financial means the financial indicators from Paragraph 5.1

Indicators" of this Schedule which are to apply to the

Monitored Suppliers as set out in Paragraph 5.2 of

this Schedule:

"Board" means the Supplier's board of directors;

"Board Confirmation" means written confirmation from the Board in

accordance with Paragraph 8 of this Schedule;

"Credit Rating Level" a credit rating level as specified in Annex 1 of this

Schedule;

"Credit Rating

the minimum Credit Rating Level for each entity in Threshold"

the FDE Group as set out in Annex 2 of this

Schedule:

"FDE Group" means the Monitored Supplier;

"Financial Indicators" means each of the financial indicators set out at

> Paragraph 5.1 of this Schedule; and in respect of each Monitored Supplier, means those Applicable

Financial Indicators:

"Financial Target

Thresholds"

means the target thresholds for each of the Financial Indicators set out at Paragraph 5.1 of

this Schedule:

"Monitored Suppliers" means the entity specified at Paragraph 5.2 of this

Schedule:

"Rating Agencies" the rating agencies listed in Annex 1 of this

Schedule.

2 WARRANTIES AND DUTY TO NOTIFY

2.1 The parties acknowledge that the Supplier is ultimately a wholly owned subsidiary of Workday, Inc and the Supplier's own internal financial indicators are less effective indicators of financial distress which may impact the

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

Services than the financial indicators that can be monitored and reported in relation to Workday Inc. As a result, coupled with the benefit of the Comfort Letter referred to in Paragraph 4.8 and set out in Annex 5, the Parties have agreed that the Financial Indicators and Financial Target Thresholds set out in this Schedule shall apply in relation to Workday Inc, rather than the Supplier, as reflected in the definition of FDE Group.

- 2.2 The Supplier warrants and represents to the Authority for the benefit of the Authority that as at the Effective Date:
 - (a) the long term credit ratings issued for each entity in the FDE Group by each of the Rating Agencies are as set out in Annex 2 of this Schedule; and
 - (b) the financial position or, as appropriate, the financial performance of each entity in the FDE Group satisfies the Financial Target Thresholds.
- 2.3 The Supplier shall promptly notify (or shall procure that its auditors promptly notify) the Authority in writing if there is any downgrade in the credit rating issued by any Rating Agency for any entity in the FDE Group (and in any event within 5 Working Days of the occurrence of the downgrade).
- 2.4 The Supplier shall:
 - (a) regularly monitor the credit ratings of each entity in the FDE Group with the Rating Agencies;
 - (b) monitor and report on the Financial Indicators for each entity in the FDE Group against the Financial Target Thresholds at least at the frequency set out for each at Paragraph 5.1 (where specified) and in any event, on a regular basis and no less than once a year within one hundred and twenty (120) days after the Accounting Reference Date: and
 - (c) promptly notify (or shall procure that its auditors promptly notify) the Authority in writing following the occurrence of a Financial Distress Event or any fact, circumstance or matter which could cause a Financial Distress Event (and in any event, ensure that such notification is made within 10 Working Days of the date on which the Supplier first becomes aware of the Financial Distress Event or the fact, circumstance or matter which could cause a Financial Distress Event).
- 2.5 For the purposes of determining whether a Financial Distress Event has occurred pursuant to the provisions of Paragraphs 3.1(a), and for the purposes of determining relief under Paragraph 7.1, the credit rating of an

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

FDE Group entity shall be deemed to have dropped below the applicable Credit Rating Threshold if:

- (a) any of the Rating Agencies have given a Credit Rating Level for that entity which is below the applicable Credit Rating Threshold; or
- (b) a Rating Agency that is specified as holding a Credit Rating for an entity as set out at Annex 2 of this Schedule ceases to hold a Credit Rating for that entity.
- 2.6 Each report submitted by the Supplier pursuant to Paragraph 2.4(b) shall:
 - (a) be a single report with separate sections for each of the FDE Group entities:
 - (b) contain a sufficient level of information to enable the Authority to verify the calculations that have been made in respect of the Financial Indicators;
 - (c) include key financial and other supporting information (including any accounts data that has been relied on) as separate annexes;
 - (d) be based on the audited accounts for the date or period on which the Financial Indicator is based; and
 - (e) include a history of the Financial Indicators reported by the Supplier in graph form to enable the Authority to easily analyse and assess the trends in financial performance.

3 FINANCIAL DISTRESS EVENTS

- 3.1 The following shall be Financial Distress Events:
 - (a) the credit rating of an FDE Group entity dropping below the applicable Credit Rating Threshold;
 - (b) an FDE Group entity issuing a profits warning to a stock exchange or making any other public announcement, in each case about a material deterioration in its financial position or prospects;
 - (c) there being a public investigation into improper financial accounting and reporting, suspected fraud or any other impropriety of an FDE Group entity;
 - (d) an FDE Group entity committing a material breach of covenant to its lenders;

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

- (e) a Key Sub-contractor notifying the Authority that the Supplier has not satisfied any material sums properly due under a specified invoice and not subject to a genuine dispute;
- (f) any FDE Group entity extends the filing period for filing its accounts with the Registrar of Companies so that the filing period ends more than 9 months after its accounting reference date without an explanation to the Authority which the Authority (acting reasonably) considers to be adequate;
- (g) any FDE Group entity is late to file its annual accounts without a public notification or an explanation to the Authority which the Authority, acting reasonably, considers to be adequate;
- (h) the directors and/or external auditors of any FDE Group entity conclude that a material uncertainty exists in relation to that FDE Group entity's going concern in the annual report including in a reasonable but plausible downside scenario. This includes, but is not limited to, commentary about liquidity and trading prospects in the reports from directors or external auditors;
- (i) any of the following:
 - (i) any FDE Group entity makes a public announcement which contains adverse commentary with regards to that FDE Group entity's liquidity and trading and trading prospects, such as but not limited to, a profit warning or ability to trade as a going concern;
 - (ii) commencement of any litigation against an FDE Group entity with respect to financial indebtedness of an FDE Group entity greater than £5m or obligations under a service contract with a total contract value greater than £5m; and/or
 - (iii) the external auditor of an FDE Group entity expressing a qualified opinion on, or including an emphasis of matter in, its opinion on the statutory accounts of that FDE entity;

in each case which the Authority reasonably believes (or would be likely reasonably to believe) could directly impact on the continued performance and delivery of the Services in accordance with this Contract; and

(j) any one of the Financial Indicators set out at Paragraph 5 for any of the FDE Group entities failing to meet the required Financial Target Threshold.

4 CONSEQUENCES OF FINANCIAL DISTRESS EVENTS

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

- 4.1 Immediately upon notification by the Supplier of a Financial Distress Event (or if the Authority becomes aware of a Financial Distress Event without notification and brings the event to the attention of the Supplier), the Supplier shall have the obligations and the Authority shall have the rights and remedies as set out in Paragraphs 4.3 to 4.5.
- 4.2 In the event of a late or non-payment of a Key Sub-contractor pursuant to Paragraph 3.1(e), the Authority shall not exercise any of its rights or remedies under Paragraph 4.3 without first giving the Supplier 30 Working Days to:
 - (a) rectify such late or non-payment; or
 - (b) demonstrate to the Authority's reasonable satisfaction that there is a valid reason for late or non-payment.
- 4.3 The Supplier shall (and shall procure that any Monitored Supplier and/or any relevant Key Sub-contractor shall):
 - (a) at the request of the Authority, meet the Authority as soon as reasonably practicable (and in any event within 3 Working Days of the initial notification (or awareness) of the Financial Distress Event or such other period as the Authority may permit and notify to the Supplier in writing) to review the effect of the Financial Distress Event on the continued performance and delivery of the Services in accordance with this Contract; and
 - (b) where the Authority reasonably believes (taking into account the discussions and any representations made under Paragraph 4.3(a) that the Financial Distress Event could impact on the continued performance and delivery of the Services in accordance with this Contract:
 - (i) submit to the Authority for its approval, a draft Financial Distress Remediation Plan as soon as reasonably practicable (and in any event, within 10 Working Days of the initial notification (or awareness) of the Financial Distress Event or such other period as the Authority may permit and notify to the Supplier in writing); and
 - (ii) to the extent that it is legally permitted to do so and subject to Paragraph 4.7, provide such information relating to the Supplier, any Monitored Supplier and/or Key Sub-contractors as the Authority may reasonably require in order to understand the risk to the Services, which may include forecasts in relation to cash flow, orders and profits and details of financial measures being considered to mitigate the impact of the Financial Distress Event.

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

- 4.4 The Authority shall not withhold its approval of a draft Financial Distress Remediation Plan unreasonably. If the Authority does not approve the draft Financial Distress Remediation Plan, it shall inform the Supplier of its reasons and the Supplier shall take those reasons into account in the preparation of a further draft Financial Distress Remediation Plan, which shall be resubmitted to the Authority within 5 Working Days of the rejection of the first draft. This process shall be repeated until the Financial Distress Remediation Plan is either:
 - (a) approved by the Authority;
 - (b) referred, by notice sent by either Party to the other Party explaining why it thinks the Financial Distress Remediation Plan has not been approved, to commercial negotiation led by senior representatives who have authority to agree the Financial Distress Remediation Plan to be held within 28 days of the date of the notice; or
 - (c) finally rejected by the Authority.
- 4.5 Following approval of the Financial Distress Remediation Plan by the Authority, the Supplier shall:
 - (a) on a regular basis (which shall not be less than fortnightly):
 - (i) review and make any updates to the Financial Distress
 Remediation Plan as the Supplier may deem reasonably
 necessary and/or as may be reasonably requested by the
 Authority, so that the plan remains adequate, up to date and
 ensures the continued performance and delivery of the
 Services in accordance with this Contract; and
 - (ii) provide a written report to the Authority setting out its progress against the Financial Distress Remediation Plan, the reasons for any changes made to the Financial Distress Remediation Plan by the Supplier and/or the reasons why the Supplier may have decided not to make any changes;
 - (b) where updates are made to the Financial Distress Remediation Plan in accordance with Paragraph 4.5(a), submit an updated Financial Distress Remediation Plan to the Authority for its approval, and the provisions of Paragraphs 4.4 and 4.5(a) shall apply to the review and approval process for the updated Financial Distress Remediation Plan; and
 - (c) comply with the Financial Distress Remediation Plan (including any updated Financial Distress Remediation Plan) and ensure that it achieves the financial and performance requirements set out in the Financial Distress Remediation Plan.

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

- 4.6 Where the Supplier reasonably believes that the relevant Financial Distress Event under Paragraph 4.1 (or the circumstance or matter which has caused or otherwise led to it) no longer exists, it shall notify the Authority and the Parties may agree that the Supplier shall be relieved of its obligations under Paragraph 4.5.
- 4.7 The Supplier shall use reasonable endeavours to put in place the necessary measures to ensure that the information specified at Paragraph 4.3(b)(ii) is available when required and on request from the Authority and within reasonable timescales. Such measures may include:
 - (a) obtaining in advance written authority from Key Sub-contractors and/or Monitored Suppliers authorising the disclosure of the information to the Authority and/or entering into confidentiality agreements which permit disclosure;
 - (b) agreeing in advance with the Authority, Key Sub-contractors and/or Monitored Suppliers a form of confidentiality agreement to be entered by the relevant parties to enable the disclosure of the information to the Authority;
 - (c) putting in place any other reasonable arrangements to enable the information to be lawfully disclosed to the Authority (which may include making price sensitive information available to Authority nominated personnel through confidential arrangements, subject to their consent); and
 - (d) disclosing the information to the fullest extent that it is lawfully entitled to do so, including through the use of redaction, anonymisation and any other techniques to permit disclosure of the information without breaching a duty of confidentiality.
- 4.8 The parties acknowledge that the Supplier's parent Company Workday Inc has provided a Comfort Letter as set out in Annex 5. The Parties agree that in the event of a Financial Distress Event that affects the Supplier, the Financial Distress Remediation Plan shall in the first instance rely upon the support of Workday Inc and the Authority shall not unreasonably withhold consent or approval of such Financial Distress Plan.

5 FINANCIAL INDICATORS

5.1 Subject to the calculation methodology set out at Annex 3 of this Schedule, the Financial Indicators and the corresponding calculations and thresholds used to determine whether a Financial Distress Event has occurred in respect of those Financial Indicators, shall be as follows:

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

Financial Indicator	Calculation ¹	Financial Target Threshold:	Monitoring and Reporting Frequency
1 Acid Ratio	Acid Ratio = (Current Assets – Inventories) / Current Liabilities	> 1.0 times	Tested and reported half yearly in arrears within 90 days of each half year end based upon figures at the relevant half year end
2 Credit Rating Level	Check against previous level	N/A	Checked half yearly in arrears within 120 days of each accounting reference date and in line with parallel Credit Rating provisions herein

Key: ¹ – See Annex 3 of this Schedule which sets out the calculation methodology to be used in the calculation of each Financial Indicator.

5.2 Monitored Suppliers

Monitored Supplier	Applicable Financial Indicators
Workday Inc.	the Financial Indicators in the table in Paragraph 5.1 above

6 TERMINATION RIGHTS

- 6.1 The Authority shall be entitled to terminate this Contract under Clause 31.1(b) (*Termination by the Authority*) if:
 - (a) the Supplier fails to notify the Authority of a Financial Distress Event in accordance with Paragraph 2.3(c);
 - (b) the Supplier fails to comply with any part of Paragraph 4.3;
 - (c) the Authority finally rejects a Financial Distress Remediation Plan (or any updated Financial Distress Remediation Plan) in accordance with Paragraphs 4.4 to 4.5(a); and/or

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

(d) the Supplier fails to comply with the terms of the Financial Distress Remediation Plan (or any updated Financial Distress Remediation Plan) in accordance with Paragraph 4.5(c).

7 PRIMACY OF CREDIT RATINGS

- 7.1 Without prejudice to the Supplier's obligations and the Authority's rights and remedies under Paragraph 2, if, following the occurrence of a Financial Distress Event pursuant to any of Paragraphs 3.1(b) to 3.1(j), the Rating Agencies review and report subsequently that the credit ratings for the FDE Group entities do not drop below the relevant Credit Rating Thresholds specified for those entities in Annex 2 of this Schedule, then:
 - (a) the Supplier shall be relieved automatically of its obligations under Paragraphs 4.3 to 4.5; and
 - (b) the Authority shall not be entitled to require the Supplier to provide financial information in accordance with Paragraph 4.3(b)(ii).

8 **BOARD CONFIRMATION**

- 8.1 If this Contract has been specified as a Critical Service Contract under Paragraph 1.1 of Part B to Schedule 26 (Service Continuity Plan and Corporate Resolution Planning) then, subject to Paragraph 8.4 of this Schedule, the Supplier shall within one hundred and twenty (120) days after each Accounting Reference Date or within 15 months of the previous Board Confirmation (whichever is the earlier) provide a Board Confirmation to the Authority in the form set out at Annex 4 of this Schedule, confirming that to the best of the Board's knowledge and belief, it is not aware of and has no knowledge:
 - that a Financial Distress Event has occurred since the later of the Effective Date or the previous Board Confirmation or is subsisting; or
 - (b) of any matters which have occurred or are subsisting that could reasonably be expected to cause a Financial Distress Event.
- 8.2 The Supplier shall ensure that in its preparation of the Board Confirmation it exercises due care and diligence and has made reasonable enquiry of all relevant Supplier Personnel and other persons as is reasonably necessary to understand and confirm the position.
- 8.3 In respect of the first Board Confirmation to be provided under this Contract, the Supplier shall provide the Board Confirmation within 15 months of the Effective Date if earlier than the timescale for submission set out in Paragraph 8.1 of this Schedule.

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8.4 Where the Supplier is unable to provide a Board Confirmation in accordance with Paragraphs 8.1 to 8.3 of this Schedule due to the occurrence of a Financial Distress Event or knowledge of subsisting matters which could reasonably be expected to cause a Financial Distress Event, it will be sufficient for the Supplier to submit in place of the Board Confirmation, a statement from the Board of Directors to the Authority (and where the Supplier is a Strategic Supplier, the Supplier shall send a copy of the statement to the Cabinet Office Markets and Suppliers Team) setting out full details of any Financial Distress Events that have occurred and/or the matters which could reasonably be expected to cause a Financial Distress Event.

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

ANNEX 1: RATING AGENCIES AND THEIR STANDARD RATING SYSTEM

- Rating Agency 1 (e.g. Standard and Poors)
 - Credit Rating Level 1 = AAA
 - Credit Rating Level 2 = AA+
 - Credit Rating Level 3 = AA
 - Credit Rating Level 4 = AA-
 - Credit Rating Level 5 = A+
 - Credit Rating Level 6 = A
 - Credit Rating Level 7 = A-
 - Credit Rating Level 8 = BBB+
 - Credit Rating Level 9 = BBB
 - o Credit Rating Level 10 = BBB-
 - o Etc.
- Rating Agency 2 (e.g. Moodys)
 - Credit Rating Level 1 = Aaa
 - Credit Rating Level 2 = Aa1
 - Credit Rating Level 3 = Aa2
 - Credit Rating Level 4 = Aa3
 - Credit Rating Level 5 = A1
 - Credit Rating Level 6 = A2
 - Credit Rating Level 7 = A3
 - Credit Rating Level 8 = Baa1
 - Credit Rating Level 9 = Baa2
 - Credit Rating Level 10 = Baa3
 - o Etc.
- Dun & Bradstreet Financial Strength Indicator

Technology Solution and SaaS ERP Services Schedule 18 – Financial Distress

0	Financial Strength Indicator Level 1 = 5A
0	Financial Strength Indicator Level 2 = 4A
0	Financial Strength Indicator Level 3 = 3A
0	Financial Strength Indicator Level 4 = 2A

- Financial Strength Indicator Level 5 = 1A
- Financial Strength Indicator Level 6 = A
- Financial Strength Indicator Level 7 = B
- Financial Strength Indicator Level 8 = C
- Financial Strength Indicator Level 9 = D
- Financial Strength Indicator Level 10 = E
- Financial Strength Indicator Level 11 = F
- Financial Strength Indicator Level 12 = G
- Financial Strength Indicator Level 13 = H
- Financial Strength Indicator Level 14 = O
- Financial Strength Indicator Level 15 = NQ

Dun & Bradstreet Risk Indicator

- Risk Indicator Level 1 = Minimal risk
- Risk Indicator Level 2 = Low risk
- Risk Indicator Level 3 = Slightly greater than average risk
- Risk Indicator Level 4 = Significant level of risk

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ANNEX 2: CREDIT RATINGS AND CREDIT RATING THRESHOLDS

Entity	Credit Rating (long term)	Credit Rating Threshold
	(insert credit rating issued for the entity at the Effective Date)	(insert the actual rating (e.g. AA-) or the Credit Rating Level (e.g. Credit Rating Level 3)

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ANNEX 3: CALCULATION METHODOLOGY FOR FINANCIAL INDICATORS

The Supplier shall ensure that it uses the following general and specific methodologies for calculating the Financial Indicators against the Financial Target Thresholds for each FDE Group entity:

General methodology

- 1 Terminology: The terms referred to in this Annex are those used by UK companies in their financial statements. Where the entity is not a UK company, the corresponding items should be used even if the terminology is slightly different (for example a charity would refer to a surplus or deficit rather than a profit or loss).
- 1 *Groups*: Where the entity is the holding company of a group and prepares consolidated financial statements, the consolidated figures should be used.
- 2 Foreign currency conversion: Figures denominated in foreign currencies should be converted at the exchange rate in force at the relevant date for which the Financial Indicator is being calculated.
- 3 *Treatment of non-underlying items*: Financial Indicators should be based on the figures in the financial statements before adjusting for non-underlying items.

Specific Methodology

Financial Indicator	Specific Methodology	
Acid Ratio	All elements that are used to calculate the Acid Ratio are available on the face of the Balance Sheet in a standard set of financial statements.	
Credit Rating Level		

Technology Solution and SaaS ERP Services Schedule 8 – Supplier Solution

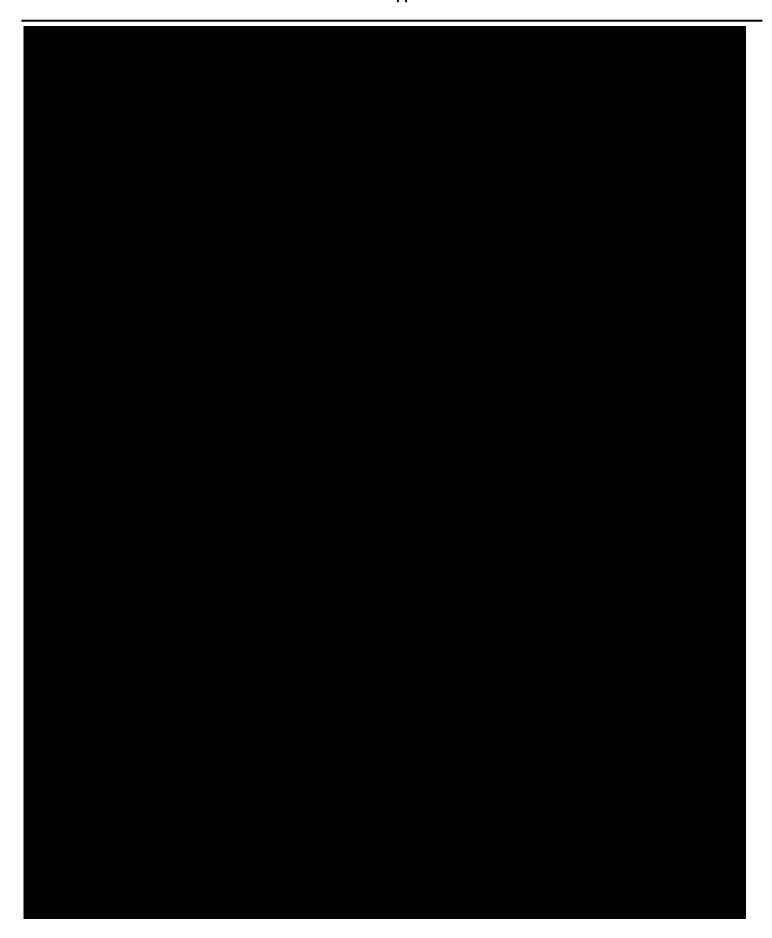
ANNEX 4: BOARD CONFIRMATION

Supplier Name	:		
Contract Refer	ence Number:		
of Sched exercised Supplier	The Board of Directors acknowledge the requirements set out at paragraph 8 of Schedule 18 (Financial Distress) and confirm that the Supplier has exercised due care and diligence and made reasonable enquiry of all relevan Supplier Personnel and other persons as is reasonably necessary to enable the Board to prepare this statement.		
as at the	The Board of Directors confirms, to the best of its knowledge and belief, that as at the date of this Board Confirmation it is not aware of and has no knowledge:		
(a)	(a) that a Financial Distress Event has occurred since the later of the previous Board Confirmation and the Effective Date or is subsisting		
(b)	of any matters which have occurred or are subsisting that could reasonably be expected to cause a Financial Distress Event		
On behal	f of the Board of I	Directors:	
	Chair		
	Signed		
	Date		
	Director		
	Signed		

Date

.....

