

All-of-Government Buyer's Guide

Banking Services



For more information on anything covered in this guide, please contact the Banking Centre of Expertise (CoE) at the details below:

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We want to ensure this guide concisely provides agencies with all the information they require in order to use the Banking Services All-of-Government (AoG) contract. If you have any feedback around how we could improve this guide please send it to the Banking CoE.

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New Zealand Government

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Introduction

Context

The goods and services supplied by our providers are often critical to the public and the country's economic and social well-being. On average, 37 cents in every dollar spent by a government agency is with a provider. Effective procurement helps government agencies deliver better public services while realising value for money.

The Ministry of Business, Innovation and Employment (MBIE) influences and shapes public service provision through the Procurement Functional Leadership (PFL) programme. MBIE's focus is on raising standards, improving capability and reducing duplication in government procurement through a collaborative, centre-led approach.

About New Zealand Government Procurement (NZGP)

NZGP delivers on MBIE's PFL objectives to shape procurement excellence and deliver value for New Zealand.

The following objectives drive our programme of work.

- Lift performance, add value and maximise results.
- Create an environment where New Zealand businesses can succeed.
- Unlock cost savings and value for money.
- Assisting the Canterbury rebuild.

We lead a range of initiatives aimed at building procurement capability and fostering collaboration across the New Zealand Public Sector.

About All-of-Government contracts

We have established All-of-Government (AoG) contracts to take the hassle out of procuring common goods and services, so government agencies can focus on achieving strategically important business outcomes.

AoG contracts harness the collective purchasing power of government by establishing single supply agreements for the supply of selected common goods and services.

AoG contracts account for about 2% of government spend with third party suppliers and are designed to improve engagement with government suppliers. They also go some way to standardise procurement engagement with government, reduce transaction costs and improve overall service quality for government and providers alike. They deliver high quality products and services to government and value for money for the New Zealand taxpayer.

Collaborative contracts

Collaborative contracts allow eligible agencies to purchase goods and services collectively. Each collaborative contract has a lead agency responsible for the procurement process and the resulting collaborative contract.

In addition to the All-of-Government contracts lead by NZGP, the following two types of collaborative contracts are also available to Eligible Agencies.

- Open Syndicated (OS) contracts
- Common Capability (CC) contract

The [Collaborative Contracts Register](#) lists all established collaborative contracts.

For more information, email: procurement@mbie.govt.

For a full list of existing AoG contracts and details of current collaborative contracts that complement the Banking Services AoG contract, visit the '[Other contracts](#)' section of this guide.

About the Banking Services Buyer's Guide

This guide is designed to provide government agencies with the information they need to buy from the All-of-Government (AoG) Banking Services solution which encompasses contracts for the supply of Crown Transactional Banking Services, Foreign Exchange Services, Payment Services and Card Services.

It provides an overview of:

- the key features, benefits and scope of the contract
- the panel of providers
- contractual relationships amongst all parties
- how to join, transition to and buy from this contract.

Banking Centre of Expertise

The AoG Banking Services contract is part of a suite of Financial Services contracts, which also includes Risk, Financing and Insurance Intermediary Services.

The Banking Centre of Expertise (CoE) manages the development, negotiation, provider performance, and on-going contract management of the Banking Services solution within New Zealand Government Procurement.

The CoE is there to help you to assess the value that the AoG Banking Services solution can deliver for your agency both at implementation phase and throughout the life of the contract. This could include general coordination and support relating to the solution, assistance with your analysis of the savings your agency can achieve through the contract as well as additional value that can be achieved through best practice purchasing.

Get in touch with the Banking Centre of Expertise:

banking.coe@mbie.govt.nz

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Eligibility

The Banking Services solution is made up of four subcategories:

- Crown Transactional Banking Services (including the Crown's Consolidated Cash Management Process)
- Foreign Exchange Services (low value)
- Payment Services (Merchant Facilities and Inward Payment Collection Services)
- Card Services

The Crown Transactional Banking Services subcategory is available to Core Agencies who are subject to the Crown's Consolidated Cash Management Process and are listed in [Annexure 1](#). The remaining subcategories are available to agencies within the State Sector, as well as Local Authorities, and State funded Schools (together, the New Zealand Public Sector).

