

Aspire contract S and P Line Charges

Operational Service Charges (S and P)	
Service	Basis of Monthly Charge
Management of the Agreement (S01)	Covers the requirements for managing the contract and those requirements that cut across all the Service Lines. It includes all management activity involved in delivering the Services Requirements, including service management, should be carried out using an integrated approach that requires the Supplier to take an overarching view of the services to ensure that all aspects are managed appropriately and efficiently. We pay a fixed charge to include centralised management of the ASPIRE contract for HMRC, including Commercial, Finance, Ecosystem, and Security functions and contract closedown in the final year
Business Applications Support & Maintenance (S02)	<p>Includes necessary work to</p> <ul style="list-style-type: none"> fix defects and keep the Business Applications performing to the level of functionality defined in the requirements and Service Levels, and keep services current as a result of statutory, year-end and essential parameter changes; and actions taken to prevent future problems arising as a result of infrastructure changes, performance issues and systems software upgrades <p>Applies for all Business Applications or groups of applications (excluding the Electronic Folder – ICLipse Application and Business Applications using SAP modules),</p>
Input Services (S03)	Covers Input Services and consists of two SLEs covering manual (key from paper) data capture at Worthing and scanned (key from image) data capture at Netherton. For scanned data capture specific structured forms are sent direct to Netherton.
Data Centre Operations (S04)	Data Centre operations covers the housing, operation, maintenance and monitoring of all software and hardware components that reside within the data centres that support HMRC's services., including, from 30 June 2007, funding and procurement of all Microsoft server-based operating system licences, associated support and maintenance charges payable to Microsoft in relation to S04 datacentre assets necessary to deliver the service.
Desktop Services (S05)	The Desktop Services Service Line covers all activities related to managing, supporting & developing HMRC's distributed computing environment (excluding voice related equipment such as telephones, PABX's and ACD's). There are numerous Service Line Elements in this service line covering the following broad areas, Desktops support, Laptops support, FAPs support, Uplifts for building category's and confidential, BlackBerry, SRAS, 3G (provisioning and support), HDE as well as a variety of new service lines added in the latest version through MOIS Catalogue charges.

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Installation Services (MAC) (S06)	<p>Covers all activities related to the delivery of equipment Moves, Adds and Changes (MAC) to HMRC's approved desktop infrastructure platform whether through the MAC process, project work or hardware and software upgrades and refreshes. A MAC includes any of the following:</p> <p><i>Move</i> – The removal of equipment from or within an approved HMRC location. The work involves both physical and configuration activities.</p> <p><i>Addition</i> – Installation of an item, which is additional to the installed existing platform. An item is a complete configuration, with all "locally" attached components being treated as one item, this includes workstation bundles, laptop bundles, printers, switches and file and print Servers.</p> <p><i>Change</i> – The physical replacement of an existing installed item. This involves the installation of a replacement item and the removal of the currently installed item.</p>
Output Services (S07)	<p>Covers the production and despatch of all forms of printed output, including.</p> <ul style="list-style-type: none"> • Paper-based output for internal and external distribution and it includes laser, impact, flatpack, giro printing and Mailsort; • Specialist output such as NI cards produced through NIRS2. • Microfiche. • Southend Printing (time limits for receipt therefore printed off on machines in Southend), and. • Mail merged printing.
Voice Services (S08)	<ul style="list-style-type: none"> • <i>S08.1 (Voice)</i> No longer exists. This covered desktop telephony which is now delivered through the cross Government Mts Buying Solutions Telephony Service whose contractor is Global Crossing. Aspire provide a management layer and field first line support calls • <i>S08.2 (Contact Centres)</i> The Supplier provides support for Contact Centre kit. This work is currently in the process of being migrated into S14. • <i>S08.3/S08.4 (Video and Audio Conferencing)– Parts A & B as C</i> - not yet agreed. • <i>S08.6 (Telephony Support Services)</i> – No longer exists.
WAN (S09)	<p>HMRC Wide Area Network (WAN) service consists of: engineering; planning; provision and installation of all WAN hardware and software; and guidance, design, procurement and Implementation of all new and future technologies and services.</p> <p>Ongoing WAN management is covered under the Desktop Services Line</p>