Technology Solution and SaaS ERP Services Schedule 8 – Supplier Solution



SCHEDULE 19

FINANCIAL REPORTS AND AUDIT RIGHTS

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

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Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

"Annual Contract Report"

the annual contract report to be provided by the Supplier to the Authority pursuant to Paragraph 1 of Part B:

"Audit Agents"

- (a) the Authority's internal and external auditors:
- (b) the Authority's statutory or regulatory auditors;
- (c) the Comptroller and Auditor General, their staff and/or any appointed representatives of the National Audit Office;
- (d) HM Treasury or the Cabinet Office;
- (e) any party formally appointed by the Authority to carry out audit or similar review functions; and
- (f) successors or assigns of any of the above;

"Contract Amendment Report"

the contract amendment report to be provided by the Supplier to the Authority pursuant to Paragraph 1 of Part B;

"Final Reconciliation Report"

the final reconciliation report to be provided by the Supplier to the Authority pursuant to Paragraph 1 of Part B;

"Financial Model"

the Contract Inception Report, the latest Annual Contract Report or the latest Contract Amendment Report, whichever has been most recently approved by the Authority in accordance with Paragraph 2 of Part B;

"Financial Reports"

the Contract Inception Report and the reports listed in the table in Paragraph 1.1 of Part B;

"Financial Representative"

a reasonably skilled and experienced member of the Supplier's staff who has specific responsibility for preparing, maintaining, facilitating access to, discussing and explaining the Financial Reports;

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

"Material Change" a Change which:

- (a) materially changes the profile of the Charges; or
- (b) varies the total Charges payable during the Term (as forecast in the latest Financial Model) by:
 - (i) 5% or more; or
 - (ii) £1m or more.

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

PART A: NOT USED

1 NOT USED

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

PART B: FINANCIAL REPORTS

1 PROVISION OF THE FINANCIAL REPORTS

1.1 The Supplier shall provide during the Term the following financial reports to the Authority, in the frequency specified below:

Financial Report	When to be provided
Contract Amendment Report	Within 1 month of a Material Change being agreed between the Supplier and the Authority
Annual Contract Report	Within 1 month of the end of the Contract Year to which that report relates
Final Reconciliation Report	Within 6 months after the end of the Term

- 1.2 The Supplier shall provide to the Authority the Financial Reports in the same software package (Microsoft Excel or Microsoft Word), layout and format as shall be agreed by the Parties for the purposes of this Contract. The Authority shall be entitled to modify the template for any Financial Report by giving written notice to the Supplier, including a copy of the updated template.
- 1.3 A copy of each Financial Report shall be held by both the Authority and the Supplier. If there is a Dispute regarding a Financial Report, the Authority's copy of the relevant Financial Report shall be authoritative.
- 1.4 Each Financial Report shall:
 - (a) be completed by the Supplier using reasonable skill and care;
 - (b) incorporate and use the same defined terms as are used in this Contract;
 - (c) quote all monetary values in pounds sterling; and
 - (d) quote all Charges based on current prices.
- 1.5 Each Annual Contract Report and the Final Reconciliation Report shall be approved by the Supplier's relevant financial supervisory officer for this Contract (which may be the Financial Representative) and shall be:
 - (a) accurate and not misleading;
 - (b) prepared in conformity with generally accepted accounting principles within the United Kingdom;

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

- (c) a true and fair reflection of the information included within the Supplier's management and statutory accounts; and
- (d) compliant with the requirements of Paragraph 1.6.
- 1.6 The Supplier shall:
 - (a) prepare each Financial Report using the same methodology as that used for the Contract Inception Report
- 1.7 During the Term, and for a period of 18 months following the end of the Term, the Supplier shall make available the Financial Representative at reasonable times and on reasonable notice to answer any queries that the Authority may have on any of the Financial Reports.
- 1.8 If the Supplier becomes aware of the occurrence, or the likelihood of the future occurrence, of an event which will or may have a material effect on:
 - (a) the forecast Charges for the remainder of the Term,

the Supplier shall, as soon as practicable, notify the Authority in writing of the event in question detailing the actual or anticipated effect. For the avoidance of doubt, notifications provided in accordance with this Paragraph 1.8 shall not have the effect of amending any provisions of this Contract.

2 FINANCIAL REVIEW

- 2.1 Following the delivery by the Supplier of each Annual Contract Report and any Contract Amendment Report:
 - the Parties shall meet to discuss its contents within 10 Working
 Days of receipt (or such other period as the Parties shall agree).
 The Financial Representative shall attend the meeting;
 - (b) the Supplier shall make appropriate Supplier Personnel and advisers available to discuss any variations between the relevant Financial Report and immediately preceding Annual Contract Report or Contract Amendment Report (as the case may be) and to explain such variations (with reference to supporting evidence) to the satisfaction of the Authority; and
 - (c) the Authority shall either within 10 Working Days of the meeting referred to in Paragraph 2.1(a) notify the Supplier that:
 - (i) the relevant Financial Report contains errors or omissions or that further explanations or supporting information is required, in which event the Supplier shall make any necessary modifications to the Financial Report and/or supply the Authority with such supporting evidence as is required to address the Authority's concerns within 10 Working Days of such notification and the Authority shall following receipt of such amended Financial Report and/or

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

supporting information, approve or reject such Financial Report; or

- (ii) the Authority has approved the relevant Financial Report.
- 2.2 Following approval by the Authority of the relevant Financial Report in accordance with Paragraph 2.1(c), that version shall become, with effect from the date of such approval, the current approved version of the Financial Model for the purposes of this Contract, a version of which shall be held by both the Authority and the Supplier.
- 2.3 If the Parties are unable to reach agreement on any Financial Report within 30 Working Days of its receipt by the Authority, the matter shall be referred for determination in accordance with Schedule 23 (Dispute Resolution Procedure)

3 DISCUSSION FINAL RECONCILIATION REPORT

3.1 Following the delivery by the Supplier of the Final Reconciliation Report, the Parties shall meet to discuss its contents within 10 Working Days of receipt (or such other period as the Parties shall agree). The Financial Representative shall attend the meeting.

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

PART C: AUDIT RIGHTS

1 AUDIT RIGHTS

- 1.1 The Authority, acting by itself or through its Audit Agents, shall have the right during the Term and for a period of 18 months thereafter, to assess compliance by the Supplier of the Supplier's obligations under this Contract, including for the following purposes:
 - (a) to verify the integrity and content of any Financial Report;
 - to verify the accuracy of the Charges and any other amounts payable by the Authority under this Contract (and proposed or actual variations to such Charges and payments);
 - (c) not used;
 - (d) not used;
 - (e) not used;
 - (f) to identify or investigate actual or suspected fraud, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Authority shall have no obligation to inform the Supplier of the purpose or objective of its investigations;
 - (g) to identify or investigate any circumstances which may impact upon the financial stability of the Supplier and/or any Key Sub-contractors or their ability to perform the Services;
 - (h) to obtain such information as is necessary to fulfil the Authority's obligations to supply information for parliamentary, ministerial, judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;
 - (i) to review any books of account and the internal contract management accounts kept by the Supplier in connection with this Contract;
 - to carry out the Authority's internal and statutory audits and to prepare, examine and/or certify the Authority's annual and interim reports and accounts;
 - (k) to enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources:
 - (I) to verify the accuracy and completeness of any Management Information delivered or required by this Contract;

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

- (m) to review any Performance Monitoring Reports and/or other records relating to the Supplier's performance of the Services and to verify that these reflect the Supplier's own internal reports and records;
- (n) not used;
- (o) not used;
- (p) not used;
- (q) not used;
- (r) to review the Supplier's compliance with the Standards;
- (s) not used; and/or
- (t) to review the integrity, confidentiality and security of the Authority Data.
- 1.2 Except where an audit is imposed on the Authority by a regulatory body or where the Authority has reasonable grounds for believing that the Supplier has not complied with its obligations under this Contract or the audit is to identify or investigate actual or suspected fraud, impropriety or accounting mistakes or breach or threatened breach of security, the Authority may not conduct an audit of the Supplier more than twice in any Contract Year.
- 1.3 Nothing in this Contract shall prevent or restrict the rights of the Comptroller and/or Auditor General and/or their representatives from carrying out an audit, examination or investigation of the Supplier for the purposes of and pursuant to applicable Law.

2 **CONDUCT OF AUDITS**

- 2.1 The Authority shall during each audit comply with those reasonable security, sites, systems and facilities operating procedures of the Supplier and use its reasonable endeavours to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Services. The Authority and the Supplier will mutually agree upon the scope, timing, duration, and control and evidence requirements (with agreement not to be unreasonably withheld or delayed by either Party.
- 2.2 Subject to the Authority's obligations of confidentiality, the Supplier shall on demand provide the Authority and the Audit Agents with all reasonable cooperation and assistance (and shall use reasonable endeavours to procure such co-operation and assistance from its Sub-contractors) in relation to each audit, including:
 - (a) all information requested by the Authority within the permitted scope of the audit;
 - (b) reasonable access to any Sites under the control of the Supplier;

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

- (c) not used; and
- (d) access to Supplier Personnel.
- 2.3 The Supplier shall implement all measurement and monitoring tools and procedures necessary to measure and report on the Supplier's performance of the Services against the applicable Performance Indicators at a level of detail sufficient to verify compliance with the Performance Indicators.
- 2.4 The Authority shall endeavour to (but is not obliged to) provide at least 15 Working Days' notice of its intention to conduct an audit. Any third party auditor appointed by the Authority shall first enter into suitable terms of confidentiality with the Authority which are no less onerous than the confidentiality provisions set out in this Contract.



3 USE OF SUPPLIER'S INTERNAL AUDIT TEAM

- 3.1 As an alternative to the Authority's right pursuant to Paragraph 1.1 to exercise an audit either itself or through its Audit Agents, the Authority may require in writing that an audit is undertaken by the Supplier's own internal audit function for any of the purposes set out in Paragraph 1.1.
- 3.2 Following the receipt of a request from the Authority under Paragraph 3.1 above, the Supplier shall procure that the relevant audit is undertaken as soon as reasonably practicable and that the Authority has unfettered access to:
 - (a) the resultant audit reports; and
 - (b) all relevant members of the Supplier's internal audit team for the purpose of understanding such audit reports.

4 RESPONSE TO AUDITS

- 4.1 If an audit undertaken pursuant to Paragraphs 1 or 3 identifies that:
 - (a) the Supplier has committed a Default, the Authority may (without prejudice to any rights and remedies the Authority may have) require the Supplier to correct such Default as soon as reasonably

Technology Solution and SaaS ERP Services Schedule 19 – Financial Reports and Audit Rights

practicable and, if such Default constitutes a Notifiable Default, to comply with the Rectification Plan Process;

- (b) there is an error in a Financial Report, the Supplier shall promptly rectify the error;
- (c) the Authority has overpaid any Charges, the Supplier shall pay to the Authority:
 - (i) the amount overpaid;
 - (ii) interest on the amount overpaid at the applicable rate under the Late Payment of Commercial Debts (Interest) Act 1998, accruing on a daily basis from the date of overpayment by the Authority up to the date of repayment by the Supplier; and
 - (iii) the reasonable costs incurred by the Authority in undertaking the audit.

the Authority may exercise its right to deduct such amount from the Charges if it prefers; and

(d) the Authority has underpaid any Charges, the Supplier shall not be entitled to increase the Charges paid or payable by the Authority.

SCHEDULE 20

NOT USED

SCHEDULE 21

GOVERNANCE

Technology Solution and SaaS ERP Services Schedule 21 – Governance

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Technology Solution and SaaS ERP Services Schedule 21 – Governance

1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

"Board Member" the initial persons appointed by the Authority and

Supplier to the Boards as set out in Annex 1 and any replacements from time to time agreed by the

Parties in accordance with Paragraph 3.3;

"Boards" the Service Management Board, Programme

Board, Change Management Board, Technical Board and Risk Management Board and "Board"

shall mean any of them;

"Change Management

Board"

the body described in Paragraph 6;

"Project Managers" the individuals appointed as such by the Authority

and the Supplier in accordance with Paragraph 2;

"Risk Management

Board"

the body described in Paragraph 8;

"Service Management

Board"

the body described in Paragraph 4; and

"**Technical Board**" the body described in Paragraph 7.

2 MANAGEMENT OF THE SERVICES

- 2.1 The Supplier and the Authority shall each appoint a project manager for the purposes of this Contract through whom the Services shall be managed at a day-to-day.
- 2.2 Both Parties shall ensure that appropriate resource is made available on a regular basis such that the aims, objectives and specific provisions of this Contract can be fully realised.

3 BOARDS

Establishment and structure of the Boards

- 3.1 The Boards shall be established by the Authority for the purposes of this Contract on which both the Supplier and the Authority shall be represented.
- 3.2 In relation to each Board, the:
 - (a) Authority Board Members;

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- (b) Supplier Board Members;
- (c) frequency that the Board shall meet (unless otherwise agreed between the Parties);
- (d) location of the Board's meetings; and
- (e) planned start date by which the Board shall be established,

shall be as set out in Annex 1.

3.3 In the event that either Party wishes to replace any of its appointed Board Members, that Party shall notify the other in writing of the proposed change for agreement by the other Party (such agreement not to be unreasonably withheld or delayed). Notwithstanding the foregoing it is intended that each Authority Board Member has at all times a counterpart Supplier Board Member of equivalent seniority and expertise.

Board meetings

- 3.4 Each Party shall ensure that its Board Members shall make all reasonable efforts to attend Board meetings at which that Board Member's attendance is required. If any Board Member is not able to attend a Board meeting, that person shall use all reasonable endeavours to ensure that:
 - (a) a delegate attends the relevant Board meeting in his/her place who (wherever possible) is properly briefed and prepared; and
 - (b) that he/she is debriefed by such delegate after the Board Meeting.
- 3.5 A chairperson shall be appointed by the Authority for each Board as identified in Annex 1. The chairperson shall be responsible for:
 - (a) scheduling Board meetings;
 - (b) setting the agenda for Board meetings and circulating to all attendees in advance of such meeting;
 - (c) chairing the Board meetings;
 - (d) monitoring the progress of any follow up tasks and activities agreed to be carried out following Board meetings;
 - (e) ensuring that minutes for Board meetings are recorded and disseminated electronically to the appropriate persons and to all Board meeting participants within seven Working Days after the Board meeting; and
 - (f) facilitating the process or procedure by which any decision agreed at any Board meeting is given effect in the appropriate manner.

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- 3.6 Board meetings shall be quorate as long as at least two representatives from each Party are present.
- 3.7 The Parties shall ensure, as far as reasonably practicable, that all Boards shall as soon as reasonably practicable resolve the issues and achieve the objectives placed before them. Each Party shall endeavour to ensure that Board Members are empowered to make relevant decisions or have access to empowered individuals for decisions to be made to achieve this.

4 ROLE OF THE SERVICE MANAGEMENT BOARD

- 4.1 The Service Management Board shall be responsible for the executive management of the Services and shall:
 - (a) be accountable to the Programme Board for comprehensive oversight of the Services and for the senior management of the operational relationship between the Parties;
 - (b) report to the Programme Board on significant issues requiring decision and resolution by the Programme Board and on progress against the high level Implementation Plan;
 - (c) receive reports from the Project Managers on matters such as issues relating to delivery of existing Services and performance against Performance Indicators, progress against the Implementation Plan and possible future developments;
 - (d) review and report to the Programme Board on service management, co-ordination of individual projects and any integration issues;
 - (e) deal with the prioritisation of resources and the appointment of Project Managers on behalf of the Parties;
 - (f) consider and resolve Disputes (including Disputes as to the cause of a Delay or the performance of the Services) in the first instance and if necessary escalate the Dispute to the Programme Board; and
 - (g) develop operational/supplier relationship and develop and propose the relationship development strategy and ensure the implementation of the same.

5 ROLE OF THE PROGRAMME BOARD

- 5.1 The Programme Board shall:
 - (a) provide senior level guidance, leadership and strategy for the overall delivery of the Services;

Technology Solution and SaaS ERP Services Schedule 21 – Governance

- (b) be the point of escalation from the Change Management Board, the Technical Board and the Service Management Board; and
- (c) carry out the specific obligations attributed to it in Paragraph 5.2.

5.2 The Programme Board shall:

- (a) ensure that this Contract is operated throughout the Term in a manner which optimises the value for money and operational benefit derived by the Authority and the commercial benefit derived by the Supplier;
- (b) receive and review reports from the Service Management Board and review reports on technology, service and other developments that offer potential for improving the benefit that either Party is receiving, in particular value for money;
- (c) determine business strategy and provide guidance on policy matters which may impact on the implementation of the Services or on any Optional Services;
- (d) authorise the commissioning and initiation of, and assess opportunities for, Optional Services; and
- (e) provide guidance and authorisation to the Change Management Board on relevant Changes.

6 ROLE OF THE CHANGE MANAGEMENT BOARD

- 6.1 The Change Management Board shall assess the impact and approve or reject all Change Requests. Changes which will have a significant impact on the Services shall be escalated to the Programme Board.
- 6.2 The Change Management Board shall:
 - (a) analyse and record the impact of all Changes, specifically whether the proposed Change:
 - (i) has an impact on other areas or aspects of this Contract and/or other documentation relating to the Services;
 - (ii) has an impact on the ability of the Authority to meet its agreed business needs within agreed time-scales;
 - (iii) will raise any risks or issues relating to the proposed Change; and
 - (iv) will provide value for money in consideration of any changes to the Financial Model, future Charges and/or Performance Indicators and Target Performance Levels;

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- (b) provide recommendations, seek guidance and authorisation from the Programme Board as required; and
- (c) approve or reject (close) all proposed Changes.

7 ROLE OF THE TECHNICAL BOARD

- 7.1 The Technical Board shall be accountable to the Programme Board for oversight of the technology used in the Supplier Solution and ensuring that technological choices are made to maximise the long term value of the Supplier Solution as a business asset of the Authority.
- 7.2 The Technical Board shall:
 - (a) ensure compliance with the Standards, Matrix Enterprise architecture principles and Matrix Design Principles;
 - (b) grant dispensations for variations from such compliance where appropriate.
 - (c) assure the coherence and consistency of the systems architecture for the Supplier Solution.
 - (d) monitor developments in new technology and reporting on their potential benefit to the Services.
 - (e) provide advice, guidance and information on technical issues; and
 - (f) assure that the technical architecture of the Supplier Solution is aligned to the Service Requirements and has sufficient flexibility to cope with future requirements of the Authority.

8 ROLE OF THE RISK MANAGEMENT BOARD

- 8.1 The Risk Management Board shall identify and manage risks relating to the performance of the Services.
- 8.2 The Risk Management Board shall:
 - (a) provide assurance to the Programme Board that risks are being effectively managed across the Services, including reporting the 'top 5' risks to the Programme Board on a monthly basis;
 - (b) identify the risks to be reported to the Programme Board via the regular risk reports;
 - (c) subject to the Change Control Procedure, accept or reject new risks proposed for inclusion in the Risk Register;
 - (d) ratify or refuse requests to close risks on the Risk Register; and

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(e) identify risks relating to or arising out of the performance of the Services and provisional owners of these risks.

9 CONTRACT MANAGEMENT MECHANISMS

- 9.1 Both Parties shall pro-actively manage risks attributed to them under the terms of this Contract.
- 9.2 The Supplier shall develop, operate, maintain and amend, as agreed with the Authority, processes for:
 - (a) the identification and management of risks;
 - (b) the identification and management of issues; and
 - (c) monitoring and controlling project plans.
- 9.3 The Risk Register shall be updated by the Supplier and submitted for review by the Risk Management Board.

10 ANNUAL REVIEW

- 10.1 An annual review meeting shall be held throughout the Term on a date to be agreed between the Parties.
- 10.2 The meetings shall be attended by the Workday Government Director of the Supplier and the Program Director of the Authority and any other persons considered by the Authority necessary for the review.

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ANNEX 1: REPRESENTATION AND STRUCTURE OF BOARDS

Service Management Board

Authority Members of Service Management Board	Programme Director (Chairperson)
Management Board	Programme Manager (Deputy Chairperson)
	Single Departmental Leads
	Lead Technical for Matrix Cluster departments
	Lead Commercial Director for Matrix Cluster departments
	Lead Digital Director for Matrix Cluster departments
	Cloud User Departmental Lead
	HR/User Engagement Lead
	Finance Lead
	HR Directors
	PMO (Secretariat)
Supplier Members of Service Management Board	Workday Program Manager
Start Date for Service Management Board meetings	as agreed between the Parties
Frequency of Service Management Board meetings	as agreed between the Parties, anticipated to be once every 6 weeks
Location of Service Management Board meetings	as agreed between the Parties

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Programme Board

Authority members of Programme Board	Programme Director (Chairperson)	
	Programme Manager (Deputy Chairperson)	
	Departmental Lead representatives	
	Commercial and Digital Departmental Leads	
	UKSBS representative	
	Exec Team – key presenters	
	PMO (Secretariat)	
Supplier members of Programme Board	Workday Government Director	
	Workday Programme Manager	
Start date for Programme Board meetings	as agreed between the Parties	
Frequency of Programme Board meetings	as agreed between the Parties, anticipated to be quarterly	
Location of Programme Board meetings	as agreed between the Parties	

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Change Management Board

Authority Members of Change Management Board	 Programme Manager (Chairperson) Head of PMO (Deputy Chairperson) Matrix Programme Planner Matrix Strategic and Benefits Lead Matrix Change Lead Matrix PMO Change Control Lead 	
	Matrix Change Control Team (Secretariat)	
	Attendees on-need-basis: Matrix Workstream leads Matrix Technology Representative	
	Departmental Change Leads	
	 Single Departmental Lead or Deputy Functional Directors (HR/Finance/Commercial/Digital); or nominated delegated deputy 	
Supplier Members of Change Management Board	Workday Programme Manager as attendee	
Start Date for Change Management Board meetings	as agreed between the Parties	
Frequency of Change Management Board meetings	as agreed between the Parties, anticipated to be once every 6 weeks	
Location of Change Management Board meetings	as agreed between the Parties	

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Technical Board

Authority Members of Technical Board	Portfolio Enterprise Architect	
	Technology Workstream Lead	
	Rapid Adopter Department representative (single point of contact per department - for Tech / Architecture / Data / Security)	
	Cloud User (single point of contact per department - for Tech / Architecture / Data / Security)	
	Matrix Data Lead	
	Matrix BDA Lead	
	Business Change Lead	
	GBS Representative	
	SSC Lead (future) - Tech & Security	
	PMO (Secretariat)	
Supplier Members of Technical Board	Workday Programme Manager as attendee	
Start Date for Technical Board meetings	as agreed between the Parties	
Frequency of Technical Board meetings	as agreed between the Parties, anticipated to be Monthly	
Location of Technical Board meetings	as agreed between the Parties	

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Risk Management Board

	,			
Authority Members for Risk Management Board	Programme Director (Chairperson)			
	Deputy Directors - Pillar Leads			
	Project Managers (With open Risks registered in the RAID log)			
	Representation from the PMO:			
	o PMO Lead			
	 PMO Tracking & Reporting Lead 			
Supplier Members for Risk Management Board	Workday Programme Manager as attendee			
Start Date for Risk Management Board meetings	as agreed between the Parties			
Frequency of Risk Management Board meetings	as agreed between the Parties, anticipated to be Bi-Monthly			
Location of Risk Management Board meetings	as agreed between the Parties			

SCHEDULE 22

CHANGE CONTROL PROCEDURE

Technology Solution and SaaS ERP Services Schedule 22 – Change Control Procedure

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Technology Solution and SaaS ERP Services Schedule 22 - Change Control Procedure

1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

> "Authority Change the person appointed to that position by the Manager"

Authority from time to time and notified in writing to

the Supplier or, if no person is notified, the

Authority Representative:

"Change Request" a written request for a Contract Change which

shall be substantially in the form of Annex 1;

"Change any Change Request, Impact Assessment,

Communication" Change Authorisation Note or other

communication sent or required to be sent

pursuant to this Schedule;

"Fast-track Change" any Contract Change which the Parties agree to

expedite in accordance with Paragraph 8;

"Impact Assessment" an assessment of a Change Request in

accordance with Paragraph 5;

"Impact Assessment

Estimate"

has the meaning given in Paragraph 4.3;

"Receiving Party" the Party which receives a proposed Contract

Change: and

"Supplier Change

Manager"

the person appointed to that position by the

Supplier from time to time and notified in writing to

the Authority or, if no person is notified, the

Supplier Representative.