For more information, or to assess your agency's eligibility to join AoG contracts, please visit [the NZGP website](#) or email: coe@mbie.govt.nz

Resources

Visit www.procurement.govt.nz for more information including further guides, tools and templates.

inSource

[inSource](#) is a secure, web-based library of the most up-to-date and commercially sensitive information on AoG contracts including current provider contact details, contracts, pricing, and other contract management tools.

If you would like access to inSource or want to register additional users for your agency or school, please visit the [Registration page](#) or contact insource@mbie.govt.nz for more information.

Glossary of terms

For explanations of common procurement words and expressions please refer to the [NZGP Jargon Buster](#).

AoG Banking Services solution information

Contract at a glance

The AoG Banking Services solution offers significant productivity gains and reduced costs to government agencies. We have worked with providers to ensure that the services offered by this solution are fit for purpose, provide value for money and enable and stimulate future innovation in Banking Services for government.

Scope and structure	The AoG Banking Services solution encompasses four Banking Services subcategories. These include:			
	Crown Transactional Banking Services¹	Foreign Exchange Services	Payment Services	Card Services
	Transactional bank account services including Crown, departmental, trust and foreign exchange accounts	International direct credits (ACH)	Merchant facilities for accepting Visa, MasterCard and UnionPay credit and debit cards	Card facility: credit cards, stored value cards, travel cards, virtual cards
	Transaction processing, payments and settlements	Telegraphic Transfers (TTs)/ International Money Transfers (IMTs)	Online gateway for accepting inward payments online	Expense Management System (EMS)
	The Crown's Consolidated Cash Management Process	International drafts	Over the counter bill pay	
	Direct debit initiator authorities	Foreign currency cash	Remittance processing	

¹ Only available to Core Agencies subject to the Crown's Consolidated Cash Management Process as listed in [Annexure 1](#)

<p>Features & benefits</p>	<p>The AoG Banking Services solution offers a range of services and benefits for eligible government agencies including:</p> <ul style="list-style-type: none"> • Contracts that provide excellent value for money for all Banking Services subcategories delivering significant cost savings for government agencies. • Flexible service and pricing models which enables participating agencies to continuously optimise their banking services. • Innovative Banking Service solution with a framework to enable future innovation to deliver ongoing value to government, business and the New Zealand public. • Robust commercial contracts with transparent costs and terms and conditions providing a balanced legal risk profile for both participating agencies and providers. • Clearly defined consistent service levels ensuring services are available, reliable and of high quality. • High quality support service through self-service portals and call centres. • Reduced procurement effort for government agencies to secure value for money for banking services.
<p>Single provider</p>	<p>There is one single provider in the Crown Transactional Banking Services subcategory.</p>
<p>Panel providers</p>	<p>The panels include six Banking Services Providers as listed in the Banking Services Panel of Providers section of this guide.</p>
<p>Savings</p>	<p>Savings vary across subcategories and will depend on an agency’s banking services purchasing profile and specific requirements.</p> <p>A pricing comparison tool is available on inSource to assist agencies in comparing the providers’ pricing based on the Banking Services they require. This tool provides high level pricing comparisons between the providers for all subcategories.</p>
<p>Contract commencement</p>	<p>Contracts for each of the subcategories are live as of the announcement date (5 October 2015). Eligible agencies can now sign up to participate in the AoG Banking Services solution.</p>
<p>First term end date</p>	<p>Crown Transactional Banking Services: 30 June 2023 Foreign Exchange Services: 30 June 2018 Payment Services: 30 June 2018 Card Services: 30 June 2018</p>
<p>Renewals</p>	<p>Crown Transactional Banking Services: no rights of renewal</p> <p>Foreign Exchange Services: two rights of renewal, the first one is for a three year term, and the second one is for two years</p> <p>Payment Services: two rights of renewal, the first one is for a three year term, and the second one is for two years</p> <p>Card Services: two rights of renewal, the first one is for a three year term and the second one is for two years</p>
<p>Review period/s</p>	<p>As per the Services Agreements, the CoE will complete annual price reviews to ensure pricing remains competitive for the contract-term and continues to deliver savings to participating agencies.</p>

