

## SPECIFICATION FOR SUPPORT SERVICES

Tonbridge and Malling Borough Council (TMBC) will provide Tonbridge and Malling Leisure Trust (TMLT) support services as set out in this specification.

### 1. Financial Services

Service to be Provided	Key Performance Indicators	Cost £
<b>Accountancy</b>		
Provision of Support to Financial Management System (Integra) <ul style="list-style-type: none"> <li>• Maintenance of Period and Year End Processes.</li> <li>• Maintenance of current suite of Crystal Reports within system.</li> <li>• Set up of Service Users onto Financial Management System using appropriate form.</li> <li>• Provision of assistance with testing of new releases of Nominal Ledger.</li> </ul>	Within 5 Working Days of receipt within TMBC Accountancy. Unless agreed otherwise.	5,000
Provision of Financial Management / Reporting Guidance <ul style="list-style-type: none"> <li>• To provide guidance on financial matters, crystal report writing or the use of Integra.</li> <li>• For the avoidance of doubt the Council is unable to provide financial advice to a third party and therefore guidance offered should be taken as such.</li> <li>• Bespoke reports to be provided following request from TMLT, timescales to be agreed between parties.</li> </ul>		5,000
<b>Payroll</b>		
Processing of two monthly payrolls <ul style="list-style-type: none"> <li>• Permanent salaried employees (negative payroll) paid on a calendar month basis on 15<sup>th</sup> of each month or the nearest working day. Casual employees (positive payroll) paid for the period 16<sup>th</sup> preceding month – 15<sup>th</sup> current month paid on 28<sup>th</sup> of the month or nearest working day.</li> <li>• All data and claims (including sickness self-certifications, medical certificates etc.) for processing to be authorised and received by no later than the third working day after the relevant pay period. TMLT will be responsible for the accuracy of data/claims received</li> </ul>	All TMLT staff for whom accurate and complete data has been received within three working days of the end of the relevant pay period to be paid on their appropriate payment date each month.	40,100

<ul style="list-style-type: none"> <li>• Provision of existing Payroll output reports following completion of payroll processing.</li> <li>• Completion of monthly and year end Returns and payments in respect of HMRC Tax and National Insurance contributions and Kent County Council pension contributions.</li> <li>• All payroll documentation will be retained by the Payroll Section in order to respond to any HMRC or KCC enquiries.</li> <li>• Payroll will advise Trust on non payment of staff prior to final processing.</li> <li>• Agreement to pay by email from authorised Trust staff will be acceptable.</li> <li>• Significant changes to the payroll database to be agreed with the Council.</li> <li>• Completion / dispatch of Financial enquiries (mortgages, benefits etc)</li> <li>• Administration of third party payments (union, attachment of earnings etc)</li> <li>• Administration of Maternity/Paternity payments subject to receipt of necessary documentation.</li> </ul>		
<p style="text-align: center;"><b>Purchase and Sales Ledgers</b></p> <p><b>Purchase Ledger:</b></p> <ul style="list-style-type: none"> <li>• Accurate and prompt weekly payment (via BACS) of all correctly completed and authorised (valid) invoices.</li> <li>• Incorrect invoices will be returned to TMLT for correction as soon as practically possible.</li> <li>• Output paperwork from the weekly processing and the original invoices to be returned to TMLT each week.</li> <li>• Where appropriate monitoring of invoices for Construction Industry Services Taxation and statements for which will be forwarded to TMLT for processing.</li> <li>• Month End and Year End reconciliations for the Purchase Ledger Control Account will be completed and a copy forwarded to TMLT.</li> <li>• Advise on use of the PRL and testing of new upgrades etc.</li> </ul> <p><b>Sales Ledger:</b></p> <ul style="list-style-type: none"> <li>• Advise on use of the SLS and testing of new upgrades etc.</li> <li>• Provide a quarterly report of outstanding debts.</li> </ul>	<p style="text-align: center;">Payment of valid invoices on a weekly basis. Unless agreed otherwise.</p>	<p style="text-align: center;">15,700</p> <p style="text-align: center;">4,400</p>