2 GENERAL PRINCIPLES OF CHANGE CONTROL PROCEDURE

- 2.1 This Schedule sets out the procedure for dealing with Changes.
- 2.2 Operational Changes shall be processed in accordance with Paragraph 9. If either Party is in doubt about whether a change falls within the definition of an Operational Change, then it must be processed as a Contract Change.
- 2.3 The Parties shall deal with Contract Change as follows:

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- (a) either Party may request a Contract Change which they shall initiate by issuing a Change Request in accordance with Paragraph 4;
- (b) unless this Contract otherwise requires, the Supplier shall assess and document the potential impact of a proposed Contract Change in accordance with Paragraph 5 before the Contract Change can be either approved or implemented;
- (c) the Authority shall have the right to request amendments to a Change Request, approve it or reject it in the manner set out in Paragraph 6;
- (d) the Supplier shall have the right to reject a Change Request solely in the manner set out in Paragraph 7;
- (e) save as otherwise provided in this Contract, no proposed Contract Change shall be implemented by the Supplier until a Change Authorisation Note has been signed and issued by the Authority in accordance with Paragraph 6.2; and
- (f) if a proposed Contract Change is a Fast-track Change, it shall be processed in accordance with Paragraph 8.
- 2.4 To the extent that any Contract Change requires testing and/or a programme for implementation, then the Parties shall follow the procedures set out in Schedule 14 (Testing Procedures), and, where appropriate, the Change Authorisation Note relating to such a Contract Change shall specify Milestones and/or a Key Milestone and Milestone Date(s) in respect of such Contract Change for the purposes of such procedures.
- 2.5 Until a Change Authorisation Note has been signed and issued by the Authority in accordance with Paragraph 6.2, then:
 - (a) unless the Authority expressly agrees (or requires) otherwise in writing, the Supplier shall continue to supply the Services in accordance with the existing terms of this Contract as if the proposed Contract Change did not apply; and
 - (b) any discussions, negotiations or other communications which may take place between the Authority and the Supplier in connection with any proposed Contract Change, including the submission of any Change Communications, shall be without prejudice to each Party's other rights under this Contract.
- 2.6 The Supplier shall:
 - (a) within 10 Working Days of the Authority's signature and issue of a Change Authorisation Note, deliver to the Authority a copy of this Contract updated to reflect all Contract Changes agreed in the relevant Change Authorisation Note and annotated with a reference

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to the Change Authorisation Note pursuant to which the relevant Contract Changes were agreed; and

(b) thereafter provide to the Authority such further copies of the updated Contract as the Authority may from time to time request.

3 COSTS

- 3.1 Subject to Paragraph 3.3:
 - (a) the costs of preparing each Change Request shall be borne by the Party making the Change Request; and
 - (b) the costs incurred by the Supplier in undertaking an Impact Assessment shall be borne by the Party making the Change Request provided that the Authority shall not be required to pay any such costs if:
 - (i) such costs are below £5,000;
 - (ii) the Supplier is able to undertake the Impact Assessment by using resources already deployed in the provision of the Services; or
 - (iii) such costs exceed those in the accepted Impact Assessment Estimate.
- 3.2 The cost of any Contract Change shall be calculated and charged in accordance with the principles and day rates or day costs (as applicable) set out in Schedule 15 (Charges and Invoicing). The Supplier shall be entitled to increase the Charges only if it can demonstrate in the Impact Assessment that the proposed Contract Change requires additional resources and, in any event, any change to the Charges resulting from a Contract Change (whether the change will cause an increase or a decrease in the Charges) will be strictly proportionate to the increase or decrease in the level of resources required for the provision of the Services as amended by the Contract Change.
- 3.3 Both Parties' costs incurred in respect of any use of this Change Control Procedure as a result of any error or Default by the Supplier shall be paid for by the Supplier.

4 CHANGE REQUEST

4.1 Either Party may issue a Change Request to the other Party at any time during the Term. A Change Request shall be substantially in the form of Annex 1 and state whether the Party issuing the Change Request considers the proposed Contract Change to be a Fast-track Change.

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- 4.2 If the Supplier issues the Change Request, then it shall also provide an Impact Assessment to the Authority as soon as is reasonably practicable but in any event within 10 Working Days of the date of issuing the Change Request.
- 4.3 If the Authority issues the Change Request, then the Supplier shall provide as soon as reasonably practical and in any event within ten (10) Working Days of the date of receiving the Change Request an estimate ("Impact Assessment Estimate") of the cost of preparing an Impact Assessment and the timetable for preparing it. The timetable shall provide for the completed Impact Assessment to be received by the Authority within ten (10) Working Days of acceptance of the Impact Assessment Estimate or within any longer time period agreed by the Authority.
- 4.4 If the Authority accepts an Impact Assessment Estimate then following receipt of notice of such acceptance the Supplier shall provide the completed Impact Assessment to the Authority as soon as is reasonably practicable and in any event within the period agreed in the Impact Assessment Estimate. If the Supplier requires any clarification in relation to the Change Request before it can deliver the Impact Assessment, then it shall promptly make a request for clarification to the Authority and provided that sufficient information is received by the Authority to fully understand:
 - (a) The nature of the request for clarification; and
 - (b) The reasonable justification for the request;

the time period to complete the Impact Assessment shall be extended by the time taken by the Authority to provide that clarification. The Authority shall respond to the request for clarification as soon as is reasonably practicable.

5 IMPACT ASSESSMENT

- 5.1 Each Impact Assessment shall be completed in good faith and shall include:
 - (a) details of the proposed Contract Change including the reason for the Contract Change; and
 - (b) details of the impact of the proposed Contract Change on the Services, the Optional Services (if any) and the Supplier's ability to meet its other obligations under this Contract;
 - (c) any variation to the terms of this Contract that will be required as a result of that impact, including changes to:
 - (i) the Services Description, the Performance Indicators and/or the Target Performance Levels;
 - (ii) the format of Authority Data, as set out in the Services Description;

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- (iii) the Milestones, Implementation Plan and any other timetable previously agreed by the Parties; and/or
- (iv) other services provided by third party contractors to the Authority, including any changes required by the proposed Contract Change to the Authority's IT infrastructure;
- (d) details of the cost of implementing the proposed Contract Change;
- (e) details of the ongoing costs required by the proposed Contract Change when implemented, including any increase or decrease in the Charges, any alteration in the resources and/or expenditure required by either Party and any alteration to the working practices of either Party;
- (f) a timetable for the implementation, together with any proposals for the testing of the Contract Change;
- (g) details of how the proposed Contract Change will ensure compliance with any applicable Change in Law; and
- (h) such other information as the Authority may reasonably request in (or in response to) the Change Request.
- 5.2 If the Contract Change involves the processing or transfer of any Personal Data outside the European Economic Area, the preparation of the Impact Assessment shall also be subject to Clause 21 (*Protection of Personal Data*).
- 5.3 Subject to the provisions of Paragraph 5.4, the Authority shall review the Impact Assessment and respond to the Supplier in accordance with Paragraph 6 within 15 Working Days of receiving the Impact Assessment, it.
- 5.4 If the Authority is the Receiving Party and the Authority reasonably considers that it requires further information regarding the proposed Contract Change so that it may properly evaluate the Change Request and the Impact Assessment, then within 5 Working Days of receiving the Impact Assessment, it shall notify the Supplier of this fact and detail the further information that it requires. The Supplier shall then re-issue the relevant Impact Assessment to the Authority within 10 Working Days of receiving such notification. At the Authority's discretion, the Parties may repeat the process described in this Paragraph 5.4 until the Authority is satisfied that it has sufficient information to properly evaluate the Change Request and Impact Assessment.
- 5.5 The calculation of costs for the purposes of Paragraphs 5.1(d) and (e) shall:
 - (a) be based on the Financial Model;
 - (b) facilitate the Financial Transparency Objectives;

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- (c) include estimated volumes of each type of resource to be employed and the applicable rate card;
- (d) include full disclosure of any assumptions underlying such Impact Assessment:
- (e) include evidence of the cost of any assets required for the Change; and
- (f) include details of any new Sub-contracts necessary to accomplish the Change.

6 **AUTHORITY'S RIGHT OF APPROVAL**

- 6.1 Within 15 Working Days of receiving the Impact Assessment from the Supplier or within 10 Working Days of receiving the further information that it may request pursuant to Paragraph 5.4, the Authority shall evaluate the Change Request and the Impact Assessment and shall do one of the following:
 - (a) approve the proposed Contract Change, in which case the Parties shall follow the procedure set out in Paragraph 6.2;
 - (b) in its absolute discretion reject the Contract Change, in which case it shall notify the Supplier of the rejection. The Authority shall not reject any proposed Contract Change to the extent that the Contract Change is necessary for the Supplier or the Services to comply with any Changes in Law. If the Authority does reject a Contract Change, then it shall explain its reasons in writing to the Supplier as soon as is reasonably practicable following such rejection; or
 - (c) in the event that it reasonably believes that a Change Request or Impact Assessment contains errors or omissions, require the Supplier to modify the relevant document accordingly, in which event the Supplier shall make such modifications within 5 Working Days of such request. Subject to Paragraph 5.4, on receiving the modified Change Request and/or Impact Assessment, the Authority shall approve or reject the proposed Contract Change within 10 Working Days.
- 6.2 If the Authority approves the proposed Contract Change pursuant to Paragraph 6.1 and it has not been rejected by the Supplier in accordance with Paragraph 7, then it shall inform the Supplier and the Supplier shall prepare two copies of a Change Authorisation Note which it shall sign and deliver to the Authority for its signature. Following receipt by the Authority of the Change Authorisation Note, it shall sign both copies and return one copy to the Supplier. On the Authority's signature the Change Authorisation Note shall constitute (or, where the Authority has agreed to or required the implementation of a Change prior to signature of a Change Authorisation Note, shall constitute confirmation of) a binding variation to this Contract.

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6.3 If the Authority does not sign the Change Authorisation Note within 10 Working Days, then the Supplier shall have the right to notify the Authority and if the Authority does not sign the Change Authorisation Note within 5 Working Days of such notification, then the Supplier may refer the matter to the Expedited Dispute Timetable pursuant to the Dispute Resolution Procedure.

7 SUPPLIER'S RIGHT OF APPROVAL

- 7.1 Following an Impact Assessment, if:
 - (a) the Supplier reasonably believes that any proposed Contract Change which is requested by the Authority would:
 - (i) materially and adversely affect the risks to the health and safety of any person; and/or
 - (ii) require the Services to be performed in a way that infringes any Law; and/or
 - (b) the Supplier demonstrates to the Authority's reasonable satisfaction that the proposed Contract Change is technically impossible to implement and neither the Supplier Solution nor the Services Description state that the Supplier does have the technical capacity and flexibility required to implement the proposed Contract Change,

then the Supplier shall be entitled to reject the proposed Contract Change and shall notify the Authority of its reasons for doing so within 5 Working Days after the date on which it is obliged to deliver the Impact Assessment pursuant to Paragraph 4.3.

8 FAST-TRACK CHANGES

- 8.1 The Parties acknowledge that to ensure operational efficiency there may be circumstances where it is desirable to expedite the processes set out above.
- 8.2 If:
 - (a) the total number of Contract Changes in relation to which this Fast-track Change procedure has been applied does not exceed 4 in any 12 month period; and
 - (b) both Parties agree the value of the proposed Contract Change over the remaining Term and any period for which Termination Services may be required does not exceed £15,000 and the proposed Contract Change is not significant (as determined by the Authority acting reasonably),

then the Parties shall confirm to each other in writing that they shall use the process set out in Paragraphs 4, 5, 6 and 7 but with reduced timescales, such that any period of 15 Working Days is reduced to 5 Working Days, any period

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- of 10 Working Days is reduced to 2 Working Days and any period of 5 Working Days is reduced to 1 Working Day.
- 8.3 The Parties may agree in writing to revise the parameters set out in Paragraph 8.2 from time to time or that the Fast-track Change procedure shall be used in relation to a particular Contract Change notwithstanding that the total number of Contract Changes to which such procedure is applied will then exceed 4 in a 12 month period.

9 OPERATIONAL CHANGE PROCEDURE

- 9.1 Any Operational Changes identified by the Supplier to improve operational efficiency of the Services may be implemented by the Supplier without following the Change Control Procedure for proposed Contract Changes provided they do not:
 - (a) have an impact on the business of the Authority;
 - (b) require a change to this Contract;
 - (c) have a direct impact on use of the Services; or
 - (d) involve the Authority in paying any additional Charges or other costs.
- 9.2 The Authority may request an Operational Change by submitting a written request for Operational Change ("**RFOC**") to the Supplier Representative.
- 9.3 The RFOC shall include the following details:
 - (a) the proposed Operational Change; and
 - (b) the time-scale for completion of the Operational Change.
- 9.4 The Supplier shall inform the Authority of any impact on the Services that may arise from the proposed Operational Change.
- 9.5 The Supplier shall complete the Operational Change by the timescale specified for completion of the Operational Change in the RFOC, and shall promptly notify the Authority when the Operational Change is completed.

10 **COMMUNICATIONS**

10.1 For any Change Communication to be valid under this Schedule, it must be sent to either the Authority Change Manager or the Supplier Change Manager, as applicable. The provisions of Clause 42 (*Notices*) shall apply to a Change Communication as if it were a notice.

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Schedule 22 – Change Control Procedure

ANNEX 1: CHANGE REQUEST FORM

CR NO.:	TITLE	≣:		TYPE OF CHANGE:	
CONTRACT:		REQUIRED BY DATE:			
ACTION:	CTION: NAME		<u> </u>		DATE:
RAISED BY:					
AREA(S) IMPACTED (OPTIONAL FIELD):					
ASSIGNED FOR IMPACT ASSESSMENT BY:					
ASSIGNED FOR IMPACT ASSESSMENT TO:					
SUPPLIER REFERENCE NO.:					
FULL DESCRIPTION OF REQUESTED CONTRACT CHANGE (INCLUDING PROPOSED CHANGES TO THE WORDING OF THE CONTRACT):					
DETAILS OF ANY PROPOSED ALTERNATIVE SCENARIOS:					
REASONS FOR AND BENEFITS AND DISADVANTAGES OF REQUESTED CONTRACT CHANGE:					
SIGNATURE OF REQUESTING CHANGE OWNER:				R:	
DATE OF REQUEST:					

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ANNEX 2: CHANGE AUTHORISATION NOTE

CR NO.:	TITLE:		DATE RAISED:		
CONTRACT:	TYPE OF CHANG	E:	REQUIRED BY DATE:		
[KEY MILESTONE DA	ATE: [<i>if any</i>]				
DETAILED DESCRIPTION OF CONTRACT CHANGE FOR WHICH IMPACT ASSESSMENT IS BEING PREPARED AND WORDING OF RELATED CHANGES TO THE CONTRACT:					
PROPOSED ADJUSTMENT TO THE CHARGES RESULTING FROM THE CONTRACT CHANGE:					
DETAILS OF PROPOSED ONE-OFF ADDITIONAL CHARGES AND MEANS FOR DETERMINING THESE (E.G. FIXED PRICE BASIS):					
SIGNED ON BEHALF AUTHORITY:	F OF THE	SIGNED ON SUPPLIER:	I BEHALF OF THE		
Signature:		Signature:			
Name:		Name:			
Position:		Position:			
Date:		Date:			

SCHEDULE 23

DISPUTE RESOLUTION PROCEDURE

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9	MULTI-PARTY DISPUTES	9

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1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

"CEDR" the Centre for Effective Dispute Resolution of

International Dispute Resolution Centre 1

Patternoster Lane, St Paul's, London, EC4M 7BQ;

"Counter Notice" has the meaning given in Paragraph 7.2;

"Expert" in relation to a Dispute, a person appointed in

accordance with Paragraph 6.2 to act as an expert

in relation to that Dispute;

"Expert determination by an Expert in accordance with

Determination" Paragraph 6;

"Mediation Notice" has the meaning given in Paragraph 4.2;

"Mediator" the independent third party appointed in

accordance with Paragraph 5.2 to mediate a

Dispute;

"Multi-Party Dispute" a Dispute which involves the Parties and one or

more Related Third Parties:

"Multi-Party Dispute has the meaning given in Paragraph 9.6;

Representatives"

has the managinar short in Danagan b O.O.

"Multi-Party Dispute has the meaning given in Paragraph 9.6; Resolution Board"

"Related Third Party" a party to:

(a) another contract with the Authority or the Supplier which is relevant to this Contract;

or

(b) a Sub-contract; and

"Supplier Request" a notice served by the Supplier requesting that the

Dispute be treated as a Multi-Party Dispute, setting out its grounds for that request and

specifying each Related Third Party that it believes should be involved in the Multi-Dispute Resolution

Procedure in respect of that Dispute.

Technology Solution and SaaS ERP Services Schedule 23 – Dispute Resolution Procedure

2 **DISPUTE NOTICES**

- 2.1 If a Dispute arises then:
 - (a) the Authority Representative and the Supplier Representative shall attempt in good faith to resolve the Dispute; and
 - (b) if such attempts are not successful within a reasonable period, not being longer than 20 Working Days, either Party may issue to the other a Dispute Notice.

2.2 A Dispute Notice:

- (a) shall set out:
 - (i) the material particulars of the Dispute;
 - (ii) the reasons why the Party serving the Dispute Notice believes that the Dispute has arisen; and
 - (iii) if the Party serving the Dispute Notice believes that the Dispute should be dealt with under the Expedited Dispute Timetable, the reason why; and
- (b) may specify in accordance with the requirements of Paragraphs 9.2 and 9.3 that the Party issuing the Dispute Notice has determined (in the case of the Authority) or considers (in the case of the Supplier) that the Dispute is a Multi-Party Dispute, in which case Paragraph 2.3 shall apply.
- 2.3 If a Dispute Notice specifies that the Dispute has been determined or is considered to be a Multi-Party Dispute pursuant to Paragraph 2.2(b), then:
 - (a) if it is served by the Authority it shall be treated as a Multi-Party Procedure Initiation Notice; and
 - (b) if it is served by the Supplier it shall be treated as a Supplier Request,
 - and in each case the provisions of Paragraph 9 shall apply.
- 2.4 Subject to Paragraphs 2.5 and 3.2 and so long as the Authority has not served a Multi-Party Procedure Initiation Notice in respect of the relevant Dispute, following the issue of a Dispute Notice the Parties shall seek to resolve the Dispute:
 - (a) first by commercial negotiation (as prescribed in Paragraph 4);
 - (b) then, if either Party serves a Mediation Notice, by mediation (as prescribed in Paragraph 5); and

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- (c) lastly by recourse to arbitration (as prescribed in Paragraph 7) or litigation (in accordance with Clause 44 (*Governing Law and Jurisdiction*)).
- 2.5 Specific issues shall be referred to Expert Determination (as prescribed in Paragraph 6) where specified under the provisions of this Contract and may also be referred to Expert Determination where otherwise appropriate as specified in Paragraph 6.1.
- 2.6 Unless agreed otherwise in writing, the Parties shall continue to comply with their respective obligations under this Contract regardless of the nature of the Dispute and notwithstanding any issue of a Dispute Notice or a Multi-Party Procedure Initiation Notice or proceedings under Paragraph 8 (*Urgent Relief*).

3 **EXPEDITED DISPUTE TIMETABLE**

- 3.1 In exceptional circumstances where the use of the times in this Schedule would be unreasonable, including (by way of example) where one Party would be materially disadvantaged by a delay in resolving the Dispute, the Parties may agree to use the Expedited Dispute Timetable. If the Parties are unable to reach agreement on whether to use the Expedited Dispute Timetable within 5 Working Days of the issue of a Dispute Notice, the use of the Expedited Dispute Timetable shall be at the sole discretion of the Authority.
- 3.2 If the Expedited Dispute Timetable is to be used pursuant to the provisions of Paragraph 3.1 or is otherwise specified under the provisions of this Contract, then the following periods of time shall apply in lieu of the time periods specified in the applicable Paragraphs:
 - (a) in Paragraph 4.2(c), 10 Working Days;
 - (b) in Paragraph 5.2, 10 Working Days;
 - (c) in Paragraph 6.2, 5 Working Days; and
 - (d) in Paragraph 7.2, 10 Working Days.
- 3.3 If at any point it becomes clear that an applicable deadline cannot be met or has passed, the Parties may (but shall be under no obligation to) agree in writing to extend the deadline. If the Parties fail to agree within 2 Working Days after the deadline has passed, the Authority may set a revised deadline provided that it is no less than 5 Working Days before the end of the period of time specified in the applicable Paragraphs (or 2 Working Days in the case of Paragraph 6.2). Any agreed extension shall have the effect of delaying the start of the subsequent stages by the period agreed in the extension. If the Authority fails to set such a revised deadline then the use of the Expedited Dispute Timetable shall cease and the normal time periods shall apply from that point onwards.

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4 COMMERCIAL NEGOTIATION

4.1 Following the service of a Dispute Notice, then, so long as the Authority has not served a Multi-Party Procedure Initiation Notice in respect of the relevant Dispute, the Authority and the Supplier shall make reasonable endeavours to resolve the Dispute as soon as possible by commercial negotiation between the Authority's Senior Responsible Officer (currently Richard Henshall) and the Supplier's Group Vice President, Field Services (currently Steve Birchmore).

4.2 If:

- (a) either Party is of the reasonable opinion that the resolution of a Dispute by commercial negotiation, or the continuance of commercial negotiation, will not result in an appropriate solution;
- (b) the Parties have already held discussions of a nature and intent (or otherwise were conducted in the spirit) that would equate to the conduct of commercial negotiation in accordance with this Paragraph 4; or
- (c) the Parties have not settled the Dispute in accordance with Paragraph 4.1 within 30 Working Days of service of the Dispute Notice.

either Party may serve a written notice to proceed to mediation in accordance with Paragraph 5 (a "**Mediation Notice**").

5 **MEDIATION**

- 5.1 If a Mediation Notice is served, the Parties shall attempt to resolve the dispute in accordance with the version of CEDR's Model Mediation Procedure which is current at the time the Mediation Notice is served (or such other version as the Parties may agree).
- 5.2 If the Parties are unable to agree on the joint appointment of an independent person to mediate the Dispute within 20 Working Days from (and including) the service of a Mediation Notice then either Party may apply to CEDR to nominate such a person.
- 5.3 If the Parties are unable to reach a settlement in the negotiations at the mediation, and only if both Parties so request and the Mediator agrees, the Mediator shall produce for the Parties a non-binding recommendation on terms of settlement. This shall not attempt to anticipate what a court might order but shall set out what the Mediator suggests are appropriate settlement terms in all of the circumstances.
- 5.4 Any settlement reached in the mediation shall not be legally binding until it has been reduced to writing and signed by, or on behalf of, the Parties (in

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accordance with the Change Control Procedure where appropriate). The Mediator shall assist the Parties in recording the outcome of the mediation.

6 EXPERT DETERMINATION

- 6.1 If a Dispute relates to any aspect of the technology underlying the provision of the Services or otherwise relates to a technical matter of an IT, accounting or financing nature and the Dispute has not been resolved by commercial negotiation in accordance with Paragraph 4 or, if applicable, mediation in accordance with Paragraph 5, then either Party may by written notice to the other request (agreement to which request shall not be unreasonably withheld or delayed) that the Dispute be referred to an expert for determination.
- 6.2 The expert shall be appointed by agreement in writing between the Parties, but in the event of a failure to agree within 10 Working Days of the relevant request made pursuant to Paragraph 6.1, or if the person appointed is unable or unwilling to act, the expert shall be appointed:
 - (a) if the Dispute relates to any aspect of the technology underlying the provision of the Services or a matter of an IT technical nature, on the instructions of the President of the British Computer Society (or any other association that has replaced the British Computer Society);
 - (b) if the Dispute relates to a matter of a financial technical nature, on the instructions of the President of the Institute of Chartered Accountants of England and Wales; or
 - (c) if the Dispute relates to a matter of a technical nature not falling within Paragraphs 6.2(a) or (b), on the instructions of the president (or equivalent) of:
 - (i) an appropriate body agreed between the Parties; or
 - (ii) if the Parties do not reach agreement on the relevant body within 15 Working Days of the relevant request made pursuant to Paragraph 6.1, such body as may be specified by the President of the Law Society on application by either Party.
- 6.3 The Expert shall act on the following basis:
 - (a) he/she shall act as an expert and not as an arbitrator and shall act fairly and impartially;
 - (b) the Expert's determination shall (in the absence of a material failure to follow the agreed procedures) be final and binding on the Parties;
 - (c) the Expert shall decide the procedure to be followed in the determination and shall be requested to make his/her determination within 30 Working Days of his appointment or as soon as

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- reasonably practicable thereafter and the Parties shall assist and provide the documentation that the Expert requires for the purpose of the determination:
- (d) any amount payable by one Party to another as a result of the Expert's determination shall be due and payable within 20 Working Days of the Expert's determination being notified to the Parties;
- (e) the process shall be conducted in private and shall be confidential; and
- (f) the Expert shall determine how and by whom the costs of the determination, including his/her fees and expenses, are to be paid.