<p>Administration fee</p>	<p>Most AoG contracts include an administration fee. This fee is a simple, effective, and transparent way of recovering the cost of developing, sourcing, implementing and managing AoG contracts.</p> <p>For efficiency of administration, the AoG Banking Services administration fee will be collected through the Crown Transactional Banking Services contract.</p> <p>More information on this will be provided directly to the agencies subject to the Crown’s Consolidated Cash Management Process listed in Annexure 1.</p>
<p>Terms & conditions</p>	<p>Refer to the relevant Memorandum of Understanding on inSource or by contacting the Centre of Expertise.</p>

All commercially sensitive information, including pricing, contractual documents, and provider contact details, can be found on the Banking Services [inSource](#) page.

Banking Services Panels of Providers

The panels offer the necessary capacity, capability and expertise to deliver world class service and solutions to participating agencies.

Provider	Crown Transactional Banking Services	Foreign Exchange Services	Payment Services	Card Services
ANZ Bank New Zealand Limited	No	Yes	Yes ³	No
ASB Bank Limited	No	Yes	Yes ⁴	Yes
Bank of New Zealand	No	Yes	Yes ⁵	Yes
Citibank N.A. – New Zealand Branch	No	Yes	No	Yes
Kiwibank Limited	No	No	Yes ⁶	No
Westpac New Zealand Limited	Yes	Yes	Yes	Yes

Details of each of these providers, a pricing comparison tool, and other tools can be found on [inSource](#) or by contacting the [Banking Centre of Expertise](#).

³ ANZ Bank New Zealand Limited does not offer over the counter services.

⁴ ASB Bank Limited subcontracts Kiwibank Limited for over the counter payment services.

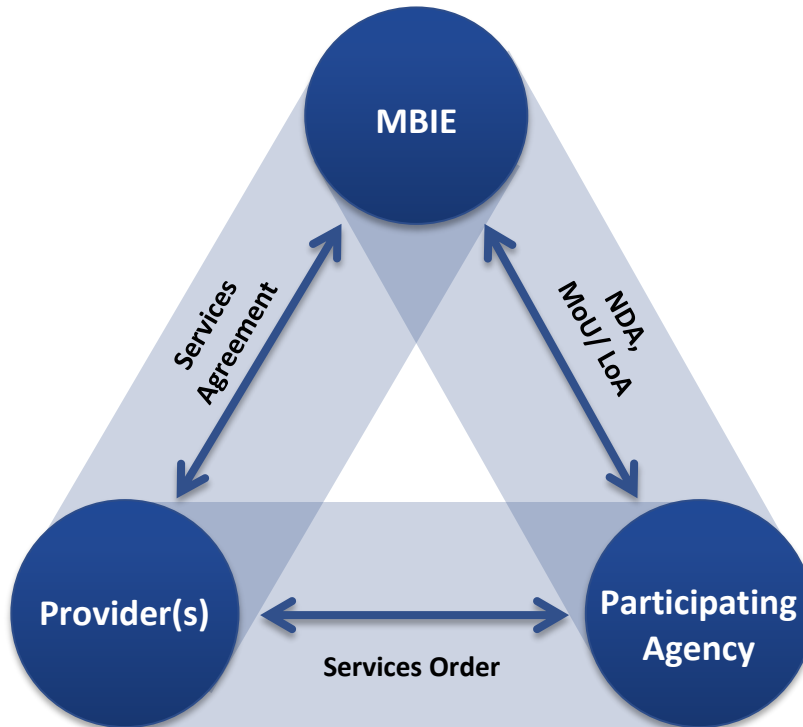
⁵ Bank of New Zealand offer over the counter payment services through their branches and also subcontracts Kiwibank Limited for over the counter payment services.

⁶ Kiwibank Limited offers over the counter payment services only.