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EDI (S10)	<p>The EDI-CIS service allows contractors in the Construction Industry Scheme to communicate electronically (via Electronic Data Interchange, using EDIFACT or GFF data standards). with HMRC. Supplier's "End of Year continuation sheets" are submitted in this way.</p> <p>The EDI-PAYE service allows employers and payroll bureaux to communicate electronically (via Electronic Data Interchange) with HMRC Payment Gateway and W.F.T.C. data.</p>
Business Continuity and Disaster Recovery (S11)	<p>There are <u>business</u> recovery plans for all National Taxes Business Applications and their associated technical infrastructure. These complement the <u>IT</u> disaster recovery plans prepared by Aspire for their own systems and infrastructure.</p> <p>Business Applications <u>requiring</u> DR are split into those needing Full Disaster Recovery Services and Partial Disaster Recovery Services</p> <p>Partial DR Service: includes</p> <ul style="list-style-type: none"> • Ownership & maintenance of DR hardware residing in the Data Centre • Supporting the infrastructure • <u>Assistance</u> in executing disaster recovery exercises <p>Full DR Service: As well as the above this includes –</p> <ul style="list-style-type: none"> • Restoration of services (including daily cycles) • 3rd party disaster recovery contracts • Maintaining disaster recovery documentation • <u>Planning & executing</u> disaster recovery exercise
A&R Services (S12)	<p>The Service Line describes the service requirements for the Knowledge, Analysis & Intelligence (KAI) department of HMRC. KAI uses extracts of data and models to support forecasting / monitoring of tax revenues, costing of policy options, evaluation of policy changes and provision of information for customers both inside and outside Government. KAI also support aspects of HMRC's operations and its strategy and other Head Office functions. All systems are separate from operational systems on computers at Worthing or local hardware, although extraction facilities to pull data from operational systems are important.</p> <p>The Service Line consists of five (5) service components, whose output is measured and managed using the Volume Index. This Volume Index allows the exact mix of the five (5) service components for KAI to be varied, while maintaining the overall volume of service, as set out in the charging schedule of the Aspire contract. We pay a fixed charge for the five service components at levels defined by the Volume Index.</p>

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MDTS (S13)	<p>S13 Managed Data Transfer Service (MDTS)</p> <p>MDTS consists of 2 Service Lines, covering the secure transfer of physical and electronic media.</p> <p><i>S13</i> – is for transfer of inbound and outbound electronic data up to the level of Restricted, and can also be referred to as EDTS (Electronic Data Transfer Service). This includes the management of all electronic data movements, a data encryption service and a helpdesk for any EDTS HMRC users who require assistance with the Service.</p> <p><i>T01</i> – is for the transfer of inbound & outbound physical data and is capable of processing data above the level of Restricted. This can also be referred to as PDTS (Physical Data Transfer Service). This includes the management of all electronic data movements, a data encryption service and a helpdesk for any PDTS HMRC users who require assistance with the Service. Physical data will be transferred via an approved Aspire MDTS courier or via 'Trusted Hand' (i.e. delivery by named Aspire or HMRC staff). This Service Line also provides a physical media disposal service. .</p> <p>Payment is by fixed annual charge for an agreed number of movements/encryptions. Any movements or services above this agreed number are subject to additional charges.</p>
Contact Centre Telephony Managed Service (S14.1)	<p>The Business Requirements in this S14.1 cover the following elements:</p> <ul style="list-style-type: none"> • a managed service of the end-to-end telephony service delivery to HMRC Contact Centres to be provided in conjunction with the services required to meet the Business Requirements in S08.2 (Contact Centres); • support and maintenance of the infrastructure and software required to meet the S14.1 Business Requirements; • assistance in respect of the development of Business Requirements through a continuous innovation process; • maintenance of an inventory of Contact Centre Telephony Managed Service components; • replacement of legacy hardware and software in accordance with the Business Requirements in this S14.1 and Annex 2-13 (Get Well); • delivery and support of the Verint Impact 360 Customer Feedback product in two of HMRC's Contact Centres; and <p>delivery and support of the Verint Operational Quality Management Product across all Contact Centres.</p>
Business Application Development and Enhancement (P01)	<p>This Service Line sets out the requirements for services for projects and programmes to develop new and enhance existing Business Applications. It also covers the development and enhancement of all software frameworks and middleware components. The services cover those aspects of the Application Development and Enhancement lifecycle that are currently controlled by the Business Development Centre and the Project and Programme Management Services Group within HMRC. This includes planning, requirements analysis and determination, design, development and test. HMRC is currently using Rational Unified Process as the preferred system development methodology for major new Business Applications</p>

