

SCHEDULE 2
THE REQUIREMENT

1. SECTION 1 INTRODUCTION & SCOPE

INTRODUCTION

- 1.1 This Schedule 2 sets out the scope of the office services to be delivered under the Agreement. This Schedule should be read in conjunction with Schedule 20 - Service Levels and Service Credits, and Schedule 8 - Service Management.
- 1.2 The Contractor shall ensure that all services are delivered in accordance with:
 - 1.2.1 the security, audit and business continuity requirements outlined in Schedule 17;
 - 1.2.2 the standards and policies outlined in Schedule 18; and
 - 1.2.3 the agreed Service Levels outlined in Schedule 20.
- 1.3 The Contractor will ensure that Performance Monitoring, Service Management and Reporting are delivered in accordance with Schedule 8.
- 1.4 This Schedule 2 is split into six sections:
 - 1.4.1 Section 1 - Introduction and Scope;
 - 1.4.2 Section 2 the Core Requirements;
 - 1.4.3 Section 3 the Requirement for IT Systems Integration;
 - 1.4.4 Section 4 the Indexing & Scanning Requirement for Debt Management;
 - 1.4.5 Section 5 the Indexing and Scanning Requirement for Disability & Carers; and
 - 1.4.6 Section 6 the Requirements for Valuables Handling and Banking Services.
- 1.5 The Contractor shall implement, deliver, maintain and manage an efficient office support service function that is:
 - 1.5.1 coherent;
 - 1.5.2 fit for purpose;
 - 1.5.3 takes account of best practice;
 - 1.5.4 fits better with emerging structures of DWP and are consistent with the Authority's modernisation agenda;
 - 1.5.5 agile to flex with business change throughout the term of the Agreement;

- 1.5.6 delivers services which are standardised across the organisation – but that allows for exceptions (business demand) where appropriate; and
- 1.5.7 Delivers efficiencies and costs savings throughout the term of the Agreement.
- 1.6 The Contractor acknowledges that this is a pan government contract, and to that end Other Government Departments (OGD's) (in addition to those described below at 1.16) are eligible to draw down Services from this contract.
- 1.7 Services required and commissioned by OGD's will be subject to the Change Control Procedure outlined in Schedule 9 of this Agreement.
- 1.8 The Contractor will, from the Cutover Date, deliver an office support service that is flexible, responsive and fulfils the needs of the various Business Units.
- 1.9 The Contractor will, from the Cutover Date, deliver at no additional cost, ad hoc duties. Appendix 1 to this Schedule provides further information on the range and frequency of ad hoc service currently delivered. The Contractor will deliver these ad hoc duties as part of the new arrangements.
- 1.10 The Contractor acknowledges that the information given at Appendix 1 to this Schedule is an indicative list, and that the duties may change from time to time, and from location to location throughout the term of the agreement.
- 1.11 The Contractor acknowledges that ad hoc duties are by their very nature unplanned and irregular. Ad hoc duties are low-level duties that will usually be carried out by messengers in marginal time.
- 1.12 For the avoidance of doubt, the Authority will not be charged twice for the same person undertaking two different tasks i.e. a messenger carrying out a messenger round and then collecting newspapers from the local newsagent or delivering Authority forms/leaflets/claim packs to external local organisations such as Citizens Advice Bureau (CAB) or Local Authority Buildings.
- 1.13 The Contractor will maximise resources to ensure that support service staff can be called upon, sometimes at short notice, to support core business activity.
- 1.14 The Contractor acknowledges that the delivery of Core Services will remain the priority.
- 1.15 The Contractor will transform the office services in accordance with the Contractor's Transition and Transformation Plan as set out in Schedule 3 and in accordance with the timescales outlined in their Service Transformation Plans contained in Schedule 4.

SCOPE**Organisational Scope**

- 1.16 The Contractor will deliver the Services to the following business areas:
- 1.16.1 **DWP Corporate** Centre - which consists of: Group Finance including Debt Management and the Compensation Recovery Unit based at Durham House; Human Resources; Programme and Systems Delivery; Communications and Law and Special Policy Group. These functions are in the main located in large corporate sites such as Quarry House Leeds, Trevelyan Square Leeds, Tavis House London, the Adelphi, London, New Court, London, and on campus sites such as Lawnswood, Flowers Hill, Norcross and Tyneview Park. Office Services are in the main delivered via commercial contracts with Incumbent Suppliers. Except for the Adelphi, New Court, Tavis House and Norcross where in house teams delivers the Services.
 - 1.16.2 **Jobcentre Plus** – to include all current locations where the Services are delivered via commercial contracts with Incumbent Suppliers, in-house teams and by individuals as part of their normal day to day duties (otherwise referred to as “in cadre”).
 - 1.16.3 **The Pension Service** – where the Services are currently delivered via commercial contracts with Incumbent Suppliers and HMRC suppliers at Tyneview Park .
 - 1.16.4 **The Child Support Agency** - where the Services are currently delivered via commercial contracts with Incumbent Suppliers, and in-house teams. The Child Support Agency have their post x-rayed before it is opened by Royal Mail on Royal Mail premises – Falkirk and Crewe (serving Dudley and Birkenhead) Hastings Plymouth, Central Appeals Unit at Lytham and Belfast. In Northern Ireland the service requirement is limited to post opening in Belfast.
 - 1.16.5 **Disability and Carers Service** – where the Services are delivered in the main by an in-house team, and via commercial contracts with Incumbent Suppliers.
 - 1.16.6 **Debt Management** – to include all current locations where the Services are delivered via commercial contractors with Incumbent Suppliers and in-house teams.
 - 1.16.7 **Other Government Departments (OGD)** – The Veterans Agency (see Appendix 2); HM Revenue & Customs (see Appendix 3); DEFRA and Department of Health – who are minor occupiers of the Authority’s estate.
 - 1.16.8 **Third Party Suppliers** – ATOS (the Authority’s medical services contractor); Land Securities Trillium (LST); Electronic Data Services (EDS) – who are minor occupiers of the Authority’s estate.
- 1.17 For the avoidance of doubt, where Other Government Departments (OGD’s) or DWP suppliers such as ATOS, EDS and Land Security’s Trillium (LST) currently receive office services, they will continue to so, under this Agreement.

People Scope

- 1.18 The Contractor understands that all staff currently delivering office services, either directly as part of an in house team or via an Incumbent Supplier will transfer to the Contractor under Transfer of Undertakings Protection of Employment (TUPE) regulations.

Premises

- 1.19 The Contractor understands that the Authority is committed to reducing the size of its estate as follows:
- 1.19.1 to reduce the forecast running costs for 07/08 from £646m to £598m; and
 - 1.19.2 to reduce the size of the estate from 2.497 million m² to 1.958 million m².
- 1.20 The Contractor agrees to deliver, where practicable as many office service functions off the Authority estate. Where office services are delivered from Authority premises, the Contractor shall enter into a Licence to Occupy in the form specified in Schedule 10.

Hours of Business

- 1.21 The majority of the Authority's premises are open Monday to Friday from 8.30 am to 17.30 pm, excluding public holidays.
- 1.22 The Contractor acknowledges that the Authority observes the following public holidays:
- 1.22.1 1st January;
 - 1.22.2 2nd January (Scotland only);
 - 1.22.3 Good Friday;
 - 1.22.4 Easter Monday;
 - 1.22.5 Early May Bank Holiday;
 - 1.22.6 Late May Bank Holiday;
 - 1.22.7 August Bank Holiday;
 - 1.22.8 Christmas Day;
 - 1.22.9 Boxing Day (England and Wales only).
- 1.23 The Contractor acknowledges that public holidays in Scotland and Northern Ireland differ from those in England and Wales and will make appropriate arrangements to ensure that service delivery takes account of these differences.
- 1.24 The Contractor will from time to time, be expected to deliver services to sites that operate extended opening hours. Some offices (mainly Jobcentre Plus Local Service Outlets, Benefit Processing Centres (BPC's), and Child Support Agency Centres (CSAC's) and Pension Centres operate different opening hours that may include for example 8.00 am till 8.00 pm and Saturday morning opening and which may require limited office services – e.g. messenger services.

- 1.25 The Contractor should provide the cost for delivering the Services during extended working hours, i.e. 8.00 am till 8.00 pm and on Saturday to be listed in Schedule 6.
- 1.26 Where offices operate extended opening hours, the Contractor shall agree the service requirements with individual Business Managers. The Contractor shall deliver the services during extended working hours in accordance with the Service Levels and Credits regime outline in Schedule 20 and to the charges agreed in Schedule 6.
- 1.27 The Contractor will ensure that, where the volume of inbound mail and general correspondence is at such a level, e.g. for Disability and Carers Directorate at Warbreck House, that the delivery, collection and distribution of all mail is distributed at regular intervals throughout the day.
- 1.28 The Contractor will ensure that staff delivering the services shall comply with the Authority dress standards (including, where appropriate wearing safety clothing), at no additional cost to the Authority. This requirement may vary according to location.
- 1.29 The Contractor acknowledges that from time to time there will be changes in working practises, which may impact on service delivery routines.
- 1.30 The Contractor will flex resources to accommodate these changes and collaborate with the Authority to provide the most effective solution.
- 1.31 The Contractor understands the requirement to work alongside other contractors that may be delivering services to the Authority that form part of the same supply chain.
- 1.32 The Contractor will be required to collaborate with the Logistic Services Integrator Contractor (LSI) to provide users with a seamless service. This may include, but is not limited to, collecting hard copy requests from users, receiving delivering from the LSI, receipting deliveries, breaking down bulk deliveries and delivering items to users, advising accounts payable of items delivered by the LSI.
- 1.33 The Contractor acknowledges that the mechanisms setting out the interface and the respective roles and responsibilities between the Contractor and the LSI will be agreed between the Parties prior to the implementation of any service that requires the Contractor to interface with the LSI.
- 1.34 For the avoidance of doubt, defining roles and responsibilities and agreeing appropriate hand offs between the Contractor and the LSI, will be done at no additional cost to the Authority.
- 1.35 The Contractor undertakes to approach these interdependencies co-operatively and it is expected that the Contractor will work with other service providers to ensure a seamless service delivery to the Authority.
- 1.36 The Contractor acknowledges the existence of local working practices and undertakes to scrutinise and assess these practices to ensure they are fit for purpose.
- 1.37 The Contractor will collaborate with the Authority in any given area to address any existing inefficiencies with the aim of improving service delivery.
- 1.38 The Contractor will monitor current working practises and work with the Authority to ensure that the most efficient and cost effective service provision is delivered throughout the term of the Agreement.

