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Requirement	**463**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - development

Requirement Description:
Additional requirements for OPS equipment

Samples of all OPS equipment must be supplied for purposes other than production work. Examples include:-
testing by BA/POCL
training
demonstrations and marketing.

It should be noted that specimens of all OPS equipment or proposed OPS equipment will be needed from time to time to undergo destructive safety testing.

Precise figures for this requirement cannot be predicted at this stage, but it is unlikely that more than the equivalent of 8 post offices with a total of 50 counter positions equipment will be needed for acceptance testing by BA/POCL.

Requirements for training are unknown at this stage, and are dependent on the training methodology employed.

Requirements for destructive testing would not normally exceed one example of each hardware component that is proposed for use in the OPS.

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Requirement	**464**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service management

Requirement Description:
Agreement to offer services using OPS and TMS.

Services which utilise OPS or TMS may only be provided subject to the express agreement of BA/POCL.

POL00028168

Requirement	**465**	Release No	spr 2
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Appearance of the equipment within OPS.

The livery of the equipment to be used within OPS must be specifically agreed with BA/POCL. A single livery will be agreed for all outlets to fit in with POCL's style guide for post offices .

The effort required to maintain the acceptable appearance of the equipment must be minimal

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Requirement	**466**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - steady state

Requirement Description:
Consumables.

Detailed specifications of all the consumables that will be used by the OPS must be supplied to BA/POCL with estimates of the likely consumption of each.

The service provider must be prepared to supply all consumables. However BA/POCL may choose to source consumables separately.

POL00028168

Requirement	**467**	Release No	spr 2
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Links from OPS to TMS.

Each instance of OPS within outlets must be connected to the TMS to allow the transfer, in both directions, of authorised data files and messages.

The transfer of data between OPS and TMS must be secure, complete, accurate and robust.

Within OPS it must be possible to identify whether data has been 'collected' by the TMS or not.

POL00028168

Requirement	**468**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - steady state

Requirement Description:
OPS equipment - engineering visits.

Maintenance and repair of the OPS equipment involving on-site attendance by engineers must not interfere unduly with the ability of the outlet to serve customers. It must be borne in mind that many of the outlets have a single counter position and/or extremely limited physical space.

POL00028168

Requirement	**469**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Procedures & documentation

Requirement Description:
OPS - technical documentation.

The supplier must provide technical documentation for OPS suitable to allow BA/POCL to procure applications which will utilise OPS or hardware which will interface with OPS. These procurements would not necessarily be from the supplier. All changes to the documention must be specifically agreed with BA/POCL

POL00028168

Requirement	**470**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Procedures & documentation

Requirement Description:
TMS - technical documentation.

The supplier must provide technical documentation for TMS suitable to allow BA/POCL to procure applications which will utilise TMS. These procurements would not necessarily be from the supplier. All changes to the documention must be specifically agreed with BA/POCL

POL00028168

Requirement	**471**	Release No	spr 2
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Messaging facilities.

Using TMS and OPS it should be possible to broadcast short messages to all or a subset of outlets. As a guide, a message length of approximately 2000 bytes is likely to be acceptable. The message should be brought to the attention of staff working in the outlet at the earliest practical opportunity. It should be possible to produce a hard copy of the message within the outlet.

Using TMS and OPS it should be possible for staff working in the outlets to gain access to electronically held information such as is currently published in 'Counter News' and the operations manuals.

POL00028168

Requirement	**472**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Security

Requirement Description:
Security of data and audit trail for OPS.

Data capture within OPS must be accurate and robust.

The integrity and security of data held within the OPS must be protected at all times. Logs of events within OPS must be maintained and an audit trail of interactions with, and actions within OPS must be maintained.

The integrity and security of data held within OPS must not be compromised when OPS is re-established following any failure.

POL00028168

Requirement	**473**	Release No	spr 15
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
User access to OPS.

Any remote access to OPS must be restricted to specifically authorised users and must be via TMS.

Access to OPS and services offered via OPS to staff working in the outlets must be controlled by a mechanism, conforming to the Style Guide, offering multiple access levels and providing specific identification of each user.

It must be possible to restrict the functionality available at an outlet; some services will not be offered through all outlets.

There must be support available to users who have forgotten their passwords. It must be borne in mind that a large proportion of the outlets have only a single counter position. The mechanism used must not unduly reduce the effectiveness of access control.

There must be a secure and reliable mechanism for users to suspend and resume access to OPS and services offered via OPS. This must not be unduly onerous or time consuming.

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Requirement	**474**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Health, Safety and Legal on OPS equipment.

1.All OPS Equipment must be continuously rated and capable of functioning safely and reliably, attended or unattended, for an indefinite period in outlets.

2.Each installation of OPS must be physically and electrically safe and in compliance with relevant legislation and recognised best practice. It must not cause interference with other devices. It should be borne in mind that the equipment may be installed in premises that would be classified as residential.

2.1 This includes all relevant UK Regulations and Council Directives (that is, Directives of the Council of the European Communities) which are implemented by HMG. The equipment must be maintained to be compliant with any subsequent legislation.

2.2 This includes mandatory standards, including all relevant UK Regulations and Council Directives (that is, Directives of the Council of the European Communities) which are implemented by HMG. The equipment must be maintained to be compliant with any subsequent legislation or mandatory standards.

2.3 All OPS equipment must comply with BS EN60950 : 1992 (BS7002 :1992) and any subsequent amendments.

2.4 All OPS equipment comprising AC power adaptors must comply with BS EN60065 : 1993 (BS7002 :1992).

2.5 The workstation aspects of all OPS equipment must comply with the Health and Safety (Display Screen Equipment) Regulations 1992, which implement Council Directive 90/270/EEC on working with display screen equipment.

2.6 Any OPS equipment containing laser emitters must comply with BS EN 60825:1992. (Examples laser printers and laser barcode scanners).

2.7 Any OPS telecommunications equipment must comply with Council Directive 91/263/EEC (the Telecommunication Terminal Equipment Directive) and have a current BABT certificate or equivalent for connection to the public telephone network

2.8 All OPS equipment defined as Machinery must comply with the Supply of Machinery (Safety) Regulations 1992, which implement the Machine Directive 89/392/EEC as amended by 91/368/EEC.

2.9 All OPS equipment must comply with the Electrical Equipment

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(Safety) Regulations 1994, which implement the Low Voltage Directive 93/23/EEC as amended by 93/68/EEC.

2.10 All OPS equipment must meet the requirements of the Non-automatic Weighing Instruments (EEC Requirements) Regulations 1992 Schedule 3 Applications.

2.11 All OPS visual display terminal equipment must comply with the relevant requirements of either BS 7179:1990 or ISO 9241:1992 (applies to keyboards).

2.12 All Equipment which falls within the scope of The Electromagnetic Compatibility (EMC) Regulations 1992, which implement Council Directive 89/336/EEC (as amended by 92/31/EEC), must comply with these regulations.

2.13 All OPS Equipment must meet the minimum EMC requirements of both residential and commercial installations, including compliance with BS EN 50081 and BS EN 50082 with the following amended test severity levels and with no degradation of performance:
IEC 801 part 2 class 3, 6kV contact discharge
IEC 801 part 3 3V/m
IEC 801 part 4 +/- 1kV injected onto mains AC supply
IEC 801 part 5 +/- 2kV.

2.14 All OPS equipment covered by EN45501:1992 must comply with clause A4.5 (voltage variations) and Annex B of that standard.

2.15 All items of OPS equipment must have an Index of Protection rating of IP3X as defined in BS EN 60529:1992.

3. The OPS equipment and its installation must not constrain BA/POCL and its agents from meeting their legal safety responsibilities as employers.

4. It must be possible to prove compliance with legislation or mandatory standards as and when necessary.

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Requirement	**475**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - design

Requirement Description:
Style Guide

The supplier must draw up a Style Guide and agree this with BA/POCL. Any services to be offered via the OPS will be constrained by the Style Guide. Any changes to the Style Guide must be specifically agreed with BA/POCL.
The style guide will set out general guidelines for the Human Computer Interface, including screen layouts, system navigation routes and help and manual entry facilities.

The Human Computer Interface must be intuitive and easy to use, to minimise errors and delays. The Human Computer Interface must provide a consistent look and feel across all applications and be easy to adapt to allow the introduction of new applications.

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Requirement	**476**	Release No	spr 2
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service management

Requirement Description:
Release control.

1. A release refers to a set of electronic data (software and/or reference data) which is to be distributed to and subsequently activated within any of the services.

2. The following must be agreed explicitly with BA/POCL:-

the contents of any release
the upgrade path for any release
the timing of the distribution of any release
the timing of the activation of any release

3. Proof of sufficient and satisfactory testing of each release is required including the following aspects:-
- at individual component (unit test) level
- of all components working together (system test)
- of all components in combination with different hardware and software combinations which may be encountered in production running.

4. Proof of sufficient and satisfactory preparation for the implementation of a release is required. This will include testing the implementation and reversion from the release.

5. The implementation of any release of software and/or reference data must not cause any significant disruption to users, must not disrupt the normal working environment and must not require significant involvement from end users.

6. The implementation of any release of software and/or reference data must not cause any corruption to data held on behalf of BA/POCL.

7. A detailed record of all releases of software and reference data and where they are deployed must be maintained.

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Requirement	**477**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service management

Requirement Description:
Asset register.

A detailed list of all physical system components (an asset register) must be maintained and available to BA/POCL on request. From the list it must be possible to identify all equipment installed at any location, for example in a post office.

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Requirement	**478**	Release No	spr 12
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Basic TMS facilities.

1. TMS must link into each instance of OPS which is to be used for production work.

2. TMS must provide links into other computer systems as required to support BA/POCL. These systems will include:-
client systems operated on behalf of POCL's clients
other POCL systems, for example TIP

3. TMS must provide the links to PAS and CMS.

4. TMS must provide data file collection and data file delivery services, where a data file is simply any set of electronic data.

4.1 Files may be collected from or delivered to any computer system attached to TMS.

4.2 The collection or delivery of data files must be triggerable by any of
- operator action
- time
- in response to a message from an attached computer system or generated within TMS

4.3 The collection or delivery of data files must be retried automatically, under parameter control, in the event of any failure.

4.4 It must be possible to specify a pre-defined list of computer systems to which a data file is to be delivered or from which a data file is to be collected.

5. TMS must provide a message switching capability, where a message consists of electronic data which must be passed from one computer system to another (switched) with minimal delay.

5.1 It should be possible to switch messages between any two attached computer systems. This includes any two instances of OPS.

5.2 Where TMS is unable to deliver a message it must notify the originating computer system.

5.3 The TMS must include the following processing capabilities
- validation of data files
- consolidation of many data files into one data file
- generating many data files from one data file

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- reformatting the contents of a data file
- generating control totals through access to the contents of data files
- reconciliation of control totals
- produce reports summarising financial transactions.

6. A full audit trail of all TMS activity must be maintained.

7. TMS must ensure that any transfer of data files or messages can be shown to be secure, complete accurate and robust.

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Requirement	**479**	Release No	spr 1
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Control and monitoring of TMS links.

1. No computer system may be connected to the TMS without the express authority of BA/POCL.

2.TMS must only allow connections to it to be established with computer systems which are authorised to be connected. This implies that there must be a register of computer systems with which connections are allowed.

3. TMS must authenticate the identity of any computer system with which a link is to be established.

4. TMS must produce reports detailing any attempt to establish a link which is rejected. These reports must be available to BA/POCL on request.

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Requirement	**480**	Release No	spr 12
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Discreteness of TMS.

TMS must be kept logically discrete from other services such that, in extremis, the service could be separately procured.

In particular there must be a clear and documented interface between PAS and TMS functions and CMS and TMS functions. These interfaces should include:

- specification of any programming inteface that exists
- specification of any shared data and data standards
- specification of any other protocols that exist to allow communication between functions within the services
- specification of any other constraint that enables the interoperability between services

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Requirement	**481**	Release No	spr 12
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
There will be a comprehensive and definitive guide for completing transactions that are processed using the automated platform this could include Post Shop transactions where appropriate.The guide will also include the definitive procedural instructions for transaction support processes at outlets e.g. accounting, balancing, value stock taking, and details of what to do in emergency situations eg system failure.

In essence the guide will provide full details of completing all business transactions in all post office outlets, including non automated transactions such as giving information to customers

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Requirement	**482**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
The guide must conform to POCL identity and communication standards

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Requirement	**483**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
The guide is to incorporate additional product information for specific products e.g. posting restrictions

POL00028168

Requirement	**484**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
The guide must be available to all users and others (including helpline operators, non serving staff in retail outlets who may be asked to supply information/advice together with others as appropriate) whenever the operating platform is in use.

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Requirement	**485**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
The guide must be updatable, in line with agreed service levels, to ensure information is always current.

POL00028168

Requirement	**486**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
All documentation must be given final approval by the AUTHORITY before publication

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Requirement	**487**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier will carry out the survey of outlets to accertain what modifications are needed to install the office platform

POL00028168

Requirement	**488**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The installation and acceptance of the office platform will be undertaken in one day.

POL00028168

Requirement	**489**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier will disconnect and remove to an agreed location existing automated equipment as specified by the AUTHORITY.

POL00028168

Requirement	**490**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
Installation is carried out within the outlets hours of business

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Requirement	**491**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier will carryout internal office modification work at all outlets necessary to enable the installation of the office platform.

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Requirement	**492**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
All contractors carrying out modification work will conform to all legislative requirements

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Requirement	**493**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier will be responsible for the removal / fitting of the equipment when offices are either relocated or refurbished. The supplier will be required to move equipment within post offices if needed for refitment/refurbishment reasons - including open plan - this may include the requirement for extra equipment. The service provider will be required to equip new sites/relocated sites in line with POCL's evolving network strategy.

POL00028168

Requirement	**494**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier shall respond within the agreed timescale to network change requests supplied by POCL, as per agreed service levels. This requirement covers provision and installation of equipment in new and relocated sites as well as the movement/reconfiguration of equipment within existing retail outlets.

POL00028168

Requirement	**495**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier shall provide the equipment at all 'live' counter serving positions. A 'live' position is defined as being one at which counter transactions take place. This will include modified parcel positions and may include non-modified positions.

POL00028168

Requirement	**496**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier shall install the equipment at any site designated by POCL which may include Cash Centres and training centres

POL00028168

Requirement	**497**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Installation

Requirement Description:
The supplier will install the office platform in outlets

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Requirement	**498**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Integration of services

Requirement Description:
Existing products and systems will be migrated from current POCL platforms - APT, ECCO+, ALPS, Manual - to the new automated platform with no customer/client discontinuity of service. The Service Provider will work closely with POCL personnel to plan how best to achieve effective migration. At post office outlets, data transfer and associated tasks should be expedited as efficiently as possible with minimum staff/ subpostmaster involvement.

POL00028168

Requirement	**499**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Integration of services

Requirement Description:
Installation should not take place until the infrastructure and support service are ready

POL00028168

Requirement	**500**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The supplier must obtain certification from Authorised Personnel - to be agreed - that relevent permissions have been granted before modifications are carried out.

POL00028168

Requirement	**501**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The supplier will ensure there is a process in place to ensure all outlets and regional liaison points are aware of and agree the times and dates of all site visits. The regional liaison point will be the final arbiter in case of disagreements.

POL00028168

Requirement	**502**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The supplier will carry out all survey activities without degradation of Post Office and retail operations - including existing systems at the outlet

POL00028168

Requirement	**503**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The supplier will carry out all modification activities without degradation of Post Office and retail operations - including existing systems at the outlet.

POL00028168

Requirement	**504**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The service provider shall indicate their proposals to utilise the existing kit

POL00028168

Requirement	**505**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
No specific requirements expressed on geography, although regional roll out is not the preferred option.

POL00028168

Requirement	**506**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The limited live trial should take place in a maximum of three POCL regions, one of which must be South East or North Thames, but not both.

POL00028168

Requirement	**507**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
POCL would not wish the supplier to install the equipment in most offices during particular business periods, namely Christmas and New Year pressure periods, and other office specific dates agreed on an annual basis.

POL00028168

Requirement	**508**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
POCL will reserve the right to suspend the roll out programme if the supplier fails to deliver the agreed service levels.

POL00028168

Requirement	**509**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
Within a specification to be agreed with the Authority, the siting of the office platform will be agreed by the outlet manager.

POL00028168

Requirement	**510**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
For the purpose of rollout planning no particular distinction should be made between types of "main" post office - Branch offices; modified sub post offices; and franchised post offices.

POL00028168

Requirement	**511**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The supplier will carry out all installation activities without degradation of Post Office and retail operations - including existing systems at the outlet.

POL00028168

Requirement	**512**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:

Roll out should be undertaken as quickly as possible subject to the over-riding requirement to

(i) maintain service and client continuity

(ii) maintain the quality of service delivery to clients and customers

(iii) appropriate support systems including training - being in place

(iv) avoidance of damage to POCL's brand, reputation and integrity

(v) demonstrate the robustness of the approach to roll-out in the context of uncertainty and risks

(vi) treat POCL's staff and agents professionally and with respect.

POL00028168

Requirement	**513**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
If at some point in the future the supplier wishes to upgrade equipment at the outlets, this will only be carried out with the agreement of the AUTHORITIES.

POL00028168

Requirement	**514**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
There will be a mechanism for determining that individual outlets - Post Offices - are ready to go live i.e. that the new platform functionality should be activated for use. POCL reserves the right to withhold such agreement if, for any reason, it determines that to do so in a particular set of circumstances is detrimental to its customers, clients, staff, or agents. If "go live" is not sanctioned, POCL and the Service Provider will resolve outstanding issues as soon as possible.

POL00028168

Requirement	**515**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The service provider is asked to propose a support package for offices within the first few weeks of "go live", in acknowledgement that there may be additional training or other corrective action needed at this early stage. These proposals should also include a process for identifying problem offices.

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Requirement	**516**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
POCL reserve the right to amend the roll out plan as necessary in order to protect its service levels.

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Requirement	**517**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The Post Office outlet modifications will be completed in one visit to the outlet.

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Requirement	**518**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The Post Office Outlet survey will be completed in one visit to the outlet.

POL00028168

Requirement	**519**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Service - steady state

Requirement Description:
The supplier shall provide and install the equipment at previously unequipped counter serving positions as directed by POCL.

POL00028168

Requirement	**520**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
The supplier shall ensure that all the agreed support services will be available from day 1 in line with agreed service levels

POL00028168

Requirement	**521**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
The supplier will provide one phone number as a single point of access to all Helpdesk services

POL00028168

Requirement	**522**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
The Helpdesk contact point will be a "freecall" number.

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Requirement	**523**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
Appropriate levels of support services must be available
(i) to provide support when all users have access to the system
(ii) to cover the operation of interfaces with other systems
(iii) to provide support for all other helpdesks linked to the service provider helpdesk facility

POL00028168

Requirement	**524**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
The Helpdesk service will deal with calls relating to the hardware
This will include, but is not exclusive to :

Fault diagnosis
Maintenance call out
Caretaking advice
Configuration management

POL00028168

Requirement	**525**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
The Helpdesk must be able to provide access for users to additional support services for day 1 and when requested to do so by the authority in the future. This will include :

Access to training facilities
Access to training materials
Operational support documentation
Consumables

POL00028168

Requirement	**526**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
All reported incidents must be resolved in line with agreed service levels.

POL00028168

Requirement	**527**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
A dedicated POCL Helpdesk staffed by fully trained, qualified and experienced personnel must be provided working to specified service level agreement.

POL00028168

Requirement	**528**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
Calls made to the Helpdesk that are not pertinent to it must be re-routed to the appropriate point as per service levels

POL00028168

Requirement	**529**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Supporting services

Requirement Description:
The Helpdesk support service must comply with POCL help service behavioural standards in accordance with Service Levels.

POL00028168

Requirement	**530**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Systems - design

Requirement Description:
If for any reason it is not possible to - or it is decided by POCL not to - make EPOS functionality immediately live on Day One of operation of the new platform, BES/APT functionality will be available and operational with no adverse system or operational impacts. In effect it will be a requirement to "ring-fence" EPOS functionality so that it cannot inadvertently be used/misused to the detriment of customer service and POCL accounting needs.

POL00028168

Requirement	**531**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Training

Requirement Description:
Training must be provided to enable POCL's target audience to achieve acceptable standards in key competencies as defined by POCL. These competencies will be reviewed from time to time. For some groups this may mean familiarisation training only. The target audience will include users, managers, trainers, auditors and certain non user groups i.e. retail network managers, regional helpline staff, and account teams in business centres. The service provider to give details of his proposals as to how, when and where he will deliver the training, differentiating between roll out and steady state as appropriate.

Competence will be measured by a method agreed by POCL and the service provider

POL00028168

Requirement	**532**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Training

Requirement Description:
The Service Provider must train all appropriate staff in the requirement for new products or product changes

POL00028168

Requirement	**533**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Training

Requirement Description:
If the system has a facility to operate in dummy training mode, it must not interfere with data transfer or integrity.

POL00028168

Requirement	**534**	Release No	spr 3
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Training

Requirement Description:
The Service Provider's training solution must take account of users experiences in term of automated products and platforms (ECCO+, APT, ALPS) and their differing propensities to learn. The service provider will agree with POCL the training requirements for the different target audiences identified including training required when individuals move between these target audiences. This may include change of office, promotion, new recruits etc.

POL00028168

Requirement	**536**	Release No	spr 3
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - design

Requirement Description:
OPS equipment - general requirements.

1. Peripheral and input devices supplied as part of OPS must be reliable, robust and easy to use.

2. Peripheral and input devices supplied as part of OPS must be capable of detecting contention, premature removal/swapping of tokens etc as appropriate.

POL00028168

Requirement	**537**	Release No	spr 4
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (SMS) Systems - design

Requirement Description:
System management.

System Management of all the services provided to BA/POCL must be carried out in a consistent and coherent manner to ensure the following:-

1. Activities within the services, including PAS, CMS, TMS, OPS, BES, OBCS, APS and EPOSS, are co-ordinated.

2. Changes to the services offered can be made speedily and accurately.

POL00028168

Requirement	**538**	Release No	spr 15
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (SMS) Systems - design

Requirement Description:
System management - synchronisation of time.

SMS must provide a facility for synchronising the date and time across all services and computer systems providing them. This should cater for the handling of clock changes at the beginning and end of British Summer Time for example.

A facility is required to allow transactions to be processed using local time and / or GMT, thus each computer system must be able to derive both local time and GMT.

POL00028168

Requirement	**539**	Release No	spr 15
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (SMS) Systems - design

Requirement Description:
System management - Reference Data handling.

1. Within the System Management Service it will be necessary to maintain reference data necessary to the operation of the systems and the applications.

2. It will be necessary to receive store and utilise reference data from sources outside of the CONTRACTOR domain (e.g. TIP and potentially client systems).

CONTRACTORS should bear in mind that it may be necessary to implement changes in reference data to tight timescales. As an example it would be necessary to implement reference data changes consequent on a Budget by start of business on the following day.

POL00028168

Requirement	**540**	Release No	spr 4
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - design

Requirement Description:
OPS equipment - environmental considerations.

Due attention should be given to the effects of the OPS equipment on the environment during manufacture, installation and use. This includes:-

- use of CFCs
- energy consumption
- recyclability of components
- recyclability of consumables
- waste minimisation
- use of sustainable resources
- disposal of displaced equipment and waste
- making appropriate use of recycled materials

The service provider must adhere to relevant environmental legislation such as the 'Duty of Care'

POL00028168

Requirement	**541**	Release No	spr 4
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (TMS) Flexibility - systems

Requirement Description:
TMS scaleability.

TMS must be scaleable to meet POCL's business needs.

It must be borne in mind that POCL are looking to re-engineer current client transactions and develop new capabilities. This may involve considerable volumes of transactions needing authorisation from a client system or a central point in POCL.

POL00028168

Requirement	**542**	Release No	spr 4
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - steady state

Requirement Description:
Continued support of operating systems ,middleware and applications software.

The operating system software, any middleware and any application software used within the services supplied must be fully supported during the life of any computer systems on which they are utilised in providing the services.

POL00028168

Requirement	**543**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Tokens.

The APS shall support the following range of Tokens:

- Landis & Gyr PISCES smart card;
- GEC Meters WATERCARD smart card;
- Schlumberger Smart Key for the water industry;
- Schlumberger Smart Key for the electrical industry;
- Magnetic stripe card;
- British Gas Quantum smart card;
- Bar coded documents.

POL00028168

Requirement	**544**	Release No	spr 17
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Clients/Client Service Types.

The CONTRACTOR shall provide the APS to POCL in respect of all its Clients.

The CONTRACTOR shall provide the APS such that Clients or Client Service Types (which conforms to generic APS) may be added to, modified or removed from, the APS on a regular basis.

The CONTRACTOR shall provide assistance to implement an interface to additional third party applications/Tokens if so required by POCL.

The CONTRACTOR shall provide technical assistance to support POCL's relationship with Clients and potential Clients.

The CONTRACTOR shall develop and maintain the APS in a generic way that enables additional Client Service types to be added with minimum cost and disruption.

POL00028168

Requirement	**545**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Documentation

Requirement Description:
APS Documentation

The Contractor shall provide technical and overview documentation describing the APS. The technical and overview documentation is to be in sufficient detail as to allow POCL to market the Service to Clients and potential Clients and to consider the suitability of additional services.

The Contractor shall agree the content of the documentation with POCL and any changes to it.

The Contractor shall develop and maintain an AP Client Specification which specifies the details of each Client/Client Service Type of the APS, including but not limited to the Client interface specification, the presentation of information on the OPS, the data involved and any necessary timings.

AP Client Specification contents include:

1. Client identity and overview.
This section identifies the Client for whom a specific instance of the APS is to be provided and provides an overview of the business objectives of the service.

2. Tokens and Methods of Payment
A description of the token(s) that the Client requires its customers to use and the method(s) of payment that are acceptable to the Client.

3. Transaction data
   - Contents
   - Validation
   - Sort/Substitution/Customisation
   - Batching
   - Transfer

4. Other data
   - Contents
   - Validation
   - Availability

5. Service Levels

POL00028168

Requirement	**546**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS General Constraints

The Contractor shall deliver the APS using the POCL Strategic Infrastructure.

APS shall be available at all counter positions and at such other places as required by POCL.