<ul style="list-style-type: none"> <li>Month End and Year End reconciliations for the Sales Ledger Control Account will be completed and a copy forwarded to TMLT.</li> </ul>		
<p style="text-align: center;"><b><u>Income Processing</u></b></p> <ul style="list-style-type: none"> <li>Processing of income from the import or manual punching of accurate and correctly formatted returns for the following areas: <ul style="list-style-type: none"> <li>Poult Wood Golf Course</li> <li>Larkfield Leisure Centre</li> <li>Angel Centre</li> <li>Tonbridge Pool</li> <li>Gladstone Web Payments</li> <li>Head Office banking return – to incorporate unprocessed bankings along with a breakdown of the direct debits coding, and a composite posting value for any direct debit rejections.</li> </ul> </li> <li>When each Return is processed, a printout of the batch will be provided to TMLT together with a copy of the electronic or hard copy return, in order that the TMLT may ensure that the monies match up. Returns that do not balance will be returned to TMLT.</li> <li>Returns will be processed as soon as practically possible.</li> <li>Completion of SLS inter-funds in respect of SLS invoice payments received on Returns.</li> </ul>	<p>Receipt and processing of income within 3 working days. Unless agreed otherwise.</p>	<p>19,500</p>
<p style="text-align: center;"><b><u>VAT</u></b></p> <ul style="list-style-type: none"> <li>Each month within 7 working days of the period end run the VAT reports from Integra and Adelante and submit the CSV file to a designated recipient at TMLT.</li> </ul>		<p>Included above</p>

## 2. HR

Service to be Provided	Key Performance Indicators	Cost (£)
<p>General HR Services</p> <ul style="list-style-type: none"> <li>• Provision of HR advice as requested by TMLT in relation to all aspects of HR, such as recruitment, disciplinary procedures, referencing, health clearance, etc.</li> <li>• Maintain personnel records for all staff in accordance with statutory and other requirements.</li> <li>• Support TMLT on recruitment and disciplinary procedures, including attendance at meetings if required.</li> <li>• LGPS administration for TMLT staff</li> </ul>	Response within 1 working day	25,400

## 3. Legal Services

Service to be Provided	Key Performance Indicators	Cost (£)
<p>General Legal Services</p> <ul style="list-style-type: none"> <li>• Provision of legal advice as requested by TMLT although only if there is no conflict of interest with TMBC</li> </ul>		2,000

## 4. IT Management

Service to be Provided	Key Performance Indicators	Cost (£)
<p>IT Support Service</p> <ul style="list-style-type: none"> <li>• Provision of IT support for hardware, software and communications at the following times <ul style="list-style-type: none"> <li>○[Monday – Friday – 7am – 11pm]</li> <li>○[Saturday, Sunday and Bank Holidays – 8 am – 8pm]</li> </ul> </li> <li>• Provision of contact details by email, phone for support service</li> <li>• Regular meetings [quarterly] to be held with TMLT to discuss future provision</li> <li>• Regular maintenance of Hardware and Software and Communications used by TMLT in accordance with manufacturer's recommendations and Good Industry Practice.</li> <li>• Provision of model Information Security Policies to comply with relevant legislation (PCI DSS, Data Protection,</li> </ul>	<p>Response times are as follows:</p> <p><b>1. Highest Priority</b></p> <ul style="list-style-type: none"> <li>• In disaster recovery situation</li> <li>• All central hardware/software out of action</li> <li>• Major network failure</li> </ul> <p><b><i>Initial response immediate, resolution asap</i></b></p> <p><b>2. High Priority / large scale problem</b></p> <ul style="list-style-type: none"> <li>• System failure affecting the</li> </ul>	<p>Development Support 15,300</p> <p>Tech Support 12,600</p>