Service Management & Performance Monitoring & Reporting

- 1.39 The Contractor will monitor, validate and report on its performance in relation to the delivery of the services in accordance with Schedule 8 – Service Management and Reporting.

2. SECTION 2**CORE REQUIREMENTS****Receiving and handling and opening of post and other items**

- 2.1 The Contractor shall ensure that opening of mail from external sources and all other activities associated with this mail opening are carried out in a secure environment.
- 2.2 Post may include:
- 2.2.1 Internal – that which is to be moved internally around the Authority's premises;
 - 2.2.2 External – that which is directed outside the Authority's premises; and
 - 2.2.3 Incoming – that which is received from outside the Authority's premises.
- 2.3 The Contractor shall be responsible for the safekeeping of all mail from the time of receipt until the time it is delivered to the Authority.
- 2.4 The Contractor shall accept and process all in-bound mail and other items from all sources.
- 2.5 The Contractor shall process all incoming post on the same day as receipt this will include opening, sorting, date stamping (where required), recording where required and onward distribution to all delivery points and Business Units outlined in Section 1 of this Schedule.
- 2.6 The Contractor will ensure that all inbound mail, except courier mail, will be legibly date stamped except the items listed at Appendix 4, to this Schedule.
- 2.7 The Contractor shall ensure that any suspect, harmful/dangerous or offensive items received in postal deliveries are not delivered into the business environment.
- 2.8 The Contractor will manage all such incidents in accordance with Appendix 5 of this Schedule. The Contractor shall continue to X-ray Incoming post for CSA.
- 2.9 The Contractor shall ensure that that all mail in whatever form with a protective marking i.e. "Staff in Confidence", "Restricted – Staff", "Confidential", "Restricted – Management & Commercial", "only to be opened by", "Secret", "Top Secret" will not be opened but delivered to the addressee directly, so long as there is a named individual.
- 2.10 The Contractor shall ensure that all mail addressed to the Computer Support Officer (CSO) the District Security Specialist, the PID Stockholder, The Medical Appeals Tribunal Clerk/Examiner/Chair, the Trade Union Representative and/or the Sports and Social Club shall be identified and delivered unopened to the addressee.
- 2.11 The Contractor shall ensure that inbound mail addressed for Other Government Departments, (OGD's), third party suppliers for example "ATOS Origin"- the Authority's Medical Services Contractor) shall be redirected unopened as appropriate.
- 2.12 The Contractor will obtain individual signatures from addressees at receipt and delivery of all inbound items that require signature. Receipt of recorded and registered items shall be documented by the Contractor in accordance with the Authority's requirements detailed in Section 3 of this schedule.

- 2.13 The Contractor shall ensure that any inbound registered mail received by the Contractor's staff, after the post opening exercise is complete, is signed for and held in a secure manner, to be opened in the post opening exercise immediately after receipt.
- 2.14 The Contractor shall sort the post in accordance with the local sortation plan, determined in the Local Office Report (LOR), which will be maintained and updated by the Contractor. The Contractor acknowledges that LORs are subject to change throughout the life of this Agreement.
- 2.15 From the Cutover Date the Contractor shall ensure that all Valuables are received are recorded in a standard and consistent manner across all post opening functions. From the Cutover Date, the Contractor will comply with the requirements for handling Valuables, which can be found at Section 6 to this Schedule.

MESSENGER SERVICE**Internal Collection & Distribution Service****General**

- 2.16 The Contractor shall provide an internal collection and distribution service of mail and other items addressed to the Business Units outlined in Section 1 of this Schedule.
- 2.17 The Contractor shall perform sufficient collection and distribution to meet all Service Levels as detailed in the LOR for all inbound, internal and outbound mail.
- 2.18 The Contractor shall take account of all legacy arrangements and custom and practise, which has developed over time to ensure that it deploys sufficient resource to continue to meet the business requirements at cutover date, in particular campus sites such as the Fylde and Headquarter buildings in central London.
- 2.19 The Contractor will monitor current working practises and work with the Authority to ensure that the most efficient and cost effective service provision is delivered throughout the term of the Agreement.
- 2.20 The Contractor shall ensure that all items delivered to different delivery/collection points within the same location, shall be received the same day as they are collected, excluding the last collection of the day.
- 2.21 The Contractor shall ensure that the last collection of the day, for both Royal Mail and the Authority courier mail shall be coordinated to ensure that all outbound mail is despatched that day, but that the last collection from collection points shall not take place more than one hour prior to the specified collection times for Royal Mail and the Authority courier whichever is the earlier.
- 2.22 Where an item of mail requires a signed receipt the Contractor shall ensure that a signature is obtained, from the appropriate person. Where the addressee is absent, the Contractor will hand the document to the line manager, deputy or nominated officer and obtain a signature where necessary.
- 2.23 Items for collection, distribution and delivery include but are not limited to the following:
- 2.23.1 Inbound mail from Royal Mail (and other authorised carriers);
 - 2.23.2 Inbound mail from the Authority's courier service;
 - 2.23.3 Stationery and other desktop consumables from Authority suppliers;
 - 2.23.4 Reprographics either directly or via a third party service provider;
 - 2.23.5 Items of post from other sections/teams within the same building for example:
 - (a) claim files/wallets;
 - (b) correspondence;
 - (c) case files;

- (d) memo's;
- (e) forms and leaflets;
- (f) facsimile correspondence;
- (g) hard copies of electronically transmitted documents; and
- (h) boxed items/files for movement within a particular building, or to another building that is in close proximity e.g. other local Authority offices.

- 2.24 The Contractor acknowledges that this list is not exhaustive and will change throughout the term of the Agreement.
- 2.25 For the avoidance of doubt the Contractor shall not move or carry items that are covered under the Authority's agreement with Land Security's Trillium for portorage services.

Collection & Delivery Services between premises (not the Authority Courier Service)

- 2.26 The Contractor shall provide a collection and delivery service between individual Authority premises and external locations within geographical limits. Items for collection and delivery between external locations shall comprise of, but shall not be limited to those items listed at Paragraph 2.23 above.
- 2.27 The Contractor will continue to provide the legacy collection and distribution service currently operational across the Fylde, Hull District and London Estate. The Contractor will monitor efficiency of the current working practices and will work with the Authority to ensure that the most efficient and cost effective service provision is delivered.
- 2.28 The Contractor shall provide this service in line with local business needs. The Contractor acknowledges that the number of collections and deliveries between individual Authority premises and external locations will vary in each geographical area as identified in the LORs.

Other Messenger Duties

- 2.29 As part of the internal mail service the Contractor will collect and collate stationery requisitions at each site and despatch to the Authority's third party service provider.
- 2.30 The Contractor will receive and check stationery items delivered to each site, and will manually receipt the goods delivery note and forward to the Authority third party service provider.
- 2.31 The Contractor will deliver stationery to end users as specified in the delivery note.
- 2.32 The Contractor shall continue to deliver the ad hoc duties listed at Appendix 1 to this Schedule and identified in the Local Office Reports (LOR). Appendix 1 to this Schedule provides information about the range and frequency of ad hoc duties that are currently delivered.
- 2.33 The Contractor acknowledges that ad hoc duties are by their very nature unplanned and irregular. Ad hoc duties are low-level duties that will generally be carried out in marginal time.
- 2.34 For the avoidance of doubt, the Authority will not be charged twice for the same person undertaking two different tasks e.g. a messenger undertaking a messenger round and then collecting newspapers from the local newsagent or delivering Authority forms/leaflets/claim packs to external local organisations such as Citizens Advice Bureau (CAB) or Local Authority Buildings.

POST DESPATCH**General**

- 2.35 The Contractor shall return any incorrectly addressed courier mail or any item of post that the Contractor is unable to despatch to the local nominated representative on the completion of each days post sort and despatch exercise.
- 2.36 In the event of being advised that there will be no collection of outbound post, the Contractor shall arrange for the secure delivery of Royal Mail post to a Royal Mail sorting office and obtain a signature from Royal Mail confirming receipt.
- 2.37 The Contractor will provide a post despatch service that fully prepares all outbound mail for collection by the Royal Mail, The Authority's courier contractor and/or other authorised postal/mail carriers.
- 2.38 The Contractor shall ensure that all post collected from the Authority's collection points is despatched on the same day.
- 2.39 The Contractor shall accept and dispatch all outgoing mail, which has been brought by hand to the Contractor, up to twenty (20) minutes prior to the Royal Mail/courier mail collection times each day.