7 ARBITRATION

- 7.1 Subject to compliance with its obligations under Paragraph 4.1 and to the provisions of Paragraph 6, the Authority may at any time before court proceedings are commenced refer the Dispute to arbitration in accordance with the provisions of Paragraph 7.5.
- 7.2 Before the Supplier commences court proceedings or arbitration, it shall serve written notice on the Authority of its intentions and the Authority shall have 15 Working Days following receipt of such notice to serve a reply (a "Counter Notice") on the Supplier requiring the Dispute to be referred to and resolved by arbitration in accordance with Paragraph 7.5 or be subject to the exclusive jurisdiction of the courts of England and Wales. The Supplier shall not commence any court proceedings or arbitration until the expiry of such 15 Working Day period.
- 7.3 If the Authority serves a Counter Notice, then:
 - (a) if the Counter Notice requires the Dispute to be referred to arbitration, the provisions of Paragraph 7.5 shall apply; or
 - (b) if the Counter Notice requires the Dispute to be subject to the exclusive jurisdiction of the courts of England and Wales, the Dispute shall be so referred to those courts and the Supplier shall not commence arbitration proceedings.
- 7.4 If the Authority does not serve a Counter Notice within the 15 Working Day period referred to in Paragraph 7.2, the Supplier may either commence arbitration proceedings in accordance with Paragraph 7.5 or commence court proceedings in the Courts of England and Wales which shall (in those circumstances) have exclusive jurisdiction.
- 7.5 The Parties hereby confirm that if any arbitration proceedings are commenced pursuant to Paragraphs 7.1 to 7.4:

Technology Solution and SaaS ERP Services Schedule 23 – Dispute Resolution Procedure

- (a) the Dispute shall be referred to and finally resolved by arbitration under the Rules of the London Court of International Arbitration ("LCIA") (subject to Paragraphs 7.5(e), (f) and (g));
- (b) the arbitration shall be administered by the LCIA;
- (c) the LCIA procedural rules in force at the date that the Dispute was referred to arbitration shall be applied and are deemed to be incorporated by reference into this Contract and the decision of the arbitrator shall be binding on the Parties in the absence of any material failure to comply with such rules;
- (d) if the Parties fail to agree the appointment of the arbitrator within 10 Working Days from the date on which arbitration proceedings are commenced or if the person appointed is unable or unwilling to act, the arbitrator shall be appointed by the LCIA;
- (e) the chair of the arbitral tribunal shall be British;
- (f) the arbitration proceedings shall take place in London and in the English language; and
- (g) the seat of the arbitration shall be London.

8 URGENT RELIEF

- 8.1 Either Party may at any time take proceedings or seek remedies before any court or tribunal of competent jurisdiction:
 - (a) for interim or interlocutory remedies in relation to this Contract or infringement by the other Party of that Party's Intellectual Property Rights; and/or
 - (b) where compliance with Paragraph 2.1 and/or referring the Dispute to mediation may leave insufficient time for that Party to commence proceedings before the expiry of the limitation period.

9 **MULTI-PARTY DISPUTES**

- 9.1 All Multi-Party Disputes shall be resolved in accordance with the procedure set out in this Paragraph 9 (the "Multi-Party Dispute Resolution Procedure").
- 9.2 If at any time following the issue of a Dispute Notice, the Authority reasonably considers that the matters giving rise to the Dispute involve one or more Related Third Parties, then the Authority shall be entitled to determine that the Dispute is a Multi-Party Dispute and to serve a notice on the Supplier which sets out the Authority's determination that the Dispute is a Multi-Party Dispute and specifies the Related Third Parties which are to be involved in the Multi-Party Dispute Resolution Procedure, such notice a "Multi-Party Procedure Initiation Notice".

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- 9.3 If following the issue of a Dispute Notice but before the Dispute has been referred to Expert Determination or to arbitration in accordance with Paragraph 7, the Supplier has reasonable grounds to believe that the matters giving rise to the Dispute have been contributed to by one or more Related Third Parties, the Supplier may serve a Supplier Request on the Authority.
- 9.4 The Authority shall (acting reasonably) consider each Supplier Request and shall determine within 5 Working Days whether the Dispute is:
 - (a) a Multi-Party Dispute, in which case the Authority shall serve a Multi-Party Procedure Initiation Notice on the Supplier; or
 - (b) not a Multi-Party Dispute, in which case the Authority shall serve written notice of such determination upon the Supplier and the Dispute shall be treated in accordance with Paragraphs 3 to 8.
- 9.5 If the Authority has determined, following a Supplier Request, that a Dispute is not a Multi-Party Dispute, the Supplier may not serve another Supplier Request with reference to the same Dispute.
- 9.6 Following service of a Multi-Party Procedure Initiation Notice a Multi-Party Dispute shall be dealt with by a board (in relation to such Multi-Party Dispute, the "Multi-Party Dispute Resolution Board") comprising representatives from the following parties to the Multi-Party Dispute, each of whom shall be of a suitable level of seniority to finalise any agreement with the other parties to settle the Multi-Party Dispute:
 - (a) the Authority;
 - (b) the Supplier;
 - (c) each Related Third Party involved in the Multi-Party Dispute; and
 - (d) any other representatives of any of the Parties and/or any Related Third Parties whom the Authority considers necessary,

(together "Multi-Party Dispute Representatives").

- 9.7 The Parties agree that the Multi-Party Dispute Resolution Board shall seek to resolve the relevant Multi-Party Dispute in accordance with the following principles and procedures:
 - (a) the Parties shall procure that their Multi-Party Dispute
 Representatives attend, and shall use their best endeavours to
 procure that the Multi-Party Dispute Representatives of each
 Related Third Party attend, all meetings of the Multi-Party Dispute
 Resolution Board in respect of the Multi-Party Dispute;
 - (b) the Multi-Party Dispute Resolution Board shall first meet within 10 Working Days of service of the relevant Multi-Party Procedure Initiation Notice at such time and place as the Parties may agree or,

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if the Parties do not reach agreement on the time and place within 5 Working Days of service of the relevant Multi-Party Procedure Initiation Notice, at the time and place specified by the Authority, provided such place is at a neutral location within England and that the meeting is to take place between 9.00am and 5.00pm on a Working Day; and

- (c) in seeking to resolve or settle any Multi-Party Dispute, the members of the Multi-Party Dispute Resolution Board shall have regard to the principle that a Multi-Party Dispute should be determined based on the contractual rights and obligations between the Parties and the Related Third Parties and that any apportionment of costs should reflect the separate components of the Multi-Party Dispute.
- 9.8 If a Multi-Party Dispute is not resolved between the Parties and all Related Third Parties within 25 Working Days of the issue of the Multi-Party Procedure Initiation Notice (or such longer period as the Parties may agree in writing), then:
 - (a) either Party may serve a Mediation Notice in respect of the Multi-Party Dispute in which case Paragraph 5 shall apply;
 - (b) either Party may request that the Multi-Party Dispute is referred to an expert in which case Paragraph 6 shall apply; and/or
 - (c) subject to Paragraph 9.9, Paragraph 7 shall apply to the Multi-Party Dispute,
 - and in each case references to the "Supplier" or the "Parties" in such provisions shall include a reference to all Related Third Parties.
- 9.9 If a Multi-Party Dispute is referred to arbitration in accordance with Paragraph 7 or a Dispute becomes a Multi-Party Dispute during the course of arbitration proceedings and either Party is unable to compel a Related Third Party to submit to such arbitration proceedings, the Authority or the Supplier may discontinue such arbitration proceedings and instead initiate court proceedings. The costs of any such discontinued arbitration proceedings shall be borne by the Party which is in a direct contractual relationship with the Related Third Party or, where the Related Third Party is a Sub Contractor, by the Supplier.

SCHEDULE 24

REPORTS AND RECORDS PROVISIONS

Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

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Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

1 TRANSPARENCY REPORTS

- 1.1 Within three (3) months of the Effective Date the Supplier shall provide to the Authority for its approval (such approval not to be unreasonably withheld or delayed) draft reports in accordance with Annex 1 (once approved, the "Transparency Reports").
- 1.2 If the Authority rejects any draft Transparency Report, the Supplier shall submit a revised version of the relevant report for further approval by the Authority within five (5) days of receipt of any notice of rejection, taking account of any recommendations for revision and improvement to the report provided by the Authority. If the Parties fail to agree on a draft Transparency Report the Authority shall determine what should be included.
- 1.3 The Supplier shall provide accurate and up-to-date versions of each Transparency Report to the Authority at the frequency referred to in Annex 1.
- 1.4 Any disagreement in connection with the preparation and/or approval of Transparency Reports, other than under Paragraph 1.2 above in relation to the contents of a Transparency Report, shall be treated as a Dispute.
- 1.5 The requirements for Transparency Reports are in addition to any other reporting requirements in this Contract.

2 OTHER REPORTS

- 2.1 The Authority may require any or all of the following reports:
 - (a) reports relating to testing and tests carried out under Schedule 5 (Security Management) and Schedule 26 (Service Continuity Plan and Corporate Resolution Planning);
 - (b) reports which the Supplier is required to supply as part of the Management Information;
 - (c) annual reports on the Insurances;
 - (d) security reports;
 - (e) Force Majeure Event reports;
 - (f) Financial Indicator reports;
 - (g) Sustainability Reports; and
 - (h) any other reports required pursuant to this Contract.

Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

3 RECORDS

- 3.1 The Supplier shall retain and maintain all the records (including superseded records) referred to in Paragraph 1 and Annex 1 (together "**Records**"):
 - (a) in accordance with the requirements of The National Archives advice on retention and Good Industry Practice;
 - (b) in chronological order;
 - (c) in a form that is capable of audit; and
 - (d) at its own expense.
- 3.2 The Supplier shall make the Records available for inspection to the Authority on request, subject to the Authority giving reasonable notice.
- 3.3 Where Records are retained in electronic form, the original metadata shall be preserved together with all subsequent metadata in a format reasonably accessible to the Authority.
- 3.4 The Supplier shall, during the Term and a period of at least 7 years following the expiry or termination of this Contract, maintain or cause to be maintained complete and accurate documents and records in relation to the provision of the Services including but not limited to all Records.
- 3.5 Records that contain financial information shall be retained and maintained in safe storage by the Supplier for a period of at least 7 years after the expiry or termination of this Contract.

4 VIRTUAL LIBRARY

- 4.1 The Supplier shall, no later than eight (8) weeks prior to the Operational Services Commencement Date and without charge to the Authority, create a Virtual Library on which the Supplier shall (subject to any applicable legislation governing the use or processing of personal data) make information about this Contract available in in accordance with the requirements outlined in this Schedule.
- 4.2 The Supplier shall ensure that the Virtual Library is:
 - (a) capable of holding and allowing access to the information described in Annex 3 of this Schedule and includes full and accurate file details of all uploaded items including date and time of upload, version number and the name of the uploader;
 - (b) structured so that each document uploaded has a unique identifier which is automatically assigned;

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- (c) readily accessible by the Authority at all times in full via a userfriendly, password protected interface to such nominated users as are notified to the Supplier by the Authority from time to time,
- (d) structured so as to allow nominated users to download either specific documents or the complete Virtual Library (to the extent it has Access Permission) in bulk and store and view the content offline (on a regular and automated basis);
- (e) structured and maintained in accordance with the security requirements as set out in this Contract including those set out in Schedule 5 (Security Management);
- (f) created and based on open standards in Schedule 4 (Standards); and
- (g) backed up on a secure off-site system.
- 4.3 The Supplier shall upload complete and accurate information specified in Annex 3 by the Initial Upload Date (except where prior to the launch of the Virtual Library in which case the date at which the Virtual Library is made available in accordance with Paragraph 4.1) onto Virtual Library in the format specified.
- 4.4 Upon any document being uploaded to the Virtual Library, and where the Authority has been granted Access Permission to that document, the Supplier shall email on the same date as the upload, a copy of the document to the nominated Authority email address at:

matrixsharedservicespmo@dsit.gov.uk

- 4.5 Except for notices under Clause 42.4 or items covered by Clause 42.6, where the Supplier is under an obligation to provide information to the Authority in a provision under this Contract, then the Supplier's upload of that information onto the Virtual Library shall satisfy the Supplier's obligation to provide the Authority with that information provided that the Authority has access in accordance with this Paragraph 4 and the uploaded information meets the requirements more particularly specified in the relevant provision.
- 4.6 Except to the extent that the requirements provide for earlier and more regular Authority access to up-to-date information, Annex 3 shall not take precedence over any other obligation to provide information in this Contract and the Supplier shall refer to the applicable clause for further details as to the requirement.
- 4.7 The Suppler shall provide each specified person (as set out in column 6 of the table at Annex 3) access to view and download the specified information in the Virtual Library in Annex 3 subject upon the occurrence of the event

Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

specified in the column marked Access Permission in Annex 3 to this Schedule.

- 4.8 Where Access Permission is not listed (in column 6 of the table at Annex 3) as being subject to the occurrence of a certain event the Supplier shall grant access to the person and information specified (in column 6 of the table at Annex 3) from the Initial Upload Date.
- 4.9 Where Access Permission is specified as being granted to the Authority's Third Party Auditor (prior to the Authority being granted access) it shall:
 - (a) be entitled to access, view and download information specified in Annex 3 subject to it entering into a confidentiality agreement with the Supplier to keep the contents confidential (except to the extent disclosure of the confidential information is required under Paragraph 4.10(b) of this Schedule); and
 - (b) report to the Authority (at its request) as to the completeness and accuracy of the information but not the substance of the information.
- 4.10 The Supplier shall ensure that the Virtual Library retains in an accessible form all historic or superseded records of the information specified Annex 3. In order to maintain the integrity of the historic archive of the information and documentation and for the purposes of maintaining a clear audit trail, the Supplier shall not delete or overwrite any information that has been stored in the Virtual Library, except for the purposes of maintenance (provided no information is lost during maintenance) or to enable the Supplier to comply with Data Protection Legislation.
- 4.11 The Supplier warrants that the information uploaded to the Virtual Library is accurate, complete, up-to-date and in accordance with this Contract at the date of upload.
- 4.12 Where the Supplier becomes aware that any of the information provided on the Virtual Library is materially inaccurate, incomplete or out of date (other than in respect of historic versions of documents) the Supplier shall provide an update to the information within fourteen (14) days unless already due to be updated beforehand due to an Update Requirement specified in Annex 3.
- 4.13 In the event of a conflict between any requirement in this Contract (excluding Annex 3) for the Supplier to provide information to the Authority and the requirements set out in Annex 3 of this Schedule, the requirement elsewhere in this Contract shall prevail.
- 4.14 The Supplier shall ensure that all approved users of the Virtual Library are alerted by email each time that information in the Virtual Library is uploaded or updated as it occurs.

- 4.15 No later than one (1) Month prior to the Operational Services Commencement Date, the Supplier shall provide training manuals to the Authority relating to the use of the Virtual Library.
- 4.16 On request by the Authority the Supplier shall provide the Authority's nominated users with a reasonable level of training and ongoing support to enable them to make use of the Virtual Library.
- 4.17 For the avoidance of doubt, the cost of any redactions, access restrictions or compliance with the Data Protection Legislation in respect of the information hosted on the Virtual Library shall be at the Supplier's own cost and expense.

Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

ANNEX 1: TRANSPARENCY REPORTS

TITLE	CONTENT	FORMAT	FREQUENCY
Service Availability	Percentage of applicable time that the Service is Available as set out in Schedule 3	Soft copy with hard copy on request	Monthly
Response Times	Response Times as set out in Schedule 3	Soft copy with hard copy on request	Monthly

Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

ANNEX 2: RECORDS TO BE KEPT BY THE SUPPLIER

The records to be kept by the Supplier are:

- 1 This Contract, its Schedules and all amendments to such documents.
- 2 All other documents which this Contract expressly requires to be prepared.
- 3 Notices, reports and other documentation submitted by any Expert.
- 4 Documents prepared by the Supplier or received by the Supplier from a third party relating to a Force Majeure Event.
- All formal notices, reports or submissions made by the Supplier to the Authority Representative in connection with the provision of the Services.
- 6 All Certificates obtained by the Supplier in relation to the provision of the Services.
- 7 Documents prepared by the Supplier in support of claims for the Charges.
- 8 Documents submitted by the Supplier pursuant to the Change Control Procedure.
- 9 Documents submitted by the Supplier pursuant to invocation by it or the Authority of the Dispute Resolution Procedure.
- Documents evidencing any change in ownership or any interest in any or all of the shares in the Supplier where such change may cause a change of Control; and including documents detailing the identity of the persons changing such ownership or interest.
- 11 Invoices and records related to VAT sought to be recovered by the Supplier.
- 12 Financial records, including audited accounts of the Supplier.
- Records required to be retained by the Supplier by Law, including in relation to health and safety matters and health and safety files and all consents.
- All documents relating to the insurances to be maintained under this Contract and any claims made in respect of them.
- All other records, notices or certificates required to be produced and/or maintained by the Supplier pursuant to this Contract.

Technology Solution and SaaS ERP Services Schedule 24 – Reports and Records Provisions

ANNEX 3: RECORDS TO UPLOAD TO VIRTUAL LIBRARY

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
CI 14.3	Key Personnel	Sch 29	Effective Date	On replacement of Key Personnel	Authority
Sch 3, Part B Para 2.3	Performance Monitoring Report	Sch 3, Part B	Service Commencement	Within ten (10) Working Days of the end of each Service Period	Authority
Sch 5, Section 1.2 & 3.1	Security certificates – Cyber Essentials or Cyber Essentials Plus	As appropriate and agreed by the Authority	Prior to receiving, storing or processing any Authority Data	-	-
Sch 6, Para 4	Evidence of Insurances	Sch 6	Effective Date	Within fifteen (15) days after policy renewal or replacement	Authority
Sch 9	Commercially Sensitive Information	Sch 9	Effective Date	Upon Agreement by the Authority to vary the information	Authority and/or Auditor
CI 15.7	Notified Key Subcontractors	Sch 10	Effective Date	On replacement of key subcontractor	Authority

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Sch 11, Para 1	Third Party Contracts	Sch 11	Effective Date	On appointment of subcontract	Authority
CI 15.6 and 15.7	Notified Key Sub- Contractors	Sch 10	Effective Date	With each approved appointment or variation	Authority
CI 16	Software	Sch 12	Operational Services Commencement Date	Upon Agreement by the Authority to vary the information	Authority
CI 33.8(h)	Annual slavery and human trafficking report	As appropriate and agreed by the Authority	Within twelve (12) months	Every twelve (12) months	Authority
Sch 15, Part E Para 1.1	Template Invoice	As appropriate and agreed by the Authority	Within 10 Working Days of the Effective Date	Upon Agreement by the Authority to vary the template	Authority
Sch 15, Annex 4	Risk Register	Sch 15, Annex 4	Effective Date	Upon Agreement by the Authority to vary the by the Risk Management Board	Authority

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Sch 18, Para 2.3(b)	Financial Indicator Reports	Sch 18, Para 2.5	As specified in Para 2.3(b) of Sch 18	As specified in Para 2.3(b) of Sch 18	Authority
Sch 18 Para 4.3(b)	Financial Distress Remediation Plan	As appropriate and agreed by the Authority	As soon as reasonably practicable and in any event within 10 Working Days of initial notification or awareness of a Financial Distress Event	On a regular basis (not less than fortnightly)	Authority
Sch 19, Part B, Para 1.1	Contract Amendment Report	Sch 19, Part B, Para 1.2	Within 1 month of a material change being agreed	-	Authority
Sch 19, Part B, para 1.1	Annual Contract Report	Sch 19, Part B, Para 1.2	Within 1 month of the end of the Contract Year to which that report relates	-	Authority
Sch 19, Part B, para 1.1	Financial Reconciliation Report	Sch 19, Part B, Para 1.2	Within 6 months after the end of the Term	-	Authority

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Sch 21, Para 3.3	Representation and Structure of boards	Sch 21 Annex 1	Within 7 days of receipt of intention, or in the case of a non-Authority board member agreement by the Authority	-	Authority
Sch 21, Para 3.5(e)	Minutes of governance meetings (all boards)	As appropriate and agreed by the Authority	Within 7 days of receipt from chairperson	-	Authority
Sch 22 Para 4.3	Impact Assessment Estimate	As appropriate and agreed by the Authority	Within 10 Working Days of date of receiving change request.	-	Authority
Sch 22 Para 5	Impact Assessment	As appropriate and agreed by the Authority	Within the period agreed by the Impact Assessment Estimate	Within 10 Working Days of request by the Authority to update under Schedule 22 Para 5.4	Authority
Sch 22, Para 2.6	Update full copy of the Agreement and copy of	PDF and MS Word (editable)	Signature of Variation Date	Any variation	Authority

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
	annotated version illustrating changes				
Sch 22, Para 4	Change Request	Sch 22, Annex 1	Within 10 Working Days of Authority issuing the Change Request	-	Authority
Sch 23, Para 2.1	Dispute Notice	Sch 23 Para 2.2	No longer than 20 Working Days from an unresolved dispute arising	Any variation	Authority
Sch 23, Para 2.4	Mediation Notice	As appropriate	When first served	Any variation	Authority
Sch 24, Para 1	Reports and Records Provisions	Sch 24, Annex 1	Within 3 months of the Effective Date	Frequency specified in Sch 24, Annex 1	Authority
Sch 25, Para 3.1	Exit Information	As appropriate and agreed by the Authority	On reasonable notice given by the Authority at any point during the Term	Within 10 Working Days of Authority's written request	Authority and its potential Replacement Suppliers

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Sch 25, Para 5.1	Exit Plan	Sch 25, Para 5.3	Within 3 months of the Effective Date	In the first month of each contract year; and Within 14 days if requested by the Authority following a Financial Distress Event Within 20 days after service of Termination Notice or 6 months prior to expiry of the Contract	Authority
Sch 25, Annex 1, Para 1.1, Para 1.2 Para 1.3 & Para 1.4	Termination Services supporting documentation and knowledge transfer material	As appropriate and agreed by the Authority	As specified in the Termination Assistance Notice and in any event prior to the end of the Termination Assistance Period	As specified in the Termination Assistance Notice or otherwise requested by the Authority	-

Applicable Clause/ Paragraph	Required Data	Format of Data	Initial Upload Date	Update Requirement	Access Permission and Access Event (where applicable)
Sch 26 Service Continuity	BCDR Plan	Sch 26, Para 1	Within 40 Working Days from the Effective Date	Sch 26, Para 2.2	Authority
Sch 26, Part B	Corporate Resolution Planning Information	Sch 26, Part B, Para 2.3	Sch 26 Part B Para 2.2	Sch 26, Para 11.8	Authority
Sch 28, Annex E1	List of Notified Sub- contractors	As appropriate and agreed by the Authority	Effective Date	Upon any change	Authority
Sch 29	Key Personnel	Sch 29	Effective Date	As amended from time to time	Authority
Sch 31, Annex 1 Para 2.1	Reports on Data Subject Access Requests	As appropriate and agreed by the Authority	As agreed with Authority	As agreed with Authority	Authority and Supplier

SCHEDULE 25

EXIT MANAGEMENT

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1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

"Ethical Wall an ethical wall agreement in a form similar to the draft ethical wall agreement set out at ANNEX 2;

"Exit Information" has the meaning given in Paragraph 3.1;

2 NOT USED

3 OBLIGATIONS TO ASSIST ON RE-TENDERING OF SERVICES

- 3.1 On reasonable notice at any point during the Term, the Supplier shall provide to the Authority and/or its potential Replacement Suppliers (subject to the potential Replacement Suppliers entering into reasonable written confidentiality undertakings), the following material and information in order to facilitate the preparation by the Authority of any invitation to tender and/or to facilitate any potential Replacement Suppliers undertaking due diligence:
 - (a) access to details of the Service(s);
 - access to documentation that captures the Tables and Views to identify the scope of a data transfer and extract data for data migration; and
 - (c) to the extent permitted by applicable Law, all information relating to Transferring Supplier Employees required to be provided by the Supplier under this Contract; and
 - (d) such other material and information as the Authority shall reasonably require,

(together, the "Exit Information").