The Contractor shall ensure that the availability of each Client Service Type at each Outlet is individually controllable.

POL00028168

Requirement	**547**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Systems - design

Requirement Description:
APS Data Capture and Validation

The CONTRACTOR shall ensure that data are captured correctly, robustly, accurately, securely and as agreed with POCL.

The APS shall, as a minimum, validate data, whether read from Tokens or entered by the User, in accordance with a set of rules identified in:

(a) POCL APS Generic Rules;

(b) Token technology specifications;

(c) the AP Client Specification

The APS shall check data, whether read from Tokens or entered by the User, against any valid Client Data or reference data for the Client Service Type (e.g. stop lists) and take the action prescribed in the AP Client Specification or Token Technology Specification.

The APS shall enable the display of user instructions specific to a Client Service Type as identified in the AP Client Specification.

POL00028168

Requirement	**548**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Transaction Committal.

The APS shall commit the transaction when:
- monies have been accepted; or
- a transaction has been reversed; or
- a Token has been issued; or
- a Smart Token has been accessed (including an abandoned or enquiry transaction).

POL00028168

Requirement	**549**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Transaction Reversal.

The APS shall enable the reversal of committed transactions if eligible for reversal as defined in the:

- POCL APS Generic Rules
- Token Technology Specifications
- AP Client Specification.

The Contractor must provide a secure and auditable process for dealing with transaction reversals.

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Requirement	**550**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
Update of APS Tokens.

The APS shall write data to APS Tokens in accordance with the rules identified in the appropriate Token Technology Specification, AP Client Specification and POCL APS Generic Rules.

POL00028168

Requirement	**551**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Receipting.

The APS shall produce a transaction receipt for each committed transaction.

The transaction receipt shall include, as a minimum, information sufficient to provide a transaction audit, plus any other information identified in the appropriate AP Client Specification and Token Technology Specification.

The receipt produced for a reversal transaction shall identify it as a reversal and identify the original (reversed) transaction.

In the event of printer failure the APS shall provide information to enable a manually completed receipt to be produced.

The APS shall enable individual Outlets to produce bi-lingual receipts (Welsh/English).

The APS shall facilitate retrieval of transaction information for the purpose of resolving customer queries in the Outlets and this may be by retention of a duplicate receipt or by other means.

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Requirement	**552**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Transaction Collection/Delivery.

The APS shall maintain and deliver committed transactions to POCL and Clients in accordance with the following:

- APS Generic Rules;
- the appropriate AP Client Specification;
- Token technology Specification.

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Requirement	**553**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Systems - design

Requirement Description:
APS Client Data Collection and Distribution.

The CONTRACTOR shall ensure that Data Files from POCL and Clients are collected/received and validated in accordance with the relevant AP Client Specification, Token technology specification and POCL APS Generic Rules.

The CONTRACTOR shall ensure that Data Files from POCL and Clients are available to all, groups of, or specific Outlets in accordance with the appropriate AP Client Specification, Token technology specification and POCL APS Generic Rules.

POL00028168

Requirement	**554**	Release No	spr 4
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Systems - design

Requirement Description:
APS Fallback and Recovery

The CONTRACTOR shall provide fallback facilities for situations when a User is unable to use part or all of the POCL Strategic Infrastructure (for whatever reason) and this provision shall maintain the integrity, auditability, security and levels of customer service.

The CONTRACTOR shall ensure that following an Incident the User can return to a known position and identify what transaction data has to be recovered.

The CONTRACTOR shall ensure that following an Incident any previously recorded data which has been corrupted is discarded.

The APS shall provide facilities for the re-input (recovery) of previously captured transaction data which has been lost following an Incident.

The APS shall provide facilities for the input (recovery) of the details of customer transactions performed whilst the OPS was unavailable.

The APS shall provide facilities to enable data recovery to be achieved swiftly and in an auditable way.

The APS shall enable data recovery to be achieved without impact to customer service.

The APS is not required to produce a receipt for recovered transactions (a receipt would have been produced, either manually or automatically produced, at the time of the counter transaction).

The APS shall facilitate the over-riding of certain validation rules for recovery transactions, as specified in the POCL APS Generic Rules.

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Requirement	**555**	Release No	spr 17
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
Capabilities of OPS on initial implementation.

1. In all outlets, at all automated counter positions, from initial implementation, OPS must :-

1.1 support the reading of track 2 from magnetic Cards complying with ISO 7811 parts 1-4.

1.2 support the reading from and writing to smart Cards complying with
ISO 7816 parts 1 and 2
and /or ISO 7816 parts 1,2 and 3
and be capable of supporting future applications complying with:
ISO 7816 part 4.

1.3 CONTRACTORS should note that some clients may issue Magnetic stripe or Smart Cards which do not match the above standards in all respects. For example, embossing may not be in the correct position, or the magnetic stripe may not adhere fully to the standards. CONTRACTORs should indicate the impact of such non-standard features on their solution.

1.4 Support the reading of 1 dimensional bar codes. The maximum bar code width to be read will be 10.9cm at a resolution of 9mils. OPS must support, at minimum code128, EAN 8, EAN 13, code 39 Support for the Royal Mail four state code (RM4SCC) is not required.

2. In all outlets from initial implementation EPOSS must:-

2.1 support printing on manually fed pre-printed forms at the counter, for example Girobank summary forms G4631, G4632 and G4633

2.2 support printing on cheques and other forms at the counter

2.3 support printing of existing client reports at the counter. This includes printing in large fonts and printing with 90 degree rotation.

2.4 support the connection to electronic weighing scales, which will be supplied separately from this procurement. As a minimum, connections are to include Avery Berkel type D104 and A702. It must be possible to share a set of weighing scales between OPS at two or more counter positions.

2.5 support the printing of reports necessary to meet existing client commitments

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2.6 support the printing of cash accounts and plain paper summaries

2.7 support the printing of PDF417 two dimensional barcodes on forms generated through back office processing. Typically the two dimensional barcode would be used to contain cash account information.

2.8 it would be desirable to support the printing of one dimensional bar-codes at the counter on forms as well as tally roll print, as a minimum code 128, EAN 8, EAN 13 and code 39 should be printable.

2.9 it would be desirable to support the printing of one dimensional bar-codes at the back office, as a minimum code 128, EAN 8, EAN 13 and code 39 should be printable.

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Requirement	**556**	Release No	spr 17
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - current

Requirement Description:
Schlumberger smart keys

1. In some outlets, from initial implementation, OPS must support the reading from and the writing to Schlumberger smart keys.

2. The precise number of outlets and counter positions is not known at this time; the capability will be required in no more than 10,500 outlets.

3. The outlets requiring this capability will be chosen on a geographical basis

4. In any outlet requiring this capability it will be acceptable to use an external peripheral device which may be shared between counter positions where practical.

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Requirement	**557**	Release No	spr 5
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - development

Requirement Description:
Flexibility of OPS.

1. OPS must have the flexibility for additional peripheral types to be added in the future, including input devices and printers.

2. Up to 3 additional peripheral types may be required within the next 5 years.

3. There is a potential requirement to support the reading of OCR to interpret code lines on bills etc. The decision on whether to implement this capability on initial implementation or later has not been made and suppliers are requested to indicate what difference there would be to charges dependent on this.

4. There is a potential requirement to support the reading of 2 dimensional barcodes. The decision on whether to implement this capability on initial implementation or later has not been made and suppliers are requested to indicate what difference there would be to charges dependent on this

5. There is a potential requirement to link OPS to teller cash dispensers in due course.

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Requirement	**558**	Release No	spr 5
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
OPS equipment - capacity.

1. The OPS must support the POCL imperative of keeping transaction times to a minimum.

2. The OPS must be capable of supporting the entire range of business transacted at outlets for current and projected volumes of business.

POL00028168

Requirement	**559**	Release No	spr 5
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Interface with OPS

Requirement Description:
Extent of OPS.

1. OPS must be provided in each of POCL's outlets.

2. OPS must support the automation of all POCL counter transactions in due course.

3. From initial implementation OPS must be capable of supporting APS, BES and OBCS and EPOSS.

POL00028168

Requirement	**560**	Release No	spr 12
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - steady state

Requirement Description:
OPS equipment - technology refresh.

BA/POCL recognise that technology will change during the period of the contract, and will wish to take advantage of this.

1. BA/POCL require that no change be made to the specification of equipment to be used within the POCL strategic infrastructure, without prior express agreement.

2. BA/POCL require that periodically the specification of the equipment being used and installed is reviewed with the service provider, to ensure that the most appropriate technology is deployed.

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Requirement	**561**	Release No	spr 5
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Commercial policy

Requirement Description:
Licence indemnities.

The supplier shall indemnify BA/POCL against any dispute of the suppliers' or BA/POCL's right to utilise the hardware, software or information used for any of the supplied services, e.g. third party challenges with reference to licensing or intellectual property rights. In the event of any dispute, the supplier shall ensure that there is no impact on service.

POL00028168

Requirement	**691**	Release No	spr 7
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
EPOSS - Inventory Management

EPOSS must allow cash and stock ordering at denomination level.

EPOSS must allow the recording of stock and cash transfers into and out of the Outlet.

EPOSS must provide a facility to allow the authorised update of stock and cash through TMS or another remote source as part of SMS.

EPOSS must allow the physical receipt of stock and cash to be reconciled by the system against the consignment note. Any discrepancy must be recorded against the consignment reference.

POL00028168

Requirement	**692**	Release No	spr 21
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
EPOSS - MoPs

EPOSS must accept single or multiple methods of payment as settlement.

EPOSS must allow the implementation of new types of methods of payment such as debit cards and EFTPOS.

The Service Provider shall indicate their proposals to implement an EFTPOS service commencing the first quarter of 1997.

POCL requires an EFTPOS facility as method of payment on EPOSS, probably just
debit cards initially (e.g. Switch, Connect) but perhaps extending to credit cards later,
e.g. Visa and Mastercard. The capability to handle both debit and credit cards from
Day 1 is desirable.

Indicative volumes for end of roll-out are:
* between 30 and 50 million EFTPOS payments p.a.;
* 70% above the floor limit (£15 working assumption) and so needing authorisation;
* the main transactions for which EFTPOS will be used are expected to be: motor vehicle licence renewals (34%), bill payments (38%, about half BT and half others), television licence payments (11%) and payment for purchases from Post Shops (5%), all estimates;
* other likely transactions leading to EFTPOS are expected to include Travel Insurance and Bureau de Change and cash withdrawals;
* there would be no “cash-back” option initially.

Business arrangements have not yet been finalised but the current assumptions are for:
* a single “Merchant Acquirer”;
* on-line authorisation and batch transaction submission to be via TMS;
* reconciliation of EFTPOS payments on the EPOSS transaction log with an electronic data stream version of the daily bank account updates;
* signed receipts may be stored in the outlets, remitted to distribution centres or dispatched to a central facility (which the Service Provider may wish to offer);
* POCL expects to need to retrieve receipts in order to prove transactions at 0.2% or between 60,000 and 100,000 p.a. at above volumes.

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POCL also requires guidance from the Service Provider as to the options for EFTPOS on the particular facilities being proposed and the relative costs and benefits of each.

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Requirement	**693**	Release No	spr 7
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
EPOSS - Receipting

EPOSS must allow production of a VAT style customer receipt on demand.

EPOSS must allow automatic production of a non VAT style customer receipt to support a specific Client service e.g. BES or APS.

The format of all styles of receipts will be agreed by POCL.

A bilingual Welsh/English receipt header/footer is required..

EPOSS must allow production of additional (duplicate) receipts and they must be marked as such.

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Requirement	**694**	Release No	spr 7
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
EPOSS - Data Capture

Provide an Point of Sale / "Till" function to record all sales.

Data should be automatically recorded in EPOSS if captured during another service.

EPOSS must allow the input of weight values where scales are not linked.

EPOSS must be event driven so that both data capture and the recording of services such as BES and APS are dynamic.

EPOSS must have the facility to read data from any input devise supplied as part of the OPS.

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Requirement	**695**	Release No	spr 7
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
EPOSS - Stock Unit Control

EPOSS must provide the facility to adjust cash and stock levels within a stock unit to reflect the actual levels on hand.

Each Outlet shall have the flexibility to set up stock unit(s) according to the local working practice requirement.

Within EPOSS there must be a stock unit management facility a Outlet level to change stock unit options and assignments.

Stock units are individual units of accountability which contain stock (fixed price items, customer and client specific tokens, rental items, cash and transaction vouchers for an office accounting period.

EPOSS must allow a clerk or group of clerks to be accountable for a stock unit, so that each Outlet has at least one stock unit, but there can be other stock units, effectively operating independently.

Each stock unit can in turn be tied to both a user or group of users or a single till or group of tills.

EPOSS must allow each stock unit to be balanced individually. The stock unit may be balanced more than once within an accounting week. Cash and stock items must be entered by denomination or stock item level. This applies whether or not multiple tills are linked to a single stock unit.

At the end of the office accounting week an office balance is struck with the details provided by the balanced stock units.

An Outlet will bring to account manual voucher transactions, automated voucher transactions, report the suspense account position and the stock and cash totals within the approved cash account format.
The cycle will be repeated in the new accounting week with an office balance brought forward value that will include the stock and cash in hand, suspense account and loss and gain position from the previous period.

EPOSS must provide a secure mechanism for controlling access to a stock unit.

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Requirement	**696**	Release No	spr 7
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
Reporting

EPOSS must allow production of a daily report that will show, at office level the cash holdings by individual denomination of bank note and coin. The format of the report will be agreed by POCL and the Contractor.

EPOSS must support the summarisation of daily and weekly transaction vochers at stock unit level.

EPOSS must support a reporting facility to print on Client cut sheet stationary where the client requires it (such as Girobank daily summaries).

Girobank is only a current example - we neeed to keep the flexibility to print on other cut sheets e.g. Tax Discs / cheques in due course.

The format of all styles of receipts will be agreed by POCL and the Contractor. A bilingual Welsh/English version is required.

EPOSS must allow production of duplicate receipts and they must be marked as such.

EPOSS must support the summarisation of daily and weekly transaction vouchers at stock unit level.

EPOSS must support a reporting facility to print on Client cut sheet stationary to support Girobank and the Postmaster's daily Record (PDR) summarisation.

EPOSS must support reporting by journal/tally roll and on A4 sheets to predefined Client requirements at both stock unit and office levels.

EPOSS must allow reporting to be previewed on screen.

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Requirement	**697**	Release No	spr 7
Programme Grouping	General	**Subject Heading**	General Audit

Requirement Description:
Audit Access

The CONTRACTOR and his Sub-CONTRACTORs shall keep or cause to be kept full and accurate records (including financial records) of all services provided to the AUTHORITIES, covering materials and services provided, timesheet records, contracts let to Sub-CONTRACTORs and charges levied to the AUTHORITIES. These records will be those held for the CONTRACTOR's own audit purposes.

The CONTRACTOR shall permit the AUTHORITIES or AUTHORITIES' representatives (including internal and external auditors, the National Audit Office and any other independent body appointed by the AUTHORITIES) unrestricted access to the records relating to the provision of services to the AUTHORITIES for the purpose of auditing and reporting on the operation, including charging and accounting aspects, of the services and the performance of the contract.

The BA will have the right to inspect the PAS and CMS, POCL will have the right to inspect the TMS and all applications utilising OPS. The AUTHORITIES may appoint an independent auditor to examine areas that are mutually commercially sensitive.

Such access will be provided on request and will include access to premises, facilities, services documentation, information (magnetic or otherwise), staff, procedures, timesheets and other data used as a basis for charging belonging to the CONTRACTOR which relate to the provision of service to the AUTHORITIES.

Such access shall be required within 4 hours where investigation into suspected impropriety or negligence must be carried out.

The CONTRACTOR shall implement audit recommendations in accordance with provisions of the change control procedures.

The CONTRACTOR shall provide within reasonable timescales either documentary or demonstrable evidence of such changes and shall if required provide access to the AUTHORITIES' representatives to monitor and confirm the implementation of such changes.

Clarification:

The following clarifications are provided in relation to this requirement:

3rd paragraph - DSS will have the right to inspect the PAS and CMS

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5th paragraph - The AUTHORITIES will wish under change control to change the requirement for access from 'within 4 hours' to 'immediately on request'

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Requirement	**698**	Release No	spr 7
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
Security Policy

The CONTRACTOR shall minimise and control liabilities to itself and the AUTHORITIES.

The CONTRACTOR shall set-up an organised security infrastructure covering:

- The agreement of a Security Policy
- Allocation of Security Responsibilities;
- Security Education and Training;
- Reporting Security Incidents;
- Physical Security Control;
- Virus Control;
- Business Continuity;
- Control of Proprietary Software;
- Safeguarding BA and POCL Records;
- Information Classification;
- Compliance with Data Protection and other legislation;
- Information Exchange Control;
- External Contractors and Suppliers;
- Compliance with Security Policy;
- The management of fraud and risk during service operation.

The implementation of a security policy with the features described is one means by which risk can be assessed, monitored and controlled. The suppliers will have additional policies that achieve the same objectives.

The Service Provider shall be compliant with BS7799.

Clarification:

The following clarification is provided in relation to paragraph 2 of this requirement:

'Safeguarding BA and POCL Records' should read as 'Safeguarding DSS and POCL Records'

'External CONTRACTORs and CONTRACTORs' should read 'External contractors and CONTRACTOR's sub contractors and suppliers'

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Requirement	**699**	Release No	spr 7
Programme Grouping	General	**Subject Heading**	General Audit

Requirement Description:
Audit Trail

1. An audit trail must be maintained during periods of service operation including fallback and recovery.
2. The audit trail must record all data file transfer, messaging and processing, whether as a result of manual or automated action.
3. The information recorded must be sufficient to identify the action, by whom it was undertaken, when it was undertaken, why it was undertaken and the resulting outcome.
4. The audit trail must allow activities that utilise more than one of the services provided to be traced across the services from start to finish, or from an intermediate service in any direction, with certainty.
5. The audit trail must provide information to allow the original transaction to be recreated.
6. The content of the audit trail must be agreed explicitly with the AUTHORITIES.
7. Audit trail records must be retained for a period consistent with Companies Act requirements.
8. The audit trail must be available for inspection by the AUTHORITIES.
9. The audit trail must have a level of security such that it cannot be altered or deleted.
10. The integrity of the audit trail must be continued during periods of partial or complete service loss or failure.
11. It must be possible to provide a suitable legal assurance as to the integrity of the audit trail.
12. Technological changes must not render the audit trail unusable.

Clarification:

The following clarification is provided in relation to this requirement:

3. The information provided should also indicate where the action was undertaken

7. Records should be provided for a period consistent with Companies Act requirements, or a period of 18 months, whichever is the greater

POL00028168

Requirement	**700**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Systems - design

Requirement Description:
The CONTRACTOR shall supply and issue Benefit Payment Cards to the correct Authorised Person, to support benefit payment when notified by CAPS. Only changes to personal details authorised by the DSS through CAPS may be made.

POL00028168

Requirement	**701**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Policies & standards

Requirement Description:
All Benefit Payment Cards and Temporary Tokens remain the property of the Secretary of State.

POL00028168

Requirement	**702**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Policies & standards

Requirement Description:
The Card can only be used for benefit payment unless authorised by the Secretary of State.

POL00028168

Requirement	**703**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Policies & standards

Requirement Description:
Card designs are subject to approval of the Secretary of State.

POL00028168

Requirement	**704**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - development

Requirement Description:
The CONTRACTOR must ensure that they will supply and maintain cards of more than one livery / logo.

Clarification:

The following clarification is provided in relation to this requirement:

The CONTRACTOR will ensure that at any time an Authorised Person will not have more than one valid card

POL00028168

Requirement	**705**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
Details to appear on the card are as follows:-

* NINO
* Authorised Person Initials & Surname
* Card ID No
* Expiry Date

POL00028168

Requirement	**706**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
Every card number shall be unique and must conform to financial industry numbering standards as within the Benefit Payment Card technical specification document.

POL00028168

Requirement	**707**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTOR must ensure that a facility is available to allow for emergency encashment when a valid Card is not available, i.e. Temporary Token.

Clarification:

The following clarification is provided in relation to this requirement:

If Temporary Tokens are to be used, there will need to be a secure method of supplying the Temporary Tokens, recording and replenishing stock levels at the prescribed points of issue.

POL00028168

Requirement	**708**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Policies & standards

Requirement Description:
The CONTRACTOR must conform to the relevant financial industry standard for Card usage. They must also conform with the agreed life expectancy of the Card, to be agreed between the CONTRACTOR and the DSS.

POL00028168

Requirement	**709**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTOR must provide a migration strategy to Integrated Circuit (IC) smart Card technology for all Benefit Payment Services within a time frame to be agreed within the DSS.

POL00028168

Requirement	**710**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR must ensure that a series of successively more secure anti-fraud measures can be deployed using the proposed underlying architecture, infrastructure and interfaces without the need for significant re-engineering and must not have an impact on the overall transaction time.

POL00028168

Requirement	**711**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR must be capable of updating any chosen security verification details or procedures without adversely affecting the Authorised Persons ability to collect Authorised Payments and must not have an impact on the overall transaction time.

POL00028168

Requirement	**712**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
Card production, personalisation and size must conform to relevant International Standards Organisation (ISO) and Association of Payment and Clearing Services (APACS) standards as detailed within the Benefit Payment Card technical specification document.

POL00028168

Requirement	**713**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Systems - design

Requirement Description:
CMS will renew a Card when the Card has reached the end of its life expectancy and CAPS has not indicated that no further Cards are required.

POL00028168

Requirement	**714**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
Renewal Cards must be available for the Authorised Person in good time, so that the renewal does not impinge upon the Authorised Persons ability to collect benefits and there is no impact on DSS offices.

POL00028168

Requirement	**715**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
Replacement Cards must be available for use by the Authorised Person in time to access their benefits following notification from the DSS that any of the Authorised Persons details relating to the Card (Card type) or details shown on the Card have changed or where the Authorised Person has reported the Card as lost, stolen, damaged, or not available.

POL00028168

Requirement	**716**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
CMS will accept a notification from CAPS when a Authorised Person no longer requires a Card and will send no further Cards to that Authorised Person. On expiry CMS must remove the Authorised Persons details from the operational database in accordance with archiving policy (x-ref 753).

POL00028168

Requirement	**717**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
When a Card is renewed CMS will invalidate the previous Card when it expires or when the new Card is activated, whichever occurs first. Until the old Card is invalidated, CMS must not allow the new Card to be used.

POL00028168

Requirement	**718**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTOR will ensure that the issue of initial, renewal and replacement Cards does not adversely affect the Authorised Persons ability to collect Authorised Payments.

POL00028168

Requirement	**719**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR shall distribute CARDS by secure method(s) agreed in advance of their use by the DSS and the CONTRACTOR.

POL00028168

Requirement	**720**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Systems - design

Requirement Description:
The CONTRACTOR shall ensure that CMS will record:-

1. Date and time of request received from CAPS to issue a Card;
2. Date, time, location of production facility, destination of the Card issued by the CONTRACTOR;
3. Expected date of arrival of the Card at its destination;
4. Method of Card delivery (if appropriate);
5. Card received at the collection location (date, time, and location received at) if appropriate;
6. Card returned from location,if appropriate and to include (date, time and reason for return e.g. damaged, uncollected)
7. Pick Up Notice (PUN) issued if appropriate and to include (date, time, method of delivery, destined collection location);
8. Card in Authorised Persons possession;
9. Cards incapable of activation and use by the Authorised Person due to the Card being damaged or unserviceable on delivery;
10. If the CONTRACTOR intends to use a collection location, CMS must record the issue of a reminder to the Authorised Person after (initially but subject to review) forty (40) days of non-collection of the Card requesting that they pick up the Card or contact the DSS to inform them of any change of circumstances.

POL00028168

Requirement	**721**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
If the CONTRACTOR intends to use a collection location for the issue of new or replacement Cards they shall ensure that Authorised Persons are notified of their availability.

POL00028168

Requirement	**722**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
Card Authentication methods must be positive rather than negative, resistant to forgery or other unauthorised manipulation and include a mechanism agreed by the CONTRACTOR and the DSS for identifying the attempted use of non genuine and invalid Cards and Temporary Tokens.

POL00028168

Requirement	**723**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
Cardholder Verification methods must be resistant to impersonation and shall include a mechanism agreed by the CONTRACTOR and DSS for identifying the attempted use of a Card or Temporary Token by a person other than an Authorised Person.

POL00028168

Requirement	**724**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
CMS will on request from the DSS, invalidate a Card or Temporary Token and change and record the new status.

POL00028168

Requirement	**725**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR shall automatically and immediately invalidate a Card or Temporary Token when CMS determines that it has not been received at the collection location or home address within three (3) working days of the expected arrival at that location.

POL00028168

Requirement	**726**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR shall automatically and immediately invalidate a Card if it is not in the Authorised Person's possession within (initially but subject to review) 56 (fifty six) calendar days of its issue. Temporary Tokens will be invalidated (initially but subject to review) seven (7) calendar days from the date of issue.

POL00028168

Requirement	**727**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR shall on receipt of the appropriate data, invalidate a Card or Temporary Token following a report of loss, theft, destruction or damage beyond use of the Card or Temporary Token by the Authorised Person or the DSS.

POL00028168

Requirement	**728**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
CMS must be able to monitor the issue, distribution, collection, usage and status of current or previous Cards, ensuring that status confirmation is available for secure and auditable enquiry by all DSS staff at locations to be agreed by the CONTRACTOR and the DSS, but as a minimum all DSS offices.

POL00028168

Requirement	**730**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Customer services

Requirement Description:
The CONTRACTOR shall provide a Customer service Help Desk facility (accessed via a Freephone or low rate call service), to deal with general enquiries, reports of loss, damage and theft of Cards from Authorised Persons.

POL00028168

Requirement	**731**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Interface with BA staff

Requirement Description:
The CONTRACTOR shall provide secure and auditable access to CMS to enable authorised DSS staff to notify the CONTRACTOR of a Card or Temporary Token termination.

POL00028168

Requirement	**732**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
In response to enquiries made via CMS, the CONTRACTOR shall ensure that the service displays as a minimum the following information:-
* Authorised Persons NINO;
* Card identification number;
* Card status;
* previous Card status and date status changed.

POL00028168

Requirement	**733**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Customer services

Requirement Description:
The CONTRACTOR shall provide a Help Desk function for DSS staff as defined within the Service Levels and Remedies Schedule.