Courier Post

- 2.40 The Contractor shall use the appropriate courier pouches, known as "polylopes", as supplied by the Authority's courier contractor. The Contractor shall ensure that courier pouches are addressed clearly and correctly using the authorised data base. The Contractor shall address and seal the pouches in accordance with the Authority's and the third party supplier's instructions, which may change from time to time.
- 2.41 The contractor shall merge all courier post destined for the same location into the correctly addressed courier pouches.

Royal Mail Post

- 2.42 The Contractor shall sort all outbound Royal Mail post in accordance with Royal Mail business practice ensuring that all items are accurately weighed and measured and that the appropriate charges are levied by the Royal Mail.
- 2.43 The contractor will have regard to the dimensions of the packaging of post prepared for despatch and monitor the outbound post to ensure the most economical method of despatch.

General

- 2.44 The Contractor shall prepare all Royal Mail and courier mail in separate mails bags for final despatch. The Contractor shall be responsible for all mail until collected by the Royal Mail and/or Authority's courier contractor.
- 2.45 The Contractor shall contact Royal Mail and/or the Authority's courier contractor in the event of late or failure by Royal Mail and/or the Authority courier contractor to collect outbound mail at the specified time and obtain a reason for the delay and the expected time

of collection. The Contractor shall establish and maintain a record of all such incidents, which shall be made available to the Authority.

- 2.46 The Contractor shall take such items as registered/recorded mail or parcel post to the local post office as directed by the Authority. The Contractor shall obtain funds for postal charges from the nominated business unit representative and obtain a receipt from the post office confirming despatch and the charge incurred. The Contractor shall return any change to the nominated business unit representative along with the post office receipt as proof of despatch, on the same day.

Switchboard

- 2.47 The Contractor shall provide a telephone switchboard/answering service for all calls directed to the operator during stipulated opening hours for each location identified in the LOR, in accordance with the Services Levels in Schedule 20.
- 2.48 The Contractor will ensure that all calls are answered courteously, using the agreed salutation, as stipulated in the particular Business Unit's Customer Charter.
- 2.49 Staff will establish the caller's name and requirement, and the caller will be connected to the correct number.
- 2.50 Staff will advise all callers when all suitable extensions are engaged and will be offered the option of holding until a suitable extension becomes available or will ask the customer to call back.
- 2.51 Where requested, the Contractor will give general information to incoming callers in respect of their call, e.g. office opening hours, postal address of offices; telephone numbers of other agencies within the Authority and where the telephone number may have changed.
- 2.52 Where technology permits, the Contractor will keep the caller informed of the progress of their call. Staff will ensure that callers will (where appropriate) be given the direct dial number of a named contact, when asking the customer to ring back.
- 2.53 The Contractor will direct all calls courteously and efficiently to the appropriate number.
- 2.54 The Contractor will take action as prescribed by the Authority (see Appendix 5 to this Schedule) in respect of telephone calls advising of bombs, other threats or nuisance calls.
- 2.55 The Contractor will log any abusive and/or threatening telephone calls, managing them in accordance with the Authority's guidance.
- 2.56 The Contractor shall implement measures to manage urgent operational and domestic calls. The Contractor shall ensure that all calls are dealt with appropriately ensuring that all urgent communications are passed to the appropriate person without delay.
- 2.57 The Contractor shall ensure that all written messages are recorded accurately, legibly, dated, timed and processed without delay.
- 2.58 The Contractor will not accept reverse charge calls.
- 2.59 The Contractor will not divulge any confidential telephone numbers, without express permission of the local Business Manager. Callers requesting "the Manager" will be fully appraised prior to promulgating the call to the appropriate location.
- 2.60 The Contractor will ensure that recorded messages and/or the answer-phone facility utilised by individual Business Units outside normal switchboard opening hours will be turned on at switchboard closedown and turned off at switchboard opening.
- 2.61 The Contractor will ensure that all recorded messages will be updated or modified by the Contractor as and when requested by the local business unit.
- 2.62 The Contractor will ensure that the switchboard operators have access to an up to date directory and extension list.

Typing Services

- 2.63 The Contractor will provide a copy typing, audio typing and formatting service using the appropriate applications to include but not be limited to:
- 2.63.1 Interview under caution transcripts;
 - 2.63.2 Letters (a range of correspondence to internal and external customers);
 - 2.63.3 Reports/studies;
 - 2.63.4 Minutes/memos;
 - 2.63.5 Text Editing;
 - 2.63.6 Flow Charts;
 - 2.63.7 Forms;
 - 2.63.8 Acetates;
 - 2.63.9 Tables;
 - 2.63.10 Staff in confidence letters, minutes, and memos;
 - 2.63.11 Presentation slides; and
 - 2.63.12 Draft letters.
- 2.64 Items will be produced in the application requested, which may include but not be limited to:
- 2.64.1 Microsoft Word;
 - 2.64.2 Power Point; and
 - 2.64.3 Excel.
- 2.65 The Contractor will accept, produce or replicate requests for work in a variety of formats, which may includes but not be limited to:
- 2.65.1 CD;
 - 2.65.2 Floppy disk;
 - 2.65.3 Typescript;
 - 2.65.4 Flipcharts;
 - 2.65.5 Handwritten drafts – where legible and understandable;
 - 2.65.6 Audio cassette tapes;
 - 2.65.7 Transcription tapes;
 - 2.65.8 E-mail; and

- 2.65.9 Digitised media.
- 2.66 The Contractor will deliver this service in accordance with the appropriate corporate communication standards, (font, size, format etc) and will incorporate the relevant Authority (or OGD as the case may be) and Business Unit logos of the appropriate size, located in the appropriate position in the document.
- 2.67 The Contractor shall ensure that all correspondence is treated as confidential, unless otherwise specified, and report any breaches of confidence immediately.
- 2.68 The Contractor will return completed works in accordance with the requisitioner's requirements and to the deadlines defined below. Fore the avoidance of doubt, where the requisitioner requests a hard copy response or where no deadline is specified, the deadline will be deemed to be "other". Where the requisitioner has not defined the required format, the Contractor will provide a soft copy response.
 - 2.68.1 Immediate – returned to requisitioner within 5 business hours of receipt by the contractor.
 - 2.68.2 Urgent – returned to requisitioner within the next working day of receipt by the contractor.
 - 2.68.3 Other – returned to the requisitioner within 5 working days of receipt by the contractor.
- 2.69 The timing of each request commences when the request is received by the contractor.
- 2.70 The Contractor will establish, operate and maintain a single requisitioning system that as a minimum records the following information:
 - 2.70.1 The particular job and its progress;
 - 2.70.2 The identity of the originating requisitioner/Location/Ext No;
 - 2.70.3 The job priority;
 - 2.70.4 Detail of corrections required (giving the reason for the correction, i.e. Typist error/User amendment);
 - 2.70.5 Retention period (if different to one month);
 - 2.70.6 Number of copies required (if other than duplicate required);
 - 2.70.7 The cost centre;
 - 2.70.8 Special requirements; and
 - 2.70.9 Format of returned copies.
- 2.71 The Contractor will ensure that all documents are prepared and returned to a professional standard.
- 2.72 Where no retention period is specified, the Contractor shall save all documents for a period of one month.

- 2.73 The Contractor will ensure that all original Fraud Audio Tapes are returned securely to the originating requisitioner.

Secretaries

- 2.74 The Contractor shall continue to provide secretarial support to existing designated Authority managers during normal business hours (which may be subject to any locally agreed variations). Secretarial support may include a range of general administration duties that shall be provided at no additional charge to the Authority. Provision of secretarial support must be available in accordance with the LOR.
- 2.75 The Contractor shall ensure that all requests for temporary or permanent secretarial support are actioned within one working day of the request. The Contractor will ensure that placements are fully covered pending recruitment of permanent personnel.
- 2.76 Where the Authority Manager requests an alternative secretary, that request will be actioned by the Contractor in one working day.
- 2.77 The Contractor acknowledges that the duties required within secretarial support will be varied and may differ between managers. However, some of the duties that will be carried out by secretaries include but are not limited to:
- 2.77.1 Mail directly received by the secretary shall be opened, recorded, actioned as required by the individual manager;
 - 2.77.2 Deal with direct line and joint extension incoming telephone calls and outgoing requests;
 - 2.77.3 Support managers in preparation for meetings – by ensuring that relevant papers are ready in a manner prescribed by the user;
 - 2.77.4 Maintaining accurate and complete filing systems both hard copy and electronic as required;
 - 2.77.5 Arrange travel documentation (via the Authority's travel booking service), book hotel accommodation (via the Authority's hotel booking service) and maintain the appropriate records for audit purposes;
 - 2.77.6 Maintain diaries;
 - 2.77.7 Carry out photocopying, copy printing and facsimile handling as and when required;
 - 2.77.8 Arrange conferences (face to face; via video link; telekit);
 - 2.77.9 Receive visitors (including organising security and car park passes);
 - 2.77.10 Take minutes of meetings;
 - 2.77.11 Prepare draft notes/memos/letters for clearance by the user; and
 - 2.77.12 Other general office duties.
- 2.78 This list is not exhaustive.