Participating in All-of-Government contracts

Contractual relationships

The diagram below demonstrates the contractual relationships between MBIE, Participating Agencies and Providers.



The table below provides a brief overview of the contractual documents between each of the three parties; these documents can be found on the contract's [inSource](#) page.

Document	Definition
Services Agreement	Signed between MBIE and each provider when the contractual relationship is formed.
Non-Disclosure Agreement (NDA)	Signed between MBIE and an eligible agency to allow access to AoG contracts and commercially sensitive information. Email coe@mbie.govt.nz to request the NDA for AoG contracts. <i>Note: eligible agencies only need to sign a NDA once to gain access to information across all AoG contracts.</i>
Memorandum of Understanding (MoU)	Sets out the relationship between the CoE and participating agencies. It highlights the obligations of each party and the key points in the contract as they relate to participating agencies. There are two MoUs for Banking Services: one MoU is for the Crown Transactional Banking Services subcategory, and the other MoU is for the Foreign Exchange Services, Payment Services and Card Services subcategories.
Letters of Accession (LoA)	Signed by eligible agencies to confirm their agreement to the relevant MoU. By signing the LoA an eligible agency joins the contract as a participating agency.

Services Order	<p>The agreement signed between a participating agency and provider of relevant banking services.</p> <p>Each subcategory has an individual Services Order. Agencies can engage with multiple providers within the same subcategory by signing as many Services Orders as they require for Foreign Exchange Services, Payment Services and Card Services.</p>
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Roles and responsibilities

Role	Responsibilities
Participating Agency	<p>Contract user</p> <p>Participating agencies maintain day-to-day operational relationships with their selected provider/s. Participating agencies' key responsibilities include:</p> <ul style="list-style-type: none"> • Fulfilling obligations set out in the contract and applicable services order. • Managing strategic and operational relationship with the provider/s and their performance in relation to each service provided under any services order. • Notifying provider/s of any and all relevant policies, guidelines and procedures of the Participating Agency. This includes security clearances and any other compliance checks required by the agency. • Escalating any disputes with provider or other non-performance issues to the CoE. • Providing the CoE with a copy of all signed Services Orders and any variations. • Working together with the provider and CoE to continuously improve the delivery of banking services. • Adopting a working approach that is collaborative, open, transparent, ethical and honest.
<p>Ministry of Business Innovation & Employment (MBIE)</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Centre of Expertise (CoE) within New Zealand Government Procurement (NZGP)</p> </div>	<p>Contract Owner</p> <p>MBIE negotiates and enters into all AoG contracts on behalf of the Crown, as part of the PFL programme.</p> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Contract Manager</p> <p>The CoE within NZGP is responsible for managing the AoG contracts. Key responsibilities include:</p> <ul style="list-style-type: none"> • Monitoring provider performance against Service Level Agreements. • Managing provider audits. • Managing strategic provider relationships. • Managing all other changes to the AoG contracts including extensions/renewals. • Signing up new participating agencies. • Monitoring agency and provider satisfaction. • Dispute resolution that is escalated by either a provider or a participating agency. </div>

Provider(s)

Provider of Services

Key responsibilities of each provider under the AoG Banking Services solution include:

- Providing services to participating agencies and complying with the service level agreements.
- Complying with relevant policies and guidance provided by participating agencies.
- Supporting transition of eligible agencies to the AoG Banking Services solution and transition services as required by the participating agency.
- Providing fee reporting.
- Ensuring participating agencies have been provided all applicable operational manuals, rules and other documentation (including copies or links to any Merchant Operating Guide and Card Scheme rules where relevant).
- Providing account management to participating agency.
- Providing contract management to the CoE.
- Promoting the AoG Banking Services solution to eligible agencies.

Transitioning to the AoG Banking Services solution

Eligible agencies should consider any existing contracts when assessing the suitability of the AoG Banking Services solution for their business needs. Below are some common scenarios for agencies transitioning onto new contract arrangements and supporting information to assist in the transition.

We suggest the following steps.

- Identify your agency's needs and what Banking Services panel/s you would like to engage with.
- Explore the solutions and providers on the panel; remember you can buy from more than one provider on every panel to find the best solution matching your needs.