Clarification:

The following clarification is provided in relation to this requirement:

add "and the Service Interface Definition Document" at the end of sentence

POL00028168

Requirement	**736**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Integration of services

Requirement Description:
The CONTRACTOR shall ensure that a logical separation is maintained between CMS, PAS and POCL Infrastructure and have in place a detailed interface specification agreed between the CONTRACTOR and DSS to support this.

POL00028168

Requirement	**740**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR shall ensure that all relevant information produced at the request of the DSS shall be evidentially admissible and capable of certification in accordance with the Police and Criminal Evidence Act.(PACE) 1984 and the Police and Criminal Evidence [Northern Ireland] Order 1989.

Clarification:

The following clarification is provided in relation to this requirement:

add "and equivalent legislation covering Scotland". After Order 1989

POL00028168

Requirement	**741**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Flexibility - services

Requirement Description:
CMS will support the payment of existing, new and additional benefits and any change to existing benefits.

POL00028168

Requirement	**742**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Interface with BA staff

Requirement Description:
The CONTRACTOR shall be aware of the requirements imposed by the Welsh Language Act 1993 and will ensure that the CMS has the capability of producing bi-lingual Cards and collateral material as required for those Authorised Persons living in Wales.

POL00028168

Requirement	**743**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Management information

Requirement Description:
Service Level reports must be received no less then five (5) working days before regular Service Review meetings. Reports required for ad hoc meetings will be provided in agreement with the AUTHORITIES.

POL00028168

Requirement	**744**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Management information

Requirement Description:
Service Level reports must indicate performance against all service levels detailed in the Service Levels and Remedies Schedule.

POL00028168

Requirement	**745**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
If the CONTRACTOR intends to use a collection location for the issue of new or replacement Cards, CMS must recognise the failure of an Authorised Person to collect the Card within forty (40) calendar days of issue and send a reminder note to the Authorised Person advising them to pick up the Card or contact the DSS.

POL00028168

Requirement	**746**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTOR must have contingency procedures to allow payments to continue to be made without degradation of service if any failure occurs with any components of the Benefits Payment Service (BPS) or any service required to operate BPS.

POL00028168

Requirement	**747**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
All aspects of Card Management including production, storage, delivery and destruction of Cards must be secure, auditable and allow the production of audit trails of all Cards and collateral material.

POL00028168

Requirement	**748**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTOR must deal directly with Card related enquiries ensuring that Authorised Persons are provided with a seamless, one stop service.

POL00028168

Requirement	**749**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTORS Card distribution process must allow for circumstances where the Authorised Person is unable to visit a Post Office, DSS office or other office in person in order to collect their Benefit Payment Card.

POL00028168

Requirement	**750**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Customer services

Requirement Description:
If the CONTRACTOR intends to use a collection location for the issue of new or replacement Cards, it shall have contingency plans in place for the situation where there is an inconsistency between pick-up information and actual Card availability. (E.g. pick-up information provided and no Card available, pick-up information missing and Card available.)

POL00028168

Requirement	**751**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Systems - design

Requirement Description:
The CONTRACTOR shall ensure that Authorised Payment information forwarded from CAPS to PAS is accepted and available for subsequent encashment from the due date until the end of the period of validity.

POL00028168

Requirement	**752**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must recognise payments from CAPS that have been advanced due to a National or Regional holiday (so that the Post Office clerk and Authorised Person can be informed).

POL00028168

Requirement	**753**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
CAPS will supply and revise personal details to PAS until they are no longer required, at which point personal details must be deleted from the operational database and archived in accordance with an archiving policy to be agreed between the CONTRACTOR and the AUTHORITIES (x-ref 716).

POL00028168

Requirement	**754**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must support Urgent Payments forwarded from CAPS.

POL00028168

Requirement	**755**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
A facility to stop payments authorised must be available on stop request from CAPS, so that payments so identified cannot be encashed. Following the receipt of a request, PAS must notify CAPS of the success or failure of the stop (x-ref 766).

POL00028168

Requirement	**756**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must accept new or changed personal details provided through CAPS and take them into account in any subsequent encashment or enquiry.

POL00028168

Requirement	**758**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must recognise different types of payments according to the timing constraints of the payment (urgent,next day etc.) as defined in the Service Levels and Remedies Schedule.

For all payments PAS must recognise four (4) different types of status:
* stopped payments;
* encashed payments;
* uncashed payments;
  a) received but not due;
  b) due but not collected and within the validity period;
* uncollected payments beyond validity period.

POL00028168

Requirement	**759**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service management

Requirement Description:
PAS must support the authentication process to ensure that valid Cards are accepted and invalid Cards rejected.

POL00028168

Requirement	**760**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Customer services

Requirement Description:
Following the successful authentication process to validate the Card, PAS must provide the data to support verification of Authorised Person's identity. If an Authorised Person is collecting benefits on behalf of other Beneficiaries the verification and authentication checks must only be required once per visit to the Post Office counter.

POL00028168

Requirement	**761**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Security

Requirement Description:
PAS must have the provision to advise the Post Office clerk of the action to be taken when Card Authentication or Cardholder Verification checks are not satisfied.

POL00028168

Requirement	**762**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must respond to CAPS requests for encashment status on particular payments, with either the relevant encashment data or with an indicator that the payments has not been encashed.

POL00028168

Requirement	**763**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must allow for payment of cash and tokens (e.g milk tokens) as authorised by CAPS.

POL00028168

Requirement	**764**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must support the production of legible receipts with details as follows:-
* Authorised Person's name and abbreviated NINO;
* Appointee's Name and abbreviated NINO; (if appropriate)
* Name of Permanent Agent and Signing Agent and abbreviated NINO (if available) (including Casual Agent if possible.);
* Benefit Payment Description;
* Amount(s);
* Signature - (space for signature clearly identifiable);
* Time - (numerical 24 hour clock);
* Date - (DD/MM/YY);
* Due dates;
* Token Type;
* No.of token(s);
* Code of Post Office of payment;
* Predicted due date of next payment;
* Total amount encashed;
* Declaration of Entitlement (combined or otherwise);
* Message (subject to physical constraints of receipts and CAPS);

The receipt must also include the following details produced externally from PAS;

* Unique encashment transaction identifier;
* Unique Post Office counter clerk transaction identifier.

Clarification:

The following clarification is provided in relation to this requirement:

amend first and third bullet points to read:-

** Beneficiary's name and abbreviated NINO*

** Name and abbrieviated NINO (if available) of Person collecting payment(s) eg Permanent Agent, Signing Agent, Casual Agent (if possible)*

and in brackets after bullet point "Unique encashment transaction identifier the following wording":-

(Either this must be the same as that passed back to CAPS with the encashment confirmation or it must be possible to cross reference for audit purposes).

POL00028168

Receipts for any Authorised Person receiving a benefit from a Post Office in Wales can receive a receipt in Welsh if required (thereby complying with the Welsh Language Act 1993).

POL00028168

Requirement	**765**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Process - development

Requirement Description:
PAS must support the process to prompt the post office clerk to retain the original signed receipt (together with any other forms presented) for us by the DSS. The forms to be accepted are to be agreed between the CONTRACTOR and the DSS.

POL00028168

Requirement	**766**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must support the process necessary to allow the encashment to be terminated before it is completed if the Authorised Person or DSS so requests (x-ref 755).

POL00028168

Requirement	**767**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must support payment to Authorised (as identified within the payment data passed from CAPS) and Casual Agents.

POL00028168

Requirement	**768**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
As a minimum, any conditions which apply to the Authorised Person or payments made to them will also apply to a Casual Agent encashment (x-ref 944).

Clarification:

The following clarification is provided in relation to this requirement:

While procedures for Casual Agent encashment may be more stringent than current procedures, they must not cause undue hardship to DSS Customers

POL00028168

Requirement	**769**	Release No	spr 21
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must support the use of Nominated Post Offices, as notified by CAPS. Appointees, Alternative Payees and Permanent Agents will have their own Nominated Post Office for their Card (if applicable) and payment collection, distinct from that of the main Authorised Person.

POL00028168

Requirement	**770**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
Foreign Encashments must be limited to (x) in a rolling (y) week period (where (x) and (y) are parameters to be provided by the DSS, initially (x)=2 and (y)=26), PAS must prompt the Post Office clerk to inform the Authorised Person on the final allowable Foreign Encashment, of the date of the next allowable Foreign Encashment (equivalent information to be printed on the receipt), and that to collect further payments a change of Post Office is required, or return to the Nominated Post Office. PAS must not identify the Nominated Post Office. Social Fund payments must be excluded from the rule, except where other benefits are encashed at the same time. Encashment of Temporary Tokens are also excluded from this rule as they will have a Post Office nominated by the DSS at the time of issue.

Clarification:

The following clarification is provided in relation to this requirement:

When the CONTRACTOR is notified by the AUTHORITY that for whatever reason the Nominated Post Office is closed the Authorised Person will be allowed to encash their benefit at a Post Office other than their Nominated Post Office and the transaction will not be recorded as a Foreign Encashment . If the Post Office is closed and the Authorised Person is subject to a restriction in where they encash their benefits, the Authorised Person should be referred to the DSS Office for a contingency Post Office to be nominated.

POL00028168

Requirement	**771**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must restrict encashment to one specific Post Office's when notified by CAPS to do so. Restriction will be in respect of an Authorised Person, or any person collecting benefit on their behalf.

POL00028168

Requirement	**772**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must provide for an encashment to proceed in the event of a Card Read Failure, subject to Card Authentication and Customer Verification checks being satisfied.

POL00028168

Requirement	**773**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must ensure that encashment confirmation is provided to CAPS for each Authorised Payment that is collected.

POL00028168

Requirement	**774**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
Uncollected payments that have reached the end of their validity period must be invalidated.

POL00028168

Requirement	**776**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
The CONTRACTOR must provide a Help Desk function for DSS staff.

POL00028168

Requirement	**778**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
The CONTRACTOR must ensure that any services are able to interface and exchange information with CAPS.

POL00028168

Requirement	**779**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Security

Requirement Description:
Integrity of payment details must be maintained to ensure data is not alterable once transferred from CAPS, except where specified in requirement 798.

POL00028168

Requirement	**780**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service management

Requirement Description:
Police and Criminal Evidence Act 1984 and PACE(NI) Order 1989 certification must be provided to demonstrate services were operating within normal parameters at time of an alleged offence.

Clarification:

The following clarification is provided in relation to this requirement:

The CONTRACTOR shall ensure that all relevant information produced at the request of the DSS shall be evidentially admissible and capable of certification in accordance with the Police and Criminal Evidence Act (PACE) 1984, the Police and Criminal Evidence (Northern Ireland) Order 1989 and equivalent legislation covering Scotland.

POL00028168

Requirement	**781**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
Any records denoted as sensitive must be treated in accordance with the Social Security IT Security Standards document.

POL00028168

Requirement	**782**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must provide the facility to allow the Contracting Authority to identify where and when a card or number of cards are being used, within two (2) seconds of use.

Clarification:

The following clarification is provided in relation to this requirement

Where DSS Investigations staff (i.e. BA OFT) require immediate information on where a specific Card has been used the CONTRACTOR will allow secure password controlled access to the PAS helpdesk for the information. Information to be provided immediately. The number of DSS staff with the access will be limited and will be for agreement between the DSS and CONTRACTOR. This facility would be in addition to any access that may be provided to DSS staff in general to support payment enquires (should this be required by the CONTRACTORS solution).

POL00028168

Requirement	**783**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must support payment of existing, new and additional benefits and any change to existing benefits or frequency of payments.

POL00028168

Requirement	**785**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Management information

Requirement Description:
Service Level reports must be received no less than five (5) working days before regular Service Review meetings. Reports required for ad hoc meetings will be provided in agreement with the DSS.

POL00028168

Requirement	**786**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service management

Requirement Description:
Service Level reports must indicate performance against all service levels detailed in the Service Levels and Remedies Schedule.

POL00028168

Requirement	**787**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
Where an Authorised Person has nominated an Alternative Payee who may collect specified benefit(s), PAS must ensure that the payment can also be collected by either person, but paid only once.

POL00028168

Requirement	**788**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Security

Requirement Description:
Where an Authorised Person is collecting payments for more than one beneficiary PAS must allow the Authorised Person to select the beneficiary for whom they want to collect.

Clarification:

The following clarification is provided in relation to this requirement:

An Appointee for more than one Beneficiary may select the beneficiary' they wish to collect for. This requirement should be cross referenced with requirement 767 and vice versa

POL00028168

Requirement	**789**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
If the Authorised Person is collecting payments for more than one Authorised Person i.e. Permanent/Casual Agent encashments (including potentially himself), PAS must enforce a separate handover of payment supported by a separate receipt for each.

Clarification:

The following clarification is provided in relation to this requirement:

after Authorised Person, amend "i.e" to "e.g"

POL00028168

Requirement	**790**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
Where a system failure requires manual keying of a Card number the CONTRACTOR must provide a system for the detection of incorrect keying of Card numbers to prevent the wrong account being accessed.

POL00028168

Requirement	**791**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must inform CAPS if an encashment is attempted which would infringe a restriction to a single Post Office imposed by the DSS.

Requirement	**793**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
The CONTRACTOR must ensure that for every payment encashed there must be a Declaration of Entitlement signed by the Beneficiary (or, where appropriate the Appointee or Alternative Payee).
A signature is also required from the Authorised Person collecting the payment to confirm receipt.
Where appropriate (i.e. it is the same person) a single signature will serve to confirm entitlement and receipt.
A further signature may be required from the Authorised Person to authorise collection by a Permanent Agent or Casual Agent.

POL00028168

Requirement	**794**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Customer services

Requirement Description:
Access to PAS can only be achieved within the Post Office by the use of a valid and genuine Card or a valid and genuine Temporary Token.

POL00028168

Requirement	**795**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must determine the total amount of benefit available for encashment (based on Requirement 904). The individual amounts (as supplied by CAPS) and the total must be shown, to the Post Office clerk.

POL00028168

Requirement	**796**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Customer services

Requirement Description:
If no payment is due PAS will prompt the Post Office clerk to return the Card to the Authorised Person and in cases of dispute or enquiry advise them to contact the DSS. In these circumstances if the Authorised Person requests it, PAS must have the facility to produce a receipt showing nil entitlement due.

POL00028168

Requirement	**797**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service management

Requirement Description:
As part of the contingency arrangements for failure of CAPS, PAS must be able to continue payments to Authorised Persons based on the most recent payment successfully passed from CAPS. This facility must be enabled only if and when explicitly requested by the DSS. Such emergency payment must be for the same payment value and be due on the "next payment earliest encashment date" as specified in the last correctly authorised payment from CAPS (but only if that due date has not passed). For a given Authorised Person, emergency payments must be limited to no more than one for each benefit type, unless specifically requested by DSS.
At the explicit request of the DSS, contingency payments made on this basis may need to be repeated (using the appropriate interval between the last correctly Authorised Payment and the next payment due i.e. weekly, four weekly etc.)

Clarification:

The following clarification is provided in relation to this requirement:

line 8 delete wording in brackets beginning (but only if that due date....)

line 10 change Authorised Person to Beneficiary

POL00028168

Requirement	**798**	Release No	spr 8
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service management

Requirement Description:
PAS must accept change of Nominated Post Office at the counter, if required by the Authorised Person(s) (or an Appointee or legal representative). This change must be supported by completion of form P80MA or equivalent. This change must take effect, so that any due payment can be collected. This facility must not be available to those restricted to a single Post Office. The Nominated Post Office can only be changed to that in which the request is made. PAS must pass the change to CAPS.

POL00028168

Requirement	**799**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service - design

Requirement Description:
APS Token Issue

The CONTRACTOR shall provide a facility that permits the issue at Outlets of replacement APS Tokens and APS Tokens for new customers, as directed by POCL.

POL00028168

Requirement	**800**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Serve Customers (A)

EPOSS must support the recording of all transactions between the customer and the clerk.

EPOSS must allow the selection of a customer session to allow for:
- normal customer service or,
- a customer refund or,
- a reversal to correct errors in data entry.

EPOSS must uniquely identify a customer session and each transaction within the balance period.

EPOSS should allow customer session completion in an ordered fashion. This is required to encourage a 'one customer one session' rule.

EPOSS must allow a cash tendered facility to calculate change due to the customer. Use of this feature must be at the discretion of the user and not forced by EPOSS.

POL00028168

Requirement	**801**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Product Styles.

EPOSS must support the current range of business performed within Outlets that are generically grouped as:

- Value Stock,
- Method of Payment,
- a counter shortage known as a "Loss",
- a counter overage known as a "Gain",
- a Retail sales product
- an inpay supported by a Client voucher (receipt)
- an outpay supported by a Client voucher (payment)

EPOSS must support the customer transaction by price type:

- Fixed Price (price fixed to that looked up by the system) or
- Variable Price (price set by the clerk, overwriting a default looked up by the system).

Variable Price products are of one of two forms:

- Open Price where the clerk will enter the actual price, If the valid range excludes zero, the clerk will be forced to change to enter a non zero price.
- Default Price where the default price is non zero. The clerk can either accept this price or can overtype to change it within the legal range.

Where necessary 'Composite' products will be broken down and declared at individual denomination level by the clerk as part of the balancing activity.

POL00028168

Requirement	**802**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Value Stock Management

EPOSS must maintain the current stock record for value stock products and MoPs to reflect the transactions done, so that if a postal order and the associated fee are sold for cash the stock of the former is decreased and that of the cash is increased.

EPOSS must allow compensating errors to be remedied without the need to perform a reversal or a sale.

POL00028168

Requirement	**803**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Data Resilience.

EPOSS must accurately maintain data and avoid recording a one sided transaction session.

If the OPS is interrupted or fails during a customer session the system must ensure that data capture is resiliant and consistent with the need to retain a balanced status.

POL00028168

Requirement	**804**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Transaction Log /Inspection

A journal of all transaction data must be available to allow the User to refer back to a previous transaction.

EPOSS must provide a transaction log for any balancing period in the current accounting period by stock unit.

This function maybe used in conjunction with a transaction reversal where the User need to identify the unique transaction identification.

The Transaction Log must be readily available for the resolution of enquiries.

POL00028168

Requirement	**805**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Audit/Event Log and Inspection.

EPOSS must maintain a log of activities attempted and actioned at stock unit level.

EPOSS must provide an Audit/Event Log for any balancing period in the current accounting period by stock unit.

EPOSS must provide a facility to allow the User to inspect activities on the stock unit within the accounting period so that for example all attempts to access a stock unit can be detected.

The Audit/Event Log must be readily available for the resolution of enquiries.

POL00028168

Requirement	**806**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Set Date and Time

Maintain the date and time as accurate within EPOSS and remain instep with the GMT and BST.

POL00028168

Requirement	**807**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Transfers between Stock Units.

EPOSS must allow and record the movements of value stock products and MoPs into and out of stock units within the same office.

Allow a transfer event for one or more value stock products and/or MoPs.

The data should be entered in a transaction set similar to a customer session except that the session total comes to the transfer total rather than to zero.

The system adjusts product stock levels when the data entry session is complete so that the "Balance" of the system is maintained.

Each transfer is entered to the current balance period for the stock unit.

POL00028168

Requirement	**808**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Office balance

EPOSS must provide a facility to reconcile non value items with unique serial numbers.
Reconciliation will be by volume initially and by stock unit as:
- number on hand at the start of the outlet accounting period (plus)
- number received (equals)
- number on hand at close of outlet accounting period (plus)
- number issued/spoilt/returned.

EPOSS must provide a suspense account facility where items that cannot be cleared operationally during one outlet accounting period can be identified and carried forward to the next.

EPOSS must provide an on demand office balance report to a POCL agreed format that will provide a snap shot of Outlet position with the current outlet accounting period.

POL00028168

Requirement	**809**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Customer Session

Within a customer session maintain:
- a running record of all transactions performed
- the current balance
- the accounting sense (pay out/take in)
- settlement details.

Multiple transactions for the same customer must be logically grouped into a single customer session.

POL00028168

Requirement	**810**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Transaction Rules

EPOSS will allow the refund or reversal of a transaction with access maintained at user level. Note that certain transactions may not be refundable or reversible to comply with Client and POCL accounting and business rules.

EPOSS must be able to validate against reference data. For example price look up and Client parameters.

Provide the ability to 'rate shop' against a value input for a fixed price product.

POL00028168

Requirement	**811**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Data transmission

EPOSS must allow the facility for all recorded information to be passed to TMS or other authorised remote location.

EPOSS must be flexible enough to support the introduction of new Client services in an integrated manner and thereby ensure that any new product is event driven and that EPOSS is automatically updated.

POL00028168

Requirement	**812**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Transaction Reversal

EPOSS must allow a reversal transactions for customer service and transfers either within the Outlet or to a remote location.

Reversal transactions may be entered for normal transactions (but not for reversal transactions) as follows:
Only for customer service transactions which are not part of other services e.g. BES or APS or disallowed in reference data.

All such reversals need not correspond to a particular transaction on the transaction log, which allows for correction of bulk figures where the requirement is to get the totals right but the detail is not critical.

POL00028168

Requirement	**813**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Revaluation of Value Stock.

EPOSS must allow revaluation of fixed price value stock products and MoPs when the price changes.

While price changes would not normally apply to MOPs, the possibility is allowed in case of future alternative currencies, e.g. the "Euro". However, the remainder of this requirement is written in terms of value stock.

When a price changes for a fixed price value stock item, the stock value must change to maintain the relationship stock value = stock quantity x price. The change in stock value must be "balanced" by one or more transactions for designated products (and thence reported on designated cash account lines). Thus the requirement for maintaining an equal and opposite effect on the stock unit is maintained.

EPOSS must allow efficient revaluation of multiple value stock products of the same generic type e.g. postal order fees.

EPOSS must ensure that only allowable value stock products can be accessed.

POL00028168

Requirement	**814**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Enter Cash on Hand

EPOSS must provide a function to enter to the system the value of cash held in the stock unit by denomination for two distinct purposes:
- as part of the cash flow reporting process;
- as part of the stock unit balancing process.

The declaration screen may be shared by both activities to avoid unnecessary duplication when balancing.

As part of the cash flow/balancing reporting process:
- at any time but normally daily as part of the end of day activity
- enter by cash value for each denomination and total value declared (validate each field entry as an integer)

The total entered is used in the stock unit balance report and the difference between this total and the system figure for the "Cash" MoP stock value will generate a loss or gain.

The system stock value for the "Cash" MoP is not altered during the process. The user is advised of any discrepancy to warn of potential errors and (in balancing) the implied balancing loss or gain.

A zero cash holding is declared by using the function in the normal way and confirming zero entries.

EPOSS must allow the last known declaration to be carried forward for cash flow reporting purposes where no activity has occurred to change the last known cash position. This is required to cater for rest days including offices that shut on Saturdays etc.

In offices that 'Team Work' allow cash declaration across all the tills that contribute to the stock unit position.

POL00028168

Requirement	**815**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Process Dormant Stock Units

EPOSS must allow a function to bring unused stock units (and their stock unit information) forward into the next Outlet Accounting Period.

A dormant stock unit is one for which no activity has taken place since its last final balance.

This function may be used at any time to ensure that all stock units registered in an Outlet are recorded as fully up to date, prior to producing the Cash Account for that OAP.

The co-ordination of this activity is under the control of the office manager.

POL00028168

Requirement	**816**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Audit

EPOSS must maintain/retrieve and review (but not amend) a complete set of outlet records for a rolling period of 18 months.

All record retrieval must be packaged in weekly batches as a complete outlet accounting period cycle.

Outlet enquiries will centre upon activities performed in the recent past (16 weeks for POID) and therefore records must be made available - say at 24 hours notice. Outlets will have need of more recent record retrieval on demand, for the previous 2 complete outlet accounting periods.

EPOSS must record all events and data entries including fallback and recovery actions. Require entry of user identity and password to access the system.

Action each facility with a user authority level (clerk, supervisor, manager). Provide reasonable safeguards against accidental or deliberate access by other than the normal means to software or data.

Within an Outlet there should be a facility to maintain and allocate a user access and privilege level log.

POL00028168

Requirement	**817**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Discounting

EPOSS must allow discounting for all discountable products. A list of discountable products will be maintained in reference data.

EPOSS must allow discount by an entered percentage for the last transaction or for all discountable product transactions in the customer session.

EPOSS must allow discount by an entered value for the last transaction or for all discountable product transactions in the customer session.

POL00028168

Requirement	**818**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Reference Data

EPOSS must provide a facility to update reference data files with reference data supplied from TIP. It must be possible for a date and time stamp to be applied to reference data to facilitate timely price changing.

The reference data content must be available as a locally produced report. Changes made in reference data should be presented clearly. The changes must be brought to the attention of the local Outlet by electronic means.

EPOSS must maintain other reference data. This will depend upon the design but will include parameters for products, product groups and subgroups, external transfer sources and destinations. Various formatted outputs including the cash account and the cash flow report. Changes to the product range and the internal reporting structure within current principles should possible by reference data rather than software.

EPOSS should check consistency, reporting errors, warning of non critical and preventing critical errors. Refuse deletions if there is dependent business data. Pass reference data to the counter terminals. Check reference data consistency and report exceptions.

POL00028168

Requirement	**819**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - The Outlet Trial/Final Cash Account

EPOSS must sustain a dynamic set of cash account tables that will allow Outlets to introduce additional reporting lines as new products are introduced within the Business. It should be noted that more than one cash account format must be supported and currently there are three in use - London, Provincial and CRU and there are validation rules that could be applied to individual line entries as some are unique to certain types of outlets.

A printed format that allowed reference data product mapping through to the appropriate line(s) would be advantageous.

EPOSS must provide a facility to assign cash account details including week end date and week number. The association of period to number is controlled and sanctioned yearly. However under certain authorised circumstances an authorised Outlet may produce one cash account to span a 2/3 week period and this must be managed by EPOSS. Within this variation there is a requirement to correctly associate the week number with a specific transaction according to a Client's requirements. This will be one of either:

- the week in which the transaction took place or;
- the final week in when the cash account is produced.

EPOSS must (initially) support the production of the cash account in two formats - printed and electronic.

There is a requirement for the printed copy cash accounts to include a 2D bar code.

There should be a facility to allow users to produce trial office cash accounts.
EPOSS needs a facility to move forward into the next outlet accounting period once a final cash account has been produced.