Shuttle Buses

- 2.79 The Contractor shall continue to provide the four shuttle buses located at Plymouth Child Support Agency Centre (CSAC), Quarry House in Leeds and Hull.
- 2.80 The Contractor shall set off from the departure points at scheduled times and will ensure that timetables, pick up and drop off points will be agreed with local Business Units and will be made available to users. The Contractor will adhere to the timetable even when not transporting users except for reasons for delays outside the Contractor's control.
- 2.81 The Authority may alter the timetable to suit the business needs or particular workloads, and will give the Contractor reasonable notice of these alterations. The Contractor shall demonstrate to the satisfaction of the Authority that alterations to the timetable have been communicated to users.
- 2.82 The Contractor will bring to the attention of users any alterations that are made to the timetable in advance of the alteration being made.
- 2.83 The Contractor will ensure that passengers are able to access the vehicle immediately upon arrival of the vehicle at the pick up/drop off point.
- 2.84 The Contractor will use the most efficient routes between pick up/drop off points.
- 2.85 The Contractor will provide the Authority with a marked up street plan indicating the expected usual route.
- 2.86 Alternative routes will be provided by the Contractor to collect and drop off users if usual drop off/collection points are affected.
- 2.87 Drivers will hold the relevant licence for business use and carrying personnel.
- 2.88 The Contractor will ensure that vehicles are easily identifiable, destinations clearly marked and vehicles will be clean, safe and roadworthy and will comply with the relevant safety and vehicle legislation.
- 2.89 The Contractor will have the industries normal safety measures in place prior to the service commencing.
- 2.90 The Contractor will ensure these safety measures are always in place and where appropriate are functioning.
- 2.91 The Contractor will operate a non-smoking policy on any vehicles used in the Service.
- 2.92 The Contractor will ensure that a contact point during normal working hours (9.00 am – 5.00 pm) is available to answer queries about the service.
- 2.93 The Contractor shall count and record the numbers of users being transported between each location.

Fleet Administration

- 2.94 The Contractor shall provide administrative services in relation to the Authority's fleet of pool cars. For the avoidance of doubt, the Contractor is responsible for ensuring that all pool cars are maintained in a roadworthy condition (i.e. oil levels, tyres and water levels) to meet legal, statutory and manufacturer's standards.
- 2.95 The Contractor will implement, establish maintain and manage a database that records accurate information about each pool car. Information shall include but may not be limited to:
- 2.95.1 Location of pool car;
 - 2.95.2 Registration number;
 - 2.95.3 Make or model;
 - 2.95.4 Weekly vehicle mileage;
 - 2.95.5 MOT Test Dates;
 - 2.95.6 Dates and Mileage of service;
 - 2.95.7 Any defects reported or identified by the user or the Contractor;
 - 2.95.8 Road Fund Licence (where appropriate);
 - 2.95.9 List of drivers authorised by the authority to use the fleet car;
 - 2.95.10 Information/paperwork to reconcile expenditure reports;
 - 2.95.11 Booking history for each pool car;
 - 2.95.12 Service Records for each pool car; and
 - 2.95.13 Distance traveled by each pool car.
- 2.96 The Contractor will ensure that the Authority does not miss deadlines for renewals of car insurance, road tax, routine services and MOT's.
- 2.97 The Contractor shall ensure that all the pool car vehicle logs and checklists are collated and maintained to include user observations.
- 2.98 The Contractor shall ensure that all reports in respect of the pool car and its usage are collated and maintained in accordance with Schedule 8 and available to the Authority for inspection.
- 2.99 The Contractor will ensure that, prior to handover, the interior and exterior of each pool car is clean and tidy and free from debris.
- 2.100 The Contractor shall incorporate any new or additional pool cars into their administration procedures.

- 2.101 The Contractor will arrange for the installation of any additional equipment in the pool cars as agreed by the Authority, by the most economically advantageous means possible, and in accordance with manufacturer's recommendations.
- 2.102 The Contractor shall ensure that Staff are fully appraised of current legislation regarding use of official vehicles.
- 2.103 The Contractor shall use all reasonable endeavors to ensure that pre-booked pool cars are available for use by the Authority's staff on the required day and at the requested time.
- 2.104 The Contractor will manage the booking, issue and receipt of all pool cars, keys and contents.
- 2.105 The Contractor will note that the Authority pool cars are subject to crown indemnity and therefore are not taxed or insured. The indemnity applies to Staff whilst undertaking official Authority business.
- 2.106 For the avoidance of doubt, the Contractor acknowledges that the Authority's fleet of pool cars is covered by Crown indemnity only when used for the purposes of Authority business or in the provision of the Services.
- 2.107 The Contractor will ensure any necessary parking permits applied to the pool car, whilst not in use, is current and valid.
- 2.108 The Contractor will ensure that the pool car is parked in the appropriate designated parking place, when not in use.
- 2.109 The Contractor will be available, with prior arrangement, to sign for and receive any new pool cars.
- 2.110 The Contractor will be available, with prior arrangement, to hand over keys and pool cars to collection contractors prior to disposal.
- 2.111 The Contractor shall arrange for the repair, service and MOT of all pool cars in accordance with the Authority's guidance.
- 2.112 The Contractor shall remove the pool car from use and arrange for repair as soon as a fault is identified by either the Contractor or Authority staff.
- 2.113 In the event of an accident or report of an accident by the pool car user, the Contractor shall liaise with the Authority's accident management company (AMC), in accordance with the Authority's procedures.

3. SECTION 3 – IT SYSTEMS INTEGRATION**INTRODUCTION**

3.1 This Section 3, Schedule 2 provides information about the:

3.1.1 Authority's Enterprise IT Architecture;

3.1.2 Authority's Security Architecture; and

3.1.3 Authority's Systems Management Architecture.

3.2 It also sets out the Authority requirements for

3.2.1 Hardware Platforms and Operating Systems;

3.2.2 User Interface and Usability of the Contractors IT product(s) within the Authority's Infrastructure;

3.2.3 Security provided by the Contractors product/solution;

3.2.4 Use of external security services;

3.2.5 Single Sign On;

3.2.6 Systems Security Accreditation;

3.2.7 Accessibility and Special Needs features;

3.2.8 Access by mobile and/or remote users;

3.2.9 Support for Special Needs Access;

3.2.10 Scanning and indexing services;

3.2.11 Systems integration components;

3.2.12 IT/IS Gateway;

3.3 The Contractor shall ensure that all Services under this Section 3, shall be delivered in accordance with:

3.3.1 the Security, Audit, and Business Continuity requirements outlined in Schedule 17;

3.3.2 the Standards and Policies outlined in Schedule 18; and

3.3.3 the agreed service levels outlined in Schedule 20.

Enterprise IT Architecture

- 3.4 The Authority's Enterprise IT Architecture (EITA) is a framework of principles and services that assist the Authority in meeting its business objectives, by making possible, targeted and longer-term IT investment decisions which reduce the complexity and overall cost of IT, whilst improving the agility and flexibility of the business.
- 3.5 The Contractor must comply with the mandatory principles of the EITA for those elements which will not constitute a managed service, and for any interface or integration components developed to integrate with the Authority IT infrastructure.
- 3.6 The Contractor acknowledges that the EITA has been developed to support the business strategy and the IT strategy of the Authority.

Architecture Principles**Redacted under section 43**

- 3.7 The Contractor shall comply with all applicable UK and international standards with regard to the design of computer systems (including, but not limited to ISO 9241, ISO 13407, ISO/IEC 9126 etc.).
- 3.8 The Contractor shall comply with any usability standards required by the Authority, as well as the Contractor's own policies and procedures for system usability (copies of which shall be provided to the Authority no later than the Cutover Date).

- 3.9 ISO 9241 part 10 lists seven dialogue principles that a “user friendly system” shall exhibit:
- 3.9.1 suitability for the task;
 - 3.9.2 self descriptiveness;
 - 3.9.3 controllability;
 - 3.9.4 conformity with user expectations;
 - 3.9.5 error tolerance;
 - 3.9.6 suitability for individualisation; and
 - 3.9.7 suitability for learning.
- 3.10 For parts of the products or services where the Contractor interfaces with Authority systems or where the Contractor is developing systems or components to be used by Authority staff the Contractor shall develop a user interface style guide based on the ISO 9241-10 seven design principles that shall support Authority’s future business requirements.
- 3.11 The Contractor shall agree a style guide with the Authority’s Technology Office in respect of any screens that are to be accessed by Authority Staff, in order to ensure the minimum of training time is required to enable individuals to be able to use the new system effectively.
- 3.12 The Contractor will follow The Authority’s screen guidelines and anticipates that no more than two hours training will be required for the Authority staff to be able to use the Contractor’s new systems.

Security of Contractors Product(s)/Solution

- 3.13 The Contractor shall at all times comply (and shall ensure its Subcontractors and Staff comply) with all of the standards and policies set out in Schedule 18.

Use of External Security Services

- 3.14 The Contractor’s IT solution shall be compatible with the Authority’s security services. It shall provide access for the Authority users from the Authority’s intranet via a portal, which shall be made available through a secure gateway. The secure gateway shall conform to CESG guidance in Memorandum 13.
- 3.15 The Contractor shall work with the Authority to design operating policies and procedures that conform to the Authority policies and standards. Such operating policies and procedures shall be agreed with the Authority in advance in writing.

Single Sign On

- 3.16 The Contractor shall provide web access to its systems to those users which the Authority informs the Contractor require such access via the Authority intranet.
- 3.17 The Contractor shall work with the Authority’s Technology Office and shall ensure that its solution meets with the Authority requirements with regard to single sign-on.

Systems Security Accreditation

3.18 NOT USED.

3.19 The Contractor shall ensure that any portal or interface with the Authority infrastructure meets with the requirements of the Authority's Security Group and receives the required accreditation

Accessibility and Special Needs

3.20 The Contractor must ensure that any IT systems deployed meet the requirements of the Disability Discrimination Act 1995 and must recognise the Authority's requirement that it, and its Contractors need to be exemplars in providing accessible IT solutions.

3.21 The contractor must demonstrate that it is conversant with, and capable of implementing, software designed to assist accessibility.