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Integration (P02)	<p>The Integration Service Line encompasses two elements which are the latter stages of the Business Applications development lifecycle:</p> <ul style="list-style-type: none"> • integration and test of new and enhanced Business Applications with the live Mainframe and Midrange environments (this does not include the desktop) to ensure that Implementation does not detract from existing services and service levels; and • Implementation of the new and enhanced Business Applications into live and two (2) elements which apply to all software items but which are grouped together as their complexity is largely driven by the complexity of the Business Application portfolio: <ul style="list-style-type: none"> - Configuration Management; and - Release management. <p>The scope of the release management service element covers the planning, management and scheduling of software releases. Release management shall ensure that appropriate release slots are allocated and published, any conflicts are resolved or escalated, software release activity is load balanced and that software releases do not impact the service.</p> <p>HMRC developed VME applications are excluded from the Business Requirements set out in this Service Line.</p>
Desktop Application Integration and Test (P03)	<p>The Desktop Application Integration and Test Service Line includes:</p> <ul style="list-style-type: none"> • specification, design and documentation of new hardware builds for the Wintel server, workstation and laptop customer estate for HMRC; • engineer and maintain hardware builds to ensure compliance with HMRC's requirements for security and functionality e.g. security hotfix; • review new hardware devices from 3rd parties for conformance to HMRC's Business Requirements; • management of test environments for performing evaluations of new desktop hardware and software components, evaluating new and integrated desktop infrastructure elements; • the initial integration of new and migrated Business Applications into the desktop; and • all integration of COTS applications that are not contained within the standard desktop build. The standard desktop build is available in the supporting information. <p>The aim of separating this service from the Desktop Service Line is to allow HMRC to manage any growth or reduction in the application portfolio and associated costs in an independent manner to the Desktop Service Line.</p> <p>The configuration and release management activities relating to the desktop components of Business Applications and COTS applications are to be delivered, where appropriate, within the Integration Service Line (P02) which includes requirements for overarching configuration and release management.</p>

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Rate Based Services (excluding Big MACs) IS/IT Strategy (P04)	<p>The IS/IT Strategy is concerned with ensuring that:</p> <ul style="list-style-type: none"> • a cohesive yet flexible set of IT infrastructures and services that are aligned to, and meet, HMRC business strategy and direction, and operational requirements are delivered; and • innovation and business improvement within HMRC is stimulated through the application of technology. <p>Service Line P04 - Rate Based Services - covers :</p> <ul style="list-style-type: none"> • those areas that are not specific to any one Project or Service (e.g. the IS/IT Strategy). • Support for business analysis for potential new HMRC applications • (non-development) work undertaken on a project prior to its formal approval (e.g. Viability). • Other specific "exceptions" • voice projects • Audit participation - in excess of 350 days • Non-software projects • Rate charged based on role not cost - per rate card • P04.Z – third party man-day effort
Rate Based Services for Big MACs (P05)	<p>This Service Line covers the MAC C element of S06 (Installation Services). The Business Requirement is specified within the S06 (Installation Services) section of this Schedule 2.</p>
Complex DCO Work (P06)	<p>Services associated with P06 are supplementary to services provided under S04 Data Centre Operations and are restricted to Data Centre Services related project management and architect resources for Projects classified as requiring Complex DCO Work required for new business and Change Requests</p>