POL00028168

Requirement	**820**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Fallback and Recovery

EPOSS shall provide a means of controlling user access to its data, processes, and functions.

EPOSS shall provide fallback facilities for situations where the user cannot use the OPS for any reason.
These facilities shall maintain the integrity, security and levels of customer service consistent with the need to maintain trading.

EPOSS shall ensure that, following an Incident, or if operationally desirable for any other reason:
(a) the user can return to a complete and recent position;
(b) no corruption of secured data has occurred; and
(c) a full recovery can be effected swiftly and in an auditable manner.

EPOSS must allow the backing up of stock unit and Outlet data in order to maintain confidence in the ability to return to a recent known position for fallback and recovery. There are also strategic times within the cash account cycle (pre/post cash account roll over) when local control is desirable.

EPOSS must allow recovery of data to a known recent position. This may include both the Outlet and individual stock unit data where this is necessary to maintain system integrity. Recovery should not itself constitute a risk e.g. a one shot only option. Thus in the event of a power down/ power interruption during a recovery activity further recovery attempts can be made later.

EPOSS must ensure that the committal process for a transaction is robust and consistent across all transaction types so that an interruption will/should not result in an unrecoverable systems error.

EPOSS must ensure that in the event of a system failure, recovery can be performed from a known position and with the minimum of disruption to the user. Data re-entry must be minimal where previously committed transactions have to be re-entered.

EPOSS must warn the user where there is the possibility of working with a corrupt data set.

POL00028168

Requirement	**821**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Business Rules

EPOSS shall be flexible enough to provide the ability to define the transaction range available at specific Outlets, including:

(a) preventing specific transactions from being available locally (by Outlet);

(b) declining to use specific non-mandatory transactions locally (by Outlet);

or

(c) modifying specific transactions, where allowed, for specific Outlets.

(d) EPOSS shall be flexible enough to introduce new functionality as agreed with POCL.

EPOSS shall provide facilities to:

(a) prepare EPOSS transaction data and EPOSS processed data for export to, and

(b) import data from other systems outside the OPS.

POL00028168

Requirement	**822**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:

The Service Infrastructure shall be designed such that it can interface into any POCL inventory management systems, and shall have sufficient capacity not to preclude such interfacing.

POL00028168

Requirement	**823**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Data Management

Ensure that all EPOSS transaction and process data captured through EPOSS are available to any Service delivered through the medium of the OPS and agreed with POCL as requiring access to data.

EPOSS shall ensure that, in the event of an Incident, data integrity is maintained and that no corruption of data is introduced arising from the interruption of any uncompleted activity.

POL00028168

Requirement	**824**	Release No	spr 9
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS - Weighing Scales

EPOSS must provide the price for a particular weight of package (provided by the scales), with the contention being handled by the scales accepting or denying a connection by a counter terminal.

The counter terminal will request the scales only when needed and can only proceed with the scales associated service if the scales accepts its request. The counter terminal will release the scales as soon as it has finished with it.

POL00028168

Requirement	**825**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
Serve Customer (B)

Provide an EPOSS function to record all sales.

EPOSS must be event driven so that both data capture and the recording of services such as BES and APS are dynamic.

All counter transactions are to be maintained within a session.

Data should be automatically recorded in EPOSS if captured during another service e.g. BES, APS or OBCS.

Multiple transactions for the same customer must be logically grouped into a single customer session.

Within a customer session maintain:
- a running record of all transactions performed;
- the current balance;
- the accounting sense (pay out/take in);
- settlement details.

EPOSS must accept single or multiple methods of payment as settlement.

EPOSS must allow the implementation of new methods of payment including EFTPOSS and Debit Cards.

EPOSS must allow a customer session to be suspended and then recalled for completion at a later date. In between the clerk must be able to continue to enter and complete further sessions as required.

Provide a "Void" facility. Note that Client and POCL acounting and business rules may prohibit use of "Void" for certain transactions.

EPOSS will allow the refund or reversal of a transaction with access maintained at user level. Note that certain transactions may not be refundable or reversible to comply with Client and POCL accounting and business rules.

Some POCL products are linked and must remain so within customer service, including for refund/reversal or voiding purposes. In most cases the link is a coupling although not exclusively so, for example a Postal Order of £1.00 is associated with a fee product of £0.25 pence. As part of this linkage it should be noted that items with no current price may be re-classified as value stock items e.g. tax discs.

POL00028168

EPOSS must have the facility to read data from a variety of media such as, tokens, keyboard, electronic scales, bar codes and to add functionality to capture data from other approved peripheral devices.

EPOSS must allow the input of weight values where scales are not linked.

EPOSS must be flexible enough to support the introduction of new Client services in an integrated manner and thereby ensure that any new product is event driven and that EPOSS is automatically updated.

POL00028168

Requirement	**826**	Release No	spr 9
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Flexibility - systems

Requirement Description:
Requirement
Future flexibility - sharing of specialist peripherals.

It is likely that, in due course, specialist peripherals will need to be connected to OPS in such a way that they can be accessed by two or more terminals. A possible example would be parcel scales. Generically OPS must be able to support this type of connection.

In such a case it must be possible to restrict access to a subset of the terminals in the outlet.

POL00028168

Requirement	**827**	Release No	spr 9
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Flexibility - systems

Requirement Description:
Requirement
Ability to maintain authorisation data.

It is likely that, in due course, re-engineered POCL products will require specific authorisation, either through access to a computer system external to the services provided or within the services provided.

1. The supplier must confirm that the solution can be developed to support the maintenance and use of
- stop lists
- go lists
- other authorisation types.

2. The supplier must confirm that the solution will support authorisations through access to external computer systems.

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Requirement	**828**	Release No	spr 10
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
Data Security

The confidentiality, integrity, validity and completeness of data must be maintained throughout all storage, processes and transmissions, including during periods of service failure and recovery from service failure.
Clarification; The CONTRACTOR must ensure that all data passed from PAS and CMS to CAPS will adhere to the current DSS Business Data Standards Document and any future amendments.

POL00028168

Requirement	**829**	Release No	spr 10
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
Prosecution support

The CONTRACTOR shall ensure that all relevant information produced at the request of the AUTHORITIES shall be evidentially admissible and capable of certification in accordance with the Police and Criminal Evidence Act (PACE) 1984 and the Police and Criminal Evidence (Northern Ireland) Order 1989.

At the direction of the AUTHORITIES, audit trail and other information necessary to support live investigations and prosecutions must be retained for the duration of the investigation and prosecution irrespective of the normal retention period of that information.

Clarification:

The following clarification is provided in relation to the first paragraph of this requirement:

'relevant information' should also be evidentially admissible and capable of certification in accordance with relevant Scottish legislation

POL00028168

Requirement	**830**	Release No	spr 10
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
Contingency

The CONTRACTOR must describe the contingency arrangements that will be used to ensure continuity of service to the AUTHORITIES. The arrangements must consider the impact of failures affecting the AUTHORITIES' other systems that connect to the contractor's services.

Clarification:

The following clarification is provided in relation to this requirement:

Contingency Plans:

1. The CONTRACTOR will ensure that all services are supported by Contingency Plans including Fallback Transactions that will minimise or negate the impact of failure in any part of the services.

2. The CONTRACTOR will ensure that the Contingency Plans for each service are compatible with an overall Service Continuity framework.

3. The Contingency Plans will be based on Impact and Risk Assessments agreed between the CONTRACTOR and the AUTHORITIES

4. Ownership of all contingency actions will be identified.

5. The Contingency Plans will include activation procedures and time periods within which the contingency measures will be activated.

6. The Contingency Plans will include a testing strategy with two distinct parts:

6.1 Initial testing on implementation and deployment
6.2 Regular testing

7. The Contingency Plans will include without limitation the following:

7.1 Prevention measures
7.2 Preparedness measures
7.3 Contingency measures
7.4 Recovery of normal service
7.5 Change control procedures

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7.6 Contact lists
7.7 Service levels - the CONTRACTOR will be liable as per Service level agreements

8. The Contingency Plans will be subject to joint review by the CONTRACTOR and AUTHORITIES

POL00028168

Requirement	**831**	Release No	spr 10
Programme Grouping	End to End Service	**Subject Heading**	Interfaces Integration of services

Requirement Description:
POCL INTERFACES

The CONTRACTOR shall support the interfaces between (i) POCL systems and (ii) the Services and the Service Infrastructure Service, as such interfaces are defined in the POCL Interfaces documentation maintained by POCL. These will include:

1. Transaction Information Processing (TIP) system interfaces to/from TMS and Outlets;

2. Interfaces between Outlets, TMS and Clients;

3. TIP / TMS interface for authorisation data:
   - provide the capability for reconciliation between POCL and its Clients by ensuring TIP receives a copy of all original authorisation data via TMS as specified on an individual Client basis by POCL.

The POCL Interfaces documentation will cover: data content in logical groupings, physical layouts, controls (including security), timings, volumes, technical interface specifications (initially options and constraints), configuration management and contingency arrangements. A version of the POCL Interfaces documentation containing the existing interfaces will be made available to the CONTRACTOR within three (3) months after execution hereof.

The POCL Interfaces documentation will not initially cover further potential interfaces in respect of:

- EFTPOS
- reconciliation and exception reporting
- operational management information
- performance monitoring
- inspection of Transaction and event logs for audit and security purposes
- transitional arrangements in relation to the automated payments / ALPS host
- transitional arrangements in relation to 'cash account processing'

The detailed format of all interfaces must be agreed with POCL.

The specification details will be subject to refinement while the TIP system in particular is being defined.

POL00028168

Requirement	**832**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Process - development

Requirement Description:
EPOSS Business Processes

The overall business processes following the automation of transaction processing at the counter are to ensure that:

- the capture of data at the Outlet is complete, accurate and robust e.g. a unique reference per transaction;

- any transfer of data is secure, complete, accurate and robust;

- whether on line or off line the service must be capable of validating transactions by format and value;

- in the event of fraud it can be proved that the service was operating without defect;

- for specific transactions receipts are automatically generated for customers and a copy retained in the Outlet to allow recovery or problem resolution;

- accountability for cash, stock and any supporting documentation is maintained by Outlet and user where appropriate;

- the method of payment is recorded at the point of sale;

- the access control system allows segregation of responsibilities and a log of users and the functions to which they have access must be available to Outlet managers;

- a back up of all transactions is taken each day;

- operator and device are uniquely identified within each Outlet;

- data should undergo a balancing procedure to enable a final review and authorisation;

- all transactions are collected using a secure method at the earliest opportunity;

- transactions not collected from previous days are clearly identifiable;

- all transactions can be reconciled to an appropriate supporting voucher and where necessary these vouchers are to be available for central validation of amounts collected;

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- maintain an up to date record of cash and stock on hand for audit purposes and be capable of reporting current balances;

- all transfers to and from other Outlets and between staff are clearly recorded;

- all specified summaries are produced automatically when required and all transactions are included since the last summary was completed;

- items posted to suspense accounts can be identified for future investigation;

- information to show compliance with the relevant legislation, e.g. Health and Safety, Data Protection Act, Companies Act;

- an Outlet must be able to continue operating and to maintain an audit trail in the event of system failure.

POL00028168

Requirement	**833**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Training

Requirement Description:
EPOSS - Training Mode

EPOSS should provide a training mode to allow familiarisation with the package and must operate in such a way as to preclude any corruption of live data.

POL00028168

Requirement	**834**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
Transitional / Contingency Arrangements

The service provider must ensure that adequate contingency arrangements are available for all Outlets both during and after roll-out.

Due consideration needs to be given to the implementation plan for parent and satellite offices.

To provide adequate contingency cover during and after roll-out, each automated Outlet must be capable of producing plain summaries to a format agreed with POCL.

The outlet platform at every office must be capable of printing a 2 dimensional bar-code on any plain paper summary.

POL00028168

Requirement	**835**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Systems - design

Requirement Description:
EPOSS Related

Benefits encashment and other automated transactions must be integrated with the transaction recording elements of EPOSS such that:

- there is no necessity to seperately notify the EPOSS system of the transaction;
- there is a single transaction record created and stored locally to provide the basis for office summarisation and balancing and transaction level data transfer;
- transaction records created and stored locally must be entirely consistant with any data transferred at the time of the transaction to PAS or other systems;
- transaction times are kept to a minimum.

EPOSS must be capable of providing summaries of any type of transaction for comparison with physical records contained within the office. For example the system must be able to:

- summarise the quantity of tax discs on hand;
- summarise the quantity of milk tokens on hand;
- list and total cheques accepted by value;
- list and total benefits transactions made via BES for comparison against physical records (office copy of receipts).

As transactions become automated the relevant summaries should be enhanced to include details of items issued/on hand, by individual serial number.

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Requirement	**836**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - development

Requirement Description:
Service Development

PostShops are equipped with EPOSS terminal - CRISP (Counters Retail Information Systems in PostShops) which is a stand alone system, but POCL would be interested in integration options.

Where an Agent of the Post Office may in future use the counter infrastructure (e.g. EPOS) for his own business, it will be necessary to identify the transactions seperately from Post Office work, in particular for financial accounting.

Automation of transaction processing at the counter - the following information must be captured:
- value of each transaction
- volumes of transactions
- a unique code for each product so that detailed information can be made available across all Clients (e.g. breakdown by denomination of Royal Mail stamps sold)
- source (e.g. outlet , clerk and till idntification)
- client reference and Client scheme or product reference for each transaction
- customer identification and details (e.g. for transactions involving cheques, passports, motor tax discs)
- method of payment
- date and time of the transaction.

The counter application will require the ability to add further applications to the service. Service Providers should be willing to integrate and operate these via the service agreeement, provided that there are no valid technical reasons that preclude their inclusion in the service.

POL00028168

Requirement	**837**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS Reporting

EPOSS must support the production of a variety of reports in pre-defined formats as:

- transaction level reports by stock unit for Clients using pre-printed cut sheets (client stationery);
- transaction level reports by stock unit for Clients printed on plain paper;
- reports on the current level of value stock products at stock item level;
- reports on transaction volumes and values;
- cash account reports;
- reconciliation reports for non-value stock items e.g. Milk Tokens, Tax Discs;
- reports on transfers of cash and value stock;
- ad-hoc reports for management information purposes.

Reports can be produced at the users discretion, subject to POCL and Client rules on frequency of despatch and designed accounting periods. Client reports are produed on a daily or weekly basis. Where operationally appropriate, several weekly reports may be produced during an accounting period.

POL00028168

Requirement	**838**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Management information

Requirement Description:
EPOSS - General

EPOSS must have the facility to allow input of transaction related data after the event for items required for management information purposes, e.g. for Clients, Agents pay, which does not impact on the Outlet balance e.g. non value items, value recorded for information only.

EPOSS must also support the input of data for local schemes where the value is not recorded for accounting purposes but the volume is.

POL00028168

Requirement	**839**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service - design

Requirement Description:
EPOSS Retail Functionality

EPOSS must provide the point of sale retail functionality in use in PostShops.
This includes, but is not restricted to:

- till functionality;
- discounting;
- coupon management;
- multibuys;
- promotions;
- marketing;
- reporting.

POL00028168

Requirement	**840**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
The Benefits Encashment Service must support the facility to check the validity of a card and to verify the identity of the customer presenting the card.

POL00028168

Requirement	**841**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
A signature is required to confirm receipt of benefit and entitlement, verification of an Authorised Person will only be required once per visit.

POL00028168

Requirement	**842**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will operate the Cardholder Verification Methods as required to enable the identity of an authorised person to be verified. [e.g. if the POCL clerk is suspicious.]

POL00028168

Requirement	**843**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will prompt the counter clerk to impound the Card when necessary, eg on instructions from PAS in line with the contractors proposals to be agreed with the contacting authorities.

POL00028168

Requirement	**844**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will present relevant payment information to enable the customer to encash their entitlements as instructed by PAS.

POL00028168

Requirement	**845**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will allow the POCL clerk to terminate the transaction before the encashment procedure is complete, if the authorised person so requests, and subject to appropriate security standards.

POL00028168

Requirement	**846**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will forward confirmation of every encashment of authorised benefits to PAS and TIP via TMS.

POL00028168

Requirement	**847**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
At the end of the transaction BES will prompt the POCL clerk to confirm the transaction has been completed successfully including the retention of the signed top copy of the receipt and issuing a copy to the authorised person.

POL00028168

Requirement	**848**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will enable customer to encash their benefit entitlement when due.

POL00028168

Requirement	**849**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will enable customers to receive payments away from their Nominated Post Office in accordance with guidelines laid down by the contracting authorities [currently proposed as (2 in a 26) week period] and must be adaptable to meet any changes to those. Foreign encashments must be limited to (x) in a rolling (y) week period (where (x) and (y) are parameters to be provided by the Contracting Authority, initially (x) = 2 and (y) = 26).

POL00028168

Requirement	**850**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will facilitate the batching, filing and dispatch of signed receipts, plus any associated froms, within POCL locations.

POL00028168

Requirement	**851**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
The encashment information provided to PAS from the outlet must be identical to the information recorded on the outlet transaction file.

POL00028168

Requirement	**852**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
Back up systems will be in place to ensure continued payments of benefits on failure, for any reason, of all or any elements of BES.

POL00028168

Requirement	**853**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
Auditable recovery of benefit data will be provided in the event of a failure of a service used by BES [e.g. OPS].

POL00028168

Requirement	**854**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
Arithmetic checks should be made by BES to ensure that the sum of the individual encashment amounts equal the total encashment figure.

POL00028168

Requirement	**855**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Security

Requirement Description:
The PO clerk must not be able to manipulate data to and from PAS. E.g. the authorised amount due for each individual benefit.

POL00028168

Requirement	**856**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
Systems and procedures will be in place to allow encashment to proceed if a Card Read Failure occurs.

POL00028168

Requirement	**857**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Interface with PAS

Requirement Description:
Requests for confirmation of a benefit transaction from the outlet to PAS must include data specified by the AUTHORITIES.

POL00028168

Requirement	**858**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Interface with PAS

Requirement Description:
BES will have the facility to advise the POCL clerk with a message in the event of an attempted foreign encashment in accordance with information from PAS. It will not identify the Nominated Post Office to them.

POL00028168

Requirement	**859**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Interface with PAS

Requirement Description:
Encashment details from the outlet to PAS must include data specified by the Contracting Authorities.

POL00028168

Requirement	**860**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Supporting services

Requirement Description:
Help desk facilities will be available.

POL00028168

Requirement	**861**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will enable an Alternative Payee arrangement to operate where specified by the DSS.

POL00028168

Requirement	**862**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
If no payment is due BES will prompt the POCL clerk to return the Card to the Authorised Person and in cases of dispute or enquiry advise them to contact their local Benefit Office

POL00028168

Requirement	**863**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES can only be accessed by a genuine and valid Benefit Payment Card or genuine and valid Temporary Token.

POL00028168

Requirement	**864**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Interface with PAS

Requirement Description:
BES will only permit encashment in-line with authorised payment details from PAS.

POL00028168

Requirement	**865**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will enable benefits to be encashed on behalf of authorised customers by:- casual agents; permanent agents; appointees.

POL00028168

Requirement	**866**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Interface with PAS

Requirement Description:
BES will identify customers requiring milk /other tokens, from the information provided by PAS, specify the number to be issued and enable the issue of tokens to be recorded via EPOS.

POL00028168

Requirement	**867**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will allow customers to make changes to their nominated Post Office.

POL00028168

Requirement	**868**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Customer interface

Requirement Description:
Customer enquiries in post offices about the Benefit Payment Service should be minimised i.e. BES should be designed in a flexible way so as changes can be readily made to reduce the number of enquiries.

POL00028168

Requirement	**869**	Release No	spr 10
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (SLA) Service levels

Requirement Description:
Transaction Monitoring System (TMS) service levels.
1. BA/POCL are not concerned with the performance of individual sub-systems per se. The primary concern is with the overall performance of the service as it impacts upon the their own systems, clients, staff, agents and customers. Targets for the level of internal performance between Service Provider's sub-systems will therefore not be set by BA/POCL. However internal sub-system performance will be judged by BA/POCL as it affects overall service performance.
2. Service Providers must specify the internal performance requirements of any sub-system that potentially may be re-tendered. Service providers will therefore need to maintain and report actual measured performance for TMS as it interfaces to other subsystems.
3. For the TMS Service Providers must specify the performance requirements and tolerances for:
3.1 hours of operation of TMS
3.2 response time required between TMS and
3.2.1 PAS
3.2.2 CMS
3.2.3 OPS
3.2 the number of outages of TMS, identifying types of outages monitored
3.3 the availability of TMS
4. Service Providers must report against all performance requirements identified in section 3 above.
5.Service Providers must maintain detailed technical documentation of the interfaces from TMS to PAS, CMS, OPS and all attachable computer systems. In the event of changes to any interface to TMS, this must be notified to and agreed with BA/POCL in advance, with updates to the technical documentation being provided within 10 working days of the change being implemented.

POL00028168

Requirement	**870**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Service levels

Requirement Description:
EPOSS - transaction times .

1. The EPOSS system must not slow down the activity of the counter clerk in serving customers and as such each transaction in EPOSS must be designed to minimise the number of key depressions (or other clerk interaction with peripheral devices). In all cases the system response to any peripheral input must be instantaneous.

2. Summarisation and balancing activities, including processing and printing, must be optimised and avoid re-processing when data is changed during accounting.

3. The supplier must identify technical measures which will relate to the transaction times identified in sections 1and 2 above and monitor these measures and report against them. The measures must be capable of identifying trends in transaction times and in identifying specific outlets where transaction times are significantly better or worse than the average.

4. For each outlet where the overall transaction times are more than 10% greater than the average the supplier must agree a remedy with BA/POCL.

POL00028168

Requirement	**871**	Release No	spr 10
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (SLA) Service levels

Requirement Description:
EPOSS - general service levels .

1. EPOSS must be implemented such that the version of any reference data being referenced from outlets has been updated with the latest version of reference data. The version of the reference data is fully updated once all updates have been applied. If one days worth of updates have not been applied then the version is deemed 1 day behind and so on.

On any business day:
95 % of outlets must be referencing a version which is fully updated
99% of outlets must be referencing a version which is no more than 1 day behind.
100% of outlets must be referencing a version which is no more than 2 days behind.

2. Transaction data must normally be forwarded to POCL central systems (e.g. TIP) soon after the completion of the business day on which the transaction occurred as part of a batch transmission. Transaction data not available for the next batch transmission must be include in a subsequent transmission.

Data which is included in the first batch transmission to take place after the time of the transaction is deemed to be in the first batch transmission and so on.

Transaction data from the outlets must reach the POCL central computer system(s) as follows:-

the data from 90% of outlets must reach within the first batch transmission
the data from 98% of outlets must reach within the first or second batch transmissions
the data from 100% of outlets must reach within the first, second or third batch transmissions

3. Batch transmission times will be agreed for each POCL central system, but will not be scheduled to complete before 04.30. For each system primary and secondary transmission windows will be agreed.

For each client
99% of all transmissions must complete within the primary transmission window
100% of all transmissions must complete within the primary or secondary transmission window.

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Requirement	**872**	Release No	spr 11
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
Nationally Sensitive Cases

Cases marked as Nationally Sensitive must be handled in accordance with the current version of the DSS IT Security Standards.

POL00028168

Requirement	**873**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Flexibility - services

Requirement Description:
BES must be flexible and, without impinging the agreed service and security levels, the designed solution must be capable of introducing and supporting outpayment services for other Post Office Counters clients.

POL00028168

Requirement	**874**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
When a terminated card is presented, BES will prompt the counter clerk to take appropriate action.

POL00028168

Requirement	**875**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will prompt the counter clerk to impound the temporary token when necessary, e.g. on instruction from PAS in line with the contractors proposals to be agreed with the contracting authorities.

POL00028168

Requirement	**876**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Flexibility - services

Requirement Description:
BES should be flexible and provide the facility to support the encashment of new benefits or changes to existing benefits with the minimum disruption and cost.

POL00028168

Requirement	**877**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES must provide, or be linked to, a token management system which is capable of being used for Benefit or other POCL clients and which will allow card receipt and card issue to be managed effectively.

POL00028168

Requirement	**877**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES must provide, or be linked to, a token management system which is capable of being used for Benefit or other POCL clients and which will allow card receipt and card issue to be managed effectively.

POL00028168

Requirement	**878**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Integration of services

Requirement Description:
Benefits encashment transactions must be integrated with the transaction recording elements of EPOSS. (See Requirement No 835).

POL00028168

Requirement	**879**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
All foreign encashments must be identified as such in the single transaction file.

POL00028168

Requirement	**880**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
Transaction data from the outlet to TIP (via TMS) must be as specified by the Contracting Authority. (See Requirement No 831)

POL00028168

Requirement	**881**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES must be capable of producing a nil receipt on request (no benefit due).

POL00028168

Requirement	**882**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
In addition to producing a single declaration for signature by the customer and retention in the Post Office, BES must be capable of producing a legible receipt for each encashment, to satisfy customer requests, notwithstanding any equipment failure.

POL00028168

Requirement	**885**	Release No	spr 11
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (SLA) Service levels

Requirement Description:
Payment Authorisation Service (PAS) internal service levels.

1. BA/POCL are not concerned with the performance of individual sub-systems per se. The primary concern is with the overall performance of the service as it impacts upon the their own systems, clients, staff, agents and customers. Targets for the level of internal performance between Service Provider's sub-systems will therefore not be set by BA/POCL. However internal sub-system performance will be judged by BA/POCL as it affects overall service performance.
2. Service Providers must specify the internal performance requirements of any sub-system that potentially may be re-tendered. Service providers will therefore need to maintain and report actual measured performance for PAS as it interfaces to other subsystems.
3. For the PAS Service Providers must specify the performance requirements and tolerances for:
3.1 hours of operation and function provided by PAS in support of other internal subsystems.
3.2 response time required between PAS and
3.2.1 TMS
3.2.2 CMS
3.2 the number of outages of PAS, identifying types of outages monitored
3.3 the availability of PAS
4. Service Providers must report against all performance requirements identified in section 3 above.

POL00028168

Requirement	**887**	Release No	spr 11
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (SLA) Service levels

Requirement Description:
Card Management Service (CMS) internal service levels.