Profiles for each provider can be found on [inSource](#).

Consideration should also be given to any compliance requirements applicable to your agency such as the [Cloud Computing Risk and Assurance Framework](#) [CAB Min (13) 37/6B - pdf 277KB] for government agencies. All State Service agencies are expected to follow the process in line with Cabinet direction.

You can [contact the Banking CoE](#) for more information or support around transitioning.

Scenario one (incumbent provider(s) on a panel)

*Government agency or school has an existing contractual arrangement (i.e. outside of the AoG Banking Services solution) for services with a provider **ON** the AoG Banking Services contract panel.*

We recommend you explore what is being offered by all panel providers.

Make a commercial decision taking into consideration your needs and effort required for transition.

If your incumbent provider is on the panel and you choose to continue working with them under the AoG Banking Services solution, a reasonable transition date should be mutually agreed.

The [Banking CoE](#) will provide guidance to your agency throughout this process.

Scenario two (incumbent provider(s) not on a panel)

*Government agency or school has an existing contractual arrangement (i.e. outside of the AoG Banking Services solution) for services with a provider **NOT ON** the AoG Banking Services panel.*

We recommend you explore what is being offered by all panel members when choosing your provider under AoG Banking Services solution.

The incumbent provider's contract should be honoured, particularly with respect to the notice period and payment of outstanding bills. Aim to ensure that your incumbent provider co-operates fully with an appropriate transition process to the new provider, if the transition is required.

Work with your incumbent provider and your new provider to make transition seamless and smooth for all parties.

The [Banking CoE](#) will provide guidance to your agency throughout this process.

Please note: Government agencies who want to opt-out of purchasing from an AoG contract should consider their obligations under [the Government Rules of Sourcing \(Rule 55\)](#), and are advised to discuss their situation with the Procurement Functional Leader; MBIE.

How do I join?

Note: if you've already joined any other AoG contract, start at the third step below 'Log into inSource'.

<p>Check eligibility</p>	<p>Agencies within the State Sector, as well as Local Authorities, and State funded Schools (together, the New Zealand Public Sector) are eligible to buy from AoG contracts, Common Capability contracts and Open Syndicated contracts (Collaborative Contracts).</p> <p>For more information about eligibility or to find out if your agency is eligible to join AoG contracts, visit the NZGP website or email: coe@mbie.govt.nz.</p>
<p>Sign a Non-Disclosure Agreement (NDA)</p>	<p>Agencies who have not yet signed up to an AoG contract must sign and return a NDA before they can access confidential contract information relating to AoG contracts.</p> <p>Email coe@mbie.govt.nz to request a NDA or to confirm whether your agency has already signed one.</p>
<p>Log into inSource</p>	<p>Once NZGP has the signed NDA, the agency representative will be issued with a log-in to inSource; the secure online library that hosts all of the confidential information, tools and guidance (including pricing and other commercial details) relating to the contract.</p> <p>If you're having trouble accessing inSource, email inSource@mbie.govt.nz.</p>
<p>Assess your business requirements against the contract offering</p>	<p>Agencies need to consider any of their own existing banking contracts when assessing the suitability of the AoG Banking Services contract for their business needs. See the Transition section of this guide for more information. Using the information, tools and guidance available in inSource, agencies can then identify how the contract can best meet their business needs.</p>
<p>Read the Memorandum of Understanding (MoU)</p>	<p>Each AoG contract has a related MoU, which sets out the relationship between the CoE and participating agencies. It highlights the obligations of each party and the key points in the contract as they relate to participating agencies.</p> <p>Please note that eligible agencies for Crown Transactional Banking Services have an additional MoU.</p>
<p>Sign a Letter of Accession (LoA)</p>	<p>By signing a LoA, agencies agree to the terms and conditions of the MoU and the related AoG contract. This allows agencies to access the contract.</p> <p>Agencies need to sign a specific LoA for each individual AoG contract they wish to join. While there is no limit to the number of contracts an agency can join, a new LoA will need to be signed for any new AoG contracts.</p>

The Banking CoE is here to help agencies work through what the contract offers and how to maximise the benefits available. [Contact the CoE](#) for more information or support around joining the contract.