- 3.2 Nothing in this Schedule 25 shall permit the Authority, or require the Supplier, to share confidential information with a Replacement Supplier without the prior written consent of the Supplier (such consent not to be unreasonably withheld or delayed).
- 3.3 The Supplier shall:
 - (a) notify the Authority within 5 Working Days of any material change to the Exit Information which may adversely impact upon the potential transfer and/or continuance of any Services and shall consult with the Authority regarding such proposed material changes; and

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- (b) provide complete updates of the Exit Information on an asrequested basis as soon as reasonably practicable and in any event within 10 Working Days of a request in writing from the Authority.
- 3.4 The Supplier may charge the Authority for its reasonable additional costs to the extent the Authority requests more than 4 updates in any 6 month period.

4 OBLIGATION TO ENTER INTO AN ETHICAL WALL AGREEMENT ON RETENDERING OF SERVICES

- 4.1 The Authority may where this is reasonably justified by the circumstances require the Supplier to enter into the Ethical Wall Agreement at any point during a re-tendering or contemplated re-tendering of the Services or any part of the Services.
- 4.2 If required to enter into the Ethical Wall Agreement, the Supplier will return a signed copy of the Ethical Wall Agreement within 10 Working Days of receipt. The Supplier's costs of entering into the Ethical Wall Agreement will be borne solely by the Supplier.

5 **EXIT PLAN**

5.1 The Supplier shall provide reasonable information and assistance to the SI in the delivery by the SI to the Authority of an Exit Plan which sets out the Supplier's proposed methodology for achieving an orderly transition of the relevant Services. The Parties acknowledge that the migration of the Services from the Supplier to the Authority and/or its Replacement Supplier may be phased, such that certain of the Services are handed over before others.

6 TERMINATION SERVICES

Notification of Requirements for Termination Services

- 6.1 The Authority shall be entitled to require the provision of Termination Services at any time during the Term by giving written notice to the Supplier (a "Termination Assistance Notice") at least 4 months prior to the date of termination or expiry of this Contract or as soon as reasonably practicable (but in any event, not later than 1 month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
 - (a) the date from which Termination Services are required;
 - (b) the nature of the Termination Services required; and
 - (c) the period during which it is anticipated that Termination Services will be required, which shall continue no longer than 24 months after the expiry of the Initial Term or any Extension Period or earlier termination of this Contract:

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6.2 The Authority shall have:

- an option to extend the period of assistance beyond the period specified in the Termination Assistance Notice provided that such extension shall not extend the Termination Assistance period beyond the date which is 30 months after expiry of the Initial Term or any Extension Period or earlier termination of this Contract; and provided that it shall notify the Supplier to such effect no later than 20 Working Days prior to the date on which the provision of Termination Services is otherwise due to expire; and
- (b) the right to terminate its requirement for Termination Services by serving not less than 20 Working Days' written notice upon the Supplier to such effect.

Termination Assistance Period

- 6.3 Throughout the Termination Assistance Period, or such shorter period as the Authority may require, the Supplier shall:
 - (a) continue to provide the Services (as applicable) and, if required by the Authority pursuant to Paragraph 6.1, provide the Termination Services:
 - (b) in addition to providing the Services and the Termination Services, provide to the Authority any reasonable assistance requested by the Authority to allow the Services to continue without interruption following the Partial Termination, termination or expiry of this Contract and to facilitate the orderly transfer of responsibility for and conduct of the Services to the Authority and/or its Replacement Supplier;
 - (c) provide the Services and the Termination Services at no detriment to the Target Performance Levels, save to the extent that the Parties agree otherwise in accordance with Paragraph 6.5; and
 - (d) at the Authority's request and on reasonable notice, deliver up-todate Registers to the Authority.
- 6.4 If if it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in Paragraph 6.3(b) without additional costs to the Authority, any additional costs incurred by the Supplier in providing such reasonable assistance which is not already in the scope of the Termination Services or the Exit Plan shall be subject to the Change Control Procedure.
- 6.5 If the Supplier demonstrates to the Authority's reasonable satisfaction that transition of the Services and provision of the Termination Services during the Termination Assistance Period will have a material, unavoidable adverse effect on the Supplier's ability to meet one or more particular Target

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Performance Level(s), the Parties shall vary the relevant Target Performance Level(s) and/or the applicable Service Credits to take account of such adverse effect.

Termination Obligations

- 6.6 Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Services and its compliance with the other provisions of this Schedule) in respect of the Services that have been terminated, the Supplier shall:
 - (a) cease to use the Authority Data following its deletion under (c) below:
 - (b) provide the Authority and/or the Replacement Supplier with access to a complete and uncorrupted version of the Authority Data in a machine readable format (as agreed with the Authority, both parties acting reasonably) to retrieve the Authority Data and for a reasonable time to permit the Authority to retrieve such Authority Data:
 - (c) unless legally prohibited erase from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the Termination Assistance Period all Authority Data and promptly certify to the Authority that it has completed such deletion except that the Supplier shall not be required to remove copies of Authority Data from its back-up media and servers until such time as the back-up copies are schedules for deletion;
- 6.7 Upon Partial Termination, termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Services and its compliance with the other provisions of this Schedule), each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party in respect of the terminated Services and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period) that such information needs to be retained by the Party in question for the purposes of providing or receiving any Services or Termination Services or for statutory compliance purposes.
- 6.8 Except where this Contract provides otherwise, all licences, leases and authorisations granted by the Authority to the Supplier in relation to the terminated Services shall be terminated with effect from the end of the Termination Assistance Period.
- 7 NOT USED

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8 SUPPLIER PERSONNEL

8.1 The Authority and Supplier agree and acknowledge that in the event of the Supplier ceasing to provide the Services or part of them for any reason, Schedule 28 (Staff Transfer) shall apply.

9 **CHARGES**

- 9.1 During the Termination Assistance Period (or for such shorter period as the Authority may require the Supplier to provide the Termination Services), the Authority shall pay the Charges to the Supplier in respect of the Termination Services in accordance with the rates set out in the Exit Plan (but shall not be required to pay costs in excess of the estimate set out in the Exit Plan). If the scope or timing of the Termination Services is changed and this results in a change to the costs of such Termination Services, the estimate may be varied in accordance with the Change Control Procedure.
- 9.2 Where the Authority requests an extension to the Termination Services beyond the Termination Assistance Period in accordance with Paragraph 6.2:
 - (a) where more than 6 months' notice is provided, the same rate as set out in the Exit Plan (or the Charges when not stated in the Exit Plan) shall be payable; and
 - (b) where less than 6 months' notice is provided, no more than 1.2 times the rate as set out in the Exit Plan (or the Charges when not stated in the Exit Plan) shall be payable.
- 9.3 For the purpose of calculating the costs of providing the Termination Services for inclusion in the Exit Plan or, if no Exit Plan has been agreed, the costs of providing Termination Services shall be determined in accordance with the Change Control Procedure.
- 9.4 Except as otherwise expressly specified in this Agreement, the Supplier shall not make any charges for the services provided by the Supplier pursuant to, and the Authority shall not be obliged to pay for costs incurred by the Supplier in relation to its compliance with, this Schedule including the preparation and implementation of the Exit Plan and any activities mutually agreed between the Parties to carry on after the expiry of the Termination Assistance Period.

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ANNEX 1: SCOPE OF THE TERMINATION SERVICES

- 1.1 The Termination Services to be provided by the Supplier may include such of the following services as are agreed in the Exit Plan:
 - (a) ceasing all non-critical Software changes (except where agreed in writing with the Authority);
 - (b) notifying the Sub-contractors of procedures to be followed during the Termination Assistance Period and providing management to ensure these procedures are followed;
 - (c) with respect to work in progress as at the end of the Termination Assistance Period, documenting the current status and stabilising for continuity during transition;
 - (d) providing the Authority with any problem logs which have not previously been provided to the Authority;
 - (e) reviewing all Software libraries used in connection with the Services and providing details of these to the Authority and/or the Replacement Supplier;
 - (f) providing assistance and expertise as necessary to support the Authority and/or the Replacement Supplier develop the migration plan for business operations and Authority Data to the Replacement Supplier, which may include migration approach, testing of plans, contingency options, and handling of historic or archived Authority Data;
 - (g) provide all necessary support, equipment, tools, and Software such as data migration services and/or Automated Programming Interfaces, in order to enable and support the execution of the migration plan by the Authority and/or Replacement Supplier;
 - (h) analysing and providing information about capacity and performance requirements, processor requirements and bandwidth requirements, and known planned requirements for capacity growth across these areas;
 - (i) agreeing with the Authority a handover plan for all of the Supplier's responsibilities as set out in the Security Management Plan;
 - (j) delivering copies of the production databases (with content listings) to the Authority's and/or the Replacement Supplier's operations staff (on appropriate media) as reasonably requested by the Authority;
 - (k) assisting with the loading, testing and implementation of the production databases:

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- (I) assisting in the execution of a parallel operation until the effective date of expiry or termination of this Contract;
- (m) in respect of the maintenance and support of the Supplier System, providing historical performance data for the previous 2 years;
- (n) assisting in the execution of a parallel operation of the maintenance and support of the Supplier System until the end of the Termination Assistance Period or as otherwise specified by the Authority (provided that these Services shall end on a date no later than the end of the Termination Assistance Period);
- (o) providing an information pack listing and describing the Services for use by the Authority in the procurement of the Replacement Services;
- answering all reasonable questions from the Authority and/or the Replacement Supplier regarding the Services;
- (q) agreeing with the Authority and/or the Replacement Supplier a plan for the migration of the Authority Data to the Authority and/or the Replacement Supplier;
- (r) providing access to the Authority and/or the Replacement Supplier during the Termination Assistance Period and for a period not exceeding 6 months afterwards for the purpose of the smooth transfer of the Services to the Authority and/or the Replacement Supplier:
 - (i) to information and documentation relating to the Transferring Services that is in the possession or control of the Supplier or its Sub-contractors (and the Supplier agrees and shall procure that its Sub-contractors do not destroy or dispose of that information within this period) including the right to take reasonable copies of that material; and
 - (ii) following reasonable notice and during the Supplier's normal business hours, to members of the Supplier Personnel who have been involved in the provision or management of the Services and who are still employed or engaged by the Supplier or its Sub-contractors; and

1.2 The Supplier shall:

 (a) co-operate fully in the execution of the handover plan agreed pursuant to Paragraph 1.1(j), providing skills and expertise of a suitable standard; and

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- (b) fully co-operate in the execution of the Authority Data migration plan agreed pursuant to Paragraph 1.1(r), providing skills and expertise of a reasonably acceptable standard.
- 1.3 To facilitate the transfer of knowledge from the Supplier to the Authority and/or its Replacement Supplier, the Supplier shall provide a reasonable level of information of the procedures and operations used to provide the Services, the change management process and other standards and procedures to the operations personnel of the Authority and/or the Replacement Supplier. The Supplier will not be required to disclose Confidential Information to a Replacement Supplier.

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ANNEX 2: DRAFT ETHICAL WALL AGREEMENT

[THE AUTHORITY]

and

[THE COUNTERPARTY]

ETHICAL WALL AGREEMENT

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This Agreement is dated [20[] (the "Effective Date").

Between:

- 1) [INSERT NAME OF AUTHORITY] (the "Authority") [acting on behalf of the Crown] of [insert Authority's address]; and
- 2) **[NAME OF COUNTERPARTY]** a [company]/[limited liability partnership] registered in England and Wales under registered number [insert registered number] whose registered office is at [insert Counterparty's registered address] (the "Counterparty"),

together the "Parties" and each a "Party".

BACKGROUND

- A. The Authority is obliged to ensure transparency, fairness, non-discrimination and equal treatment in relation to its procurement process pursuant to the Procurement Regulations (defined below). The purpose of this document ("Agreement") is to define the protocols to be followed to prevent, identify and remedy any conflict of interest (whether actual, potential or perceived) in the context of the Purpose (defined below).
- B. The Authority is conducting a procurement exercise for the [supply/purchase/provision] of [insert details of project/goods/services] (the "Purpose").
- C. The Parties wish to enter into this Agreement to ensure that a set of management processes, barriers and disciplines are put in place to ensure that conflicts of interest do not arise, and that the Counterparty does not obtain an unfair competitive advantage over Other Bidders.

IT IS AGREED:

1 DEFINITIONS AND INTERPRETATION

- 1.1 The following capitalised words and expressions shall have the following meanings in this Agreement and its recitals:
 - "Affiliate" means in relation to a body corporate, any other entity which directly or indirectly Controls, is Controlled by, or is under direct or indirect common Control of that body corporate from time to time;
 - "Agreement" means this ethical walls agreement duly executed by the Parties;

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"Bid Team" means any Representatives of the Counterparty, any of its Affiliates and/or any Subcontractors connected to the preparation of an ITT Response;

"Central Government Body" means a body listed in one of the following subcategories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics, including:

- (a) Government Departments;
- (b) Non-Departmental Public Bodies or Assembly Sponsored Public Bodies (advisory, executive, or tribunal);
- (c) Non-Ministerial Departments; or
- (d) Executive Agencies;

"Conflicted Personnel" means any Representatives of:

- (a) the Counterparty;
- (b) any of the Counterparty's Affiliates; and/or
- (c) any Subcontractors,

who, because of the Counterparty's, any of its Affiliates' and/or any Subcontractors' relationship with the Authority under any Contract, have or have had access to information which creates or may create a conflict of interest or provide the Bid Team with an unfair advantage as regards information Other Bidders would not have;

"Contract" means any pre-existing or previous contract between the Authority and:

- (a) the Counterparty;
- (b) any of the Counterparty's Affiliates;
- (c) any Subcontractor; and
- (d) any other Third Party,

relating to the subject matter of the Purpose at the date of the commencement of the ITT Process;

"Control" means the beneficial ownership of more than 50% of the issued share capital of a company or the legal power to direct or cause the direction of the management of the company and "Controls" and "Controlled" shall be interpreted accordingly;

"Effective Date" means the date of this Agreement as set out above:

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"Invitation to Tender" or "ITT" means an invitation to submit tenders issued by the Authority as part of an ITT Process (and shall include an Invitation to Negotiate);

"ITT Process" means, with regard to the Purpose, the relevant procedure provided for in the Procurement Regulations (as amended), which the Authority has elected to use to select a contractor or contractors, together with all relevant information, data, correspondence and/or documents issued and/or made available by or on behalf of the Authority as part of that procurement exercise and all information, correspondence and/or documents issued and/or made available by or on behalf of the bidders in response together with any resulting contracts;

"ITT Response" means the tender(s) submitted, or to be submitted, by the Counterparty, any of its Affiliates and/or any Subcontractors in response to any invitation(s) to submit bids under the ITT process;

"Other Bidder" means any other bidder or potential bidder that is not the Counterparty or any of its Affiliates that has taken or is taking part in the ITT Process;

"Procurement Process" means the period commencing on the earlier of: (a) the publication of the first notice in relation to the Purpose; and (b) the execution of this Agreement, and ending on the occurrence of: (i) the publication by the Authority of all contract award notices that result from the ITT Process; or (ii) the abandonment or termination of the ITT Process as notified by the Authority;

"Procurement Regulations" means the Public Contracts Regulations 2015, the Public Procurement (Amendment etc.)(EU Exit) Regulations 2020, the Defence and Security Public Contracts Regulations 2011, the Utilities Contracts Regulations 2016, and the Concession Contracts Regulations 2016, each as amended from time to time:

"Professional Advisor" means a supplier, subcontractor, advisor or consultant engaged by the Counterparty and/or any of its Affiliates under the auspices of compiling its ITT response;

"**Purpose**" has the meaning given to it in recital B to this Agreement;

"Representative" refers to a person's officers, directors, employees, advisers (including the officers, directors, employees, advisers and agents of any Professional Advisors), agents and, where the context admits, providers or potential providers of finance (including their representatives) to the Counterparty, any of its Affiliates and/or any subcontractors engaged in connection with the ITT Process;

"Subcontractor" means an existing or proposed subcontractor of:

(a) the Counterparty; and/or

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(b) any of the Counterparty's Affiliates,

who is connected to the preparation of an ITT Response (including key subcontractors named in the ITT Response);

"Third Party" means any person who is not a Party, including Other Bidders, their Affiliates and/or their Representatives; and

"Working Day" means any day of the week other than a weekend, when Banks in England and Wales are open for business.

- 1.2 Reference to the disclosure of information includes any communication or making available information and includes both direct and indirect disclosure.
- 1.3 Reference to the disclosure of information, or provision of access, by or to the Authority, the Counterparty, any of the Counterparty's Affiliates and/or any Subcontractors includes disclosure, or provision of access, by or to the Representatives of the Authority, the Counterparty, any of its Affiliates and/or any Subcontractors (as the case may be).
- 1.4 Reference to persons includes legal and natural persons.
- 1.5 Reference to any enactment is to that enactment as amended, supplemented, re-enacted or replaced from time to time.
- 1.6 Reference to clauses and recitals is to clauses of and recitals to this Agreement.
- 1.7 Reference to any gender includes any other.
- 1.8 Reference to writing includes email.
- 1.9 The terms "associate", "holding company", "subsidiary", "subsidiary undertaking" and "wholly owned subsidiary" have the meanings attributed to them in the Companies Act 2006, except that for the purposes of section 1159(1)(a) of that Act, the words 'holds a majority of the voting rights' shall be changed to 'holds 30% or more of the voting rights', and other expressions shall be construed accordingly.
- 1.10 The words "include" and "including" are to be construed without limitation.
- 1.11 The singular includes the plural and vice versa.
- 1.12 The headings contained in this Agreement shall not affect its construction or interpretation.

2 ETHICAL WALLS

2.1 In consideration of the sum of £1 payable by the Authority to the Counterparty, receipt of which is hereby acknowledged, the Parties agree to be bound by the terms of this Agreement.

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Conflicts of Interest

- 2.2 The Counterparty:
 - 2.2.1 shall take all appropriate steps to ensure that neither the Counterparty, nor its Affiliates, nor any Subcontractors nor any Representatives are in a position where, in the reasonable opinion of the Authority, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Counterparty, any of its Affiliates, any Subcontractors and/or any Representatives and the duties owed to the Authority under any Contract or pursuant to an open and transparent ITT Process; and
 - acknowledges and agrees that a conflict of interest may arise in situations where the Counterparty, any of its Affiliates, any Subcontractors and/or any Representatives intend to take part in the ITT Process and because of the Counterparty's, any of its Affiliates', any Subcontractors' and/or any Representatives' relationship with the Authority under any Contract, the Counterparty, any of its Affiliates, any Subcontractors and/or any Representatives have or have had access to information which could provide the Counterparty, any of its Affiliates, any Subcontractors and/or any Representatives with an advantage and render unfair an otherwise genuine and open competitive ITT Process.
- 2.3 Where there is or is likely to be a conflict of interest, or the perception of a conflict of interest, of any kind in relation to the ITT Process, the Counterparty shall take such steps that are necessary to eliminate the conflict of interest to the Authority's satisfaction, including one or more of the following:
 - 2.3.1 not assigning any of the Conflicted Personnel to the Bid Team at any time;
 - 2.3.2 providing to the Authority promptly upon request a complete and up to date list of any Conflicted Personnel and the personnel comprising the Bid Team and reissue such list to the Authority promptly upon any change to it;
 - 2.3.3 ensuring that no act or omission by itself, its Affiliates, any Subcontractors and/or any Representatives results in information of any kind, however conveyed, or in any format and however so stored:
 - (a) about the ITT Process (gleaned from the performance of any Contract or otherwise); and/or
 - (b) which would or could in the opinion of the Authority confer an unfair advantage on the Counterparty in relation to its participation in the ITT Process,

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becoming available to the Bid Team where the Authority has not made generally available that information to Other Bidders;

- 2.3.4 ensuring that by no act or omission by itself, its Affiliates, any Subcontractors and/or any Representatives and in particular the Bid Team results in information of any kind, however conveyed, in any format and however so stored about the ITT Process, its operation and all matters connected or ancillary to it becoming available to the Conflicted Personnel:
- ensure that agreements that flow down the Counterparty's obligations in this Agreement, are entered into as necessary, between the Counterparty and its Affiliates and any Subcontractors [in a form to be approved by the Authority];
- 2.3.6 physically separating the Conflicted Personnel and the Bid Team, either in separate buildings or in areas with restricted access;
- 2.3.7 providing regular training to its Affiliates, any Subcontractors and/or Representatives to ensure it is complying with this Agreement;
- 2.3.8 monitoring Conflicted Personnel movements within restricted areas (both physical and electronic online areas) to ensure it is complying with this Agreement and to ensure adherence to the ethical wall arrangements the Counterparty, its Affiliates, any Subcontractors and/or any Representatives have put in place in order to comply with this Agreement;
- 2.3.9 ensuring that the Conflicted Personnel and the Bid Team are line managed and report independently of each other; and
- 2.3.10 complying with any other action as the Authority, acting reasonably, may direct in connection with the ITT Process and/or this Agreement.

Notification of Conflicts of Interest

- 2.4 The Counterparty shall:
 - 2.4.1 notify the Authority immediately in writing of all perceived, potential and/or actual conflicts of interest that arise or have arisen;
 - 2.4.2 submit in writing to the Authority full details of the nature of the perceived, potential and/or actual conflict of interest including full details of the risk assessments undertaken, the impact or potential impact of the perceived, potential and/or actual conflict, the measures and arrangements that have been established and/or are due to be established, to eliminate the perceived, potential and/or actual conflict, and the Counterparty's plans to prevent potential conflicts of interests from arising ("Proposed Avoidance Measures"); and

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- 2.4.3 seek the Authority's approval to the Proposed Avoidance Measures which the Authority shall have the right to grant, grant conditionally or deny (if the Authority rejects the Proposed Avoidance Measures the Counterparty shall repeat the process set out in this Clause 2.4 until such time as the Authority grants approval or the Counterparty withdraws from the ITT Process).
- 2.5 The Counterparty will provide to the Authority, on demand, any and all information in relation to its adherence with its obligations set out under Clauses 2.2 and 2.3 as reasonably requested by the Authority.
- 2.6 The Authority reserves the right to require the Counterparty to demonstrate the measures put in place by the Counterparty under Clauses 2.2 and 2.3.
- 2.7 The Counterparty acknowledges that any provision of information or demonstration of measures, in accordance with Clauses 2.5 and 2.6, does not constitute acceptance by the Authority of the adequacy of such measures and does not discharge the Counterparty of its obligations or liability under this Agreement.

Exclusion from the ITT Process

- 2.8 Where, in the reasonable opinion of the Authority, there has been any breach by the Counterparty of Clauses 2.2, 2.3, or 2.4 or failure to obtain the Authority's approval of the Proposed Avoidance Measures the Authority shall be entitled to exclude the Counterparty, or any of its Affiliates and/or any Representatives, from the ITT Process, and the Authority may, in addition to the right to exclude, take such other steps as it deems necessary.
- 2.9 The actions of the Authority pursuant to Clause 2.8 shall not prejudice or affect any right of action or remedy under this Agreement or at law which shall have accrued or shall thereafter accrue to the Authority.