1. BA/POCL are not concerned with the performance of individual sub-systems per se. The primary concern is with the overall performance of the service as it impacts upon the their own systems, clients, staff, agents and customers. Targets for the level of internal performance between Service Provider's sub-systems will therefore not be set by BA/POCL. However internal sub-system performance will be judged by BA/POCL as it affects overall service performance.
2. Service Providers must specify the internal performance requirements of any sub-system that potentially may be re-tendered. Service providers will therefore need to maintain and report actual measured performance for CMS as it interfaces to other subsystems.
3. For the CMS Service Providers must specify the performance requirements and tolerances for:
3.1 hours of operation and function provided by CMS in support of other internal subsystems.
3.2 response time required between CMS and
3.2.1 TMS
3.2.2 PAS
3.2 the number of outages of CMS identifying types of outages monitored
3.3 the availability of CMS
4. Service Providers must report against all performance requirements identified in section 3 above.

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Requirement	**888**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (SLA) Service levels

Requirement Description:
PAS Helpdesk - service levels.

1. INTRODUCTION
This paper documents the key help desk service requirements for the Payment Authorisation System.

2. HELP DESK SERVICE
2.1 General
The CONTRACTOR will provide a help desk service which will act as the first point of contact for customers of the service. The Customers are DSS staff. The CONTRACTOR's help desk service will provide 1st and 2nd level services. The help desk must respond to calls within 10 seconds.

2.2 1st Level Service
The CONTRACTOR's 1st level service will provide an immediate problem and query solving service for all simple and straightforward cases, which can be resolved within 5 minutes. The 1st level member who takes the call owns the problem/query from initial logging through to resolution to the customers satisfaction. The CONTRACTOR must cater for 1st level members being off duty.

Help desk contact will be over the telephone.

2.3 2nd Level Service
The CONTRACTOR's 2nd level service will provide answers to more complex queries which cannot be answered within 5 minutes by the 1st level service, but which can be resolved within 30 minutes.

Calls will be referred electronically from the 1st level service to the 2nd level service. 2nd level staff will have access to a prioritised list of outstanding queries, and all the details on the query entered by 1st level staff. Query answering at 2nd level will be over the telephone.

2.4 Hours of Service
The CONTRACTOR will provide a continuous help desk service as specified below:
1st Level - 08:00-18:00
2nd Level - 08:00-18:00

The CONTRACTOR, given 2 working days notice, will extend the 2nd level service to whatever is needed. In emergency circumstances, the CONTRACTOR will, given 5 hours notice, provide a 2nd level service outside normal hours.

2.5 Problem and Query Management

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The CONTRACTOR will provide a problem/query management system to record the problem/query details such as:
- unique problem/query serial reference, generated automatically by the problem/query management system
- customer reference, contact, address, location and telephone number
- help desk contact
- description of the problem/query, including frequency of occurrence
- serial references of similar faults and previous occurrences
- problem/query category
- estimated elapsed time to solve problem/query
- any change of referral point
- date and time of referral

The CONTRACTOR will update the problem/query management system with the following information, as appropriate:
- date and time of update
- help desk contact updating record
- textual description of the work done, or the fact that the problem/query had to be referred, elsewhere and who has taken it on
- date and time problem/query was cleared
- date and time the solution was accepted by the customer
- actual elapsed time to solve problem/query.

The CONTRACTOR will manage the resolution of any problem using documented procedures agreed with the AUTHORITIES. These procedures must be comprehensive in that they cover all aspects of problem resolution from initial logging through to closure. Escalation procedures must be included. A problem/query can only be cleared when a customer has confirmed satisfaction with the resolution.

2.6 Resilience

The CONTRACTOR is responsible for ensuring that a contingency plan is in place to cater with any help desk incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management systems. The contingency plan is to be agreed with the AUTHORITIES and must state how quickly the service will be restored in the event of an incident.

2.7 Training

The CONTRACTOR will provide any necessary training to ensure AUTHORITIES staff work effectively with the help desk. The CONTRACTOR will develop training plans for its own staff.

2.8 Personnel

The CONTRACTOR will ensure that all staff have suitable and appropriate skills and training and that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within the CONTRACTOR's organisation.

The CONTRACTOR will resolve at least 95% of calls assigned to level 2 within 30 minutes. The CONTRACTOR will resolve 100% of calls assigned to level 2 within 45 minutes.

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The percentage of 'calls not answered' will be less than 1%. This includes calls where the line is busy as well as calls answered but put on the 'waiting queue'.

3. Service Monitoring

The CONTRACTOR will produce service information, in electronic form, and will deliver this information to the AUTHORITIES within 5 working days of the end of the period to which they relate. The following is an example of the information required:

- number of calls outgoing/received/number of calls not answered
- % of calls answered within target times
- number of problems/queries logged
- number and % of problems/queries solved within target times
- number of problems/queries assigned to level 1 that were not cleared within 10 minutes
- number of problems/queries with secondary complications (e.g. repeat calls)
- number of problems/queries escalated
- % of time full help desk was available

The AUTHORITIES may wish to analyse the information by:

- category of problem/query
- level and solving group at which the problem/query was solved
- customer group and location
- mean time to clear.

The CONTRACTOR will maintain help desk records for a minimum of 18 months.

Each quarter a survey will be conducted by the AUTHORITIES to determine user satisfaction with the help desk. The AUTHORITIES and CONTRACTOR will agree the approach to be taken and the format/content of the questionnaire.

The CONTRACTOR will, on request, provide on-line access to the problem Management System. The AUTHORITIES will inform the CONTRACTOR of who is authorised to access the system. The CONTRACTOR will provide ad-hoc reports, as requested by the authorised representatives of the AUTHORITIES, within three working days.

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Requirement	**889**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (SLA) Service levels

Requirement Description:
CMS Helpdesk - service levels.

1. INTRODUCTION
This paper documents the key help desk service requirements for the Card Management Service.

2. HELP DESK SERVICE
2.1 General
The CONTRACTOR will provide a Card Management help desk service which will act as the first point of contact for customers of the service. Customers include both Benefits Agency staff and members of the public. The CONTRACTOR's help desk service will provide 1st and 2nd level services. The help desk must respond to calls within 10 seconds.

2.2 1st Level Service
The CONTRACTOR's 1st level service will provide an immediate problem and query solving service for all simple and straightforward cases, which can be resolved within 5 minutes. The 1st level member who takes the call owns the problem/query from initial logging through to resolution to the customers satisfaction. The CONTRACTOR must cater for 1st level members being off duty.

Help desk contact will be over the telephone.

2.3 2nd Level Service
The CONTRACTOR's 2nd level service will provide answers to more complex queries which cannot be answered within 5 minutes by the 1st level service, but which can be resolved within 30 minutes.

Calls will be referred electronically from the 1st level service to the 2nd level service. 2nd level staff will have access to a prioritised list of outstanding queries, and all the details on the query entered by 1st level staff. Query answering at 2nd level will be over the telephone.

2.4 Hours of Service
The CONTRACTOR will provide a continuous help desk service as specified below:
1st Level - 24 hours a day, 7 days a week; all year round (Xmas day excepted)
2nd Level - 08:00-18:00

The CONTRACTOR, given 2 working days notice, will extend the 2nd level service to whatever is needed. In emergency circumstances, the CONTRACTOR will, given 5 hours notice, provide a 2nd level service outside normal hours.

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2.5 Problem and Query Management

The CONTRACTOR will provide a problem/query management system to record the problem/query details such as:

- unique problem/query serial reference, generated automatically by the problem/query management system
- customer reference, contact, address, location and telephone number
- help desk contact
- description of the problem/query, including frequency of occurrence
- serial references of similar faults and previous occurrences
- problem/query category
- estimated elapsed time to solve problem/query
- any change of referral point
- date and time of referral

The CONTRACTOR will update the problem/query management system with the following information, as appropriate:

- date and time of update
- help desk contact updating record
- textual description of the work done, or the fact that the problem/query had to be referred, elsewhere and who has taken it on
- date and time problem/query was cleared
- date and time the solution was accepted by the customer
- actual elapsed time to solve problem/query.

The CONTRACTOR will manage the resolution of any problem using documented procedures agreed with the AUTHORITIES. These procedures must be comprehensive in that they cover all aspects of problem resolution from initial logging through to closure. Escalation procedures must be included. A problem/query can only be cleared when a customer has confirmed satisfaction with the resolution.

2.6 Resilience

The CONTRACTOR is responsible for ensuring that a contingency plan is in place to cater with any help desk incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management systems. . The contingency plan is to be agreed with the AUTHORITIES and must state how quickly the service will be restored in the event of an incident.

2.7 Training

The CONTRACTOR will provide any necessary training to ensure AUTHORITIES staff work effectively with the help desk. The CONTRACTOR will develop training plans for its own staff.

2.8 Personnel

The CONTRACTOR will ensure that all staff have suitable and appropriate skills and training and that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within the CONTRACTOR’s organisation.

3. Service Monitoring

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The CONTRACTOR will produce service information, in electronic form, and will deliver this information to the AUTHORITIES within 5 working days of the end of the period to which they relate. The following is an example of the information required:

- number of calls outgoing/received/number of calls not answered
- % of calls answered within target times
- number of problems/queries logged
- number and % of problems/queries solved within target times
- number of problems/queries assigned to level 1 that were not cleared within 10 minutes
- number of problems/queries with secondary complications (e.g. repeat calls)
- number of problems/queries escalated
- % of time full help desk was available

The AUTHORITIES may wish to analyse the information by:

- category of problem/query
- level and solving group at which the problem/query was solved
- customer group and location
- mean time to clear.

The CONTRACTOR will maintain help desk records for a minimum of 18 months.

Each quarter a survey will be conducted by the AUTHORITIES to determine user satisfaction with the help desk. The AUTHORITIES and CONTRACTOR will agree the approach to be taken and the format/content of the questionnaire.

The CONTRACTOR will, on request, provide on-line access to the problem Management System. The AUTHORITIES will inform the CONTRACTOR of who is authorised to access the system. The CONTRACTOR will provide ad-hoc reports, as requested by the authorised representatives of the AUTHORITIES, within three working days.

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Requirement	**890**	Release No	spr 11
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (APS) Service levels

Requirement Description:
APS Reconciliation.

The CONTRACTOR shall ensure and demonstrate that all committed transactions have successfully passed from the Outlets through POCL and Clients.

The CONTRACTOR shall enable at least one point in the day when all transactions to be sent to a Client are in step with those to be sent to POCL.

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Requirement	**891**	Release No	spr 15
Programme Grouping	End to End Service	**Subject Heading**	Shared Services Accounting & reconciliation

Requirement Description:
RECONCILIATION REQUIREMENTS

a) General Requirements

The CONTRACTOR shall ensure that all captured data are complete and accurately reflected in the appropriate outward interfaces:
- this applies to Transaction data of all types and modes (including normal working, fall-back and Recovery, and to normal usage, amendment, reversal, and so forth) and to Stock and cash levels; and
- this applies to Reference Data changes, both local and as received from the AUTHORITIES as follows:
  (i) from DSS in respect of Reference Data for PAS and CMS;
  (ii) otherwise from POCL's TIP system except for any specific transient arrangements; e.g. OBCS Stop Lists;
- this applies equally at all levels and across Service components.

The CONTRACTOR shall synchronise data flows and storage, and shall:
- monitor data transfers and account for data brought forward, received, passed on and carried forward;
- monitor data transfers and account for data, across Service interfaces and Service components;
- where a single datastream is "switched" to more than one recipient:
  (i) reconcile any timing differences between transfers;
  (ii) account for any differences in processing or accounting cycles of the recipients of related flows; and
  (iii) provide information to each recipient to enable them to reconcile with the other recipients of related data.

The CONTRACTOR shall ensure that data are consistent between the levels where Transaction or Stock and cash level data are held, maintained or transferred at more than one level.

The CONTRACTOR shall perform daily operational cut-over reconciliations for any on-line interfaces with external systems.

The CONTRACTOR shall report reconciliation results to the relevant AUTHORITY, including any discrepancies and any doubtful items, and report progress on resolution of outstanding items in relation to:
- interfaces between Service components and the AUTHORITIES' systems;
- external interfaces between the AUTHORITIES and Clients (to enable them to maintain their commercial relationships);
- interfaces between Service components.

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The CONTRACTOR shall apply appropriate integrity controls at all interfaces and provide information demonstrating integrity. For interfaces that are already in place integrity controls shall be specified in the document titled "POCL Interface Requirements for BA / POCL System", version 1.6, dated 16 April 1996. For new interfaces such integrity controls shall be agreed through a process that shall be agreed by the Drop Down Completion Date.

The CONTRACTOR shall control the implementation of configuration changes, including changes to Reference Data, including:
- checking and reporting the implementation of changes against instruction;
- maintaining the integrity of other reconciliation processes across configuration changes.

The CONTRACTOR shall meet all reconciliation requirements in contingency situations as well as in normal working.

Service Levels for all reconciliation requirements are as follows:
- full reconciliation with 100% of items demonstrably accounted for;
- provision of the ability to reconcile by agreed processes at detailed level, including without limitation at Transaction level for Transaction data;
- any differences, doubtful items or errors to be resolved by the CONTRACTOR;
- reconciliation reports and identification of doubtful items and errors to be delivered to the relevant AUTHORITY by 9 a.m. of the following day;
- the CONTRACTOR shall make all reasonable endeavours to resolve any doubtful items and errors promptly.

b) Post Office Outlet Reconciliation Requirements

Stock and cash levels shall be reconciled with Transaction data:
- by Customer session, at Outlet level and, where Outlets are so organised, by Stock Unit.

Outlet accounting information must reconcile, taking account of Stock and cash brought forward, carried forward, Transaction data and local suspense items (details defined in EPOSS requirements). This must also be sustained in fall-back and during recovery after any failure of the Services.

The requirements in this section (b) must be satisfied instantly.

c) BPS Reconciliation Requirements

The CONTRACTOR shall apply BPS reconciliation to any Tokens by type of Token as well as to monetary amounts.

The CONTRACTOR shall identify and resolve any differences between entitlement information passed by CAPS to PAS and encashment information as received by PAS, on an individual item basis (by "Authorised Payment Id" supplied by CAPS). The CONTRACTOR shall in

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so doing:
- take account of both:
  (i) amounts encashed as notified via TMS in normal circumstances;
  (ii) any adjustments raised directly by the CONTRACTOR to resolve errors or due to maintenance activities;
- inform CAPS of actual payment amounts encashed where there are any unresolved errors, (by "Authorised Payment Id").

The CONTRACTOR shall reconcile payment amounts authorised to Outlets by PAS via TMS against amounts encashed as advised by Outlets via TMS to PAS. In doing so, the CONTRACTOR shall notify both DSS and POCL of any adjustments to PAS made resolving errors.

The means of processing the CONTRACTOR's corrections shall be agreed with the AUTHORITIES within three (3) months of execution hereof. Such agreement shall involve agreement as to the notification channels for different cases.

The CONTRACTOR shall provide a common basis for settlement between the AUTHORITIES. This shall ensure that the amounts encashed as received by PAS via TMS are reflected unchanged in the EPOSS Transaction records as delivered to TIP via TMS. Any data recovered from other records must be verified against PAS (or recovered from PAS on entry of the authorisation reference from the record). Provision of the common basis may include identification and resolution of any differences by individual item.

The CONTRACTOR shall synchronise the CAPS, PAS and TIP streams to agreed settlement process dead-lines; and shall report and agree the 'unencashed balance' by Agency Code within CAPS and PAS by value and number of Transactions, accounting for:
  * Authorised Payments due
  * payments encashed
  * items in transit
  * items under investigation for the defined settlement period (at least daily).

The CONTRACTOR shall produce a daily statement of the agreed encashments, by encashment date, for both AUTHORITIES.

d) TMS Reconciliation Requirements

The CONTRACTOR shall provide operational control reports on operations, including polling and any loss of communications with Outlets or with other Service components.

The CONTRACTOR shall apply controls on file and data transfers at all technical levels and, using relevant counts and financial totals, at business levels.

Note that POCL will rely on information provided via TMS interfaces to its TIP system for reconciliation and control of various Outlet business processes.

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The CONTRACTOR shall ensure that information provided to POCL via TIP makes explicit what Transaction data have been sent to its Clients.

e) Card Management Reconciliation Requirements

The CONTRACTOR shall reconcile DSS Card management actions against instructions received from DSS. Details of such reconciliations shall be agreed within three (3) months of execution hereof and should depend on the proposed solution. The reconciliation requirements apply both to Cards and to any Temporary Tokens that may be used.

f) Commercial Reconciliation Requirements

The CONTRACTOR shall provide information to enable reconciliation of Services provided with Charges made.

The CONTRACTOR shall act, and be seen to be acting, on behalf of the relevant AUTHORITIES in reconciliations with other parties, and provide the necessary information for the AUTHORITIES to exert appropriate management control over operations performed on their behalf. The CONTRACTOR shall ensure in so doing that the commercial relationships between the AUTHORITIES and third parties are not compromised.

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Requirement	**893**	Release No	spr 11
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Systems - design

Requirement Description:
INTERFACE DATA CO-ORDINATION

Ensure all transaction references (encashment identifiers and payment authorisation references) are consistent across all interfaces to enable efficient communication about particular items in reconciliation and settlement processes:

- the EPOSS transaction reference will be used as the Encashment Id passed to PAS from EPOSS and thence to CAPS:
  * if the encashment is more than one EPOSS transactions, indicate the range concerned (e.g. nnn...n03 to nnn...n24 could be nnn...n0324);

- include in the EPOSS transaction log and the transaction data sent to TIP:
  * the Authorised Payment Id passed by CAPS to PAS;
  * the NINO of the Beneficiary, as opposed to any agent; (helps DSS to look-up corresponding item in their systems)
  * the Agency code provided by CAPS;

- ensure that BES receipts contain the EPOSS transaction reference(s) or Encashment Id to enable traces to both DSS and POCL records (not necessarily easily recognisable to the public).

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Requirement	**894**	Release No	spr 11
Programme Grouping	General	**Subject Heading**	General Management information

Requirement Description:
Management Information Requirement

POCL needs management information over and above that specified under accounting, reconciliation and settlement to enable it to manage the contract and manage the service provided as well as supporting general business requirements.

1. Service Provider to provide details of the type of information they believe POCL will require to manage the contract and service,
2. POCL to have the right to request and receive during the contract, and after, any information it believes it requires to manage its business, the contract, any service, and also to facilitate re-letting and hand-over of contract,
3. Service Provider to provide data to enable resource, network, productivity and cash management,
4. Service Provider to provide data to enable marketing planning.

This data to include:
* operational and "event" data will include things such as:
  - office, user and stock unit registration/deletion and mutual association,
  - log-on/off,
  - completion of summaries and returns/reports, roll-over to new balances and/or Outlet accounting periods,
  - polling events,
  - receipt/implementation of new issues of software/reference data, local reference data updates,
  - equipment failure/repair/replacement, down-time, recovery time, file corruption etc.
* information to enable POCL to monitor/manage SLAs,
* exception reports.

MIS captured will need to be by Outlet, Outlet type, region and any other organisational structure.

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Requirement	**895**	Release No	spr 11
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
Irregular Encashment Patterns

The requirement is for the service to be capable of monitoring irregular encashments and reporting on irregular encashments. Information is to be shared immediately with POCL audit/Security/Operations when it relates to a post office. Examples are defined as:-

1 Non encashment of a means tested benefit for a period of (4 weeks);
2 Non encashment of a non means tested benefit for a period of (6 weeks);
3 Change of nominated P.O. and encashments for a period of (6 weeks), where there is no notification of change of address being received by CMS from CAPS.
4 High Risk transactions indicating a potential exposure to fraud e.g.:
-Foreign encashments;
-Casual agent encashment;
-Regular casual agent encashment (4 consecutive weeks);
-Multiple encashments (will depend on period of validity - to be defined);
-Any combination of the above;
5 Any encashment made or attempted where a stop is in operation;
6 Any encashment of a payment where a subsequent loss report is received;
7 Presentation of a non genuine card;
8 Apparent presentation of a duplicate card (both to be cancelled immediately);
9 Any attempted keyed transactions out of specified service hours;
10 Multiple keyed or telephone authorised transactions by clerk and outlet, where there is no report of service or equipment failure (contingency transactions at a level anything above the agreed service efficiency levels);
11 Any transactions at a non-live post office i.e. one reported as temporarily out of commission;
12 Usage of duplicate clerk identification devices or numbers (note that both must be cancelled immediately).

Clarification:

The following clarification is provided in relation to the first paragraph of this requirement:

'reporting of irregular encashments' is required to the DSS.

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Requirement	**896**	Release No	spr 12
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Documentation

Requirement Description:
POCL is keen to explore the benefits and advantages of using electronic communications in the user documentation area.

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Requirement	**897**	Release No	spr 12
Programme Grouping	General	**Subject Heading**	General Security

Requirement Description:
BPS Security Standards

The CONTRACTOR's security objectives must be in conformance with the security objectives stated in the BPS Security Statement.

There must be an appropriate countermeasure to each threat identified in the security Statement.

Clarification:

The following clarification is provided in relation to the last paragraph of this requirement:

The 'security Statement' refers to the BPS Security Statement.

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Requirement	**898**	Release No	spr 21
Programme Grouping	Order Book Control Service	**Subject Heading**	Order Book Control Service Service - design

Requirement Description:
Order Book Control Service (OBCS) - general requirements.

The Order Book Control Service must be quoted for as a separate service, which the AUTHORITIES may take up in nominated outlets, at the AUTHORITIES discretion, to be available when the platform rolls out.

1. OBCS must be implemented using TMS and OPS.

2. The implementation of OBCS must comply with the Style Guide.

3. Help Desk support must be available to all Users of OBCS.

4. OBCS must be available at every counter position in any automated outlet requiring the service during the normal opening hours of that outlet.

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Requirement	**899**	Release No	spr 21
Programme Grouping	Order Book Control Service	**Subject Heading**	Order Book Control Service Service - design

Requirement Description:
Stop list maintenance.

The Order Book Control Service must be quoted for as a separate service, which the AUTHORITIES may take up in nominated outlets, at the AUTHORITIES discretion, to be available when the platform rolls out.

1. The CONTRACTOR must maintain a stop list recording details of order books which have been stopped, and against which no further payments are to made, and order books which have been recalled. In the case of recalled books orders may be paid for a number of days following receipt of the recall; the last allowable order date must be calculated within the OBCS service.

2. A communications link must be initiated between the DSS computer and the TMS 7 nights each week and a datafile containing stop list updates transferred. The stop list updates will include entries that are to be added and reference to those that are to be deleted. Notices not deleted by the DSS should be removed after an appropriate period and archived.

3. Stop list update files must be applied in the order in which they are delivered.

4. The maximum size of the stop list will be 1.5 million entries.

5. The maximum size of a stop list update will normally be 100,000 entries. In the event that an update of greater size is needed special arrangements will be made.

6. The minimum size of a stop list update will be 0 (zero) entries; in this case a file with an appropriate header and footer will be sent.

7. Details of the stop list update interface with the DSS computer system are given in <document reference number>

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Requirement	**900**	Release No	spr 21
Programme Grouping	Order Book Control Service	**Subject Heading**	Order Book Control Service Service - design

Requirement Description:
Order book processing - barcoded books.

The Order Book Control Service must be quoted for as a separate service, which the AUTHORITIES may take up in nominated outlets, at the AUTHORITIES discretion, to be available when the platform rolls out.

There must be a facility for dealing with barcoded order books presented for encashment of benefits at automated outlets requiring the service.

1. The barcode must be scanned, validated and checked against the stop list:-
    - when the order book is received at the outlet
    - when the order book is issued to a Beneficiary
    - when the order book is presented for payment.

2. Whenever the barcode on an order book is scanned the system must provide both a visual and an audible indication of the result of the scan. There must be a clear difference between the audible indication given for 'success or normal' and 'failure or exception'. There must be a clear distinction between the instructions to 'impound' and ' cash and impound'.

3. When an order book is received the barcode must be scanned, and checked against the stop list. The electronic record of the transaction must be transmitted to the DSS computer system within a datafile.

3.1 If the order book is on the stop list then the system must instruct the clerk to impound, hole punch the book and return it to the DSS.

3.2 The system must be capable of recording the re-direction of the order book to another outlet or its return to the DSS.

3.3 If there are three consecutive failures to read the barcode the system must prompt the clerk to enter the barcode information via the keyboard. Subsequently the system must instruct the clerk to hole punch the book and return it to the DSS. The system must record the book as unreadable.

3.4 The maximum number of order books received in an outlet on a business day is expected to be approximately 600.

4. When an order book is issued to the Beneficiary the barcode must be scanned, and checked against the stop list. The electronic record of the transaction must be transmitted to the

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DSS computer system within a datafile. The rules for making payments and order book retention are as for encashments below.

4.2 The maximum number of order books issued at any one outlet in a business day is expected to be approximately 100, but it should be borne in mind that there will be an uneven distribution across days, with peaks expected on Mondays and Thursdays.

5. When an encashment is made against the order book the barcode must be scanned and checked against the stop list. Details of the transaction must be transmitted to the DSS computer system within a datafile.

5.1 If the barcode is not valid, or the book is identified as counterfeit, then the system must instruct the clerk to impound the book without payment. The transaction must be recorded by the system.

5.2 If the order book is not on the stop list then the system must instruct the clerk to pay normally and prompt for the number of vouchers encashed. A default number of one should be presented with the clerk having the ability to override this.

5.3 If the order book has been recalled then the system must instruct the clerk to pay up to a specified date and prompt for the number of vouchers encashed. A default number of one should be presented with the clerk having the ability to override this with a valid number, including zero. The system must instruct the clerk to retain the book, hole punch it, and return it to the DSS.

5.3 If the order book has been stopped the system must instruct the clerk to make no payment and impound the book , hole punch it and return it to the DSS.

5.4 If there are three consecutive failures to read the barcode the system must prompt the clerk to enter the barcode information via the keyboard. If the book is on the stop list for impounding then this takes precedence, otherwise the system must instruct the clerk to pay one voucher and then hole punch the book and return it to the DSS. The system must record the book as unreadable.

6. Details of the interface with the DSS computer system for receiving transaction records noted above are given in <document reference number>.

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Requirement	**901**	Release No	spr 21
Programme Grouping	Order Book Control Service	**Subject Heading**	Order Book Control Service Service - design

Requirement Description:
Order book processing - non-barcoded books.