Support for Special Needs

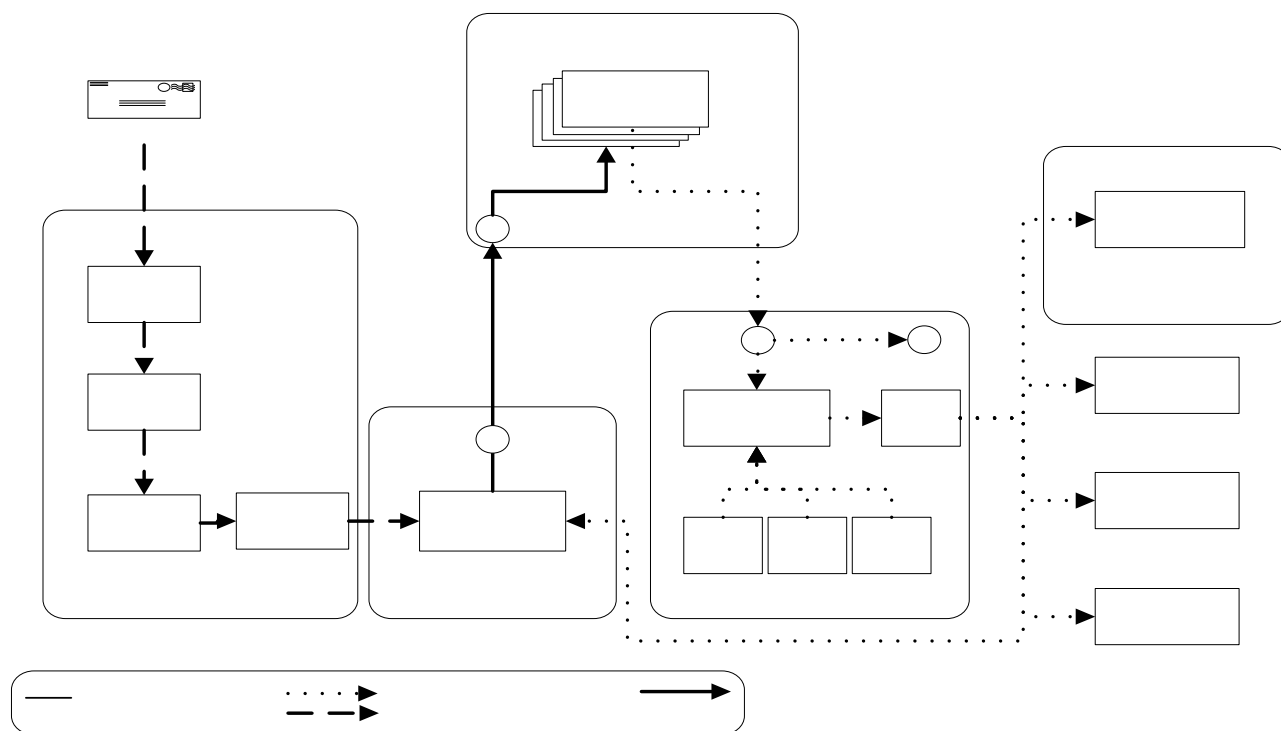
3.22 Special needs access facilities shall be provided as standard within the Contractor's browsers as part of its solution.

3.23 Where the Authority identifies special needs requirements for an individual, the Contractor shall work with that person to identify the appropriate solution to meet their special needs.

3.24 The Contractor shall address these on a case-by-case basis following consultation with the Authority and agreement in accordance with the Change Control Procedure set out in Schedule 9.

Scope of the Requirements for IT

- 3.25 The overall scope and the context of the IT service requirement excluding telephony, is shown in the diagram below. The part labelled Office Services defines the limits of the requirement.



- 3.26 This section covers the following components:

- 3.26.1 Scanning and Indexing Services;
- 3.26.2 Integration components;
- 3.26.3 The Document Repository; and
- 3.26.4 Systems integration services.

Overview of P

- 3.27 In bidding for the delivery and management of office services to the Authority the Contractor will need to meet the requirement for scanning and indexing services. The Contractor will develop, implement, and maintain throughout the term of the Agreement appropriate integration components between the Contractor's IT estate and the Authority's IT estate.

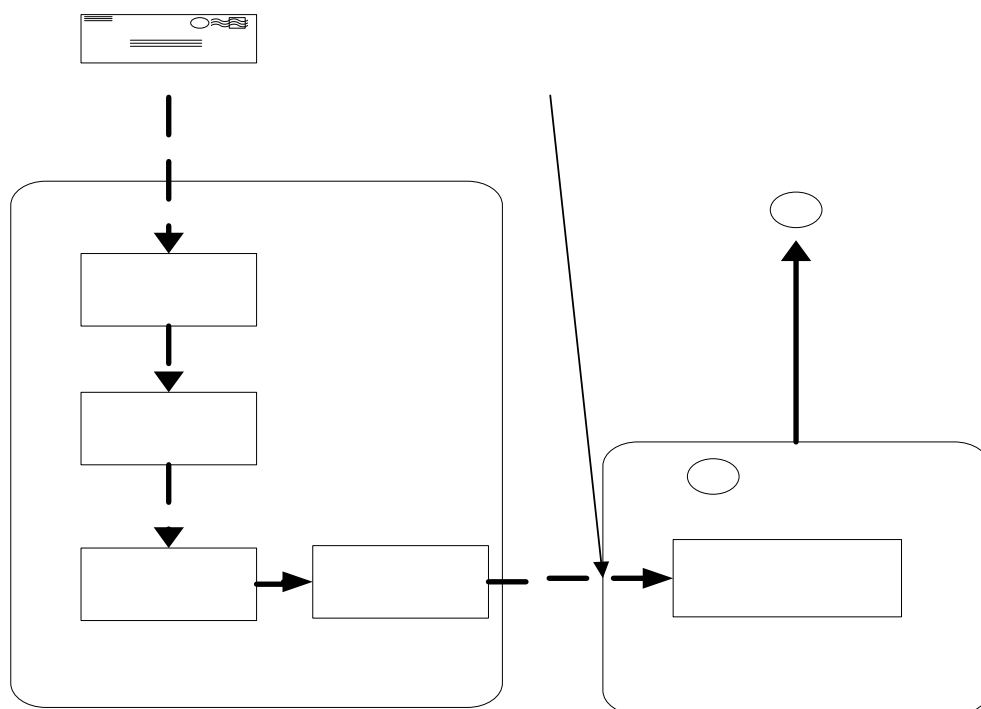
Incoming Mail

- 3.28 The Contractor's service and responsibilities include connecting with the Authority's IT infrastructure and working with the Document Repository supplier to agree the interfaces and develop the necessary components needed on their estate to deliver the scanned images to the Document Repository.
- 3.29 The Authority will appoint a third party supplier via its Unity Framework to develop the Document Repository and the associated Systems Integration components.

- 3.30 It is clear that the business applications need to be in place to receive the scanned documents if the efficiencies are to be gained. In the end state the business applications will be those currently under development as part of the Authority's IS/IT transformation programmes, in particular BPRP (Job Centre Plus and DCS) and PTP (Pensions).
- 3.31 The delivery dates for these programmes are subject to change and there is the possibility that the business applications will not be ready to receive scanned documents before the scanning and indexing application service is delivered.
- 3.32 The Contractor should have contingency options ready and available in the event that these business applications are available.
- 3.33 That is, in the event of the Document Repository and associated Integration Systems not being available the supplier must be able to provide a service which meets the current operational model.

Scanning & Indexing Services

- 3.34 The Authority intends to scan and electronically route all inbound mail as defined previously in this document. This intention will be realised in a phased approach with the Disability and Carers Service – Carers Allowance being the first phase of the service to be implemented in June 2007.
- 3.35 The Contractor will deliver a managed service, which will provide electronic images in a PDF for inputting into a FileNet repository (the Document Repository is not part of this contract).
- 3.36 The contractor will provide the scanning and indexing service and develop the integration components necessary to integrate the service into the Authority's IT infrastructure. Volumetrics are provided in Annex D of Schedule 6.
- 3.37 The Contractor shall work with any Systems Integrator appointed by the Authority to integrate the indexing and scanning requirement and other IT elements of this contract with the Authority IT infrastructure.
- 3.38 For the avoidance of doubt, the scanning requirement includes the same scanning operation that is currently delivered by an incumbent supplier to the Authority's Debt Management business operation.
- 3.39 The Contractor will ensure that the service is robust and scalable enough to enable up to 1.4 million pages of data per day to be indexed in accordance with individual Business Unit requirements and to be electronically scanned and electronically transferred and stored in a Document Repository which will be provided by the Authority as part of the Authority estate.

Scanning and Indexing Requirements

- 3.40 NOT USED.
- 3.41 The Contractor will provide a scanning and indexing service that complies fully with the British Standards Code of Practice for Legal Admissibility and Evidential Weight of Information Stored Electronically (BIP 0008).
- 3.42 The Contractor will provide a scanning and indexing service that provides the Authority with electronic documents and meta-data that are in the following format:
- 3.42.1 **Adobe PDF** documents that are suitable for meeting accessibility requirements and legislation;
 - 3.42.2 Metadata to be indexed for each document for each Business Unit will be provided as and when each Business Area implements its own solution.
- 3.43 Metadata to be indexed for Debt Management can be found at Schedule 2, Section 4, and Metadata to be indexed for Disability and Carers Service can be found at Schedule 2, Section 5.
- 3.44 The Contractor acknowledges that each Business Unit within the Authority will have different metadata requirements, however it is expected the supplier will provide a common minimal set of metadata that could be used by internal business processes.
- 3.45 The common meta-data is:
- 3.45.1 Full name;
 - 3.45.2 National Insurance Number (NINO);
 - 3.45.3 Location;
 - 3.45.4 Event type/case type; and
 - 3.45.5 Receipt date (default).
- 3.46 The Contractor will handle and digitise all paper based documents, in the order it has been sorted and batched (where applicable in accordance with this Schedule 2, Section 4, paragraphs 4.3 and 4.4) and deposit them into the Authority's chosen Document Repository in accordance with the Service Levels outlined in Schedule 20 of this Agreement.
- 3.47 The Contractor will ensure that the following items received in postal deliveries are not digitised or otherwise delivered into the Authority's working environment:
- 3.47.1 any unsavoury items received in the inbound mail;
 - 3.47.2 documents with protective markings e.g. "Staff in Confidence", "Confidential" must not be opened or digitised but delivered to the addressee in accordance with the requirements of Section 2 of this Schedule; and
 - 3.47.3 remittances in the form of cash must not be digitised.