<p>PSN Code of Connection)</p> <ul style="list-style-type: none"> <li>• Provision of centralised infrastructure for the operation of IT for TMLT (virtual server hosts, storage area network, firewalls, routers, network switches).</li> </ul>	<p>business of the trust</p> <ul style="list-style-type: none"> <li>• System failure affecting legislative deadline</li> <li>• System failure affecting committee deadline</li> <li>• Network failure affecting large number of users</li> <li>• Major central hardware/software failure</li> <li>• Backup failure of central server</li> </ul> <p><b><i>Initial response 1 hour, resolution 10 working hours</i></b></p> <p><b>3. High Priority / small scale problem</b></p> <ul style="list-style-type: none"> <li>• Localised system failure affecting front line service provision</li> <li>• Failure of locally loaded software affecting work of individual</li> <li>• Restore of essential document/data file</li> <li>• Individual login problems</li> <li>• Network failure affecting small number of users</li> </ul> <p><b><i>Initial response 1 hour, resolution 5 working hours</i></b></p> <p><b>4. Normal Priority</b></p> <ul style="list-style-type: none"> <li>• Requests for advice/guidance/information</li> <li>• Local printer failure</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Individual PC failure</li> <li>• Network performance issues</li> <li>• Supply of consumables</li> <li>• Restore of non-urgent document/data file</li> </ul> <p><b>Initial response 10 working hours, resolution 1 week</b></p> <p><b>5. Low Priority</b></p> <ul style="list-style-type: none"> <li>• User requested prioritisation</li> </ul> <p><b>Initial response 10 working hours, resolution 1 month</b></p>	
<p><b>Hardware</b></p> <ul style="list-style-type: none"> <li>• Provision of updates to hardware system and maintenance of the following items of hardware and any new items agreed with TMLT <ul style="list-style-type: none"> <li>○ See attached schedule</li> </ul> </li> <li>• Provision of advice on future investment and development of systems</li> </ul>		
<p><b>Software</b></p> <ul style="list-style-type: none"> <li>• Provision of updates to software and maintenance of the following software systems and any new items agreed with TMLT <ul style="list-style-type: none"> <li>○ Gladstone Plus 2/Learn2</li> <li>○ Integra</li> <li>○ Cash receipting</li> <li>○ BACS-IP</li> <li>○ Frontier Payroll</li> <li>○ ESP GolfMaster</li> <li>○ NotifyMDM - shared</li> <li>○ NetConsent - shared</li> <li>○ Symantec EPS - shared</li> <li>○ Sophos AV (email gateway) - shared, 1 license per mailbox</li> <li>○ Clearswift Mimesweeper (email gateway) - shared, 1 x license per mailbox</li> <li>○ Checkpoint EPS (laptops and desktops) - shared, 1 x license per</li> </ul> </li> </ul>		

<p>desktop and laptop</p> <ul style="list-style-type: none"> <li>○ Checkpoint FDE (laptops) - shared, 1 x license per laptop (excluding Kioware locked down laptops for Ivysoft)</li> <li>○ Bradford Networks NAC</li> <li>○ Alcatel Wifi</li> <li>○ Aruba Clearpass Guest Portal</li> <li>○ Equitrak print management software</li> <li>○ Microsoft Office software</li> <li>○ Serif Draw</li> <li>○ Wallis &amp; Tiernan environmental monitoring</li> <li>○ Siemens Chemweb</li> <li>○ Telephone call logger</li> <li>○ Dedicated Micro Netview Observer (CCTV monitoring)</li> <li>○ CMS and Websites x4 - shared Provision of advice on future investment and development of systems</li> </ul> <ul style="list-style-type: none"> <li>• Maintain licences for all software in TMLT's name</li> <li>• Provide advice on Software Asset Management and best practice.</li> </ul>		
<p>Communications</p> <ul style="list-style-type: none"> <li>• Provision of advice and input into Communications systems and liaison with BT, KPSN or other communications providers to install or update systems</li> <li>• Provision of network infrastructure at each site.</li> <li>• Provision of network links between sites.</li> <li>• Provision of Voice Over IP Telephony at each site.</li> </ul>		

## 5. Other Services

Service to be Provided	Key Performance Indicators	Cost (£)
<p>Courier Service</p> <ul style="list-style-type: none"> <li>• Provision of Courier Service between TMLT and TMBC sites.</li> </ul>		4,500
<p>Multi Functional Devices</p> <ul style="list-style-type: none"> <li>• Click Charges will be charged on usage, Quarterly in arrears.</li> </ul>		3,000