The Order Book Control Service must be quoted for as a separate service, which the AUTHORITIES may take up in nominated outlets, at the AUTHORITIES discretion, to be available when the platform rolls out.

1 If the book is identified as counterfeit, then the system must instruct the clerk to impound the book without payment. The transaction must be recorded by the system.

2. When an order book with no barcode is presented for encashment the system must prompt the clerk to enter the number of vouchers to be encashed. A default number of one should be presented with the clerk having the ability to override this.

3. For each outlet for each business day a single electronic record giving the total number of vouchers encashed must be transmitted to the DSS computer system within a datafile.

3. Details of the interface with the DSS computer system for receiving voucher totals records noted above are given in <document reference number>.

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Requirement	**902**	Release No	spr 21
Programme Grouping	Order Book Control Service	**Subject Heading**	Order Book Control Service Service - design

Requirement Description:
Order Book Control Service (OBCS) - transaction times .

The Order Book Control Service must be quoted for as a separate service, which the AUTHORITIES may take up in nominated outlets, at the AUTHORITIES discretion, to be available when the platform rolls out.

The following transaction times must be achievable using the OBCS:-

1. Logging the receipt of an order book, measured as the time from any point in the cycle for one order book to the same point in the cycle for the next order book assuming an the books do not appear on the stop list, must take no more than <> seconds.

2. In issuing an order book to a beneficiary, assuming that the order book is not on the stop list, the checking against the stop list using OBCS must not add more than <> seconds to the time that would have been taken with no stop list check.

3. In making an encashment, assuming the order book is not on the stop list, the checking against the stop list using OBCS must not add more than <> seconds to the time that would have been taken with no stop list check.

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Requirement	**903**	Release No	spr 21
Programme Grouping	Order Book Control Service	**Subject Heading**	Order Book Control Service Service - design

Requirement Description:
Order Book Control Service (OBCS) - general service levels .

The Order Book Control Service must be quoted for as a separate service, which the AUTHORITIES may take up in nominated outlets, at the AUTHORITIES discretion, to be available when the platform rolls out.

1. The stop list functionality must be implemented such that the version of the stop list being referenced from outlets has been updated with the stop list updates from the DSS computer. The version of the stop list is fully updated once all updates received have been applied. If one days worth of updates have not been applied then the version is deemed 1 day behind and so on.

On any business day:
96 % of outlets must be referencing a version which is fully updated
98% of outlets must be referencing a stop list which is no more than 1 day behind.
100% of outlets must be referencing a stop list which is no more than 2 days behind.

2. Transaction data must normally be forwarded to the DSS computer system soon after the completion of the business day on which the transaction occurred as part of a batch transmission. Transaction data not available for the next batch transmission must be include in a subsequent transmission.

Data which is included in the first batch transmission to take place after the time of the transaction is deemed to be in the first batch transmission and so on.

Transaction data from the outlets must reach the DSS computer system as follows:-

the data from 96% of outlets must reach DSS within the first batch transmission
the data from 98% of outlets must reach DSS within the second batch transmissions
the data from 100% of outlets must reach DSS within the third batch transmissions

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Requirement	**904**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must allow collection of all payments that the Authorised Person is entitled to collect, ensuring that:-
* each payment only to be cashed once and for the amount authorised by CAPS;
* partial encashment of any single payment is not permitted.

The following rule must apply for each encashment;

Each Authorised Person must collect all monies due to each Authorised Person for whom collection is being made. A person who is authorised to collect payments in respect of more than one Authorised Person will be able to select the Authorised Person for whom they want to collect. An Alternative Payee, for example, will choose whether or not to collect their partner's Child Benefit.

All other payees must encash all monies due if the total is less than the limit (initially £1,000.00 but it must be possible to vary this).If the total exceeds this limit then the Customer has a choice, as follows :

I. take all;
II. take nothing;
III. take all payments, in multiples of total weekly entitlement, up to but not exceeding the limit.

The priority order for collecting benefits will be to take any ongoing benefit entitlements, oldest payment first - before any one off benefit entitlement e.g. Social Fund or bonus payments. Social Fund or bonus payments must always be collected in full.

Clarification:

The following clarification is provided in relation to this requirement:

Authorised Persons collecting payments under £1,000.00 have 2 options:-

** take all*

** take nothing*

Second paragraph last sentence - However, an Alternative Payee will be able to choose whether or not to collect their partner's Child Benefit.

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Requirement	**905**	Release No	spr 12
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Systems - design

Requirement Description:
The system must be designed in order to give the user support in maintaining transaction accuracy and to assist the transfer of accurate product information to customers

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Requirement	**906**	Release No	spr 12
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Roll-out

Requirement Description:
The service provider will plan so as to harmonise roll-out and BES card availability. Offices should be provided with new terminals on the day of installation. Installation covers physical placement, connection to the system and testing

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Requirement	**908**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will produce a receipt containing the information as specified in Requirement 764. Additionally, it may be necessary to generate and record a unique transaction identifier to enable recovery following equipment failure.

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Requirement	**909**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES will enable an Authorised Person, or the Authorised Person's casual agent, to encash benefits on behalf of people living in Nursing/Residential/Retirement homes with a single signature on a summarised receipt. The receipt, in these circumstances, should identify those individuals on whose behalf a transaction has taken place. It is not uncommon for 30 or more benefits to be collected in one visit; there should be no maximum in terms of numbers or cash value imposed by the system. The CONTRACTOR may wish to consider whether separate security verification check(s) should be introduced for signing agents.

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Requirement	**910**	Release No	spr 12
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
BES must support the ability to vary the limit below which the payee must encash all monies due (requirement 904), preferably by use of one or more system parameters.

It should be borne in mind that some payees (i.e. recipients of social fund payments and Alternative Payees) are not limited in the same way. It is desirable that this rule is also implemented by system parameter(s).

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Requirement	**911**	Release No	spr 13
Programme Grouping	End to End Service	**Subject Heading**	General Service - design

Requirement Description:
INTEGRITY ACROSS CHANGES

Maintain accounting and reporting integrity across changes, including structural changes to software and reference data, changes to controls and/or control mechanisms, and so forth.

This should include implementation of changes, reverting to previous states (should this prove necessary, for example in fall-back and recovery), co-existing before and after states (e.g. if simultaneous implementation does not occur) and reporting across change boundaries (e.g. using appropriate reference data versions for each part of a report).

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Requirement	**912**	Release No	spr 13
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (SMS) Systems - steady state

Requirement Description:
Portable Appliance Testing

The service provider shall carry out any regular testing of equipment installed as part of the services in post offices and on any other Authority premises as required by legislation

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Requirement	**913**	Release No	spr 13
Programme Grouping	Implementation	**Subject Heading**	Service Level Agreements Documentation

Requirement Description:
POCL user documentation service level agreement

1. Introduction
Comprehensive user documentation is required for all users of the automated platform, and by other users, as notified by POCL.

2. Availability
2.1 Users of the automated platform
User documentation must be available to all users of the automated platform 100% of the time that the automated platform is in use.

2.2 Other users
User documentation must also be available to others, (such as helpline operators, non serving staff in retail outlets, Retail Network Managers etc.) 100% of the time that the automated platform is in use.

2.3 Contingency/disaster recovery arrangements
User documentation which contains information to users on contingency/disaster recovery arrangements, such as what to do during a system failure, must be available to all users during all hours of business.

3. Content of user documentation
User documentation must contain all information which a user of the documentation requires to complete all business transactions at post office sites. This includes topics such as:
- performing counter transactions
- accounting
- balancing, including value stock taking
- stock ordering
- stock acceptance, disposal, destruction, remitting etc.
- contingency arrangements e.g. system failure
- giving information to customers e.g. how to obtain a duplicate Motor Vehicle Licence disc
- product information for specific products e.g. posting restrictions
- performing business transactions at Remittance Units e.g. Girobank deposits.

4. Accuracy of information
All information in user documentation must be accurate.

5. Design of documentation
5.1 Visual identity
All user documentation must conform to POCL's 'Design Applications Guidelines', which is part of POCL's 'Visual Identity' policy.

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5.2 Communications policy
All user documentation must conform to POCL's communications policy, which is covered in the draft document 'A Guide to Head Office Communications Team' (first draft to be released in February 1996).

5.3 Environmental policy
All user documentation must conform to POCL's Environmental policy.

6. Documentation for a new product/service
6.1 Notification of requirement by POCL
POCL must advise the CONTRACTOR of the requirement for documentation for a new product/service [] days before the implementation of that new product/service.

6.2 Drafting of documentation
The final copy of user documentation for a new product/service must be completed [] days before the implementation of that particular product/service.

6.3 Final approval by POCL
All user documentation for a new product/service must be given final approval by POCL [] days before the implementation of that particular product/service.

6.4 Availability
User documentation which contains the details of a new product/service must be available to all users of the documentation immediately prior to implementation of the new product/service.

7. Updating user documentation
7.1 Planned changes
7.1.1 Notification of changes by POCL
POCL must advise the CONTRACTOR of the requirement to update user documentation [] days before the implementation of the change.

7.1.2 Drafting of documentation
The final copy of updated user documentation must be completed [] days before the implementation of that particular change.

7.1.3 Final approval by POCL
All updated user documentation must be given final approval by POCL [] days before the implementation of that particular change.

7.1.4 Availability
Updated user documentation must be available to all users of the documentation immediately prior to implementation of that particular change.

7.2 Emergency updates
Emergency updates to user documentation must be made available to all users of the documentation within [24] hours of the changes being notified to the CONTRACTOR by POCL.

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8. Requests for new/replacement copies
Any request for a new or replacement copy of user documentation must be fulfilled within [3] days of notifying the Helpdesk. (This is only required if paper based documentation is produced).

9. User satisfaction
9.1 Frequency of monitoring
User satisfaction with user documentation must be measured annually.

9.2 Target for user satisfaction
User satisfaction with user documentation must be no less than 90%.

9.3 Topics to be covered
Topics to be covered by the user satisfaction survey will include areas such as:
- overall use/effectiveness of documentation
- comprehensiveness of index/indices
- accuracy of index/indices
- relevance of any cross references
- accuracy of any cross references
- layout, style and language etc.
- readability/size/usefulness of graphics
- quality and clarity of text.

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Requirement	**914**	Release No	spr 13
Programme Grouping	Implementation	**Subject Heading**	Service Level Agreements Supporting services

Requirement Description:
SERVICE LEVEL AGREEMENT
OPERATIONAL SYSTEMS HELP DESK

1. INTRODUCTION
This paper documents the key help desk service requirements for the operational systems.

2. HELP DESK SERVICE
2.1 General
The CONTRACTOR will provide a help desk service which will act as the first point of contact for customers of the service. Customers include both AUTHORITIES staff and staff of POCL clients having a direct interface with the services provided. AUTHORITIES staff includes BA and POCL staff as well as the ITSA service delivery function.
The CONTRACTOR will:
act as a central point for information on the working state of the services provided
keep customers notified of any scheduled interruptions
assist in any negotiations between the AUTHORITIES and its customers where interruptions to the services provided are scheduled
will keep customers informed of when the service will be restored
The CONTRACTOR's help desk service will provide 1st, 2nd and 3rd level services. The help desk must respond to calls within ten seconds.

2.2 1st Level Service
The CONTRACTOR's 1st level service will provide an immediate problem solving service for all simple and straightforward problems, which can be resolved within 5 minutes, and all general enquiries.

The 1st level member who takes the call owns the problem from initial logging through to resolution to the customers satisfaction. The CONTRACTOR must cater for 1st level members being off duty.

Help desk contact will be over the telephone.

2.3 2nd Level Service
The CONTRACTOR's 2nd level service will provide a diagnostics and fixing service for all problems which cannot be fixed within 5 minutes by the 1st level service, but which can be resolved within 30 minutes.

Calls will be referred electronically from the 1st level service

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to the 2nd level service. 2nd level staff will have access to a prioritised list of outstanding problems, and all the details on the problem entered by 1st level staff.

2.4 3rd Level Support

If the help desk is unable to resolve a problem at the 1st or 2nd level the CONTRACTOR will categorise and prioritise the problem so that it can be actioned and completed within a standard timescale.

2.5 Hours of Service

The CONTRACTOR will provide a continuous help desk service as specified below:

1st Level 05:00-00:00, Mon-Sun(*), all year round (Xmas day excepted)

2nd Level 05:00-00:00, Mon-Sun(*), all year round (Xmas day excepted)

* - NB: Approximately 200 outlets would currently using the system on Sundays although this may increase.

The CONTRACTOR shall ensure that calls made to the help desk outside specified hours are accepted by CONTRACTOR.

The CONTRACTOR will provide the facility to transfer calls which are received and are outside its area of responsibility. The CONTRACTOR will also provide the facility to receive transferred calls from POCL help desks and helplines.

The CONTRACTOR, given 2 working days notice, will extend the level of service to whatever is required. In emergency circumstances, the CONTRACTOR will, given 5 hours notice, provide a 1st and 2nd level service outside normal and extended working hours.

2.6 Problem Management

The CONTRACTOR will provide a problem management system to record the problem details such as (but not exclusively):

- unique problem serial reference, generated automatically by the problem management system
- customer contact, address, location and telephone number
- date and time problem occurred
- date and time problem was reported to help desk
- help desk contact
- description of the problem, including frequency of occurrence
- serial references of similar faults and previous occurrences
- hardware equipment involved; serial number etc.
- software product and release version
- assessed impact on customers business
- priority for solution
- problem category
- estimated elapsed time to solve problem
- any change of referral point
- date and time of referral

The CONTRACTOR will update the problem management system with the following information, as appropriate:

- date and time of update
- help desk contact updating record

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textual description of the work done, or the fact that the problem had to be referred, elsewhere and who has taken it on
date and time problem was cleared
date and time the solution was accepted by the customer
actual elapsed time to solve problem.

The CONTRACTOR will also keep a record of all problems relating to the failure of uploading and downloading data.

The CONTRACTOR's 1st level service staff will assign a priority to the problem. Possible priorities could be:

Priority	Description
1.	Live working disrupted. Office cannot continue normal working.
2.	Live working disrupted but work around possible.
3.	Minor inconvenience. Help desk provide short term resolution.

Throughout the life of the problem the CONTRACTOR staff will monitor the progress of the problem and inform the customer at regular intervals, to be agreed with the AUTHORITIES. This would apply to 2nd and 3rd level services.

The CONTRACTOR will manage the resolution of any problem using documented procedures agreed with the AUTHORITIES. These procedures must be comprehensive in that they cover all aspects of problem resolution from initial logging through to closure. For example, in the event of a major service failure at a post office, procedures must exist to cover the possible closure of the post office and the re-allocation of its responsibilities to other post offices. Escalation procedures must be included.

A problem can only be cleared when a customer has confirmed satisfaction with the resolution.

The help desk service will be the contact point for requesting consumables, training and documentation.

2.7 Systems and Services Supported

The CONTRACTOR will maintain user, asset, problem and change management databases.

2.8 Resilience

The CONTRACTOR is responsible for ensuring that a contingency plan is in place to cater with any help desk incident, e.g. loss of staff, loss of telephone system, loss of problem/configuration management system. The contingency plan is to be agreed with the AUTHORITIES and must state how quickly the service will be restored in the event of an incident.

2.9 Training

The CONTRACTOR will provide any necessary training to ensure AUTHORITIES staff work effectively with the help desk. The CONTRACTOR will develop training plans for its own staff.

2.10 Personnel

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The CONTRACTOR will ensure that all staff, including back-up staff, employed on the help desk service must have suitable and appropriate skills and training. The CONTRACTOR must ensure that sufficient skilled resources are available to cater for holidays, sickness and natural wastage within the CONTRACTOR's organisation.

2.11 Service Targets

The CONTRACTOR will answer at least 98% of all calls to the help desk within ten seconds during level 1 support hours. 100% of calls must be answered within 20 seconds.

The percentage of 'calls not answered' will be less than 1%. This includes calls where the line is busy as well as calls answered but put on the 'waiting queue'.

The CONTRACTOR will resolve at least 95% of calls assigned to level 1 within 5 minutes. The CONTRACTOR will resolve 100% of calls assigned to level 1 within 10 minutes.

The CONTRACTOR will resolve at least 95% of calls assigned to level 2 within 30 minutes. The CONTRACTOR will resolve 100% of calls assigned to level 2 within 45 minutes.

3. Service Monitoring

The CONTRACTOR will produce service information, in electronic form and/or paper, and will deliver this information to the AUTHORITIES within 2 working days of the end of the period to which they relate. The following is an example of the information required:

- number of calls outgoing/received/number of calls not answered
- % of calls answered within target times
- number of problems/queries logged
- number and % of problems/queries solved within target times
- number of problems/queries assigned to level 1 that were not cleared within 10 minutes
- number of problems/queries with secondary complications (e.g. repeat calls)
- number of problems/queries escalated
- % of time full help desk was available
- supplier performance against agreed service levels for response
- service availability at each office.

The AUTHORITIES may wish to analyse the information by:

- category of operational problem/query
- level and solving group at which the problem/query was solved
- customer group and location
- mean time to closure.

The CONTRACTOR will maintain help desk records for a minimum of 18 months.

Each quarter a survey will be conducted by the AUTHORITIES to determine user satisfaction with the help desk. The AUTHORITIES and CONTRACTOR will agree the approach to be taken and the format/content of the questionnaire.

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The CONTRACTOR will, on request, provide on-line access to the problem Management System. The AUTHORITIES will inform the CONTRACTOR of who is authorised to access the system. The CONTRACTOR will provide ad-hoc reports, as requested by the authorised representatives of the AUTHORITIES, within three working days.

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Requirement	**915**	Release No	spr 13
Programme Grouping	Implementation	**Subject Heading**	Service Level Agreements Training

Requirement Description:
Training Services SLA

1. Introduction

This paper documents the training requirements and key measurables that will be used to assess the effectiveness of the training service as a whole.

2. Training Services

2.1 General
The Training provided will enable both AUTHORITIES staff or Agents to achieve acceptable standards in key competencies in the use of the Suppliers Service.

The Training Services will incorporate the development design and delivery of agreed training events and support materials.

2.2 Specific Responsibilities

Supplier
- Design of Training events
- Development of Training materials (Day to day and maintenance)
- Delivery of Training - To delegates (as appropriate)
  - To Trainers

- Communication of Training activity
  - To delegates
  - To Authorities
  - To Regions
  - To District Offices
  - With BA/POCL

- Management of training processes
  - Training Plans
  - Call up notices
  - Site selection and preparation

Provision of appropriate kit

- Management Information (Training)
  - Provide defined reports on training completed for agreed periods.

- Attend regular training review meetings

- Identify Improvement to training services

Authority

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- Agree and sign off supplier training proposals and processes.

- Monitor and review performance

- Attend regular training review meetings

- Identify improvements to training services.

3. Key measurables

3.1 Timeliness

Training courses should be available within 10 working days notice being provided .

Training should not be delivered more than 5 working days before live usage of the system.

3.2 Quality

Trainees satisfaction with the training venue will be measured by a training satisfaction questionnaire and should not be less than 85%.

The training must have received a positive rating of not less than 95% as a result of a training measurement questionnaire.

3.3 Cycle Time

Training should take no longer than x days/Hours in total to enable delegates achieve the required standard of competence.

3.4 Contingency/disaster recovery

Notification of course cancellations must be issued at the earliest possible time . A minimum of 48 hours notice must be provided for 98% of cases.

No more that 2% of courses should be cancelled by the supplier.

When a designated training site becomes inoperative an alternative must be made available and functioning within xx days to enable continuation of the training plan.

3.5 Data Accuracy & integrity

There will be no degradation to any transaction data in the live system environment as a result of accessing localised training packages.

Training course content will have no factual errors at the time of acceptance and release.

3.6 Competence levels

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The training services provided must ensure that 95% of trainees on completion of the course will be able to demonstrate achievement of the agreed level of competence, which shall reflect a score of 90% for knowledge related areas for transactions and the operating platform.

Competence levels will be measured for delegates to x level of the Kirkpatrick model utilised by POCL.

4. Communication

Delegate performance feedback will be provided for each person attending a training course.

Regional Offices will be provided with a status report on delegates whose attainment level of the key competencies for their user group is below the agreed standard within 5 days of course completion.

Trainees should receive call up papers one month prior to proposed date of training course.

Call up notices should provide options as to days and times of attendance for courses.

5. Monitoring Training Services

The CONTRACTOR will supply information to the AUTHORITY in the agreed format which identifies actual performance against the key measurables stated.

6. Training review meetings

Review meetings will be held on an agreed regular basis

Operational Trial - Bi-weekly
1st 6 Months Live running - Monthly
7 months > 18 Months - Quarterly
18 Months + - Adhoc or emergency review meetings may be called by either party.

Note : Meetings timing will be subject to agreement these are only indicators

7. Escalation Procedures

Failures in service levels will be managed and rectified between the nominated SLA managers of the AUTHORITY and the SUPPLIER whenever possible.

Issues which cannot be rectified will follow the agreed escalation path as detailed within the Service Management schedule

8. Change Management

Permanent variations to the agreed levels of service and or the

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training services provided will be progressed through the standard change control process.

9. Training Service SLA Management

This SLA will be managed on a day to day basis by :

- The XXXXXXXXXXXXXX Manager for BA/POCL

- The XXXXXXXXXXXXXX Manager for CONTRACTOR

The SLA will be managed within the overall framework of the agreed Service Management schedule.

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Requirement	**916**	Release No	spr 14
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Customer education

Requirement Description:
Specify recommendations for marketing and education about the Benefit Payment Service, for all external DSS and SSA customers (i.e. Social Security benefit recipients and War Pensioners), and POCL customers, using as a guideline the AUTHORITIES' Marketing and Education Plan 1996. This should include measurable objectives, media to be used and detailed costings for each stage of the implementation of the Contract, from the Award of Contract.

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Requirement	**917**	Release No	spr 14
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Customer education

Requirement Description:
Specify recommendations for marketing and education about the new infrastructure and POCL applications, for all POCL external customers, using as a guideline the AUTHORITIES' Marketing and Education Plan 1996. This should include measurable objectives, media to be used and detailed costings for each stage of the implementation of the Contract, from the Award of Contract.

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Requirement	**918**	Release No	spr 14
Programme Grouping	General	**Subject Heading**	General Customer education

Requirement Description:
Process requirement for DSS, SSA and POCL:

Communications, marketing and education will be managed by the AUTHORITIES and the CONTRACTOR. Within this structure, make recommendations on the allocation of roles and responsibilities, working processes, cost and resourcing implications. The AUTHORITIES will retain the right of veto on all communication, marketing and education for all DSS, SSA and POCL customers, DSS and SSA staff, POCL employees, subpostmasters and other agents and their staff.

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Requirement	**919**	Release No	spr 14
Programme Grouping	General	**Subject Heading**	General Customer education

Requirement Description:
Specify and provide costs for the production of education material in Welsh in accordance with the Welsh Language Act 1993, about the Benefit Payment Service, for all Welsh speaking DSS customers and provide this service if required.

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Requirement	**920**	Release No	spr 14
Programme Grouping	General	**Subject Heading**	General Supporting services

Requirement Description:
Provide advice and information in support of internal communications activity to DSS and SSA staff, POCL employees, subpostmasters and other agents and their staff.

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Requirement	**921**	Release No	spr 14
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Security

Requirement Description:
The OPS will provide a secure timeout facility for each counter terminal and back office terminal.

The facility must allow the clerk to resume work with the minimum delay consistent with achieving security.

It must be clear that the facility is in use to remove any confusion between a terminal with the facility activated and a terminal that is available for use by any authorised user.

Under circumstances where the facility has been activated and the clerk is no longer able to cancel it, for whatever reason, with appropriate authority:-

the completion of clerk and office balances must be possible;
it must be possible to make the terminal available to another authorised clerk;
the circumstance must be logged to the audit trail.

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Requirement	**922**	Release No	spr 15
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Systems - design

Requirement Description:
The acoustic noise emission of any item of OPS equipment must not exceed 60dB(A) measured at a distance of 1m.

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Requirement	**924**	Release No	spr 15
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
Through BES it must be possible to reconcile the cards actually held at an outlet against those recorded on the system(s)

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Requirement	**925**	Release No	spr 19
Programme Grouping	Implementation	**Subject Heading**	Implementation (Joint) Operational Trial

Requirement Description:
Operational Trial Requirements

There are 2 elements to this requirement:

1. The Operational Trial element (in which the 3 phases "must finish in sequence", and the live trial is of 3 months duration, initially in 10 outlets, expanding to 60 outlets).

2. Steady State Testing (which continues for the life of the contract, relates to new or amended services, and for whose live trials parameters will be agreed between the CONTRACTOR and the AUTHORITIES).

The second stage may start before the first has finished.

A. The CONTRACTOR must comply with the AUTHORITY'S approach to, and measurement of, the operational trial and acceptance testing, contained in the control document ref. 011 (Operational Trial-Technical & Model Office test requirements of the service suppliers). Each operational trial (be it the initial Operational Trial Stage or subsequent Operational Trials of new or amended services, individually or in groups) will consist of three distinct phases, which may overlap but must finish in sequence. Phase 3 must in each case must not start until the relevant Phase 2 has been successfully completed .

The phases are listed below:

1 A technical test that confirms that the underlying systems function correctly.

2 A model office test that simulates the service provision from end to end.

3 A live trial that tests the service with live data and true users and customers.

B The CONTRACTOR will undertake the technical test. The AUTHORITIES will oversee the technical test. The AUTHORITIES will agree the test plans and monitor to ensure that the test is completed effectively. Control document Ref. 011 contains full details of testing activities.

C Testing will continue for the life of the contract. As new services are added or existing services amended these will be subject to detailed technical, model office and live trial

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testing.

D The CONTRACTOR will produce all of the deliverable documents defined in control document Ref. 011.

E The CONTRACTOR will produce test scripts to reflect all test conditions supplied by the BA/POCL test team. The BA/POCL test team reserve the right to define and produce other test scripts for more testing as required.

F The CONTRACTOR will support the testing taking place in the POCL Model Office. The Model Office testing is intended to simulate as far as possible the live operation of the end to end system without using live operational data.

G The CONTRACTOR will install hardware, communications and software and will commission the test equipment in the agreed configuration at the Model Office site. It is estimated that 48 terminals will be required at the Model Office site.