- 3.48 The Contractor will append metadata to paper based documents before they are digitised, prior to being deposited in the Authority's chosen Document Repository. The Contractor will ensure that the appended metadata is associated with the paper documents to be digitised.
- 3.49 Before scanning, the Contractor will ensure that all staples, plastic wallets and other binding materials are removed from documents. The Contractor will ensure that all attachments, such as post-it notes, drawings or items not to be scanned (e.g. brochures), are not scanned.
- 3.50 The Contractor will ensure that all appropriate available metadata is appended to the document in a manner that allows appropriate business application systems to identify and manipulate documents in accordance with business processes.
- 3.51 The Contractor will use any metadata embedded in any returning documentation so that images are directed correctly.
- 3.52 The Contractor will provide a solution to access the Authority's systems in order to perform look-up or a trace facility in the event that in bound mail does not contain information that can be indexed in accordance with 3.62 above.
- 3.53 The Contractor will ensure that all scanned images are clear and legible, as in the original document. If an original document is legible, but is of such poor quality that a legible digitised version cannot be created, the Contractor will return the original documentation to the appropriate Business Unit.
- 3.54 NOT USED. All documentation must be scanned and deposited in the Authority's chosen Document Repository on the day of receipt.
- 3.55 The Contractor shall re-scan documents within 24 hours of a request for re-scan.
- 3.56 Where documents have been indexed incorrectly, the Contractor shall re-index the documents within 24 hours of notification of the error.

Typing Services

- 3.57 The Contractor shall provide a typing service and the IS/IT infrastructure to support it. The requirement provision of the typing service is defined elsewhere in Schedule 2, however, any requirement by the Contractor to transmit/transfer typed information via the Authority IS/IT estate/infrastructure must meet the general requirements for security and integration set out in this Schedule 2.

Telephony

- 3.58 The telephony infrastructure will be provided under the ICONS programme by BT for the Authority. This includes telephony and network services (LAN and WAN). The contractor is not required to provide the telephony equipment. This infrastructure is currently being renewed and replaced in a phased programme, which is planned to end by October 2007.
- 3.59 The Contractor will be able to make use of all of the advanced facilities such as IVR and automated routing available as part of that service once the roll out is complete. The Contractor acknowledges that it has been provided with details of the facilities available and the planned rollout timetable.

IT/IS Gateway Requirements

- 3.60 The Contractor shall use a secure gateway, or gateways, in order to safely interact with the Authority. Where the Contractor already has a secure gateway into the Authority estate, the Contractor will need to verify the capacity and suitability to manage the volumes required.
- 3.61 The Contractor's Solution shall enable it to send and receive data electronically from the Authority.
- 3.62 The Contractor shall ensure that its Solution allows de-coupled external systems to access functions provided under this Agreement via a variety of protocols including Simple Object Access Protocol (SOAP), Web Services and Message Queues. These protocol routes shall be accessible through a standard secure External Gateway as can be seen in Figure 2 above, and described in more detail in CESG Memorandum 13.
- 3.63 The Authority and its sub contractor(s) shall work with the Contractor in order for the secure gateway to be successfully deployed and operated.
- 3.64 The Contractor shall comply with any usability standards required by the Authority, as well as the Contractor's own policies and procedures for system usability (copies of which shall be provided to the Authority no later than the Cutover Date).

CONTRACTOR'S NETWORK**Use of the Authority's Network**

- 3.65 NOT USED.
- 3.66 From the Cutover Date the Contractor shall provide a portal allowing access to Management Information in accordance with the requirements set out in Schedule 8, for use by Authority staff.
- 3.67 The portal server shall be located on the Contractor network with access for Authority staff through the Authority intranet via a secure gateway.
- 3.68 The Contractor shall ensure that any portals shall be designed to have very low bandwidth in order to reduce the impact of portal access on the Authority IT network. In developing portals and portal access the Contractor shall comply with the technical and security requirements of the Authority.

Use of the Authority's cable infrastructure

- 3.69 Where the Contractor occupies the Authority's Premises, the Contractor may use any cabling that is suitable for the delivery of the Services. For the avoidance of doubt, where the Contractor occupies the Authority's Premises and suitable cabling is not available, the Contractor shall provide suitable cabling for the delivery of the Services at no cost to the Authority.

Working with the Authority's lead service provider

- 3.70 If the co-operation of the Authority's IT/IS Service Provider, or any other relevant The Authority supplier, is required for the implementation of any Service, the Contractor shall use all reasonable endeavours to:
- 3.70.1 obtain and manage such co-operation (including making representations at The Authority supplier forums) prior to seeking The Authority's assistance in obtaining such co-operation; and
- 3.70.2 minimise the effort required from the lead (or any other) service provider.

Compatibility and capability for integration with existing Authority systems

- 3.71 The Contractor shall ensure that its IT systems are compatible with the Authority IT estate at all times throughout the term of this Agreement.
- 3.72 The Contractor shall adhere to, and shall ensure that its sub contractors and employees adhere to the Authority standards for Security, Audit and Business Continuity outlined in Schedule 17 and the Authority's Standards and Policies outlined in Schedule 18.
- 3.73 The Contractor shall ensure, and shall ensure that its sub contractors and employees ensure that all services delivered under this Agreement, are done so in accordance with the provisions of Schedule 17 and 18.
- 3.74 NOT USED.
- 3.75 NOT USED.

- 3.76 The Contractor shall ensure that it satisfies all requirements for the fulfilment of its Data Protection responsibilities as the Data Processor for the Authority.

4. SECTION 4 – INDEXING & SCANNING: DEBT MANAGEMENT

- 4.1 The Contractor will comply with the general standards and requirements for Scanning and Indexing Services as set out in Section 3 above and to the Service Levels outlined in Schedule 20.
- 4.2 The Contractor will accept, open and sort all in bound mail for the Authority's Debt Management function in accordance with the requirements set out in Section 2 and Appendix 4 to this Schedule 2.
- 4.3 The Contractor will sort all inbound post according to the Debt Management Centre (Appendix 6 to this Schedule 2 provides the full postal address for each of the Authority's Debt Management Centres, and Appendix 7 to this Schedule 2 provides the geographical postcodes relevant to each Debt Management Centre.)
- 4.4 The Contractor will sort the mail for each Debt Management Centre into three batches:
 - 4.4.1 Main inbound correspondence; ;
 - 4.4.2 Housing benefit and any associated correspondence; and
 - 4.4.3 Correspondence from the Royal Mails "Dead Letter Office" (DLO).
- 4.5 The Contractor will sort the correspondence batch further, in alphabetical order, into the following customer groups:
 - 4.5.1 Working age;
 - 4.5.2 Pensions.
- 4.6 The Contractor will handle in bound mail in a manner that supports the appropriate electronic distribution and transfer of electronic images to the appropriate Debt Management Centre in terms of customer name, location, business activity and priority
- 4.7 The above information will be captured by one of the following means:
 - 4.7.1 Embedded data;
 - 4.7.2 ICR/OCR; or
 - 4.7.3 Manually input by the Contractor.
- 4.8 Where the Contractor manually inputs data, it will do so on the following set of metadata:
 - 4.8.1 Surname;
 - 4.8.2 National Insurance Number; and
 - 4.7.3 Benefit Type
- 4.9 The Contractor will record all valuables received in accordance with the requirements set out in Section 6 below.

- 4.10 Items that are valued by the customer see Section 6, paragraph 6.5 below. The Contractor will photocopy the valuable, authenticate it as a true copy and return the original document to the customer in the outbound post on the same day.
- 4.11 The photocopy of valuable will be digitised and indexed on the metadata given at 4.7.1-4.7.3 above.
- 4.12 The Contractor will bank all bankable items in accordance with Section 6, on the same day as receipt and will return all unbankable items to the Business Unit.
- 4.13 The Contractor shall ensure that any inbound post, accompanying the following documentation, shall be forwarded, the same day, via The Authority 's courier service, to the appropriate Debt Centre:
 - 4.13.1 Death certificates;
 - 4.13.2 BD8 forms; and
 - 4.13.3 Other correspondence that may relate to the death of a client.
- 4.14 The Contractor will send all original correspondence for each day to the relevant Debt Centre using the Authority courier service.
- 4.15 The Contractor, shall mark the courier pouch “ DO NOT OPEN AT POST OPENING, ORIGINALS FOR FILING.”
 - 4.15.1 .

5. SECTION 5 – INDEXING & SCANNING: DISABILITY AND CARERS

- 5.1 The Contractor will accept, open and sort all in bound mail in accordance with the requirements set out in SECTION 2 and Appendix 4 to this Schedule 2.
- 5.2 The Contractor will handle in-bound mail in a manner, which supports appropriate distribution of electrical images via the Authority Repository in terms of customer name, location, business, activity and priority.
- 5.3 The above information will be captured by one of the following means:
 - 5.3.1 embedded data;
 - 5.3.2 ICR/OCR; or
 - 5.3.3 manually input by the Contractor.

