

**Schedule 13 – Authority Responsibilities**

1. This schedule 13 identifies the responsibilities of the Authority which are identified in schedules 3 and 4, and on which the Contractor will need to rely in order to deliver the service. For ease of reference, it has been organised according to schedule to which each item largely applies.
2. **Receiving and Handling of Post**
  - 2.1 Provide sufficient accommodation for the services, which, after transformation, cannot be delivered remotely, to be carried out at DWP buildings. Agreed through the Licence to Occupy in the form specified in schedule 10.
  - 2.2 Wherever reasonably possible provide at least 7 days notice to the Contractor of any exceptional mailings or other campaign likely to generate unusually large volumes of post. This will allow Royal Mail to enable sufficient staffing in this scenario.
  - 2.3 Agrees to work with the Contractor to develop local delivery reports that include the office locations/addresses and office specific sortations/delivery/pickup points.
  - 2.4 Assist the Contractor in preparing sortation plans and defining postcode protocols.
  - 2.5 Agree with the Contractor new non-geographical postcodes, and make all necessary changes to stationery and processes.
  - 2.6 Agree with the Contractor the post on desk time where this is not to be 10.30am.
  - 2.7 Inform Haden of any planned changes to sortations with at least ten working days notice, wherever reasonably possible.
  - 2.8 Fund voluntary redundancies in accordance with Schedule 6 caused by re-engineering of Royal Mail's operations in Scotland (these are included in the redundancy pool.)
  - 2.9 Authorise the Contractor to intercept mail items on its behalf in order to perform the Services under this Agreement.

- 2.10 Promptly notify the Contractor of any health and safety hazards on Authority Premises which may arise in connection with the Services, if aware.
- 2.11 Allow Royal Mail access to Authority sites for delivery and collection of mail, within locally agreed hours.
- 2.12 Acknowledge that Royal Mail is subject to the requirements of the Code of Practice on Government Information, FOIA and the Environmental Information Regulations and shall, and assist and cooperate with the Contractor to enable Royal Mail to comply with its information disclosure obligations.
- 2.13 Acknowledge that Royal Mail is subject to regulatory control, and assist and cooperate with the Contractor to allow Royal Mail to comply with its regulatory obligations
- 2.14 Procure that courier mail is delivered to Royal Mail's MOUs, or to Authority sites, as appropriate, in time for it to be opened and delivered in accordance with SLAs.
- 2.15 Where internal courier post is delivered to a Royal Mail MOU, this address will be added to the TNT list as required. The Contractor will inform the Authority of the list of addresses.
- 2.16 Add the Scanning Facility's at Mitcheldean and Beacon Road to the list of nodes serviced by the Authority's internal post courier service. The Authority will add Mitcheldean and Beacon Road to the internal courier post list. The Contractor will inform the Authority of the full postal addresses.

### **3. Internal Collection and Distribution**

- 3.1 Provide sufficient accommodation for the services, which, after transformation, cannot be delivered remotely, to be carried out at DWP buildings. Agreed through the Licence to Occupy in the form specified in schedule 10.
- 3.2 Allow security access for staff to enable access to the building and to specific areas such as finance to deliver valuables.
- 3.3 The Authority will work with the Contractor to ensure the Contractor's staff are inducted into Authority buildings where they have not worked before, e.g. evacuation process, onsite first-aiders. This will be done in conjunction with the