H The live trial phase of the Operational Trial will be of 3 months duration. It will initially take place in 10 outlets and expand to 60 outlets. The AUTHORITIES and the CONTRACTOR will agree the location and types of outlets.

All live trials will include, but not exclusively:

1 Training of users

2 Installation processes

3 Synchronisation of services

4 Live data handling from end to end

I All new or current products to be migrated on to the platform must undergo a technical test, a model office test and a live trial. The parameters of live trials taking place after the initial (3 month 10 to 60 outlets) trial will be agreed between the AUTHORITIES and the CONTRACTOR.

K For maintenance and upgrade purposes the CONTRACTOR will, in the Operational Trial Stage, proceed as agreed in close liaison with the AUTHORITIES, and will, subsequent to that stage, regard the Model Office in all respects as an outlet.

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Requirement	**926**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Roll-out

Requirement Description:
DSS Implementation - Generic Requirement

All roll out plans and changes to the plans to be agreed with the AUTHORITIES. Any changes to functionality will be implemented only with the agreement of the AUTHORITIES. A change control procedure for all aspects of the service will be agreed with the AUTHORITIES.

The AUTHORITIES will reserve the right to suspend the roll out programme if the CONTRACTOR fails to deliver the agreed service levels.

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Requirement	**927**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Documentation

Requirement Description:
DSS Implementation - Procedural Documentation

The CONTRACTOR shall provide information to the DSS to enable them to complete procedure manuals, forms and leaflets for internal DSS use. The information must include sufficient detail to allow DSS staff to understand what happens in the Post Office and the type of problems Customers are likely to encounter. The information is required within twenty one (21) days of the award of contract. *In addition, CMS guides will need to be provided directly by the CONTRACTOR.*

There will be an agreed process for updating information in the procedure manuals, forms and leaflets. This information must be available, where timescales allow, four (4) months before the proposed change.

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Requirement	**928**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Documentation

Requirement Description:
DSS Implementation - Technical Documentation

The DSS will have copies of the Service Architecture and Design documentation describing CMS, PAS and BES. The content and level of detail of the Service Architecture and Design documentation to be agreed with the DSS within x days of the award of Contract (x to be agreed by the DSS and CONTRACTOR).

The Service Architecture and Design documentation will be updated to ensure information is always current.

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Requirement	**929**	Release No	spr 19
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Roll-out

Requirement Description:
DSS Implementation - Foreign Encashment

From the start of use of the Card it must be possible for an Authorised Person to be paid using a Card at his/her Nominated Post Office and, in accordance with the rules for Foreign Encashments:

- at any other automated office
- in any main office.

There are approximately 1500 Post Offices classified as 'main' detailed in schedule X (to be issued).

The CONTRACTOR should bear in mind that procedures in Post Offices will not be allowed to impact on quality of service measures, and thus it is seen as desirable that some automated system, enabling at least payments to be authorised, is implemented in main Post Offices as soon as possible after the start of roll out. It is anticipated that some automation will be needed in all main Post Offices to support Foreign Encashments within twelve (12) months of the start of roll out.

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Requirement	**930**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Installation

Requirement Description:
DSS Implementation - Installation

If the CONTRACTOR's solution requires any activity within DSS nominated sites the roll out schedule must be agreed with the DSS.

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Requirement	**931**	Release No	spr 19
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Supporting services

Requirement Description:
DSS Implementation - Support Services

The CONTRACTOR shall ensure that all agreed support services will be available to DSS staff and Authorised Persons at least four (4) weeks before Card payments are made and all services to perform to agreed Service Levels.

Appropriate levels of support services must be available:
* to provide support when Users have access to the system;
* to cover the operation of interfaces with other systems;
* to provide support for all other Help Desks linked to the CONTRACTOR Help Desk facility;
* to provide replacement Cards to Authorised Persons who have reported them lost/damaged/not received.

If appropriate a CONTRACTOR Help Desk will deal with calls relating to Equipment and Software installed in DSS nominated sites. This will include, but is not exclusive to:
* Fault diagnosis
* Maintenance call out
* Caretaking advice
* Configuration management.

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Requirement	**932**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Training

Requirement Description:
DSS Implementation - Training

The CONTRACTOR shall provide information to the DSS to enable them to complete training material. This information is required within twenty one (21) days of the award of contract. It must be possible to update this information to incorporate any changes. This information must be available, where timescales allow, four (4) months before the proposed change.

The CONTRACTOR will provide training for a limited number of CAPS training development staff. This training will be available during Implementation and Steady State.

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Requirement	**933**	Release No	spr 20
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Service - design

Requirement Description:
Roll out of Card Payments

The current state of roll out planning is for a 3 month pilot - September to December 1996, followed by a 24 month roll out. There are two key drivers to the volumes during this period; firstly benefit systems being made Card ready - this timetable is covered in the CAPS component release strategy; and secondly the automation schedule for the Post Offices. There is currently general agreement between BA and POCL on this schedule.

For planning purposes, the assumption is that both the above drivers produce linear conversions over the 24 month roll out from January 1997 to December 1998. This would produce a hyperbolic curve for the number of Card payments throughout this period - for example, after 12 months, both roll outs would be 50% complete allowing only 25% of payments to be made by Card. This curve will be further refined as more detailed plans can be applied.

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Requirement	**934**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Interface with CAPS

Requirement Description:
SERVICE BOUNDARY DEFINITIONS
1. Service Boundary : CAPS to CMS.

1.1. Business supported across the boundary.

The following business transactions shall be supported across this boundary:

Transactions initiated by CAPS:

* Personal details notification - all DSS Customers (Beneficiaries and payees) will be referred to throughout the BPS by their NINO. The first such Transaction involving CMS that relates to a specific Customer will always be a personal details notification. The CONTRACTOR shall treat this notification both as a statement that this person must be able use any CMS supported Services and also that the personal details supplied must be used in any CMS supported interaction involving that Customer. Specifically, once the Customer has been accepted onto CMS the CONTRACTOR shall ensure that a Card (or equivalent Token) is always available to the Customer to enable collection of benefit payments. This facility must continue until 'end of interest' is received by the CONTRACTOR.

For changes to personal details notified later, the CONTRACTOR shall ensure the revised details are used in all succeeding CMS supported interactions. Revisions to personal details will only be supplied via this route and the CONTRACTOR shall ensure this is the only route available for changing the personal details used by CMS (the only exception is for Nominated Post Offices which may be changed by requests at the post office counter as defined in the CAPS to PAS Service Boundary).

* End of interest notification - when the DSS no longer wishes a Customer to be able to use CMS supported facilities, it will send an 'end of interest' Transaction. The CONTRACTOR shall ensure that, until or if any subsequent personal details notification is received, the person identified is unable subsequently to take any part in use of any CMS supported facilities (i.e. any Transaction requiring them to hold a Card is rejected).

There are no Transactions across this boundary that may be initiated by the CONTRACTOR.

1.2. System and Service responsibility

Business responsibilities are as outlined within the definition of each Transaction as are any Transaction specific constraints that

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have been identified (including specific timing and sequencing constraints).

Over and above DSS office staff , equipment and infrastructure, the CONTRACTOR shall provide any staff, premises, networks (voice and / or data), hardware, software, procedures and training required to deliver these Services to the nominated CAPS hardware platforms. The CONTRACTOR is entirely responsible for roll out, operation and management of all such equipment, subject to DSS approval. The CONTRACTOR shall undertake to provide such connection(s) at sites nominated by DSS that may change over the period of the DSS Agreement. These connections include those connections within the CAPS processors that enable data to be transmitted between the CAPS and CMS systems.

The CAPS hardware platform will be ICL VME based and will be located in the ACCs currently operated for DSS by EDS. It is for DSS's operator of the CAPS services and the CONTRACTOR to agree, subject to DSS approval, the technical nature of the connection.

The CONTRACTOR’s Service responsibilities extends to:

* transport of CAPS created transactions and associated information (e.g. reference data) from the CAPS service to the Services along with all subsequent processing. This normally includes detecting the availability of such Transactions and data on the CAPS services;

* provision of all responses to such Transactions (e.g. acknowledgements) along with delivery to the CAPS service and notification of their availability.

The CONTRACTOR is solely responsible for all activities required to discharge the above responsibilities. In all cases he must ensure integrity, security, auditability and maintenance of full audit trail of all Transactions and data as they are transmitted and processed by him.

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Requirement	**935**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Interface with CAPS

Requirement Description:
1. Service Boundary : CAPS to PAS

1.1 Business supported across the boundary

The following business transactions shall be supported across this boundary:

Transactions initiated by CAPS:

* Payment Authorisation - Customers who, having been adjudicated as entitled to benefit, will receive one or more payments. For those Customers who so elect, these payments may be collected at post offices and may require the use of the Card based method of payment. For each payment that is to be made available for collection in this way, the DSS will supply details of the payment and authorise the CONTRACTOR to enable its collection.

* Payment Stop Request - Having authorised the CONTRACTOR to make a payment collectable, the DSS need the facility to withdraw that authorisation (i.e. to stop the payment). This stop must be successful if issued at any time after a payment is authorised but before encashment.

* Payment Enquiry - Having authorised the CONTRACTOR to make a payment collectable, the DSS need the facility to enquire upon its current status (i.e. 'awaiting encashment' or 'encashed'). The CONTRACTOR shall return the current status along with encashment details if status is 'encashed'.

* Personal details notification - all DSS Customers (Beneficiaries and payees) will be referred to throughout the BPS by their NINO. The first such transaction involving PAS that relates to a specific Customer will always be a personal details notification. The CONTRACTOR shall treat this notification both as a statement that this person must be able to use any PAS supported services and also that the personal details supplied must be used in any PAS supported interaction involving that Customer. For changes to personal details notified later, the CONTRACTOR shall ensure the revised details are used in all succeeding PAS supported interactions. Revisions to personal details will only be supplied via this route and the CONTRACTOR shall ensure this is the only route available for changing the personal details used by PAS (the only exception is for Nominated Post Offices which may be changed by requests at the post office counter).

* End of interest notification - when DSS no longer wishes a Customer to be able to use (or be referred to in)PAS supported facilities, it will send an end of interest Transaction. The

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CONTRACTOR shall ensure that, until or if any subsequent personal details notification is received, the person identified is unable subsequently to take any part in use of any PAS supported facilities (i.e. any Transaction containing their NINO is rejected).

Transactions initiated by the CONTRACTOR:

* Expiry confirmation - CAPS defines the validity period of a payment and will treat the payment as expired if uncollected within the specified time. The CONTRACTOR shall also supply confirmation that each such transaction is uncollectable once it has passed its expiry date.

* Encashment Notification - the CONTRACTOR shall notify CAPS of all BPS encashments.

* Restricted Post Office Infringement - the CONTRACTOR shall notify CAPS of all failed encashment attempts that would have contravened post office restrictions.

* Change Nominated Post Office Request - the CONTRACTOR shall notify CAPS of any requests for change of Nominated Post Office by a Card holding DSS Customer at the post office. If such changes are unacceptable to the DSS then revised Personal Details broadcasts will be sent to PAS and CMS notifying the CONTRACTOR of the DSS authorised post office.

1.2. System and Service responsibility

Business responsibilities are as outlined within the definition of each Transaction as are any Transaction specific constraints that have been identified (including specific timing and sequencing constraints).

Over and above the DSS office staff, equipment and infrastructure, the CONTRACTOR shall provide any staff, premises, networks (voice and / or data), hardware, software, procedures and training required to deliver these Services to the nominated CAPS hardware platforms. He is entirely responsible for roll out, operation and management of all such equipment subject to DSS approval. The CONTRACTOR must undertake to provide such connection(s) at sites nominated by the DSS that may change over the period of the DSS Agreement. These connections include those connections within the CAPS processors that enable data to be transmitted between the CAPS and PAS systems.

The CAPS hardware platform will be ICL VME based and will be located in the ACCs currently operated for DSS by EDS. It is for the DSS's operator of the CAPS services and the CONTRACTOR to agree, subject to DSS approval, the technical nature of the connection.

The CONTRACTOR’s Service responsibilities extends to:

* transport of CAPS created transactions and associated

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information (e.g. reference data) from the CAPS service to the Services along with all subsequent processing. This normally includes detecting the availability of such transactions and data on the CAPS services;

* provision of all responses to such transactions (e.g. acknowledgements) along with delivery to the CAPS service and notification of their availability;

* transport of CONTRACTOR created Transactions and information from the Services to the CAPS service and notification of their availability.

* detecting CAPS generated responses to such Transactions and transport of those responses to the Services along with subsequent processing.

The CONTRACTOR is solely responsible for all activities required to discharge the above responsibilities. In all cases he must ensure integrity, security, auditability and maintenance of full audit trail of all Transactions and data as they are transmitted and processed by him.

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Requirement	**936**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Customer interface

Requirement Description:
1. Service Boundary : DSS Customer to CMS

In this context a DSS Customer is a Person who is currently or potentially a Beneficiary or payee involved in collecting benefit payments via the Benefit Payment Service.

Throughout this requirement the word 'Card' is used to mean either a personalised Card that will be valid for an extended period of time or any Temporary Token that is used for a limited duration (or limited number of events). The use of such a Temporary Token is entirely the CONTRACTOR's choice. It may be acceptable as a way of guaranteeing access to CMS supported services if there are circumstances where personalised plastic Cards cannot be delivered in time. The CONTRACTOR must limit, and fully define the restrictions applying to, the use of such Temporary Tokens.

1.1. Business supported across the boundary

The following business transactions must be supported across this boundary:

Transactions initiated by the CONTRACTOR:

* Customer Education - DSS Customers who will use the BPS must have information provided to them that enables them to understand both what facilities are available to them and how they may use such facilities. Normally the CONTRACTOR will provide all such information pro-actively to the Customer (i.e. without an explicit request from the Customer) although they must provide the facility for Customers to request such material. The CONTRACTOR may wish to deliver this element of the service via multiple interactions with the Customer.

* Card Issue - Having accepted a Customer as a valid User of CMS services it is the CONTRACTOR's responsibility to ensure a Card (or equivalent Token) is available to the Customer whenever required for benefit payment. An integral part of this process is therefore the ability to place a Card in the Customer's hand. The CONTRACTOR must ensure that they can get a Card to all Customers. Additionally they must monitor all aspects of the process to ensure problems lying with the CONTRACTOR or his sub- contractors are detected and resolved before they affect the Customer. The CONTRACTOR may wish to deliver this element of the service via multiple interactions with the Customer (for instance, the use of Pick-Up Notices (PUNs) and collection reminders is acceptable although not mandated.)

This function may be initiated for a variety of reasons which must

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include automatic initiation for:

* initial issue of Card to Customers newly authorised to use CMS facilities;

* replacement of a Card as a result of loss, theft, damage or destruction;

* renewal of Cards sufficiently frequently to minimise the number of Cards unusable as a result of normal wear and tear;

* replacement of Card due to revision of personal details as passed from CAPS to CMS wherever they affect what is on the Card.

Transactions initiated by the Customer:

* Customer Enquiries - The CONTRACTOR must provide a service whereby all of DSS's Customers are able to enquire on all aspects of the Card Management Service and receive prompt and accurate responses. Such enquiries depend on the services proposed by the CONTRACTOR but must, as a minimum, encompass enquiries about:

* the use of all CMS supported services available to the Customer;

* whether the Customer should expect to receive a Card or not;

* the status, type and expected availability (time and location) of any Card the Customer is expecting but has not yet received;

* the status of any Card(s) he currently holds (at a minimum which are valid for payment collection and which are not);

* the status of any Card(s) he previously held. It is for the CONTRACTOR to propose a retention period to be agreed by the DSS.

* Customer Reports - The CONTRACTOR must provide facilities by which the Customer can report various events relating to his Card(s). Having accepted such reports, the CONTRACTOR is responsible for all subsequent processing / recovery actions needed to ensure the Customer can collect whatever payments are due to him. The reports to be supported are dependant on the CONTRACTOR solution but must as a minimum include:

* report of non-receipt of Card by Customer - the CONTRACTOR must undertake ensuing recovering action to either ensure receipt of that Card by the Customer or invalidation of that Card along with its replacement;

* report of loss, theft, damage or destruction - the CONTRACTOR must take whatever invalidation and replacement actions are necessary.

There are common facilities that the CONTRACTOR must make available to support any interaction initiated by the Customer on this service boundary. These include:

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* trace facilities to identify the Customer - although the DSS promotes the use of NINO in communications with Customers, the CONTRACTOR cannot rely on a Customer supplying his NINO in any interaction. Nor can the CONTRACTOR rely on the use of Card numbers (since the Customer will, in many cases, not have the Card at hand). Therefore the CONTRACTOR must have other facilities for identifying Customers based on other information available to him. The CONTRACTOR must define what these facilities are and any circumstances in which they may require additional DSS support (and hence incur extra costs to the DSS);

* ensuring the Customer is who he claims to be - the CONTRACTOR must enforce checks that are sufficient to prevent fraudulent or malicious use of the services;

* applying agreed access criteria - the CONTRACTOR must define which Customers can access which services (for example can a husband report the loss of his wife's Card) and must gain agreement from the DSS for these restrictions. Such restrictions must be implemented in their solution

1.2. System and Service responsibility

All the Card Management functions described above are entirely the CONTRACTOR's responsibility. The use of DSS staff and facilities to deliver any part of this service is possible although subject to the following constraints:

* the CONTRACTOR must promote the use of his facilities for delivering all of the services above;

* the CONTRACTOR must minimise the operational impact of the BPS on DSS staff and services;

* the CONTRACTOR should use existing DSS office equipment and infrastructure (for example, telephones, terminals, cables, servers, exchanges, wide area network connections (voice and data, public and private)). The CONTRACTOR should not propose a solution that requires rollout of any additional equipment or any changes to existing equipment unless it is the most cost-effective taking full account of any disruption to DSS offices. Any such disruption costs will be evaluated as part of the cost-effectiveness of CONTRACTOR proposals;

* the CONTRACTOR must enable the DSS to deliver the Customer initiated elements of the above services to as high a quality as that delivered by the CONTRACTOR directly (although only for periods where DSS offices are open to callers). The CONTRACTOR must take all cost-effective actions to minimise the use that Customers make of such DSS supported facilities;

* the use of DSS staff and facilities for any other part of these services is only acceptable if no other cost-effective solution is viable (for example, if the CONTRACTOR issues Temporary Tokens then physical delivering to Customer by DSS staff may be the most cost-effective solution);

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* the cost (direct and indirect) of any use of DSS staff or facilities by the CONTRACTOR will be evaluated in assessing the overall cost effectiveness of their solution;

* the CONTRACTOR retains sole responsibility for all activity and must supply services that enable him to do so.

The detailed processes are for the CONTRACTOR to define but:

* must deal with all DSS Customers (including, for example, those of no fixed abode, those where the DSS has not been informed of an address, those who cannot attend the Post Office for Card collection, etc.);

* must not degrade existing service levels (for example, the Customer must not have to spend significantly more time or effort in collecting a Card and supporting material than he does in collecting current IOPs and supporting material);

* must not place other additional burdens on the Customer (for example, requiring long distance telephone calls is unacceptable).

Over and above the DSS office staff , equipment and infrastructure, the CONTRACTOR must provide any staff, premises, networks (voice and / or data), hardware, software, procedures and training required to deliver these services to all of the DSS's Customers. He is entirely responsible for rollout, operation and management of all such equipment subject to DSS approval. The CONTRACTOR must undertake to provide such facilities to all Customers and via all DSS locations to be nominated by the DSS. The CONTRACTOR must provide connections to all such DSS sites which may be anywhere in the United Kingdom and which will change both in number and location over the period of the contract.

At Version 1 connections to all DSS offices are expected. DSS offices are within the DSS, DHSS(NI), and ES, and number approximately 2,000 currently (although this figure may change significantly before full implementation as well as subsequently).

For services involving DSS staff, the CONTRACTOR'S service responsibilities extend to:

- collecting information from the DSS clerk and all subsequent processing;

- presenting information back to the DSS clerk.

The CONTRACTOR is solely responsible for all activities required to discharge the above responsibilities. In all cases he must ensure integrity, security, auditability and maintenance of full audit trail of all transactions and data as it is transmitted and processed by him.

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Requirement	**937**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Interface with BA staff

Requirement Description:
1. Service Boundary : DSS Staff to CMS

In this context DSS staff are any individuals authorised by the DSS to administer benefit payment operations.

Throughout this requirement the word 'Card' is used to mean either a personalised Card that will be valid for an extended period of time or any Temporary Token that is used for a limited duration (or limited number of events). The use of such a Temporary Token is entirely the CONTRACTOR'S choice. It may be acceptable as a way of guaranteeing access to CMS supported services if there are circumstances where personalised plastic Cards cannot be delivered in time. The CONTRACTOR must limit, and fully define the restrictions applying to, the use of such Temporary Tokens.

1.1. Business supported across the boundary

The following business transactions must be supported across this boundary:
Transactions initiated by DSS Staff:

DSS Staff Enquiries - The CONTRACTOR must provide facilities whereby all authorised DSS staff are able to enquire on all aspects of the Card Management Service and receive prompt and accurate responses. Such enquiries depend on the facilities proposed by the CONTRACTOR but must, as a minimum, include all enquiries that a DSS Customer is able to make and also encompass enquiries about:

* for a particular Customer, the current status and type of all Cards related to him (i.e. all Cards the CONTRACTOR intends or ever has produced for this Customer regardless of whether the Customer has received them or not). For each such Card, a full history of all relevant status changes must be available (including date, time and reason for each status change). Additionally, information must be available regarding likely dates and times of any future status changes (for example, when a Card in production is likely to be available for collection, when a currently valid Card is due to expire, etc.);

* for a particular Card, who is the Cardholder. In addition, all the information above should be available for that Card.

DSS Staff Reports - The CONTRACTOR must provide facilities by which DSS staff can report various events relating to the Card Management Service. Having accepted such reports the CONTRACTOR is responsible for all subsequent processing / recovery actions required to ensure the Customer has continuous, uninterrupted

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access to CMS supported services. The reports possible are dependant on the CONTRACTOR solution but must as a minimum include:

* report of non-receipt of Card by Customer - the CONTRACTOR must undertake ensuing recovering action to either ensure receipt of that Card by the Customer or invalidation of that Card along with its replacement;

* report of loss, theft, damage or destruction - the CONTRACTOR must take whatever invalidation and replacement actions are necessary.

There are common facilities that the CONTRACTOR must make available to support any interaction initiated by DSS staff on this service boundary. These include:

* facilities to identify the clerk and ensure he has security clearance to use the service;

* applying agreed access restriction to particular functions - the CONTRACTOR must define which categories of DSS staff can access which services and must gain agreement from the DSS for these restrictions.

Transactions initiated by the CONTRACTOR

None are mandated.

Other transactions the CONTRACTOR may propose:

The CONTRACTOR may, subject to various restrictions, propose solutions that require support for other interactions across this boundary. Such proposals may include (but are not limited to):

* transitional arrangements - for example to support Urgent Payment collection (see the CAPS to PAS Service Boundary requirement);

* support for other elements within the boundary of the CONTRACTOR's responsibility - for example the CONTRACTOR may propose DSS operational support for elements of the Card issue process (for instance, Temporary Tokens) or for tracing Customers the CONTRACTOR cannot identify (see below for restrictions on such proposals).

1.2. System and Service responsibility

All the Card Management functions described above are entirely the CONTRACTOR'S responsibility. The service delivered to DSS staff is subject to the following constraints:

* the CONTRACTOR must promote the use of his CMS facilities by the DSS's Customers;

* the CONTRACTOR must minimise the operational impact of

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delivering these services on DSS staff and services;

* the CONTRACTOR must use existing DSS office equipment and infrastructure (for example, telephones, terminals, cables, servers, exchanges, wide area network connections (voice and data, public and private)). The CONTRACTOR should not propose a solution that requires rollout of any additional equipment or any changes to existing equipment unless it is the most cost-effective taking full account of any disruption to DSS offices. Any such disruption costs will be evaluated as part of the cost-effectiveness of CONTRACTOR proposals;

* the use of DSS staff and facilities to deliver elements of the CONTRACTOR'S service is only acceptable if no other cost-effective solution is viable (for example, if the CONTRACTOR issues Temporary Tokens then physical delivering to Customer by DSS staff may be the most cost-effective solution). The cost (direct and indirect) of such of DSS staff or facilities by the CONTRACTOR will be evaluated in assessing the overall cost effectiveness of their solution.

Over and above the DSS office staff , equipment and infrastructure, the CONTRACTOR must provide any staff, premises, networks (voice and / or data), hardware, software, procedures and training required to deliver these services to all authorised DSS staff. The CONTRACTOR is entirely responsible for rollout, operation and management of all such equipment subject to DSS approval. The CONTRACTOR must undertake to provide such facilities to all locations to be nominated by the DSS. The CONTRACTOR must provide connections to all such DSS sites which may be anywhere in the United Kingdom and which will change both in number and location over the period of the contract.

At Version 1 connections to all DSS offices are expected. DSS offices are within the DSS, DHSS(NI), and ES, and number approximately two thousand (2,000) currently (although this figure may change significantly before full implementation as well as subsequently).

For services to DSS staff, the CONTRACTOR'S service responsibilities extend to:

- collecting information from the DSS clerk and all subsequent processing;

- presenting information back to the DSS clerk.

The CONTRACTOR is solely responsible for all activities required to discharge the above responsibilities. In all cases he must ensure integrity, security, auditability and maintenance of full audit trail of all transactions and data as it is transmitted and processed by him.

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Requirement	**938**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Management interfaces

Requirement Description:
SERVICE BOUNDARY: Data Protection Act 1984 to DSS

Business supported across Service Boundary.

DSS will require access to the information covered and provided under the Data Protection Act 1984 functional requirement. The nature and form of the access is not as yet defined in detail but will be needed to support some or all of the following:

- Fraud detection and prevention;
- Security violation investigation;
- Probity assurance;
- Criminal investigations;
- Information to support DSS policy questions;

CONTRACTOR responsibility.

The CONTRACTOR is responsible for providing a detailed functional specification for approval by the DSS prior to implementing any services affected by the Data Protection Act 1984.

The CONTRACTOR is responsible for providing all services to support the functional requirements.

The CONTRACTOR is responsible for ensuring that any information supplied under the Data Protection Act 1984 is accurate and that assurances can be given as to the integrity of that information.

The CONTRACTOR is responsible for delivering any information requested under the Data Protection Act 1984 to the requesting body, Person or DSS as appropriate.