Bid Costs

- 2.10 In no event shall the Authority be liable for any bid costs incurred by:
 - 2.10.1 the Counterparty or any of its Affiliates, any Representatives and/or any Subcontractors; or
 - 2.10.2 any Third Party,

as a result of any breach of this Agreement by the Counterparty, any of its Affiliates, any Subcontractors and/or Representatives, including where the Counterparty, any of its Affiliates, any Subcontractors or Representatives, or any Third Party is or are excluded from the ITT Process.

Specific Remedies

2.11 The Counterparty acknowledges and agrees that:

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- 2.11.1 neither damages nor specific performance are adequate remedies in the event of a breach of the obligations in Clause 2; and
- 2.11.2 in the event of a breach of any of the obligations in Clause 2 which cannot be effectively remedied the Authority shall have the right to terminate both this Agreement and the Counterparty's participation in the ITT Process in each case with immediate effect on written notice.

3 **SOLE RESPONSIBILITY**

3.1 It is the sole responsibility of the Counterparty to comply with the terms of this Agreement, including ensuring its Affiliates, any Subcontractors, and/or any Representatives comply with the terms of this Agreement. No approval by the Authority of any procedures, agreements or arrangements provided by the Counterparty, any of its Affiliates, any Subcontractors and/or their Representatives to the Authority shall discharge the Counterparty's obligations.

4 WAIVER AND INVALIDITY

- 4.1 No failure or delay by any Party in exercising any right, power or privilege under this Agreement or by law shall constitute a waiver of that or any other right, power or privilege, nor shall it restrict the further exercise of that or any other right, power or privilege. No single or partial exercise of such right, power or privilege shall prevent or restrict the further exercise of that or any other right, power or privilege.
- 4.2 If any provision of this Agreement is prohibited or unenforceable in any jurisdiction in relation to any Party, such prohibition or unenforceability will not invalidate the remaining provisions of this Agreement, or affect the validity or enforceability of the provisions of this Agreement in relation to any other Party or any other jurisdiction.

5 **ASSIGNMENT AND NOVATION**

- 5.1 The Counterparty shall not assign, novate or otherwise dispose of or create any trust in relation to any or all of its rights, obligations or liabilities under this Agreement without the prior written consent of the Authority.
- 5.2 The Authority may assign, novate or otherwise dispose of any or all of its rights, obligations and liabilities under this Agreement and/or any associated licences to:
 - 5.2.1 any Central Government Body; or
 - to a body other than a Central Government Body (including any private sector body) which performs any of the functions that previously had been performed by the Authority; and

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- 5.2.3 the Counterparty shall, at the Authority's request, enter into a novation agreement in such form as the Authority may reasonably specify in order to enable the Authority to exercise its rights pursuant to this Clause 5.
- 5.3 A change in the legal status of the Authority such that it ceases to be a Central Government Body shall not affect the validity of this Agreement and this Agreement shall be binding on any successor body to the Authority.

6 CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

6.1 A person who is not a Party to this Agreement has no right under the Contract (Rights of Third Parties) Act 1999 (as amended, updated or replaced from time to time) to enforce any term of this Agreement, but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to that Act.

7 TRANSPARENCY

7.1 The Parties acknowledge and agree that the Authority is under a legal duty pursuant to the Procurement Regulations to run transparent and fair procurement processes. Accordingly, the Authority may disclose the contents of this Agreement to Other Bidders (and/or potential Other Bidders) for the purposes of transparency and in order to evidence that a fair procurement process has been followed.

8 NOTICES

- 8.1 Any notices sent under this Agreement must be in writing.
- 8.2 The following table sets out the method by which notices may be served under this Agreement and the respective deemed time and proof of service:

Manner of Delivery	Deemed time of service	Proof of service
Email.	9.00am on the first Working Day after sending	Dispatched as a pdf attachment to an e-mail to the correct e-mail address without any error message.
Personal delivery.	On delivery, provided delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the next Working Day.	Properly addressed and delivered as evidenced by signature of a delivery receipt.

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Manner of Delivery	Deemed time of service	Proof of service
Prepaid, Royal Mail Signed For™ 1st Class or other prepaid, next Working Day service providing proof of delivery.	At the time recorded by the delivery service, provided that delivery is between 9.00am and 5.00pm on a Working Day. Otherwise, delivery will occur at 9.00am on the same Working Day (if delivery before 9.00am) or on the next Working Day (if after 5.00pm).	Properly addressed prepaid and delivered as evidenced by signature of a delivery receipt.

8.3 Notices shall be sent to the addresses set out below or at such other address as the relevant Party may give notice to the other Party for the purpose of service of notices under this Agreement:

	Counterparty	Authority
Contact		
Address		
Email		

8.4 This Clause 8 does not apply to the service of any proceedings or other documents in any legal action or other method of dispute resolution.

9 WAIVER AND CUMULATIVE REMEDIES

- 9.1 The rights and remedies under this Agreement may be waived only by notice, and in a manner that expressly states that a waiver is intended. A failure or delay by a Party in ascertaining or exercising a right or remedy provided under this Agreement or by law shall not constitute a waiver of that right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.
- 9.2 Unless otherwise provided in this Agreement, rights and remedies under this Agreement are cumulative and do not exclude any rights or remedies provided by law, in equity or otherwise.

10 **TERM**

10.1 Each Party's obligations under this Agreement shall continue in full force and effect for period of [] years from the Effective Date/[or for the period of the duration of the Procurement Process]

11 GOVERNING LAW AND JURISDICTION

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- 11.1 This Agreement and any issues, disputes or claims (whether contractual or non-contractual) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the laws of England and Wales.
- 11.2 The Parties agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (whether contractual or non-contractual) that arises out of or in connection with this Agreement or its subject matter or formation.

Signed by the Authority	Name:
	Signature:
	Position in Authority:
Signed by the Counterparty	Name:
	Signature:
	Position in Counterparty:

SCHEDULE 26

SERVICE CONTINUITY PLAN AND CORPORATE RESOLUTION PLANNING

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PART A: BUSINESS CONTINUITY AND DISASTER RECOVERY PLAN

1 DEFINITIONS

1.1 In this Schedule, the following definitions shall apply:

"Department"

a body listed in one of the following sub-categories of the Central Government classification of the Public Sector Classification Guide, as published and amended from time to time by the Office for National Statistics:

- (a) Government Department; or
- (b) Non-Ministerial Department.

"Disaster"

the occurrence of one or more unplanned events which, mean that the Services, or a material part of the Services will be unavailable for a period of 12 hours or more or which is reasonably anticipated will mean that the Services or a material part of the Services will be unavailable for that period;

2 Business Continuity and Disaster Recovery Plan

- 2.1 The Supplier's BCDR Plan (comprising the "Business Continuity Plan" and "Disaster Recovery Plan") is set out in Annex 4 to this Schedule. The Supplier shall comply at all times with its BCDR Plan and shall invoke it upon the occurrence of a Disaster or business continuity event in accordance with the provisions set out therein.
- 2.2 The Supplier shall keep its BCDR Plan under regular review (at least annually) and shall be permitted to amend its BCDR Plan, subject to the following:
 - 2.2.1 it shall promptly make available any new version to the Authority; and
 - 2.2.2 any material amendments to the BCDR Plan which adversely affect the protection afforded to the Service to the Authority must be agreed through the Change Control Procedure (with agreement not to be unreasonably withheld or delayed by either Party) and such new BCDR Plan shall be included within Annex 4 to this Schedule.

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PART B: CORPORATE RESOLUTION PLANNING

1 Service Status and Supplier Status

- 1.1 This Contract is a Critical Service Contract.
- 1.2 The Supplier shall notify the Authority and the Cabinet Office Markets Sourcing and Suppliers Team (Resolution.planning@cabinetoffice.gov.uk) in writing within 5 Working Days of the Effective Date and throughout the Term within 120 days after each Accounting Reference Date as to whether or not it is a Public Sector Dependent Supplier.

2 Provision of Corporate Resolution Planning Information (CRP Information)

- 2.1 Paragraphs 2 to 4 of this Part B shall apply if this Contract has been specified as a Critical Service Contract under Paragraph 1.1 of this Part B or the Supplier is or becomes a Public Sector Dependent Supplier.
- 2.2 Subject to Paragraphs 2.6, 2.10 and 2.11 of this Part B:
 - (a) where this Contract is a Critical Service Contract, the Supplier shall provide the Relevant Authority or Relevant Authorities with CRP Information within 60 days of the Effective Date; and
 - (b) except where it has already been provided in accordance with Paragraph 2.2(a) of this Part B, where the Supplier is a Public Sector Dependent Supplier, it shall provide the Relevant Authority or Relevant Authorities with the CRP Information within 60 days of the date of the Relevant Authority's or Relevant Authorities' request.
- 2.3 The Supplier shall ensure that the CRP Information provided pursuant to Paragraphs 2.2, 2.8 and 2.9 of this Part B:
 - (a) is full, comprehensive, accurate and up to date;
 - (b) is split into three parts:
 - (i) Exposure Information (Contracts List);
 - (ii) Corporate Resolvability Assessment (Structural Review);
 - (iii) Financial Information and Commentary

and is structured and presented in accordance with the requirements and explanatory notes set out at the relevant Annex of the latest published versions of the Resolution

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Planning Guidance Notes published by the Cabinet Office Government Commercial Function and available at https://www.gov.uk/government/publications/the-sourcing-and-consultancy-playbooks and contains the level of detail required (adapted as necessary to the Supplier's circumstances);

- (c) incorporates any additional commentary, supporting documents and evidence which would reasonably be required by the Relevant Authority or Relevant Authorities to understand and consider the information for approval;
- (d) provides a clear description and explanation of the Supplier Group members that have agreements for goods, services or works provision in respect of UK Public Sector Business and/or CNI and the nature of those agreements; and
- (e) complies with the requirements set out at Annex 1 (Exposure Information (Contracts List)), Annex 2 (Corporate Resolvability Assessment (Structural Review)) and Annex 3 (Financial Information And Commentary) respectively.
- 2.4 Following receipt by the Relevant Authority or Relevant Authorities of the CRP Information pursuant to Paragraphs 2.2, 2.8 and 2.9 of this Part B, the Authority shall procure that the Relevant Authority or Relevant Authorities discuss in good faith the contents of the CRP Information with the Supplier and no later than 60 days after the date on which the CRP Information was delivered by the Supplier either provide an Assurance to the Supplier that Relevant Authority or Relevant Authorities approve the CRP Information or that Relevant Authority or Relevant Authorities reject the CRP Information.
- 2.5 If the Relevant Authority or Relevant Authorities reject the CRP Information:
 - (a) the Authority shall (and shall procure that the Cabinet Office Markets and Suppliers Team shall) inform the Supplier in writing of its reasons for its rejection; and
 - (b) the Supplier shall revise the CRP Information, taking reasonable account of the Relevant Authority's or Relevant Authorities' comments, and shall re-submit the CRP Information to the Relevant Authority or Relevant Authorities for approval within 30 days of the date of the Relevant Authority's or Relevant Authorities' rejection. The provisions of Paragraph 2.3 to 2.5 of this Part B shall apply again to any resubmitted CRP Information provided that either Party may

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refer any disputed matters for resolution by the Dispute Resolution Procedure at any time.

- 2.6 Where the Supplier or a member of the Supplier Group has already provided CRP Information to a Department or the Cabinet Office Markets and Suppliers Team (or, in the case of a Strategic Supplier, solely to the Cabinet Office Markets and Suppliers Team) and has received an Assurance of its CRP Information from that Department and the Cabinet Office Markets and Suppliers Team (or, in the case of a Strategic Supplier, solely from the Cabinet Office Markets and Suppliers Team), then provided that the Assurance remains Valid on the date by which the CRP Information would otherwise be required, the Supplier shall not be required to provide the CRP Information under Paragraph 2.2 if it provides a copy of the Valid Assurance to the Relevant Authority or Relevant Authorities on or before the date on which the CRP Information would otherwise have been required.
- 2.7 An Assurance shall be deemed Valid for the purposes of Paragraph 2.6 of this Part B if:
 - (a) the Assurance is within the validity period stated in the Assurance (or, if no validity period is stated, no more than 12 months has elapsed since it was issued and no more than 18 months has elapsed since the Accounting Reference Date on which the CRP Information was based); and
 - (b) no Corporate Change Events or Financial Distress Events (or events which would be deemed to be Corporate Change Events or Financial Distress Events if this Contract had then been in force) have occurred since the date of issue of the Assurance.
- 2.8 If this Contract is a Critical Service Contract, the Supplier shall provide an updated version of the CRP Information (or, in the case of Paragraph 2.8(c) of this Part B its initial CRP Information) to the Relevant Authority or Relevant Authorities:
 - (a) within 14 days of the occurrence of a Financial Distress Event (along with any additional highly confidential information no longer exempted from disclosure under Paragraph 2.11 of this Part B) unless the Supplier is relieved of the consequences of the Financial Distress Event under Paragraph 7.1 of Schedule 18 (Financial Distress)
 - (b) within 30 days of a Corporate Change Event unless:
 - (i) the Supplier requests and the Relevant Authority (acting reasonably) agrees to a Corporate Change Event Grace

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Period, in the event of which the time period for the Supplier to comply with this Paragraph shall be extended as determined by the Relevant Authority (acting reasonably) but shall in any case be no longer than six months after the Corporate Change Event. During a Corporate Change Event Grace Period the Supplier shall regularly and fully engage with the Relevant Authority to enable it to understand the nature of the Corporate Change Event and the Relevant Authority shall reserve the right to terminate a Corporate Change Event Grace Period at any time if the Supplier fails to comply with this Paragraph; or

- (ii) not required pursuant to Paragraph 2.10;
- (c) within 30 days of the date that:
 - (i) the credit rating(s) of each of the Supplier and its Parent Undertakings fail to meet any of the criteria specified in Paragraph 2.10; or
 - (ii) none of the credit rating agencies specified at Paragraph
 2.10 hold a public credit rating for the Supplier or any of its Parent Undertakings; and
- (d) in any event, within 6 months after each Accounting Reference Date or within 15 months of the date of the previous Assurance received from the Relevant Authority (whichever is the earlier), unless:
 - (i) updated CRP Information has been provided under any of Paragraphs 2.8(a) 2.8(b) or 2.8(c) since the most recent Accounting Reference Date (being no more than 12 months previously) within the timescales that would ordinarily be required for the provision of that information under this Paragraph 2.8(d); or
 - (ii) unless not required pursuant to Paragraph 2.10.
- 2.9 Where the Supplier is a Public Sector Dependent Supplier and this Contract is not a Critical Service Contract, then on the occurrence of any of the events specified in Paragraphs 2.8(a) to (d) of this Part B, the Supplier shall provide at the request of the Relevant Authority or Relevant Authorities and within the applicable timescales for each event as set out in Paragraph 2.8 (or such longer timescales as may be notified to the Supplier by the Authority), the CRP Information to the Relevant Authority or Relevant Authorities.

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- 2.10 Where the Supplier or a Parent Undertaking of the Supplier has a credit rating of either:
 - (a) Aa3 or better from Moody's; or
 - (b) AA- or better from Standard and Poor's; or
 - (c) AA- or better from Fitch;

the Supplier will not be required to provide any CRP Information unless or until either (i) a Financial Distress Event occurs (unless the Supplier is relieved of the consequences of the Financial Distress Event under Paragraph 7.1 of Schedule 18 (Financial Distress)) or (ii) the Supplier and its Parent Undertakings cease to fulfil the criteria set out in this Paragraph 2.10, in which cases the Supplier shall provide the updated version of the CRP Information in accordance with Paragraph 2.8.

2.11 Subject to Paragraph 4, where the Supplier demonstrates to the reasonable satisfaction of the Relevant Authority or Relevant Authorities that a particular item of CRP Information is highly confidential, the Supplier may, having orally disclosed and discussed that information with the Relevant Authority or Relevant Authorities, redact or omit that information from the CRP Information provided that if a Financial Distress Event occurs, this exemption shall no longer apply and the Supplier shall promptly provide the relevant information to the Relevant Authority or Relevant Authorities to the extent required under Paragraph 2.8.

3 Termination Rights

- 3.1 The Authority shall be entitled to terminate this Contract under Clause 31.1(b) (Termination by the Authority) if the Supplier is required to provide CRP Information under Paragraph 2 of this Part B and either:
 - (a) the Supplier fails to provide the CRP Information within 4 months of the Effective Date if this is a Critical Service Contract or otherwise within 4 months of the Relevant Authority's or Relevant Authorities' request; or
 - (b) the Supplier fails to obtain an Assurance from the Relevant Authority or Relevant Authorities within 4 months of the date that it was first required to provide the CRP Information under this Contract.

4 Confidentiality and usage of CRP Information

4.1 The Authority agrees to keep the CRP Information confidential and use it only to understand the implications of an Insolvency Event of the Supplier and/or Supplier Group members on its UK Public Sector

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Business and/or services in respect of CNI and to enable contingency planning to maintain service continuity for end users and protect CNI in such eventuality.

- 4.2 Where the Relevant Authority is the Cabinet Office Markets and Suppliers Team, at the Supplier's request, the Authority shall use reasonable endeavours to procure that the Cabinet Office enters into a confidentiality and usage agreement with the Supplier containing terms no less stringent than those placed on the Authority under Paragraph 4.1 of this Part B and Clause 19 (Confidentiality).
- 4.3 The Supplier shall use reasonable endeavours to obtain consent from any third party which has restricted the disclosure of the CRP Information to enable disclosure of that information to the Relevant Authority or Relevant Authorities pursuant to Paragraph 2 of this Part B subject, where necessary, to the Relevant Authority or Relevant Authorities entering into an appropriate confidentiality agreement in the form required by the third party.
- 4.4 Where the Supplier is unable to procure consent pursuant to Paragraph 4.3 of this Part B, the Supplier shall use all reasonable endeavours to disclose the CRP Information to the fullest extent possible by limiting the amount of information it withholds including by:
 - (a) redacting only those parts of the information which are subject to such obligations of confidentiality
 - (b) providing the information in a form that does not breach its obligations of confidentiality including (where possible) by:
 - (i) summarising the information;
 - (ii) grouping the information;
 - (iii) anonymising the information; and
 - (iv) presenting the information in general terms
- 4.5 The Supplier shall provide the Relevant Authority or Relevant Authorities with contact details of any third party which has not provided consent to disclose CRP Information where that third party is also a public sector body and where the Supplier is legally permitted to do so.

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ANNEX 1: EXPOSURE INFORMATION (CONTRACTS LIST)

- 1 The Supplier shall:
- 1.1 subject to any confidentiality obligations and the redaction of commercially sensitive information under the relevant agreements provide details of all agreements worth more than £5m per contract year held by members of the Supplier Group where those agreements are for goods, services or works provision and:
 - (a) are with any UK public sector bodies including: central Government departments and their arms-length bodies and agencies, non-departmental public bodies, NHS bodies, local authorities, health bodies, police fire and rescue, education bodies and the devolved administrations:
 - (b) are with any private sector entities where the end recipient of the service, goods or works provision is any of the bodies set out in Paragraph 1.1(a) of this Annex 1 and where the member of the Supplier Group is acting as a key sub-contractor under the agreement with the end recipient; or
 - (c) involve or could reasonably be considered to involve CNI.

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ANNEX 2: CORPORATE RESOLVABILITY ASSESSMENT (STRUCTURAL REVIEW)

- 1 The Supplier shall:
- 1.1 provide sufficient information to allow the Relevant Authority to understand the implications on the Supplier Group's UK Public Sector Business and CNI contracts listed pursuant to Annex 1 if the Supplier or another member of the Supplier Group is subject to an Insolvency Event.
- 1.2 ensure that the information is presented so as to provide a simple, effective and easily understood overview of the Supplier Group; and
- 1.3 provide full details of the importance of each member of the Supplier Group to the Supplier Group's UK Public Sector Business and CNI contracts listed pursuant to Annex 1 and the dependencies between each.

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ANNEX 3: FINANCIAL INFORMATION AND COMMENTARY

- 1 The Supplier shall:
- 1.1 provide sufficient financial information for the Supplier Group level, contracting operating entities level, and shared services entities' level to allow the Relevant Authority to understand the current financial interconnectedness of the Supplier Group and the current performance of the Supplier as a standalone entity; and
- 1.2 ensure that the information is presented in a simple, effective and easily understood manner.
- 1.3 For the avoidance of doubt the financial information to be provided pursuant to Paragraph 1 of this Annex 3 should be based on the most recent audited accounts for the relevant entities (or interim accounts where available) updated for any material changes since the Accounting Reference Date provided that such accounts are available in a reasonable timeframe to allow the Supplier to comply with its obligations under this Schedule 26 (Service Continuity Plan and Corporate Resolution Planning). If such accounts are not available in that timeframe, financial information should be based on unpublished unaudited accounts or management accounts (disclosure of which to the Cabinet Office Markets and Suppliers Team remains protected by confidentiality).

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ANNEX 4: SUPPLIER BCDR PLAN

1. Business Continuity Plan



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2. Disaster Recovery Plan



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3. Adaptive Planning Disaster Recovery Plan



SCHEDULE 27 CONDUCT OF CLAIMS

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Technology Solution and SaaS ERP Services Schedule 27 – Conduct of Claims

1 INDEMNITIES

- 1.1 This Schedule shall apply to the conduct, by a Party from whom an indemnity is sought under this Contract (the "**Indemnifier**"), of claims made by a third person against a party having (or claiming to have) the benefit of the indemnity (the "**Beneficiary**").
- 1.2 If the Beneficiary receives any notice of any claim for which it appears that the Beneficiary is, or may become, entitled to indemnification under this Contract (a "Claim"), the Beneficiary shall give notice in writing to the Indemnifier as soon as reasonably practicable and in any event within 10 Working Days of receipt of the same.
- 1.3 Subject to Paragraph 2, on the giving of a notice by the Beneficiary, where it appears that the Beneficiary is or may be entitled to indemnification from the Indemnifier in respect of all (but not part only) of the liability arising out of the Claim, the Indemnifier shall (subject to providing the Beneficiary with a secured indemnity to its reasonable satisfaction against all costs and expenses that it may incur by reason of such action) be entitled to dispute the Claim in the name of the Beneficiary at the Indemnifier's own expense and take conduct of any defence, dispute, compromise or appeal of the Claim and of any incidental negotiations relating to the Claim. If the Indemnifier does elect to conduct the Claim, the Beneficiary shall give the Indemnifier all reasonable cooperation, access and assistance for the purposes of such Claim and, subject to Paragraph 2.2, the Beneficiary shall not make any admission which could be prejudicial to the defence or settlement of the Claim without the prior written consent of the Indemnifier.
- 1.4 With respect to any Claim conducted by the Indemnifier pursuant to Paragraph 1.3:
 - (a) the Indemnifier shall keep the Beneficiary fully informed and consult with it about material elements of the conduct of the Claim;
 - (b) the Indemnifier shall not bring the name of the Beneficiary into disrepute;
 - (c) the Indemnifier shall not pay or settle such Claim without the prior written consent of the Beneficiary, such consent not to be unreasonably withheld or delayed; and
 - (d) the Indemnifier shall conduct the Claim with all due diligence.
- 1.5 The Beneficiary shall be entitled to have conduct of the Claim and shall be free to pay or settle any Claim on such terms as it thinks fit and without prejudice to its rights and remedies under this Contract if:
 - (a) the Indemnifier is not entitled to take conduct of the Claim in accordance with Paragraph 1.3;

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- (b) the Indemnifier fails to notify the Beneficiary in writing of its intention to take conduct of the relevant Claim within 10 Working Days of the notice from the Beneficiary or if the Indemnifier notifies the Beneficiary in writing that it does not intend to take conduct of the Claim; or
- (c) the Indemnifier fails to comply in any material respect with the provisions of Paragraph 1.4.