- 5.4 Where the Contractor manually inputs data, it will do so on the following set of metadata:
- 5.4.1 Surname;
 - 5.4.2 Forename;
 - 5.4.3 National Insurance Number (NINO);
 - 5.4.4 Benefit Type;
 - 5.4.5 Activity Type;
 - 5.4.6 Location; and
 - 5.4.7 Receipt Date.
- 5.5 The Contractor will record all valuables received in accordance with the requirements set out in Section 6 below.
- 5.6 Items that are valued by the customer see Section 6, Paragraph 6.5 below. The Contractor will photocopy the valuable, authenticate it as a true copy and return the original document to the customer in the in the outbound post on the same day.
- 5.7 The photocopy of the valuable will be digitised and indexed on the metadata given at 5.4 above.
- 5.8 The Contractor will bank all bankable items in accordance with Section 6, on the same day as receipt and will return all un-bankable items to the Business Unit.
- 5.9 The Contractor will validate the authenticity of valuables accompanying all new/fresh claim applications for Disability Living Allowance (DLA) and Attendance Allowance (AA).
- 5.10 Valuables accompanying all new/fresh claim applications for DLA or AA that are found to be false, will be forwarded by the Contractor to the Authority's Internal Fraud Unit in Newcastle for further investigation.
- 5.11 The Contractor will forward all valuables that are found to be false to the Authority's Internal Fraud Unit (IFU) in Newcastle on the same day as receipt and will ensure that the Valuables Handling Database is noted accordingly.
- 5.12 The Contractor shall retain all passports with an English, French or Dutch nationality until the Authority's Internal Fraud Unit (IFU) in Newcastle confirms authentication. The Contractor shall ensure that they Valuables Handling Database is noted accordingly.

6. SECTION 6 – VALUABLES HANDLING & BANKING SERVICES**Valuables Handling Requirement**

- 6.1 From the Cutover Date the Contractor will implement a single national valuables handling procedure that is secure, and provides assurance that valuable items received by the Contractor, are receipted, and information is recorded in a consistent and auditable manner before being handed back into the business area.
- 6.2 The Valuables Handling Database should be established, operated and managed in accordance with the requirements of Schedule 17 – Security, Audit and Business Continuity.
- 6.3 For the avoidance of doubt, valuables fall into four categories (remittances, items valued by a customer, non monetary valuables and returned instruments of payment) in four categories:
- 6.3.1 Remittances which may include but which may not be limited to:
 - 6.3.2 giro cheques;
 - 6.3.3 local payments;
 - 6.3.4 coupons and gift vouchers;
 - 6.3.5 travel tickets and warrants;
 - 6.3.6 loose national insurance stamps;
 - 6.3.7 benefit order books;
 - 6.3.8 savings and postage stamps;
 - 6.3.9 other items of direct monetary value
 - 6.3.10 Cash
- 6.4 Giro cheques should only rarely be received. However upon receipt, the Contractor shall; record and handle these in accordance with the instructions at paragraph 9 below.
- 6.5 Items valued by a customer, which include, but which may not be limited to:
- 6.5.1 Birth, Marriage, Death certificates;
 - 6.5.2 Passports;
 - 6.5.3 Bank/building society books;
 - 6.5.4 Post Office card account (POCA) cards;
 - 6.5.5 Premium Bonds;
 - 6.5.6 Share certificates;

- 6.5.7 Gender Recognition Certificates;
- 6.5.8 Immigration papers/forms.
- 6.6 Non Monetary Valuables which may include but which may not be limited to:
 - 6.6.1 Tenders
 - 6.6.2 Company/Business Accounts
 - 6.6.3 Legal documents (wills, deeds, trust deeds, adoption papers, divorce papers)
- 6.7 Returned instruments of payment.
- 6.8 The Contractor acknowledges that this is not an exhaustive list and that the list will change during the life of this Agreement.

Remittance and Returned Instrument of Payment (IoP) Recording System

- 6.9 The Contractor shall record the following details from remittances and returned Instruments of Payment received:
- 6.9.1 Date Received;
 - 6.9.2 Date of Recording;
 - 6.9.3 Type of Remittance;
 - 6.9.4 Account to be Debited (and customer's name if different);
 - 6.9.5 Amount;
 - 6.9.6 Serial number or other unique alpha/numeric identifier of Giro cheque; cheque; postal orders; travel tickets; travel warrants and benefit order books;
 - 6.9.7 Sort Code;
 - 6.9.8 Client Number (National Insurance number).
- 6.10 Where appropriate, any additional information written on the back of the cheque, e.g. address, RFA (Request for Assessment) Number shall also be recorded.
- 6.11 The Contractor must record whether the item was bankable or not. Where items are bankable, the Contractor shall take action as detailed in paragraphs 17-22 below. Where the items are un-bankable the Contractor shall take action as set out in paragraph 23-26 below.
- 6.12 Where the payee requests a receipt to be issued, this must be clearly noted on the valuables recording system

Items Valued by a Customer - Recording System

- 6.13 The Contractor shall record the following details from items valued by a customer. These items MUST NOT be stamped or marked in any way.
- 6.13.1 Date received;
 - 6.13.2 Date of recording;
 - 6.13.3 Type of Valuable;
 - 6.13.4 Customer name (on any attached covering letter);
 - 6.13.5 Name on Valuable items if different;
 - 6.13.6 Serial number or any other alpha/numeric identifier of Premium Bonds;
 - 6.13.7 Serial numbers or any other alpha/numeric identifier on share certificates;
 - 6.13.8 Bank account/building society account details;
 - 6.13.9 Name of bank/building society;

- 6.13.10 Account serial number;
- 6.13.11 Any other alpha/numeric identifier;
- 6.13.12 Name of bank/building society; and
- 6.13.13 Serial/reference numbers on birth, marriage and death certificates.

Non-Monetary Items – Recording System

- 6.14 The Contractor shall record the following details in respect of items that have non monetary value: These items MUST NOT be stamped or marked in any way.
 - 6.14.1 Date received;
 - 6.14.2 Date of recording;
 - 6.14.3 Type of Valuable;
 - 6.14.4 Date handed to the Authority; and
 - 6.14.5 Name of individual item(s) handed to.

- 6.15 For the avoidance of doubt the Authority requires a single national Valuables recording system that takes account of all of the above requirements, and that is fully available to the Authority's Internal Assurance Team in accordance with the requirements of Schedule 17 – Security, Audit & Business Continuity to this Agreement.

Bankable Items

- 6.16 The Contractor will present all bankable items to the Authority's bank in bags, which shall be provided, by the bank. The Contractor shall securely transport bankable items to the Authority's bank (either the local branch or their processing centre).
- 6.17 The Contractor will obtain a receipt for all bankable items which will be returned to the Authority's finance teams and receipts for cheques to the Authority's Compensation Recovery Unit (CRU).
- 6.18 All cheques and postal orders shall be legibly crossed with an appropriate crossing stamp, which shall be provided by the Authority's bank. The crossing shall not intrude into the clear band at the foot of the cheque/postal order, nor obscure the amount expressed in figures.
- 6.19 The Contractor shall remove all pins staples and sprocket holes cheques/postal orders shall be presented in the correct orientation (all sort code numbers at the top right hand corner) and in the same order as listed on the accompanying till roll.
- 6.20 The Contractor shall batch bankable items in batches of no more than 100 items and each batch shall be accompanied by a till roll listing the items in sequential order and a Giro credit voucher detailing the number of items and total value.
- 6.21 The Contractor shall ensure that all bankable items and the associated paper work shall be placed in the Authority's bank's bags in the following order, all secured by rubber band:
 - 6.21.1 Giro Credit Voucher;

6.21.2 Till Roll – CSA;

6.21.3 Cheques/cheque payment/postal orders.

Un-bankable Items

6.22 These are items of value in respect of the Authority 's customers that would otherwise have been bankable but for the fact that they fall into the following categories:

6.23 Cheques, which are:

6.23.1 Dated more than 6 months in arrears;

6.23.2 Post dated more than 3 days;

6.23.3 Un-signed;

6.23.4 Illegible;

6.23.5 Drawn in a currency other than Sterling;

6.23.6 Drawn on a bank outside the United Kingdom;

6.23.7 Different in the amounts quoted in words and figures;

6.23.8 Made out to a payee other than the Authority or any of its constituent parts;

6.23.9 Cheques without a payee.

6.24 The Contractor will produce a separate valuables print in respect of un-bankable items that shall details all un-bankable items by type in batches of 10.

6.25 The Contractor will pass all un-bankable items and the associated valuables print to the local Business Manager at the same time as local valuables are delivered for onward transmission via the Authority's courier.

Missing valuables

- 6.26 When an item of mail is received which indicates that a valuable item, such as cash, an order book or a giro-cheque is attached or enclosed and this is not the case, the Contractor shall immediately upon completion of the post opening process bring this to the attention of the appropriate business manager. The Contractor shall co-operate fully with any investigation of the incident by the Authority.
- 6.27 The Authority will notify the Contractor of any instance when a valuable item is alleged to have been sent or delivered to the Authority that cannot be traced.

APPENDIX 1

Lists of additional activities that are carried out by existing contractors and in house teams that the Contractor will continue to deliver under the new arrangements.



Additonal Services -
Scotland,...



Additional Services
Yorkshire ...



\additional Services -
Yorkshir...