- Contractor, but the security will need to be arranged by the Authority or its security Sub Contractor.
- 3.4 Provide by agreement any appropriate special equipment for the delivery of the Services and carry out risk assessments (if necessary) to enable special ad hoc services other than those specifically listed in schedule 2 to be carried out by OSAs.
  - 3.5 Provide an Asset List of all assets transferring prior to contract cutover.
  - 3.6 It is the Contractor's responsibility to monitor, validate and report contract performance on a day to day basis, however the Authority will work with the Contractor to minimize issues arising.
  - 3.7 Communicate with the Office Service Agents (OSAs) informing them of forthcoming requirements, changes or known issues, including movement of DWP staff locations that impact the service delivery in order that arrangements can be made to ensure service levels do not fail.
  - 3.8 Supply DWP computers and printers where necessary to the delivery of the Services, and provide access to DOI systems and smart cards where required.
  - 3.9 Provide information regarding the scope of the Print and Associated Services Solution (PASS) or other contracts, and the responsibilities of the PASS or other Contractor to the extent that they affect or interface with the Office Support Services.
  - 3.10 Where sites are served by mobile messengers, provide parking on site for their vehicles, where possible.
4. **Post Despatch**
- 4.1 All of the items listed above will also apply to the post despatch service, as the services will both be carried out by the OSAs on DWP sites. In addition:
    - 4.1.1 Agree with the Contractor local arrangements for the Authority to reimburse the Contractor's staff from petty cash for post related expenditure such as payment for special deliveries at the Post Office.
    - 4.1.2 Provide use of a paid franking machine or equivalent where necessary

**5. Switchboard**

- 5.1 Provide and maintain all switchboard equipment, connections, LAN, terminals, training, support and subscriptions (e.g. maintenance)
- 5.2 Ensure the switchboard equipment provided is capable of measuring all MI required under schedules 8 and 20, and passing that MI to the Contractor electronically
- 5.3 Provide and maintain up to date all directory information
- 5.4 Accept the Contractor's use of IVR, and cooperate with the Contractor to configure the IVR as required

**6. Typing**

- 6.1 For "immediate" typing requisitions, accept that work should be submitted to the relevant Service Centre by fax, and inform either the Workflow Coordinator, or the OSA on site. Accept return of these requisitions by email direct to the originator.
- 6.2 Submit all typing requests with a correctly completed requisition form.
- 6.3 Allow requisition forms to be made available on the Authority's intranet.
- 6.4 Add the Haden Service Centres to the list of nodes serviced by the Authority's internal post courier service.

**7. Secretarial Services**

- 7.1 Confirm all requests for additional Secretarial support by fax or email, using templates to be provided by the Contractor.
- 7.2 Allow these templates to be made available via the Authority's intranet.

**8. Shuttle Buses**

8.1 Allow timetables, pick up and drop off points, and other information for passengers to be displayed via the Authority's intranet.

8.2 Provide parking for shuttle buses on site as required and if available.

**9. Fleet Management**

9.1 Provide a list of authorised drivers for each office.

9.2 Advise the Contractor of vehicles added to, or removed from, the fleet.

9.3 Allow contact telephone numbers for vehicle booking to be made available on the Authority's intranet.

9.4 Make vehicles available for weekly checks as described in Schedule 3.

9.5 Provide information regarding the scope of the fleet contract, and the responsibilities of the fleet Contractor to the extent that they affect or interface with the Office Support Services.

**10. Banking**

10.1 Ensure that the Authority's bank provides crossing stamps, bags and giro credit slips to all post opening locations, to enable valuable to be correctly banked

10.2 The Authority must receive the original receipt for all banked items. However, where a copy of the receipt must be received on the same day as items have been banked, then the Authority shall accept this by fax or email, with the original to be put in the post the same day.

**11. Transition and Transformation**

11.1 Carry out all actions described in the Pre-Transition, Transition and Transformation plans as the responsibility of the Authority, at the times stated in those plans.

**12. Accommodation**

- 12.1 Ensure that all DWP accommodation provided for use by the Contractor's staff complies with all applicable Health and Safety regulations, and other applicable legislation such as the Disability Discrimination Act 2005.