2 **SENSITIVE CLAIMS**

- 2.1 With respect to any Claim which the Beneficiary, acting reasonably, considers is likely to have an adverse impact on the general public's perception of the Beneficiary (a "Sensitive Claim"), the Indemnifier shall be entitled to take conduct of any defence, dispute, compromise or appeal of the Sensitive Claim only with the Beneficiary's prior written consent. If the Beneficiary withholds such consent and elects to conduct the defence, dispute, compromise or appeal of the Sensitive Claim itself, it shall conduct the Sensitive Claim with all due diligence and if it fails to do so, the Indemnifier shall only be liable to indemnify the Beneficiary in respect of that amount which would have been recoverable by the Beneficiary had it conducted the Sensitive Claim with all due diligence.
- 2.2 The Beneficiary shall be free at any time to give written notice to the Indemnifier that it is retaining or taking over (as the case may be) the conduct of any Claim, to which Paragraph 1.3 applies if, in the reasonable opinion of the Beneficiary, the Claim is, or has become, a Sensitive Claim.

3 RECOVERY OF SUMS

- 3.1 If the Indemnifier pays to the Beneficiary an amount in respect of an indemnity and the Beneficiary subsequently recovers (whether by payment, discount, credit, saving, relief or other benefit or otherwise) a sum which is directly referable to the fact, matter, event or circumstances giving rise to the Claim, the Beneficiary shall forthwith repay to the Indemnifier whichever is the lesser of:
 - (a) an amount equal to the sum recovered (or the value of the discount, credit, saving, relief, other benefit or amount otherwise obtained) less any out-of-pocket costs and expenses properly incurred by the Beneficiary in recovering or obtaining the same; and
 - (b) the amount paid to the Beneficiary by the Indemnifier in respect of the Claim under the relevant indemnity.

4 MITIGATION

4.1 Each of the Authority and the Supplier shall at all times take all reasonable steps to minimise and mitigate any loss for which the relevant Party is entitled to bring a claim against the other Party pursuant to the indemnities in this Schedule.

SCHEDULE 28

STAFF TRANSFER

Technology Solution and SaaS ERP Services

Schedule 28 - Staff Transfer

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1 **DEFINITIONS**

1.1 In this Schedule, the following definitions shall apply:

"Former Supplier" a supplier supplying services to the Authority

before the Relevant Transfer Date that are the same as or substantially similar to the Services (or any part of the Services) and shall include any subcontractor of such supplier (or any sub-contractor

of any such sub-contractor);

"Notified Sub- a Sub-contractor identified in the Annex to this contractor" Schedule to whom Transferring Authority

Employees and/or Transferring Former Supplier Employees will transfer on a Relevant Transfer

Date:

"Replacement Sub-

contractor"

a sub-contractor of the Replacement Supplier to whom Transferring Supplier Employees will transfer on a Service Transfer Date (or any sub-

contractor of any such sub-contractor);

"Relevant Transfer"

a transfer of employment to which the Employment

Regulations applies:

"Relevant Transfer

Date"

in relation to a Relevant Transfer, the date upon

which the Relevant Transfer takes place;

"Service Transfer" any transfer of the Services (or any part of the

Services), for whatever reason, from the Supplier or any Sub-contractor to a Replacement Supplier

or a Replacement Sub-contractor:

"Service Transfer

Date"

the date of a Service Transfer or, if more than one,

the date of the relevant Service Transfer as the

context requires;

"Staffing Information" in relation to all persons identified on the Supplier's

Provisional Supplier Personnel List or Supplier's Final Supplier Personnel List, as the case may be, all information required in ANNEX E2: STAFFING INFORMATION in the format specified and with the identities of Data Subjects anonymised where possible. The Authority may acting reasonably make changes to the format or information

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requested in ANNEX E2: STAFFING INFORMATION from time to time;

"Supplier's Final Supplier Personnel List" a list provided by the Supplier of all Supplier Personnel who will transfer under the Employment Regulations on the Service Transfer Date:

"Supplier's Provisional Supplier Personnel List" a list prepared and updated by the Supplier of all Supplier Personnel who are at the date of the list wholly or mainly engaged in or assigned to the provision of the Services or any relevant part of the Services which it is envisaged as at the date of such list will no longer be provided by the Supplier;

"Transferring Authority Employees"

those employees of the Authority to whom the Employment Regulations will apply on the Relevant Transfer Date:

"Transferring Former Supplier Employees"

in relation to a Former Supplier, those employees of the Former Supplier to whom the Employment Regulations will apply on the Relevant Transfer Date; and

lior 4

"Transferring Supplier Employees"

those employees of the Supplier and/or the Supplier's Sub-contractors to whom the Employment Regulations will apply on the Service Transfer Date.

2 INTERPRETATION

2.1 Where a provision in this Schedule imposes an obligation on the Supplier to provide an indemnity, undertaking or warranty, the Supplier shall procure that each of its Sub-contractors shall comply with such obligation and provide such indemnity, undertaking or warranty to the Authority, Former Supplier, Replacement Supplier or Replacement Sub-contractor, as the case may be.

3 APPLICABLE PARTS OF THIS SCHEDULE

- 3.1 Only the following parts of this Schedule shall apply to this Contract:
 - (a) Part C (No Staff Transfer On Start Date); and
 - (b) Part E(*Employment Exit Provisions*)
 - (i) Annex E1 (List Of Notified Sub-Contractors); and
 - (ii) Annex E2 (Staffing Information)

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PART A: TRANSFERRING AUTHORITY EMPLOYEES AT COMMENCEMENT OF SERVICES

Not used

PART B: TRANSFERRING FORMER SUPPLIER EMPLOYEES AT COMMENCEMENT OF SERVICES

Not used

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PART C: NO TRANSFER OF EMPLOYEES AT COMMENCEMENT OF SERVICES

1 PROCEDURE IN THE EVENT OF TRANSFER

- 1.1 The Authority and the Supplier agree that the commencement of the provision of the Services or of any part of the Services will not be a Relevant Transfer in relation to any employees of the Authority and/or any Former Supplier.
- 1.2 If any employee of the Authority and/or a Former Supplier claims, or it is determined in relation to any employee of the Authority and/or a Former Supplier, that his/her contract of employment has been transferred from the Authority and/or the Former Supplier to the Supplier and/or any Sub-contractor pursuant to the Employment Regulations then:
 - the Supplier shall, and shall procure that the relevant Sub-contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Authority and, where required by the Authority, give notice to the Former Supplier; and
 - the Authority and/or the Former Supplier may offer (or may procure that a third party may offer) employment to such person within 15 Working Days of the notification by the Supplier or the Subcontractor (as appropriate) or take such other reasonable steps as the Authority or Former Supplier (as the case may be) considers appropriate to deal with the matter provided always that such steps are in compliance with applicable Law.
- 1.3 If an offer referred to in Paragraph 1.2.2 is accepted (or if the situation has otherwise been resolved by the Authority and/or the Former Supplier), the Supplier shall, or shall procure that the Sub-contractor shall, immediately release the person from his/her employment or alleged employment.
- 1.4 If by the end of the 15 Working Day period specified in Paragraph 1.2.2:
 - 1.4.1 no such offer of employment has been made;
 - 1.4.2 such offer has been made but not accepted; or
 - 1.4.3 the situation has not otherwise been resolved,

the Supplier and/or the Sub-contractor may within 5 Working Days give notice to terminate the employment or alleged employment of such person.

2 **INDEMNITIES**

2.1 Subject to the Supplier and/or the relevant Sub-contractor acting in accordance with the provisions of Paragraphs 1.2 to 1.4 and in accordance

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with all applicable employment procedures set out in applicable Law and subject also to Paragraph 2.4, the Authority shall:

- 2.1.1 indemnify the Supplier and/or the relevant Sub-contractor against all Employee Liabilities arising out of the termination of the employment of any employees of the Authority referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the Notified Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities; and
- 2.1.2 procure that the Former Supplier indemnifies the Supplier and/or any Notified Sub-contractor against all Employee Liabilities arising out of termination of the employment of the employees of the Former Supplier referred to in Paragraph 1.2 made pursuant to the provisions of Paragraph 1.4 provided that the Supplier takes, or shall procure that the relevant Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.
- 2.2 If any such person as is described in Paragraph 1.2 is neither re employed by the Authority and/or the Former Supplier as appropriate nor dismissed by the Supplier and/or any Sub-contractor within the 15 Working Day period referred to in Paragraph 1.4 such person shall be treated as having transferred to the Supplier and/or the Sub-contractor (as appropriate) and the Supplier shall, or shall procure that the Sub-contractor shall, comply with such obligations as may be imposed upon it under Law.
- 2.3 Where any person remains employed by the Supplier and/or any Sub-contractor pursuant to Paragraph 2.2, all Employee Liabilities in relation to such employee shall remain with the Supplier and/or the Sub-contractor and the Supplier shall indemnify the Authority and any Former Supplier, and shall procure that the Sub-contractor shall indemnify the Authority and any Former Supplier, against any Employee Liabilities that either of them may incur in respect of any such employees of the Supplier and/or employees of the Sub-contractor.
- 2.4 The indemnities in Paragraph 2.1:
 - 2.4.1 shall not apply to:
 - (a) any claim for:
 - discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or

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 equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Supplier and/or any Sub-contractor; or

- (b) any claim that the termination of employment was unfair because the Supplier and/or any Sub-contractor neglected to follow a fair dismissal procedure; and
- 2.4.2 shall apply only where the notification referred to in Paragraph 1.2 is made by the Supplier and/or any Sub-contractor to the Authority and, if applicable, Former Supplier within 6 months of the Effective Date.

3 PROCUREMENT OBLIGATIONS

3.1 Where the Authority accepts an obligation to procure that a Former Supplier does or does not do something, such obligation shall be limited so that it extends only to the extent that the Authority's contract with the Former Supplier contains a contractual right in that regard which the Authority may enforce, or otherwise so that it requires only that the Authority must use reasonable endeavours to procure that the Former Supplier does or does not act accordingly.

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PART D: PENSIONS

Not used.

PART E: EMPLOYMENT EXIT PROVISIONS

1 PRE-SERVICE TRANSFER OBLIGATIONS

- 1.1 The Supplier agrees that within 20 Working Days of the earliest of:
 - 1.1.1 receipt of a notification from the Authority of a Service Transfer or intended Service Transfer:
 - 1.1.2 receipt of the giving of notice of early termination or any Partial Termination of this Contract:
 - 1.1.3 the date which is 12 months before the end of the Term; and
 - 1.1.4 receipt of a written request of the Authority at any time (provided that the Authority shall only be entitled to make one such request in any 6 month period),

it shall provide in a suitably anonymised format so as to comply with the DPA, the Supplier's Provisional Supplier Personnel List, together with the Staffing Information and it shall provide an updated Supplier's Provisional Supplier Personnel List at such intervals as are reasonably requested by the Authority.

- 1.2 At least 20 Working Days prior to the Service Transfer Date, the Supplier shall provide to the Authority or at the direction of the Authority to any Replacement Supplier and/or any Replacement Sub-contractor:
 - 1.2.1 the Supplier's Final Supplier Personnel List, which shall identify which of the Supplier Personnel are Transferring Supplier Employees; and
 - 1.2.2 the Staffing Information in relation to the Supplier's Final Supplier Personnel List (insofar as such information has not previously been provided).
- 1.3 The Authority shall be permitted to use and disclose information provided by the Supplier under Paragraphs 1.1 and 1.2 for the purpose of informing any prospective Replacement Supplier and/or Replacement Sub-contractor.
- 1.4 The Supplier warrants, for the benefit of the Authority, any Replacement Supplier, and any Replacement Sub-contractor that all information provided pursuant to Paragraphs 1.1 and 1.2 shall be true and accurate in all material respects at the time of providing the information.
- 1.5 From the date of the earliest event referred to in Paragraph 1.1.1, 1.1.2 and 1.1.3, the Supplier agrees, that it shall not, and agrees to procure that each

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Sub-contractor shall not, assign any person to the provision of the Services who is not listed on the Supplier's Provisional Supplier Personnel List and shall not without the approval of the Authority (not to be unreasonably withheld or delayed):

- 1.5.1 replace or re-deploy any Supplier Personnel listed on the Supplier Provisional Supplier Personnel List other than where any replacement is of equivalent grade, skills, experience and expertise and is employed on the same terms and conditions of employment as the person he/she replaces;
- 1.5.2 make, promise, propose, permit or implement any material changes to the terms and conditions of employment of the Supplier Personnel (including pensions and any payments connected with the termination of employment);
- 1.5.3 increase the proportion of working time spent on the Services (or the relevant part of the Services) by any of the Supplier Personnel save for fulfilling assignments and projects previously scheduled and agreed;
- 1.5.4 introduce any new contractual or customary practice concerning the making of any lump sum payment on the termination of employment of any employees listed on the Supplier's Provisional Supplier Personnel List:
- 1.5.5 increase or reduce the total number of employees so engaged, or deploy any other person to perform the Services (or the relevant part of the Services); or
- 1.5.6 terminate or give notice to terminate the employment or contracts of any persons on the Supplier's Provisional Supplier Personnel List save by due disciplinary process,

and shall promptly notify, and procure that each Sub-contractor shall promptly notify, the Authority or, at the direction of the Authority, any Replacement Supplier and any Replacement Sub-contractor of any notice to terminate employment given by the Supplier or relevant Sub-contractor or received from any persons listed on the Supplier's Provisional Supplier Personnel List regardless of when such notice takes effect.

- 1.6 During the Term, the Supplier shall provide, and shall procure that each Subcontractor shall provide, to the Authority any information the Authority may reasonably require relating to the manner in which the Services are organised, which shall include:
 - 1.6.1 the numbers of employees engaged in providing the Services;

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- 1.6.2 the percentage of time spent by each employee engaged in providing the Services;
- 1.6.3 the extent to which each employee qualifies for membership of any of the statutory pension schemes; and
- 1.6.4 a description of the nature of the work undertaken by each employee by location.
- 1.7 The Supplier shall provide, and shall procure that each Sub-contractor shall provide, all reasonable cooperation and assistance to the Authority, any Replacement Supplier and/or any Replacement Sub-contractor to ensure the smooth transfer of the Transferring Supplier Employees on the Service Transfer Date including providing sufficient information in advance of the Service Transfer Date to ensure that all necessary payroll arrangements can be made to enable the Transferring Supplier Employees to be paid as appropriate. Without prejudice to the generality of the foregoing, within 5 Working Days following the Service Transfer Date, the Supplier shall provide, and shall procure that each Sub-contractor shall provide, to the Authority or, at the direction of the Authority, to any Replacement Supplier and/or any Replacement Sub-contractor (as appropriate), in respect of each person on the Supplier's Final Supplier Personnel List who is a Transferring Supplier Employee:
 - 1.7.1 the most recent month's copy pay slip data;
 - 1.7.2 details of cumulative pay for tax and pension purposes;
 - 1.7.3 details of cumulative tax paid;
 - 1.7.4 tax code:
 - 1.7.5 details of any voluntary deductions from pay; and
 - 1.7.6 bank/building society account details for payroll purposes.

2 EMPLOYMENT REGULATIONS EXIT PROVISIONS

2.1 The Authority and the Supplier acknowledge that subsequent to the commencement of the provision of the Services, the identity of the provider of the Services (or any part of the Services) may change (whether as a result of termination or Partial Termination of this Contract or otherwise) resulting in the Services being undertaken by a Replacement Supplier and/or a Replacement Sub-contractor. Such change in the identity of the supplier of such services may constitute a Relevant Transfer to which the Employment Regulations will apply. The Authority and the Supplier further agree that, as a result of the operation of the Employment Regulations, where a Relevant Transfer occurs, the contracts of employment between the Supplier and the Transferring Supplier Employees (except in relation to any contract terms disapplied

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through operation of regulation 10(2) of the Employment Regulations) will have effect on and from the Service Transfer Date as if originally made between the Replacement Supplier and/or a Replacement Sub-contractor (as the case may be) and each such Transferring Supplier Employee.

- 2.2 The Supplier shall, and shall procure that each Sub-contractor shall, comply with all its obligations in respect of the Transferring Supplier Employees arising under the Employment Regulations in respect of the period up to (and including) the Service Transfer Date and shall perform and discharge, and procure that each Sub-contractor shall perform and discharge, all its obligations in respect of all the Transferring Supplier Employees arising in respect of the period up to (and including) the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and all such sums due as a result of any Fair Deal Employees' participation in the Schemes which in any case are attributable in whole or in part to the period ending on (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between: (i) the Supplier and/or the Sub-contractor (as appropriate); and (ii) the Replacement Supplier and/or Replacement Sub-contractor.
- 2.3 Subject to Paragraph 2.4, the Supplier shall indemnify the Authority and/or the Replacement Supplier and/or any Replacement Sub-contractor against any Employee Liabilities arising from or as a result of:
 - 2.3.1 any act or omission of the Supplier or any Sub-contractor in respect of any Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee whether occurring before, on or after the Service Transfer Date:
 - 2.3.2 the breach or non-observance by the Supplier or any Sub-contractor occurring on or before the Service Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Supplier Employees; and/or
 - (b) any other custom or practice with a trade union or staff association in respect of any Transferring Supplier Employees which the Supplier or any Sub-contractor is contractually bound to honour;
 - 2.3.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees arising from or connected with any failure by the Supplier or a Sub-contractor to comply with any legal obligation to such trade union, body or person arising on or before the Service Transfer Date;

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- 2.3.4 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
 - (a) in relation to any Transferring Supplier Employee, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on and before the Service Transfer Date; and
 - (b) in relation to any employee who is not identified in the Supplier's Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier to the Authority and/or Replacement Supplier and/or any Replacement Sub-contractor, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising on or before the Service Transfer Date;
- 2.3.5 a failure of the Supplier or any Sub-contractor to discharge or procure the discharge of all wages, salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees in respect of the period up to (and including) the Service Transfer Date);
- 2.3.6 any claim made by or in respect of any person employed or formerly employed by the Supplier or any Sub-contractor other than a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List for whom it is alleged the Authority and/or the Replacement Supplier and/or any Replacement Sub-contractor may be liable by virtue of this Contract and/or the Employment Regulations; and
- 2.3.7 any claim made by or in respect of a Transferring Supplier Employee or any appropriate employee representative (as defined in the Employment Regulations) of any Transferring Supplier Employee relating to any act or omission of the Supplier or any Subcontractor in relation to its obligations under regulation 13 of the Employment Regulations, except to the extent that the liability arises from the failure by the Authority and/or Replacement Supplier to comply with regulation 13(4) of the Employment Regulations.
- 2.4 The indemnities in Paragraph 2.3 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Replacement Supplier and/or any Replacement Sub-contractor whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities:

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- 2.4.1 arising out of the resignation of any Transferring Supplier Employee before the Service Transfer Date on account of substantial detrimental changes to his/her working conditions proposed by the Replacement Supplier and/or any Replacement Sub-contractor to occur in the period on or after the Service Transfer Date); or
- 2.4.2 arising from the Replacement Supplier's failure, and/or Replacement Sub-contractor's failure, to comply with its obligations under the Employment Regulations.
- 2.5 If any person who is not identified in the Supplier's Final Supplier Personnel list claims, or it is determined in relation to any person who is not identified in the Supplier's Final Supplier Personnel list, that his/her contract of employment has been transferred from the Supplier or any Sub-contractor to the Replacement Supplier and/or Replacement Sub-contractor pursuant to the Employment Regulations, then:
 - 2.5.1 the Authority shall procure that the Replacement Supplier shall, or any Replacement Sub-contractor shall, within 5 Working Days of becoming aware of that fact, give notice in writing to the Supplier; and
 - 2.5.2 the Supplier may offer (or may procure that a Sub-contractor may offer) employment to such person within 15 Working Days of the notification by the Replacement Supplier and/or any and/or Replacement Sub-contractor or take such other reasonable steps as it considers appropriate to deal with the matter provided always that such steps are in compliance with Law.
- 2.6 If such offer is accepted, or if the situation has otherwise been resolved by the Supplier or a Sub-contractor, the Authority shall procure that the Replacement Supplier shall, or procure that the Replacement Sub-contractor shall, immediately release or procure the release of the person from his/her employment or alleged employment.
- 2.7 If after the 15 Working Day period specified in Paragraph 2.5.2 has elapsed:
 - 2.7.1 no such offer of employment has been made;
 - 2.7.2 such offer has been made but not accepted; or
 - 2.7.3 the situation has not otherwise been resolved.

the Authority shall advise the Replacement Supplier and/or Replacement Subcontractor, as appropriate that it may within 5 Working Days give notice to terminate the employment or alleged employment of such person.

2.8 Subject to the Replacement Supplier and/or Replacement Sub-contractor acting in accordance with the provisions of Paragraphs 2.5 to 2.7, and in

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accordance with all applicable proper employment procedures set out in applicable Law, the Supplier shall indemnify the Replacement Supplier and/or Replacement Sub-contractor against all Employee Liabilities arising out of the termination of employment pursuant to the provisions of Paragraph 2.7 provided that the Replacement Supplier takes, or shall procure that the Replacement Sub-contractor takes, all reasonable steps to minimise any such Employee Liabilities.