\additional Services -
North We...



\additional Services -
North We...



Addition Services -
East & Wes...

APPENDIX 2**Office Services – Delivered to Veterans Agency**

The Veterans Agency based on the Norcross site receive the following services;

- Postal & Messenger Services;
- Fleet Administration Services;
- Reprographics; and
- Switchboard Services;
- Courier service; and
- The Fylde van service

under a Service Level Agreement with the The Authority in house team.

The Veterans Agency sites in the table below, receive the following services:

- Postal & Messenger services;
- Fleet Administration Services;
- Reprographic Services;
- Typing Services;
- Courier service; and
- The Fylde van service.

under a Service Level Agreement with the Authority in house team.

War Pensioners Welfare Office Greyfriars House Gallowgate Aberdeen Scotland AB10 1ZU	War Pensioners Welfare Office Irene House 218 Balham, High Road Balham London SW12 9DF
War Pensioners Welfare office Five Ways House Islington Row Middleway Birmingham B15 1SL	War Pensioners Welfare Office St Martins House Stanley Precinct Bootle Merseyside L69 9BS

Office Services Agreement**Schedule Two – The Requirement**

War Pensioners Welfare Office Government Buildings Flowers Hill Brislington Bristol BS4 5LA	War pensioners Welfare Office 4 th Floor Southgate House Wood Street Cardiff South Wales CF10 1JJ
War Pensioners Welfare Centre Argyle House Lady Lawson Street Edinburgh Scotland EH3 9SH	¹ War Pensioners Welfare Office 194 Euston Road Euston London NW1 2DE
War Pensioners Welfare Office 199 We4st Regent Street Glasgow Scotland G2 4 DZ	War Pensioners Welfare Office Newman House Oxford Road High Wycombe Buckinghamshire HP11 2DW
London Streatham Crown House Station Approach Streatham London SW16 6HW	War Pensioners Welfare Service Albert Bridge House East Bridge Street Manchester Greater Manchester M69 9DF
War Pensioners Welfare office Arden House Regent Farm Road Gosforth Newcastle Northumbria NE3 3JN	War Pensioners Welfare Office Sherbourne House Kingsteighnton Road Newton Abbot South Devon TQ12 2PG
War Pensioners Welfare office St Marys House Duke Street Norwich Norfolk NR3 1QA	War Pensioners Welfare Office Block 2, Government Buildings Chalfont Drive Nottingham Nottinghamshire NG3 3RB
War Pensioners Welfare Office Roebuck House Cosham Portsmouth Hants PO6 2TA	War Pensioners Welfare Office Barry House 67-69 London Road Preston Lancashire PR1 4DE
War Pensioners Welfare Office ²	War Pensions Welfare Office

¹ The Euston Office is due for closure before Cutover Date.

1 Hartshead Square 15 Charter Row Sheffield South Yorkshire S1 3EE	Oldway House Rutland Place Swansea SA1 1JA
War Pensioners Welfare Office Vale House Clarence Road Tunbridge Wells Kent TN1 1HH	War Pensioners Welfare Office Ty Maelor 15-17 Grosvenor Road Wrexham LL11 1BW

² Sheffield Office is due for closure before the Cutover Date

The Veterans Agency sites in the table below, receive courier services only

War Pensioners Welfare Office Mezzanine Floor City House Leeds LS1 4JE	Ilford Park Polish Home Ilford park Stover Newton Abbot TQ12 6QH
The Chief Officer Marlborough House 30 Victoria Street Belfast Northern Ireland BT1 3GE	

APPENDIX 3

Scotland	North West Region	North East Region	Wales	East & West Midlands region
Aberdeen District Office Ayr District Office Dundee District Office Edinburgh CSU & DBC Falkirk BO Fort William Benefit Office Galashiels Benefit Office Glasgow City Benefit Office Glasgow Craghton PCO Glasgow Cransohill Benefit Office Hamilton Benefit Office Inverness District Office Kilcaldy District Office Oban District Office Wick Benefit Office	Accrington Benefit Office Barrow Benefit Office; Bolton District Office Bootle DBC Carlisle District Office Chester District Office Lancaster District Office Lytham Westmoreland House Wigan Mesnes House Stockport North Whitehaven Benefit Office	Ashington District Office Doncaster District Office Chester Le Street Benefit Office Eston Gateshead District Office Halifax Hull West District Office Leeds West Benefit Office Middlesbrough District Office Newcastle St James Scarborough District Office Sheffield West District Office Wakefield Wallsend York District Office	Aberystwyth Benefit Office Caernarfon District Office Haverford West Benefit Office Merthyr Tydfil District Office Rhyl District Office Swansea District Office Wales DBC	Boston District Office Derby Central Grimsby District Office Hanley District Office Kings Lynn (including Bishop Lynn House) Leicester – Wellington Street Lincoln Orchard Street Benefit Office Nottingham Parliament Square Benefit Office Birmingham- Ladywood Benefit Office Birmingham – Ravenhurst Benefit Office Coventry Cofa Court Redditch Benefit Office Shrewsbury Benefit Office Walsall Glebe House Benefit Office Worcester District Office

South West Region	London & South East
Banbury Benefit Office Bath Benefit Office/MSEC Bristol Horfield Exeter District Office Gloucester District Office; Penzance Benefit Office Plymouth Durley Benefit Office Poole Park gates Benefit Office Salisbury Benefit Office St Austell benefit Office Swindon Taunton District Office Torbay Benefit Office Weymouth Benefit Office	Barking Benefit Office Cambridge Benefit Office Canterbury Benefit Office Chelmsford Benefit Office Colchester Croydon District Office Gravesend Benefit Office Guildford District Office Haywards Heath Benefit Office Ipswich District Office Isle of White Benefit Office Kingston Benefit Office London Balham Steel House London – Bloomsbury District Office London City (including Docklands CAFO) London – Fulham District Office London – Paddington Benefit Office London – Stratford District Office London – Walthamstow District Office London Woolwich Crown Buildings Luton District Office Maidstone District Office Milton Keynes Benefit Office Newbury Norwich Chantry Benefit Office Northampton Benefit Office Olympic House – Wembley Oxford – Harcourt District Office Peterborough Benefit Office Portsmouth District Office Reading Benefit Office Slough Benefit Office Southampton District Office Tunbridge Wells Benefit Office Watford District Office Worthing

APPENDIX 4**Items of Mail which must not be date stamped**

- Forms P45 and P60
- Warning Notice Slips
- Form RD 45
- Files (excluding medical files which are to be stamped - see details below)
- Enquiry Cards
- Computer output forms
- Cheques and other instruments of payment
- Birth, Marriage and Death Certificates
- Passports
- Electricity, Gas, Council Tax, Removal, Funeral and similar bills and accounts
- Bank or Building Society Records/Books
- National Insurance Contribution Cards
- Rent Books
- Insurance Documents
- Company/Business accounts
- Other legal documents including but not limited to wills, deeds, trust deeds, adoption papers, divorce papers and powers of attorney
- Other such similar items that are not the property of The Authority.
- Pension forms BR 2100 and BR 2121
- Gender recognition certificates
- Baptism certificates
- All Immigration The Authority identity forms NASS35, SAL1, SAL3, KOS EX2 etc.
- Driving licences
- Items of value
- Cash

- Cheques
 - Postal Orders
 - Travel tickets
 - Gift Vouchers
 - Loose national insurance stamps
 - DLA 404 – vehicle exemption document
 - FW161 – token
 - BB1000R Disablement Benefit claim form
 - Documents with a protective marking, e.g. “Staff in Confidence,” “Restricted Staff,” “Confidential,” “Restricted Management and Commercial,” “only to be opened by,” “Secret,” “Top Secret”
 - Premium bonds
 - Share certificates
1. The Contractor will date stamp all other documents on the reverse. The Contractor must ensure that this must be done in such a manner so as not to obliterate or obscure any details.
 2. The Contractor will ensure that all documents received with any item covered above shall be date stamped (clearly and so as not to obliterate writing and to adhere to specific practices for certain forms and files) if appropriate, attached to the item using a paper clip and placed in the transparent plastic wallet.
 3. The Contractor understands that this list is not exhaustive and could change throughout the life of the contract.

APPENDIX 5

Redacted under section 43

APPENDIX 6

Debt Management Centres

Ambler Mill Canal Road Bradford BD1 4RL Courier: Bradford Debt Centre	Site PC2A Courier Road Corby Northamptonshire Courier Address: TBC
Discovery House Unit 6, Callflex Business Park Off Doncaster Road Manvers Rotherham South Yorkshire S63 7ER Courier Address: Dearne Valley Debt Centre	West Regent House 174 Pitt Street Glasgow G2 4DZ Courier Address: Glasgow Debt Centre
Makerfield Benefit Processing Office Griffin House Makerfield WN6 0ZN Courier Address: Makerfield Debt Centre	Graeme House Chorlton Precinct Chorlton cum Hardy Manchester M21 1BU Courier Address: Manchester Debt Centre
Nuneaton Mill House Mill Walk Nuneaton CV11 4DL Courier Address: Nuneaton Debt Centre	Oldway House Porth Street Porth CF39 9ST Courier Address: Porth Debt Centre
Anchorage 2 Salford Quays Salford Manchester M5 2YW Courier Address: Salford CRG	Stornoway Social Security Office 2 Castle Street Stornoway Isle of Lewis HB1 2BA Courier Address: Stornoway Debt Centre
Central Finance for Debt Management Anchorage 2 Salford Quays Salford Manchester M5 2YW Courier Address: Salford CRG	

APPENDIX 7

Geographical Postcodes relevant to each Debt Centre