### **13. IT Solution**

- 13.1 The Authority shall create a governance structure appropriate to the Business Change Lifecycle. Where appropriate, the Authority will expect Contractor representation where required.
- 13.2 Provide resources to facilitate engagement of Haden BML with other stakeholders in the solution (Authority CUGs, PSD, EDS, BT)
- 13.3 The Authority shall Commission EDS to validate DOI designs for the provision of the Services.
- 13.4 Ensure provision of a DOI environment for development
- 13.5 Ensure provision of a DOI environment for component testing
- 13.6 Ensure provision of a DOI environment for integration testing
- 13.7 The Authority will make arrangements to undertake DOI integration testing for the provision of the Services in line with the submitted test plans and activities.
- 13.8 Commission the Authority suppliers to implement DOI changes across the Authority's estate
- 13.9 Ensure timely availability of the Authority's Technical Services Gateway
- 13.10 The Authority will commission the relevant the Authority supplier to validate Technical Services Gateway integration designs.
- 13.11 The Authority shall ensure provision of Technical Services Gateway environment for component testing. The Authority reserves the right to use production equipment that is not in "live" use to provide such an environment.
- 13.12 The Authority shall ensure provision of Technical Services Gateway environment for integration testing. The Authority reserves the right to use production equipment that is not in "live" use to provide such an environment.

- 13.13 The Authority will ensure arrangements are made to undertake Technical Services Gateway integration testing for the provision of the Services. in line with the submitted test plans and activities to be agreed during the Transition Period.
- 13.14 The Authority will commission BT to implement Technical Services Gateway changes in line with submitted test plans and activities to be agreed during the Transition Period.
- 13.15 Commission EDS to design RMC processes and scripts for support of the Office Services IT solution
- 13.16 Commission EDS to implement RMC processes and scripts
- 13.17 Commission EDS and BT to participate in any problem resolution that arises during integration testing and/or implementation
- 13.18 Provide resources to participate appropriately during project planning activities:
  - 13.18.1 Roles & responsibilities definition
  - 13.18.2 Task allocation
  - 13.18.3 Scheduling
  - 13.18.4 Quality reviews
  - 13.18.5 Change control
  - 13.18.6 Risk assessment & mitigation planning
  - 13.18.7 Issue and Problem Management
  - 13.18.8 Test planning
  - 13.18.9 Implementation Planning
- 13.19 Commission EDS and BT to participate appropriately during project planning activities:
  - 13.19.1 Roles & responsibilities definition
  - 13.19.2 Task allocation
  - 13.19.3 Scheduling
  - 13.19.4 Quality reviews
  - 13.19.5 Change control

- 13.19.6 Risk assessment & mitigation planning
- 13.19.7 Issue and problem management
- 13.19.8 Test planning
- 13.19.9 Implementation planning
  
- 13.20 Provide resources from PSD to provide consultancy regarding the Authority's Enterprise Architecture
  
- 13.21 Provide resources from PSD to validate compliance of the designs for the Office Services IT solution with the Authority's Enterprise Architecture
  
- 13.22 Provide resources from the Authority's DSG to advise on and validate the security aspects of the IT solution for Office Services
  
- 13.23 Commission EDS SIAG to undertake the accreditation process for the IT solution for Office Services
  
- 13.24 Ensure commitment of domain experts to define and validate detailed business requirements for the operational IT solution
  
- 13.25 Ensure commitment of domain experts to define and validate detailed business requirements for Management Information
  
- 13.26 Ensure commitment of Authority domain experts to advise on and validate test scripts and test data
  
- 13.27 Provide resources to undertake witness testing
  
- 13.28 Provide resources to review and validate test output
  
- 13.29 Allow use of the Authority's Intranet as part of the IT contract's communication plan. Any use of the Authority's Intranet will be subject to appropriate content standards and guidance. The Authority will make such policies available to the Contractor.
  
- 13.30 Publish the Contractor's information as requested on the Authority's intranet in a timely manner



- 13.31 The Authority will ensure that appropriate software licences are in place to support the Office Services activities. It is the responsibility of the Contractor, however, to identify where licences are required.
- 13.32 The Authority will ensure that the FileNet Document Repository Service will be available to meet the Pension Transformation Programme's requirement for scanning and any other Business Units as appropriate.
- 13.33 All activities described above which take place during the Transition or Transformation stages must be completed within the timescales shown in the relevant project plans in Schedule 4