- 2.9 The indemnity in Paragraph 2.8:
 - 2.9.1 shall not apply to:
 - (a) any claim for:
 - discrimination, including on the grounds of sex, race, disability, age, gender reassignment, marriage or civil partnership, pregnancy and maternity or sexual orientation, religion or belief; or
 - ii. equal pay or compensation for less favourable treatment of part-time workers or fixed-term employees,

in any case in relation to any alleged act or omission of the Replacement Supplier and/or Replacement Sub-contractor; or

- (b) any claim that the termination of employment was unfair because the Replacement Supplier and/or Replacement Subcontractor neglected to follow a fair dismissal procedure; and
- 2.9.2 shall apply only where the notification referred to in Paragraph 2.5.1 is made by the Replacement Supplier and/or Replacement Subcontractor to the Supplier within 6 months of the Service Transfer Date.
- 2.10 If any such person as is described in Paragraph 2.5 is neither re-employed by the Supplier or any Sub-contractor nor dismissed by the Replacement Supplier and/or Replacement Sub-contractor within the time scales set out in Paragraphs 2.5 to 2.7, such person shall be treated as a Transferring Supplier Employee.
- 2.11 The Supplier shall comply, and shall procure that each Sub-contractor shall comply, with all its obligations under the Employment Regulations and shall perform and discharge, and shall procure that each Sub-contractor shall perform and discharge, all its obligations in respect of any person identified in the Supplier's Final Supplier Personnel list before and on the Service Transfer Date (including the payment of all remuneration, benefits, entitlements and outgoings, all wages, accrued but untaken holiday pay, bonuses, commissions, payments of PAYE, national insurance contributions and pension contributions and such sums due as a result of any Fair Deal

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Employees' participation in the Schemes and any requirement to set up a broadly comparable pension scheme which in any case are attributable in whole or in part in respect of the period up to (and including) the Service Transfer Date) and any necessary apportionments in respect of any periodic payments shall be made between:

- 2.11.1 the Supplier and/or any Sub-contractor; and
- 2.11.2 the Replacement Supplier and/or the Replacement Sub-contractor.
- 2.12 The Supplier shall, and shall procure that each Sub-contractor shall, promptly provide to the Authority and any Replacement Supplier and/or Replacement Sub-contractor, in writing such information as is necessary to enable the Authority, the Replacement Supplier and/or Replacement Sub-contractor to carry out their respective duties under regulation 13 of the Employment Regulations. The Authority shall procure that the Replacement Supplier and/or Replacement Sub-contractor, shall promptly provide to the Supplier and each Sub-contractor in writing such information as is necessary to enable the Supplier and each Sub-contractor to carry out their respective duties under regulation 13 of the Employment Regulations.
- 2.13 Subject to Paragraph 2.14, the Authority shall procure that the Replacement Supplier indemnifies the Supplier on its own behalf and on behalf of any Replacement Sub-contractor and its sub-contractors against any Employee Liabilities arising from or as a result of:
 - 2.13.1 any act or omission of the Replacement Supplier and/or Replacement Sub-contractor in respect of any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee;
 - 2.13.2 the breach or non-observance by the Replacement Supplier and/or Replacement Sub-contractor on or after the Service Transfer Date of:
 - (a) any collective agreement applicable to the Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List; and/or
 - (b) any custom or practice in respect of any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List which the Replacement Supplier and/or Replacement Subcontractor is contractually bound to honour;
 - 2.13.3 any claim by any trade union or other body or person representing any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List arising from or connected with any

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failure by the Replacement Supplier and/or Replacement Subcontractor to comply with any legal obligation to such trade union, body or person arising on or after the Service Transfer Date;

- 2.13.4 any proposal by the Replacement Supplier and/or Replacement Sub-contractor to change the terms and conditions of employment or working conditions of any Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List on or after their transfer to the Replacement Supplier or Replacement Sub-contractor (as the case may be) on the Service Transfer Date, or to change the terms and conditions of employment or working conditions of any person identified in the Supplier's Final Supplier Personnel List who would have been a Transferring Supplier Employee but for their resignation (or decision to treat their employment as terminated under regulation 4(9) of the Employment Regulations) before the Service Transfer Date as a result of or for a reason connected to such proposed changes;
- 2.13.5 any statement communicated to or action undertaken by the Replacement Supplier or Replacement Sub-contractor to, or in respect of, any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List on or before the Service Transfer Date regarding the Relevant Transfer which has not been agreed in advance with the Supplier in writing;
- 2.13.6 any proceeding, claim or demand by HMRC or other statutory authority in respect of any financial obligation including, but not limited to, PAYE and primary and secondary national insurance contributions:
 - (a) in relation to any Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List, to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date; and
 - (b) in relation to any employee who is not a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List, and in respect of whom it is later alleged or determined that the Employment Regulations applied so as to transfer his/her employment from the Supplier or Sub-contractor, to the Replacement Supplier or Replacement Sub-contractor to the extent that the proceeding, claim or demand by HMRC or other statutory authority relates to financial obligations arising after the Service Transfer Date:
- 2.13.7 a failure of the Replacement Supplier or Replacement Subcontractor to discharge or procure the discharge of all wages,

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salaries and all other benefits and all PAYE tax deductions and national insurance contributions relating to the Transferring Supplier Employees identified in the Supplier's Final Supplier Personnel List in respect of the period from (and including) the Service Transfer Date; and

- 2.13.8 any claim made by or in respect of a Transferring Supplier Employee identified in the Supplier's Final Supplier Personnel List or any appropriate employee representative (as defined in the Employment Regulations) of any such Transferring Supplier Employee relating to any act or omission of the Replacement Supplier or Replacement Sub-contractor in relation to obligations under regulation 13 of the Employment Regulations.
- 2.14 The indemnities in Paragraph 2.13 shall not apply to the extent that the Employee Liabilities arise or are attributable to an act or omission of the Supplier and/or any Sub-contractor (as applicable) whether occurring or having its origin before, on or after the Service Transfer Date, including any Employee Liabilities arising from the failure by the Supplier and/or any Subcontractor (as applicable) to comply with its obligations under the Employment Regulations.

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ANNEX E1: LIST OF NOTIFIED SUB-CONTRACTORS

ANNEX E2: STAFFING INFORMATION

EMPLOYEE INFORMATION (ANONYMISED)

Name of Transferor:

Number of Employees in-scope to transfer:

Completion notes

- If you have any Key Sub-contractors, please complete all the above information for any staff employed by such Key Sub-contractor(s) in a separate spreadsheet.
- This spreadsheet is used to collect information from the current employer (transferor) about employees performing the relevant services to help plan for a potential TUPE transfer. Some or all of this information may be disclosed to bidders as part of a procurement process. The information should not reveal the employees' identities.
- If the information cannot be included on this form, attach the additional information, such as relevant policies, and cross reference to the item number and employee number where appropriate.

Technology Solution and SaaS ERP Services Schedule 28 – Staff Transfer

EMPLOYEE DETAILS & KEY TERMS Employment status (for Continuous **Date employment** Job Grade / Work example, employee, fixed-Details Age service date started with existing Title term employee, selfband Location (dd/mm/yy) employer employed, agency worker)? Emp No 1 Emp No 2 **Emp No Emp No Emp No Emp No Emp No Emp No**

Technology Solution and SaaS ERP Services Schedule 28 – Staff Transfer

EMPLOYEE DETAILS & KEY TERMS Previously TUPE Contract transferred to end date Regular **Mobility or** Contractual organisation? If so, (if fixed Any Contractual overtime flexibility collective **Details** weekly please specify (i) date of term notice period hours per clause in transfer, (ii) name of contract or hours agreements? week contract? transferor, and (iii) temporary whether ex public sector contract) Emp No 1 Emp No 2 **Emp No Emp No Emp No Emp No Emp No**

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ASSIGNMENT		CONTRACTUAL PAY AND BENEFITS							
Details	% of working time dedicated to the provision of services under the contract	Salary (or hourly rate of pay)	Payment interval (weekly / fortnightly / monthly)	Bonus payment for previous 12 months (please specify whether contractual or discretionary entitlement)	Pay review method	Frequency of pay reviews	Agreed pay increases	Next pay review date	
Emp No 1									
Emp No 2									
Emp No									
Emp No									
Emp No									
Emp No									
Emp No									

Technology Solution and SaaS ERP Services Schedule 28 – Staff Transfer

CONTRACTUAL PAY AND BENEFITS Details Any other Any existing or Car Any other Private Life Long Lease or benefits in allowance allowances medical Term future company assurance Disability / commitment to (£ per year) car details paid (e.g. insurance (xSalary) kind training that has shift (please PHI (% of a time-off or Salary allowance, specify financial standby whether single or implication allowance, travel family allowance) cover) Emp No 1 Emp No 2 **Emp No Emp No Emp No Emp No Emp No**

Technology Solution and SaaS ERP Services Schedule 28 – Staff Transfer

CONTRACTUAL PAY AND BENEFITS Details Annual leave Bank holiday Method of calculating Maternity or Sick leave Redundancy entitlement entitlement holiday pay (i.e. based paternity or entitlement and pay entitlement (excluding on fixed salary only or shared (statutory / pay bank incl. entitlements to parental leave enhanced / variable remuneration entitlement and holidays) contractual / such as bonuses, discretionary) pay allowances, commission or overtime pay?) Emp No 1 Emp No 2 **Emp No Emp No Emp No Emp No Emp No**

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PENSIONS If the scheme is Type of pension provision Please Is the scheme e.g. defined benefit (CARE not an provide the an occupational or final salary, and whether name of the occupational **Employer** pension a public sector scheme e.g. **Employee** pension pension CSPS, NHSPS, LGPS etc. or pension pension scheme, what **Details** scheme and scheme as contribution contribution type of scheme a broadly comparable a link to the defined in the scheme) or a defined is it? E.g. rate rate Pension pension contribution scheme or an personal scheme **Schemes Act** pension auto enrolment master website 1993? scheme? trust? Emp No 1 Emp No 2 **Emp No Emp No Emp No Emp No Emp No**

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	PENSIONS						
Details	If the Employee is in the Local Government Pension Scheme, please supply details of Fund and Administering Authority.	If the Employee is in the Civil Service Pension Scheme, please provide details of the Admission Agreement.	If the Employee is in the NHSPS, please provide details of the Direction Letter.	If the Employee is in a broadly comparable pension scheme, please supply a copy of the GAD certificate of Broad Comparability.	Did Fair Deal or any other similar pension protection for ex-public sector employees apply to the employee when they TUPE transferred into your employment? If so, what was the nature of that protection (e.g. right to participate in a public sector pension scheme, or a broadly comparable scheme, or to bulk transfer past pension service into their current scheme)?	If Fair Deal, Best Value or other pension protection applied, which public sector employer did they originally transfer out of and when?	
Emp No 1							
Emp No 2							
Emp No							
Emp No							
Emp No							
Emp No							
Emp No							

Technology Solution and SaaS ERP Services Schedule 28 – Staff Transfer

SCHEDULE 29

KEY PERSONNEL

Co	ntents	
1	Key Personnel	3

- 1 Schedule 29 (Key Personnel)
- 1.1 This Schedule lists the key roles ("**Key Roles**") and names of the persons who the Supplier shall appoint to fill those Key Roles at the Start Date ("**Key Personnel**").

KEY ROLE	Name of KEY Personnel	Responsibilitie s/Authorities	Phase of the project during which they will be a MEMBER OF Key Personnel	MINIMUM PERIOD in Key Role

KEY ROLE	Name of KEY Personnel	Responsibilitie s/Authorities	Phase of the project during which they will be a MEMBER OF Key Personnel	MINIMUM PERIOD in Key Role

KEY ROLE	Name of KEY Personnel	Responsibilitie s/Authorities	Phase of the project during which they will be a MEMBER OF Key Personnel	MINIMUM PERIOD in Key Role

SCHEDULE 30

NOT USED

SCHEDULE 31

PROCESSING PERSONAL DATA

Technology Solution and SaaS ERP Services Schedule 31 – Processing Personal Data

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CO	nte	nts

1. Introduction 3

- 1. Introduction
- 1.1 This Schedule shall be completed by the Controller, who may take account of the view of the Processor, however the final decision as to the content of this Schedule shall be with the Authority at its absolute discretion.



- 1.4 The Processor shall comply with any further written instructions from the Controller with respect to processing of Personal Data.
- 1.5 Any such further instructions shall be incorporated into this Schedule.

Description	Details
Identity of Controller for each Category of Personal Data	The Authority is Controller and the Supplier is Processor
	The Parties acknowledge that in accordance with Clause 21.2 to 23.15 and for the purposes of the Data Protection Legislation, the Authority is the Controller and the Supplier is the Processor of the following Personal Data:
	Authority employee personal details including Payroll information;
	Authority's contingent worker personal details and payment information; and/or
	The Supplier is Controller and the Authority is Processor
	N/A
	The Parties are Joint Controllers
	N/A
	The Parties are Independent Controllers of Personal Data

Description	Details
	The Parties acknowledge that they are Independent Controllers for the purposes of the Data Protection Legislation in respect of:
	Business contact details of Supplier Personnel;
	Business contact details of any directors, officers, employees, agents, consultants and contractors of the Authority (excluding the Supplier Personnel) engaged in the performance of the Authority's duties under this Contract; and
	 Any personal or sensitive data set out in business contractual information including Purchase Orders, Invoices.
Duration of the processing	For the duration of the Term in accordance with the provisions of the Contract
Subject matter of the processing	For the purposes of the Supplier providing Services under the Contract to the Authority.
Nature and purposes of the processing	Supplier acts as a processor for the Personal Data that the Authority submits electronically into Supplier's enterprise cloud applications or provides to Supplier in connection with the Agreement.
	Processing Personal Data to set up, operate, maintain and support the enterprise cloud applications
	2. Storage of Personal Data in secure data centres
	3. Provision of the Service
Type of Personal Data	Employee and contingent worker: name, address, date of birth, NI number, ethnicity, contact, pay, absence, expenses, prospective, current and former employee data for human resources and benefits processing, such as name; contact information (including home and work address; home and work telephone numbers; mobile telephone numbers; web address data; instant messenger data; home and work email address); • marital status;

Description	Details
	ethnicity;
	citizenship information;
	visa information;
	 national and governmental identification information;
	drivers' license information; passport information;
	banking details;
	military service information;
	birth date and birth place;
	• gender;
	employee identification information;
	 education, language(s) and special competencies;
	certification information;
	 probation period and employment duration information;
	job or position title;
	business title;
	job type or code;
	business site;
	 company, supervisory, cost centre and region affiliation;
	 work schedule and status (full- time or part-time, regular or temporary); compensation and related information (including pay type and information regarding raises and salary adjustments);
	payroll information;
	 allowance, bonus, commission and stock plan information;

Description	Details
	leave of absence information; employment history; work experience information;
	information on internal project appointments;
	accomplishment information;
	training and development information;
	award information;
	dependent information.
	The Personal Data to be processed concern the following special categories of data:
	religion information; membership information;
	health and disability information;
	nationality.
Categories of Data Subject	1. Job applicants, candidates, current and former members of staff. 2. Related persons (e.g., emergency contacts, dependents, or beneficiaries) 3. Staff of prospects, customers, business partners and suppliers
Plan for return and destruction of the data once the processing is complete	Data will be retained for the duration of the programme. Once processing of data is complete at the end of the programme, any data processed as part of transitioning any data outside of the legacy and target systems will be destroyed in accordance with Schedule 25 (Exit
UNLESS requirement under law to preserve that type of data	Management).
Locations at which the Supplier and/or its Sub- contractors process Personal Data under this Contract	Locations set out in Paragraph 4 of Schedule 5 (Security Management)
Protective Measures that the Supplier and,	The Supplier will implement:
where applicable, its Sub-contractors have implemented to protect Personal Data	(a) the technical measures set out in Schedule 5 (Security); and

Description	Details
processed under this Contract Agreement against a breach of security (insofar as that breach of security relates to data) or a Personal Data Breach	(b) the Supplier Data Processing Exhibit in Annex 1 to Schedule 5.

SCHEDULE 32

INTELLECTUAL PROPERTY RIGHTS

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

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Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

1 INTELLECTUAL PROPERTY RIGHTS

- 1.1 Except as expressly set out in this Contract:
 - (a) the Authority shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Supplier or its licensors, namely:
 - (i) the Supplier Software;
 - (ii) the Third Party Software;
 - (iii) the Third Party IPRs; and
 - (iv) the Supplier Background IPRs;
 - (b) the Supplier shall not acquire any right, title or interest in or to the Intellectual Property Rights of the Authority or its licensors, including:
 - (i) the Authority Software;
 - (ii) the Authority Data; and
 - (iii) the Authority Background IPRs.
- 1.2 Where either Party acquires, by operation of law, title to Intellectual Property Rights that is inconsistent with the allocation of title set out in Paragraph 1.1, it shall assign in writing such Intellectual Property Rights as it has acquired to the other Party on the request of the other Party (whenever made).
- 1.3 Neither Party shall have any right to use any of the other Party's names, logos or trade marks on any of its products or services without the other Party's prior written consent.
- 1.4 The Authority shall have sole responsibility for the accuracy, quality and legality of the Authority Data; shall use reasonable endeavours to prevent unauthorised access to, or use of, the Services and shall notify the Supplier upon becoming aware promptly of any unauthorised access or use. The Authority shall not: (1) use the Services in violation of the applicable Product Terms, or the Acceptable Use Policy set out in Annex 1 to this Schedule; () knowingly interfere with or disrupt performance of the Services or the data contained therein; or (5) attempt to gain access to the Services or related systems or networks in a manner not anticipated by the use rights in the Documentation. The Authority is responsible for its End Users compliance with the Contract and any breach by its End Users will be deemed a breach by the Authority.
- 1.5 The Authority shall not: (1) modify, copy, or create derivative works based on, the Services or Documentation; (2) license, sublicense, sell, resell, rent, lease, transfer, assign, distribute, time share, offer in a service bureau, or otherwise make the Services or Workday Documentation available to any third party other than to End Users or third parties as permitted herein; (3) Schedule 32 (Intellectual Property Rights) Execution Copy

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

reverse engineer or decompile any portion of the Service or Workday Documentation, including but not limited to, any software utilized by the Supplier in the provision of the Service and Workday Documentation, except to the extent required by Law; (4) access the Service or Workday Documentation in order to build any commercially available product or service; or (5) copy any features, functions, integrations, interfaces or graphics of the Service or Workday Documentation. Notwithstanding item (5), the Authority may make a reasonable number of copies of the Workday Documentation for internal business purposes only.

2 TRANSFER AND LICENCES GRANTED BY THE SUPPLIER

Supplier Software and Supplier Background IPRs

2.1 The Supplier shall make the Services available to the Authority for use by the Authority and its End Users for whom the Authority enables access solely for the internal business purposes of the Authority and its End Users, subject to this Agreement.

Authority's right to sub-license

- 2.2 The Authority may grant rights of access to the Services as set out in Paragraph 2.1 to members of the Matrix Programme and third party-providers of services to the Authority or a member of the Matrix Programme provided that:
 - (a) such access is on terms no broader than those granted to the Authority under Paragraph 2.1;
 - (b) such grant of access authorises the third party to use the rights granted in Paragraph 2.1 only for purposes relating to the Services (or substantially equivalent services) or for any purposes relating to the exercise of the Authority's (or any other member of the Matrix Programme's) business or function; and
 - such third party has entered into a confidentiality undertaking with the Authority which requires the protection of the Supplier's Confidential Information to same standards with which the Subcontractor is required to protect the Authority's own Confidential Information.

Authority's right to assign/novate licences

- 2.3 The Authority may assign, novate or otherwise transfer its rights and obligations under the licences granted pursuant to Paragraph 2.1 (Supplier Software and Supplier Background IPRs) to:
 - (a) A Central Government Body; or

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

- (b) to any body (including any private sector body) which performs or carries on any of the functions and/or activities that previously had been performed and/or carried on by the Authority.
- 2.4 Any change in the legal status of the Authority which means that it ceases to be a Central Government Body shall not affect the validity of any licence granted in Paragraph 2.1 (*Supplier Software and Supplier Background IPRs*). If the Authority ceases to be a Central Government Body, the successor body to the Authority shall still be entitled to the benefit of the licence granted in Paragraph 2.1 (*Supplier Software and Supplier Background IPRs*).
- 2.5 If a licence granted in Paragraph 2.1 (Supplier Software and Supplier Background IPRs) is novated under Paragraph 2.3 (Authority's right to assign/novate licences) or there is a change of the Authority's status pursuant to Paragraph 2.4, the rights acquired on that novation or change of status shall not extend beyond those previously enjoyed by the Authority.

3 LICENCES GRANTED BY THE AUTHORITY

- 3.1 The Authority hereby grants to the Supplier a royalty-free, non-exclusive, non-transferable licence during the Term to use the Authority Background IPRs, Authority Data solely to the extent necessary for performing the Services in accordance with this Contract, including (but not limited to) the right to grant sub-licences to Sub-contractors provided that:
 - (a) any relevant Sub-contractor has entered into a confidentiality undertaking with the Supplier which requires the protection of the Authority's Confidential Information to same standards with which the Sub-contractor is required to protect the Supplier's own Confidential Information; and
 - (b) the Supplier shall not, without the Authority's prior written consent, use the licensed materials for any other purpose or for the benefit of any person other than the Authority.
- 3.2 In the event of the termination or expiry of this Contract, the licence granted pursuant to Paragraph 3.1 and any sub-licence granted by the Supplier in accordance with Paragraph 3.1 shall terminate automatically on the date of such termination or expiry and the Supplier shall:
 - to the extent not required to deliver any Exit Services under Schedule 25, immediately cease all use of the Authority Background IPRs;
 - (b) at the discretion of the Authority, return or destroy documents and other tangible materials that contain any of the Authority Background IPRs, provided that if the Authority has not made an election within 6 months of the termination of the licence, the Supplier may destroy the documents and other tangible materials

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

that contain any of the Authority Software, the Authority Background IPRs (as the case may be); and

- (c) ensure, in line with the provisions of Schedule 25, so far as reasonably practicable, that any Authority Background IPRs and Authority Data that are held in electronic, digital or other machine-readable form ceases to be readily accessible from any Supplier computer, word processor, voicemail system or any other Supplier device containing such Authority Background IPRs and/or Authority Data.
- 3.3 The Authority hereby grants the Supplier and its licensors, as applicable, a royalty-free, worldwide, transferable, sub-licensable, irrevocable, perpetual licence to use or incorporate into its services any Customer Input. Workday will have no obligation to make Customer Input an Improvement. The Authority will have no obligation to provide Customer Input.

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

ANNEX 1 - ACCEPTABLE USE POLICY

1 Introduction

1.1 This Acceptable Use Policy ("AUP") sets out the terms and conditions under which the Authority and its End Users may submit Content to the Supplier's Service or into Supplier environments. Unless otherwise defined herein, capitalized terms used in this AUP have the same meaning as set forth in the applicable agreement between Customer and Workday. This AUP is legally binding on Customer. Customer is responsible for compliance with this AUP by its Affiliates and Authorized Parties' use of Workday products, services, or features for which the applicable agreement or Order Form links to or references this AUP ("Workday Products"). This AUP may be updated by Workday from time to time to address new Workday product offerings or features or changes required due to Applicable Law.

2 Prohibited Uses

- 2.1 The Authority and its End Users may not use the Workday Products:
 - (a) In any way that breaches, promotes the breach of, or violates any Law;
 - (b) In any way that is unlawful;
 - (c) To sell or advertise the sale or purchase of any goods or services other than through the normal use of an HR or payroll service;
 - (d) Unlawfully to threaten, incite, promote, or encourage violence, self harm, or harm to individuals or specific groups including minors;
 - (e) Unlawfully to violate the privacy rights of others, including unlawful tracking, monitoring, or identification;
 - (f) To knowingly upload, share, or transmit any data or material that contains viruses, spyware, adware, Trojan horses, worms, corrupt files, or other similar computer code designed to adversely affect the operation of the Workday Products or any computer software, hardware or networks:
 - (g) In any way that seeks to circumvent, disable, or otherwise compromise the security of the Workday Products or Workday environments, any user account or any password; or
 - (h) To upload, send, or distribute unlawful (or in breach of regulatory provisions) unsolicited messaging, including unlawful (or in breach of regulatory provisions) SMS, emails, or comments.

3 Prohibited Content

3.1 All data, information, or materials ("**Content**") that the Authority or its End Users upload,

Schedule 32 (Intellectual Property Rights) Execution Copy

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

- 3.2 contribute, submit, store, or add to the Workday Products must not:
 - (a) Infringe a third party's intellectual property or proprietary rights;
 - (b) Contain any material which is obscene, tortious or defamatory;
 - (c) Promote sexually explicit or pornographic material;
 - (d) Promote, violence or any form of bullying or harassment, including threats, abuse, or invasion another's privacy;
 - (e) Promote discrimination based on race, sex, religion, nationality, disability, sexual orientation, or age;
 - (f) Impersonate any individual or misrepresent the Authority or its End Users identity or affiliation with any person or entity, or give the impression that information emanates from the Supplier (if that isn't the case); or
 - (g) Be made in breach of any legal duty owed to a third-party, such as a contractual duty or a duty of confidence.

4 Compliance with This Policy

- 4.1 The Supplier is under no obligation to monitor, review, filter, moderate, or remove any Content from the Workday Products. The Supplier reserves the right, after due enquiry, to determine whether or not the Authority or an End User has abided by this AUP and in the event of a breach the Supplier will take the action as anticipated below in relation to the relevant offending End User(s) and the Authority as appropriate under the circumstances, including but not limited to:
 - (a) Immediate suspension of the relevant individual End User's right only in accordance with the provisions of Clause 5.6 of the Core Terms, to access or upload Content to the Workday Products;
 - (b) Immediate removal of any Content which is in breach of the above provisions only as uploaded by you to the Workday Products;
 - (c) Taking legal action against you or the entity you represent only where there is demonstrable evidence of breach of one or more of the above provisions by the Authority and or an End User; or
 - (d) Disclosure of relevant information only to law enforcement authorities.
- 5 Compliance with Workday's Third-Party Subprocessors' Acceptable Use Policies and Additional Terms
- 5.1 The following additional terms and Acceptable Use Policies of Workday's third-party Subprocessors are incorporated by reference for the applicable Workday Product and are subject to change at any time:

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Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

Applicable Service	Applicable terms / Third-party Acceptable Use Policies

Technology Solution and SaaS ERP Services Schedule 32 – Intellectual Property Rights

Applicable Service	Applicable terms / Third-party Acceptable Use Policies