Outline Service requirements.

The Data Protection Act 1984 became law from 11/11/87, all subsequent alterations and reviews to this law must be integrated and adhered to.

The CONTRACTOR must record all written requests for a data protection print from a Customer, representative or DSS within forty (40) days of receipt of the request, and deal with queries raised within a timescale to be agreed with the AUTHORITIES.

All information provided under the Data Protection Act 1984 must be made available to facilitate inspection.

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Details of responses of a request and response made under the Data Protection Act 1984 must be retained consistent with the Data Protection Act 1984 requirements.

Clarification

The following clarification applies to the last sentence of this requirement:

delete "responses of"

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Requirement	**939**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Management interfaces

Requirement Description:
SERVICE BOUNDARY: BPS MIS Reports to DSS

Business supported across Service Boundary

DSS will require access to the Management Information collected as part of the response to the BPS Management Information Catalogue requirements. The nature and form of presentation of this information is not as yet defined but is expected to be presented in report formats to be agreed with the DSS.
The Management Information will be required to support the following:-
- Fraud detection and prevention
- Security detection and investigation
- Failure investigation
- Service disputes
- Service quality
- Audit
- Accounting and validation
- Information to support policy development, policy monitoring, Parliamentary and Ministerial questions etc.

CONTRACTOR'S responsibility.

The CONTRACTOR is responsible for providing detailed response specifications for approval by the DSS prior to the commencement of collection and reporting of the MIS required.

The CONTRACTOR is responsible for providing all the services necessary to support the provision of the information requested within the BPS MIS Catalogue.

The CONTRACTOR is responsible for ensuring that the contents of the Management Information reports are accurate and that any assurances or appropriate requests for confirmation of the integrity of the reports is available.

The CONTRACTOR is responsible for the delivery of the Management Information reports within an agreed period following the required completion of the information collection, and for filtering the limited reports to a number of central DSS services for further processing.

Outline Service Requirements.

The CONTRACTOR must make available utilities to facilitate

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inspection of the Management Information data by DSS.

The Management Information must be retained for a period consistent with the Companies Act requirements.

Requirement	**941**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Roll-out

Requirement Description:
DSS implementation - Post Office roll out

The planned go live for Post Office automation will be agreed by the CONTRACTOR and the AUTHORITIES, and the CONTRACTOR will inform DSS of the acceptance by POCL of each Post Office installation.

Northern Ireland will be a discrete area for roll out purposes.

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Requirement	**942**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Audit

Requirement Description:
SERVICE BOUNDARY: DSS to Supplier Audit Trails

Business supported across Service Boundary.

DSS will require access to the audit information captured as part of the audit trail functional requirement. The nature and form of the access is not as yet defined in detail but is likely to be needed to support some or all of the following:

- Fraud detection and prevention
- Security violation investigation
- Probity assurance
- Failure investigation
- Service and Contractual disputes
- Criminal investigations
- Information to support policy development, policy monitoring, Parliamentary and Ministerial questions etc.

CONTRACTOR'S responsibility.

The CONTRACTOR is responsible for providing a detailed functional specification for approval by the DSS prior to implementing any such services.

The CONTRACTOR is responsible for providing all services to support the functional requirements.

The CONTRACTOR is responsible for ensuring that the contents of the audit trail are accurate and that suitable legal assurances can be given as to the integrity of the audit trail.

The CONTRACTOR is responsible for delivering the total or a filtered subset of the audit trail to a limited number of central DSS services for further processing. The delivery should include any technical transformation and/or reformatting that may be required to ensure the audit trail is understandable by the receiving services.

Outline Service requirements

The audit trail must be maintained during all periods of operation including fallback and recovery.

The audit trail must record all transaction and data passing across service boundaries and all major processing actions

The information recorded must allow tracking of a business transaction through the CONTRACTOR services and across service

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boundaries to other supplier's services.

The information recorded must identify origin of transaction, time and outcome.

The audit trail must be made available to the DSS as logically a single entity showing a chronological trail of events.

The CONTRACTOR must make available utilities to facilitate inspection of the audit trail by DSS.

The audit trail must be retained for a period consistent with the Companies Act requirements.

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Requirement	**943**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
PAS must restrict encashment to Great Britain or Northern Ireland for specific benefits when notified by CAPS.

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Requirement	**944**	Release No	spr 15
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
Casual Agent encashment must be restricted to the Authorised Persons Nominated Post Office (x-ref. 768).

Clarification:

The following clarification is provided in relation to this requirement:

Note that Alternative Payees cannot nominate a Permanent Agent or Casual Agent to collect any payments for which they are the Alternative Payee.

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Requirement	**945**	Release No	spr 15
Programme Grouping	Implementation	**Subject Heading**	Service Level Agreements Installation

Requirement Description:

1. This paper documents the Installation Service Level requirements for the operational systems.

2. Survey

2.1 The CONTRACTOR will provide [] working days written notice of the survey date to the OUTLET MANAGER.

2.2 The CONTRACTOR will agree with OUTLET MANAGER the number of positions to be automated, should this not be agreed by the region.

2.3 The survey date and time will be agreed with the OUTLET MANAGER.

2.4 The survey will be undertaken at the agreed date and time.

2.5 The surveyor will conform to the agreed identification process before starting the survey.

2.6 The survey will be completed in a maximum of [] visits.

2.7 The CONTRACTOR will give [] days notice to the OUTLET MANAGER and the database liaison of a cancelled appointment.

2.8 The CONTRACTOR will agree, within agreed parameters, with the OUTLET MANAGER and obtain sign off the siting of the OPS.

2.9 A quality survey will be conducted by the AUTHORITIES to measure User satisfaction with the survey. The AUTHORITIES and the CONTRACTOR will agree the approach to be taken and the format/content of the questionnaire.

2.10 The CONTRACTOR will achieve []% satisfaction rating from the survey.

3 Modifications

3.1 The CONTRACTOR will provide [] working days written notice of the modifications date to the OUTLET MANAGER.

3.2 The modifications date and time will be agreed with the OUTLET MANAGER.

3.3 The modifications will be undertaken at the agreed date and time.

3.4 The CONTRACTOR will give [] days notice to the OUTLET MANAGER

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and the database liaison of a cancelled appointment.

3.5 The CONTRACTOR will agree, within agreed parameters, with the OUTLET MANAGER and obtain sign off the siting of the OPS.

3.6 Cosmetic damage will be scheduled for repair within [ ] days of the requirement being raised.

3.7 98% of repairs will be carried out within their scheduled timescales.

3.8 Modifications will not be carried out during specified/ agreed period. These period will be agreed between the CONTRACTOR and the AUTHORITIES every quarter.

3.9 Visits to carry out further modifications will be scheduled with the OUTLET MANAGER.

3.10 A quality survey will be conducted by the AUTHORITIES to measure User satisfaction with the survey. The AUTHORITIES and the CONTRACTOR will agree the approach to be taken and the format/content of the questionnaire.

3.11 The CONTRACTOR will achieve [ ]% satisfaction rating from the modifications exercise.

4 Installation

4.1 The CONTRACTOR will provide [] working days written notice of the installation date to the OUTLET MANAGER.

4.2 The installation date and time will be agreed with the OUTLET MANAGER.

4.3 The installation will be undertaken at the agreed date and time.

4.4 The CONTRACTOR will give [ ] days notice to the OUTLET MANAGER and the database liaison of a cancelled appointment.

4.5 A quality survey will be conducted by the AUTHORITIES to measure User satisfaction with the survey. The AUTHORITIES and the CONTRACTOR will agree the approach to be taken and the format/content of the questionnaire.

4.6 The CONTRACTOR will achieve [ ]% satisfaction rating from the installation exercise.

4.7 The CONTRACTOR will inform the AUTHORITY at the end of each working day, in a format to be agreed, of the following, though not exclusively:

- The outlets that have been successfully installed
- Configuration details
- Serial numbers of the OPS

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4.8 The AUTHORITIES will at the end of each calendar month inform the AUTHORITIES of any configuration changes or swapouts and the relevant serial numbers.

4.9 Cosmetic damage will be scheduled for repair within [ ] days of the requirement being raised.

4.10 98% of repairs will be carried out within their scheduled timescales.

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Requirement	**949**	Release No	spr 16
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Training

Requirement Description:
The Service Provider must be capable of delivering POCL's total training requirement if required in due course.

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Requirement	**950**	Release No	spr 16
Programme Grouping	General	**Subject Heading**	General Overview of Solutions

Requirement Description:
Requirement - Service Provider Solutions Document

The Supplier will provide an overview document which will describe and summarise the solutions they are proposing in response to the requirements documents sent to them. It is to be written in such a way that it logically links back to the requirements.

It is expected that this document will also include aspects of the overall end to end solution which are not explicitly defined in the individual responses to requirements.

The document should be text biased and not exceed 35 pages. It may be supported by annexes which could include flow diagrams of the technical solution and the support processes. It should be provided on floppy diskette in Word 6 (12 point)format accompanied by 3 hard copies.

The format is to cover the following:

BA
This should describe the CMS and PAS services and should include the following topics:-

- Hardware proposed and sizing
- Physical locations of central sites
- Software proposed
- Network(including topology, protocols)
- External Interfaces (including CAPS and POCL systems)
- Resilience and availability
- Security
- Fallback and Recovery
- Scalability

POCL
An end to end description of how the Post Office Strategic Infrastructure will operate covering all outlets. This should cover the solutions for OP, TMS, SM, APS, BES, EPOS and OBCS services and should include the following topics:-

- Hardware proposed (with expected utilisation)
- Physical locations of central sites
- Software proposed (including operating system, middleware and application software)
- Wide Area Network (including topology, protocols, message authentication)
- Security (including any key management)
- External Interfaces (including POCL and client systems)
- Fallback and Recovery

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Resilience and availability
Scalability
System Management

Technical Interfaces
A description of how all the components of the system interact with each other and with other systems such as CAPS and Post Office accounting systems

Benefit Payment Service
This should draw together the specific solutions to CMS, PAS and BES into an integrated end to end picture of how the system will work. This should draw together the specific solutions to:-

card design
responsibilities
security
Fraud Investigation
Contingency

Provision of Services
An end to end description of how the solutions will be implemented and should include:-

Roll out through to steady state
Migration of existing automation and services
Training and Documentation
Customer education and Marketing
Support services, specifically Help facilities.

The report should be written at a level directed at Programme Team members who will have a knowledge of the solution proposed.

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Requirement	**951**	Release No	spr 17
Programme Grouping	General	**Subject Heading**	General Systems - design

Requirement Description:
The Contractor must develop and maintain a document describing the design of the service architecture.

As a minimum the document must specify:

- the major components, provided directly or sub-contracted, used in providing the services

- the functionality within the major components

- the interfaces between the major components

- the service levels required across the interfaces to meet the objectives of the overall services

- all the interfaces with the Authorities' systems and with other parties

The audience for the document will be technical staff within the Authorities. It must be self contained, though it is expected that it will reference other documents to provide further levels of detail as appropriate. The level of detail within the document must be such that it gives a thorough background to the construction of the services and the rationale for the approach. It is anticipated that the document will be between 200 and 400 pages in length.

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Requirement	**952**	Release No	spr 17
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - design

Requirement Description:
APS key management

The OPS must support a reliable, secure and encrypted means for the transfer of data that may subsequently be used for cryptographic applications at the counter e.g. the mechanism must be suitable for key management.

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Requirement	**953**	Release No	spr 17
Programme Grouping	POCL Infrastructure	**Subject Heading**	POCL Infrastructure (OPS) Service - design

Requirement Description:
Concurrency

The OPS must support concurrent access to its services.

The OPS must ensure data integrity, e.g. reports printed at the back office whilst serving at the front office should be consistent, with a clearly stated policy of what front office data is included in the report.

The office performance should not be significantly degraded by other office activity, e.g. front office, back office and communications activities should not unduly impact each other.

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Requirement	**954**	Release No	spr 20
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
If, before expiry of the existing Card and after CAPS has sent a notification that an Authorised Person no longer requires a Card, CAPS sends new personal details for that Customer , the CONTRACTOR must use the existing Card rather than issuing a new Card.

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Requirement	**955**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
The CONTRACTOR shall ensure that all Temporary Tokens, which will have a validity of seven (7) days, are terminated on payment of the single encashment authorised by the DSS. If a Authorised Person is entitled to benefit on successive days additional tokens may be issued for each days entitlement. All Temporary Tokens will be payable at the Post Office nominated by the DSS at the time of issue and retained by the Post Office clerk following encashment.

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Requirement	**956**	Release No	spr 18
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Interface with OPS

Requirement Description:

1. Service Interface : ESNCS to OBCS

1.1. Business supported across the interface

The following business transactions must be supported across this boundary:

Transactions initiated by ESNCS:

Order Book stops - ESNCS will provide to OBCS amendments to the currently held list of Order Books that should be stopped and impounded when they are presented at a Post Office. That is, Order Books where no further payment on foils within the specified Order Book should be made;

Order Book recalls - ESNCS will provide to OBCS amendments to the currently held list of recalled Order Books with the recall date. A recalled Order Book will be impounded upon presentation at a Post Office but payments

Purge Order Book Notification - ESNCS will provide a list of Order Books which OBCS may purge from its list of recalls or stops. OBCS will not subsequently need to support any stop or recall action on such Order Books unless they are subsequently re-notified via either the stop or recall processes;

Restate Full List - ESNCS can, on request from either the DSS or the CONTRACTOR, provide a full list of all stops and recalls that are currently in force. This is an ad hoc transaction which requires negotiations between both parties before it can be initiated.

Transactions initiated by the CONTRACTOR:

Notification of outcome of Order Book receipt at Post Office - OBCS will notify ESNCS of the outcome of the Order Book receipt process in the Post Office. The outcome will be one of:

- the Order Book is acceptable;
- the Order Book is immediately impounded (due to a stop or recall request previously accepted from ESNCS);
- the Order-Book bar-code is found to be unreadable and is to be sent by the Post Office to a DSS Office for re-issue;

Notification of outcome of an Order Book redirection - the Post Office will detect delivery of an Order Book to the wrong Post Office and attempt to redirect it to the correct one. OBCS will notify ESNCS of the outcome of such events which will be one of:

- the Order Book is redirected successfully;
- the Order Book is immediately impounded (due to a stop or recall request previously accepted from ESNCS);
- the Order Book bar-code is found to be unreadable and is to be sent to a DSS Office for re-issue.

Notification of Outcome of Order Book handover to customer - OBCS will notify ESNCS of the outcome of the Order Book handover to customer. The outcome will be one of:

- the Order Book is handed over successfully;

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- the Order Book is immediately impounded (due to a stop or recall request previously accepted from ESNCS);
- the Order Book bar-code is found to be unreadable and is to be sent to a DSS Office for re-issue;

Notification of Outcome of Order Book foil encashment - OBCS will notify ESNCS of the outcome of the Order Book foil encashment. The outcome will be one of:
the encashment is successful and the number of foils encashed is reported;

- no encashment is made and the Order Book is immediately impounded (due to a previous stop request accepted from ESNCS);
- one or more foils are encashed and the Order Book impounded (due to a previous recall request accepted from ESNCS);
- one foil is encashed and the Order Book is impounded due to the Order-Book bar-code being unreadable;

Post Office Summary transaction - OBCS will notify ESNCS daily for each Post Office of:

- the total number of non bar-coded Order Books presented at that Post Office;
- the total number of Order Books impounded without any encashments due to the bar-code being invalid.

1.2. System and Service responsibility
The CONTRACTOR must provide all networks, hardware, software, procedures and training required to connect and deliver services to the nominated ESNCS platforms. He is entirely responsible for rollout, operation and management of all such resources subject to the approval of the DSS. The CONTRACTOR must undertake to provide such connection(s) at sites nominated by the DSS and which may change over time.
ESNCS is ICL VME and UNIX based and resides in the DSS Area Computer Centres operated for the DSS by EDS. It is for DSS's operator of the ESNCS gateway platform (currently SEMA) and the CONTRACTOR to agree the technical nature and implementation of the connection. This should be in negotiation with EDS and subject to DSS approval.
The CONTRACTOR cannot change the ESNCS interface as currently implemented in any way without the agreement of the DSS. The exception to this is the acknowledgement of Order Book stops and recalls which is in addition to the current implementation. A detailed specification is available to the CONTRACTOR.
The CONTRACTOR'S service responsibilities extend to:

- transport of ESNCS created transactions and any associated information (e.g. reference data) from the ESNCS service to their own services along with any subsequent processing. This normally includes detecting the availability of such transactions and data on the ESNCS services;
- provision of responses to transaction where requested along with delivery to the ESNCS service;
- transport of CONTRACTOR created transactions and information from their own services to the ESNCS service and notification of their availability if required.

The CONTRACTOR must agree a Service Level Agreement with the DSS prior to service commencement.

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Requirement	**957**	Release No	spr 18
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Roll-out

Requirement Description:
DSS Implementation - Live Operational Trial

The live Operational Trial will last for approximately three (3) months. This will initially require X Post Offices in a small geographical location to be agreed with the AUTHORITIES within 7 (seven) days of the award of contract. During this period payments will be made to a limited number of Customers.

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Requirement	**958**	Release No	spr 18
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Trials & Testing

Requirement Description:
DSS Implementation - Testing

Software and Equipment to be available for the purpose of end to end testing - to ensure the whole network of services and system from DSS feeder systems through PAS/CMS to the finance package are able to work as a whole.

The CONTRACTOR is required to provide infrastructure and support services for DSS testing environment.

The CONTRACTOR will produce a testing strategy and plan to be agreed with DSS within x days of the award of Contract (x to be agreed by the DSS and CONTRACTOR).

The Service Acceptance Test of the Operational Trial will not be closed until all aspects of the Acceptance Criteria have been met.

Clarification:

The following clarification is provided in relation to the last paragraph of this requirement:

'Service Acceptance Test' is a term used in previous draft versions of Clause 403 (Operational Trial). This clause no longer makes reference to this and is therefore no longer applicable as a distinct term. In the original drafting of Requirement 958 it was intended to be used as a generic term to describe a period during which all of the Acceptance Criteria would be satisfied and was not retrospectively removed from this requirement. For the purposes of Requirement 958 therefore this term is no longer appropriate and may be disregarded. The last line of this Requirement may therefore be interpreted as:

'The Operational Trial will not be closed until all aspects of the Acceptance Criteria have been met'.

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Requirement	**959**	Release No	spr 18
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Service - design

Requirement Description:
The Urgent Payment and immediate stop facility will be required by July 1997.

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Requirement	**960**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (EPOSS) Accounting & reconciliation

Requirement Description:
ZERO-VALUE TRANSACTIONS

EPOSS shall allow POCL to record various zero-value Transactions to measure work done, for example for various Royal Mail and Parcelforce activities and for distribution of various forms, for example E111s. The measurement of work may be for charging clients, for remunerating subpostmasters, for monitoring work done to check assumptions in cases where the costs are subsumed in other charges, and so forth. Potential reasons for new zero-value Transactions might be to provide data for clients in support of Service Level monitoring, for example recording Transaction times for mail receipts.

Automated zero-value Transactions shall be reported separately. Initially these will be:

* Automated Payments which fall into two categories:
  - Smart Tokens, where "voids" from a User viewpoint are really recorded as Reversals and any Transactions are recorded (even if zero-value) once the Client has been identified since this implies interaction with the Smart Token;
  - swipe-cards or keyed Transactions, where recording of zero-value Transactions is controlled by POCL Product parameters for minimum and maximum values but where a Transaction can be made void during Customer service.

* Benefit Encashment transactions, which may be zero-alue for various reasons, e.g.:
  - Customer terminates before signing the declaration, perhaps as a quasi-enquiry;
  - User terminates, perhaps if unsatisfied by Customer identity, etc.;
  - no payment due;
  - no payment available at this Outlet (e.g. Restricted Post Office or Foreign Encashment);
  - the Transaction is normally zero-value, e.g. requested change of Nominated Post Office,
  - statement request;

* Associated benefit Card Transactions, (if "automated" with POCL sub-contracted to the CONTRACTOR as "Client", recording:
  - receipt of batches of Cards into Outlets;
  - returns of uncollected Cards;
  - issuing of Cards to cardholders.

* Transitional arrangements for OBCS with registration of order

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book receipt and issue in Outlets.

Particular aspects are:

a) zero-value BES transactions should be recorded on the EPOSS Transaction log and included in data passed to POCL's TIP system, as indicated in requirement 881 (nil-value receipts);

b) Automated Payments should continue as now;

c) extra automated Transactions, including zero-value ones such as those indicated above for Card/book/receipt movements should be designed as POCL Products in the normal way with normal Transaction controls and data flows, including interfaces with POCL systems.

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Requirement	**961**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Security

Requirement Description:
The CONTRACTOR shall ensure that the reverse of the Card mandates that Cards which are found ARE NOT returned to the Post Office but to a secure freepost address nominated by the CONTRACTOR.

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Requirement	**962**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Customer education

Requirement Description:
The CONTRACTOR shall ensure that the reverse of the Card carries a message that reminds the Authorised Person of their responsibility in reporting changes in circumstances which may affect their entitlement to benefit, to the DSS. The content of the message is to be agreed between the DSS and the CONTRACTOR.

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Requirement	**963**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
All payments made using contingency procedures must be clearly distinguishable from routine payments when notified to CAPS.

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Requirement	**964**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Interface with CAPS

Requirement Description:
PAS must be able to handle temporary increases in the volume of data from CAPS during recovery of a CAPS failure (to catch up with data lost during the failure). The CONTRACTOR must specify what constraints their solution will impose under such circumstances.

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Requirement	**965**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
The POCL counter clerk must not be able to enter the amount encashed. They must only be able to indicate whether the amount authorised by CAPS has been collected.

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Requirement	**966**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
In the event of a postal dispute, or other unforeseen circumstances, CMS must be able to introduce new Authorised Persons to the service in a secure and auditable manner to allow collection of Authorised Payments on the due date. Such events must be clearly distinguishable from routine introductions to prevent duplication and to support audit.

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Requirement	**967**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Interface with CAPS

Requirement Description:
CMS must be able to handle temporary increases in the volume of data from CAPS during recovery of a CAPS failure (to catch up with data lost during the failure). The CONTRACTOR must specify what constraints their solution will impose under such circumstances.

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Requirement	**968**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (CMS) Service - design

Requirement Description:
If the CONTRACTORS solution includes the issue of a Pick Up Notice (PUN) the DSS may require the issue of information notes prepared by the CONTRACTOR and any other associated collateral material (to be agreed between the CONTRACTOR and the DSS) to be issued with the PUN. It is not envisaged that the collateral material will increase postage costs. CONTRACTORS should separately identify the cost of providing such a service.

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Requirement	**969**	Release No	spr 19
Programme Grouping	POCL Applications	**Subject Heading**	POCL Applications (BES) Service - design

Requirement Description:
When the CONTRACTOR is notified by POCL that for whatever reason the Nominated Post Office is closed unexpectedly (e.g. audit closure, safe failure, fire etc., but not including failure of the Operating Platform), BES will allow Authorised Persons to encash their benefits at a post office other than their Nominated Office. These transactions will not be recorded as a Foreign Encashment as outlined in requirement 770.

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Requirement	**970**	Release No	spr 19
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Service - design

Requirement Description:
The CONTRACTOR must have a process for identifying (in conjunction with POCL) Post Offices that have been permanently closed (for any reason) and which alternative Post Office should be used.

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Requirement	**971**	Release No	spr 19
Programme Grouping	Implementation	**Subject Heading**	Implementation (POCL) Interface with POCL applications

Requirement Description:
Farnborough requirement

It is a POCL requirement that its automated payment clients receive only one stream of unreconciled data irrespective of the source of the polling at outlets (via whether Farnborough or CONTRACTOR facilities). The CONTRACTOR and the AUTHORITY will agree a strategy to achieve this requirement from day 1.

The strategy will include, but not exclusively, a timetable separate from and shorter than the roll out timetable, for the CONTRACTOR to absorb the reducing workload from Farnborough.

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Requirement	**972**	Release No	spr 19
Programme Grouping	Implementation	**Subject Heading**	Implementation (Joint) Roll-out

Requirement Description:
The CONTRACTOR will conform to the AUTHORITIES rollout strategy, which is as follows:

1. Installation will take place in major conurbations first.

2. The M25 area and Northern Ireland will be subject to separate rollout plans.

3. The M25 rollout will take place during the second half of the overall timetable.

4. The rollout will start in September 1996 and end in December 1998.

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Requirement	**973**	Release No	spr 20
Programme Grouping	End to End Service	**Subject Heading**	Interfaces Flexibility - services

Requirement Description:
Services supplied by the CONTRACTOR may, during the lifetime of the contract or at termination, need to be replaced or supplemented with services provided by other suppliers. It must therefore be both technically and commercially viable for the CONTRACTOR'S services to be replaced by and/or interface to services from other suppliers. To support this, the CONTRACTOR must declare all internal interfaces between separate service components within the overall service boundary (including those between PAS and CMS, PAS and the POCL Infrastructure, CMS and the POCL Infrastructure). For each interface the supplier must provide an interface specification covering the same properties and to the same level of detail as Requirements 934-940 and 942. The CONTRACTOR must also describe the costing and charging basis for integration with other suppliers' services.

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Requirement	**974**	Release No	spr 20
Programme Grouping	Implementation	**Subject Heading**	Implementation (DSS) Service - development

Requirement Description:
Benefits Agency Migration

The migration of benefit payments into CAPS and the CONTRACTOR's services will be in accordance with the Benefit Migration Timetable provided. This timetable is provisional, and may be subject to change.

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Requirement	**975**	Release No	spr 21
Programme Grouping	Benefit Payment Service	**Subject Heading**	DSS Services (PAS) Flexibility - services

Requirement Description:
BPS must be flexible to allow other benefit payment postal authorities e.g. Channel Island Post Offices, British Forces Post Offices and Isle Of Man Post Offices, to be connected to it without significant re-engineering should the AUTHORITIES require to do so in the future.

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Requirement	**976**	Release No	spr 20
Programme Grouping	Benefit Payment Service	**Subject Heading**	Interfaces Documentation

Requirement Description:
The CONTRACTOR should comply with the service interface requirements which are detailed in requirements 934 - 940 and 942, and in more detail in the BA/POCL Service Interface Definition Document.