How do I buy?

Please see below for an overview of what’s involved in buying from the AoG Banking Services contract. Full support and guidance for each step is available on [inSource](#) or by [contacting the CoE](#).

<p>Assess your agency’s Banking Services requirements</p>	<p>Agencies can purchase from any or all of the providers that have been selected for the Banking Services panel. When deciding on the best choice for your agency, you should consider the following:</p> <ol style="list-style-type: none"> 1. Which services does your agency currently consume? 2. Is your agency eligible for Crown Transactional Banking Services? (see Annexure 1) 3. Who is/are your incumbent provider(s)? 4. What services do you require going forward? <p>This is a good time to consider your agency’s requirements, purchasing strategy and priorities and whether it is beneficial to consider multiple providers or a single provider to meet your agency’s needs.</p>
<p>Review scope of contract and subcategories available for your agency</p>	<p>The AoG Banking Services solution encompasses four subcategories (Crown transactional banking services, foreign exchange services, payment services and card services). Determine which services your agency is eligible to access and which Banking Services your agency requires. Contact the Banking CoE if you have questions relating to the scope of the AoG Banking Services solution.</p>
<p>Compare providers</p>	<p>To assist agencies with the assessment process, provider profiles and a pricing comparison tool are available on inSource. You will need to have a password-protected login to access this information.</p> <p>Some providers offer bundled pricing if your agency signs up for multiple Banking Services subcategories. We recommend this is considered throughout your assessment process. Please check the Services Agreements for details.</p>
<p>Talk to providers</p>	<p>When you are clear about your current contracts, your future needs and how they match with the scope of the AoG Banking Services solution, it is a good time to engage with the pre-selected Providers and get more details about the services they can offer.</p> <p>We suggest you seek clarification on your responsibilities as a participating agency in regard to the services you will buy, as it will depend on the specifics of the banking solutions.</p>
<p>Complete Services Order</p>	<p>Once you’ve selected your preferred provider/s, you will complete a Services Order with your preferred provider for each Banking Services subcategory and begin your transition.</p> <p>The Services Order will allow you to automatically benefit from all standard services. You will have an option to buy non-standard or additional services as well on terms agreed between your agency and your provider(s). This includes charges, expenses, reporting, any specific service levels, IP rights or additional requirements.</p>

How do I manage the provider relationship?

Participating agencies will continue to be responsible for managing their provider relationships from both a strategic and operational perspective.

Reporting

Participating agencies will need to consider what kind of reporting they require from providers (e.g. monthly spend, accuracy of invoicing, timeliness of payment etc.) and ensure all reporting requirements are captured in the services order with the provider, before they order or purchase any services.

Performance reporting

The CoE monitors the overall performance of providers against the contracted Service Level Agreements, with reporting available to agencies, usually on a quarterly basis.

Payment

Payment of invoices is due the 20th of the month following the month the invoice was received. Payment is made directly to the provider by the agency. AoG prices are negotiated on the understanding that government agencies pay in full, on time.

Resolve disputes

The provider and agency must do their best to resolve disputes. Agencies are encouraged to [contact the CoE](#) to discuss any issues. The following table shows the formal escalation process for disputes in an AoG contract.

Timeframe	Escalation
The day the dispute arises	Both parties attempt to resolve the dispute
If not resolved within 10 business days	Agency and provider escalate to their respective senior representative
If not resolved within another 10 business days	Agency escalates to Banking CoE and provider stays with the senior representative
If not resolved within a further 10 business days	Agency escalates to MBIE's manager for collaborative procurement and provider escalates to the Chief Executive

Other contracts

All-of-Government contracts

Advertising Media	Baseline discounts on the placement of advertising in media
Advertising Services	Client, creative, production and media planning & buying services
Air Travel	Domestic and International services
Design Services	Client, design and production services including provider sourcing
Electricity	Supply of electricity and associated services
External Legal Services	All external legal service excluding Barristers Sole & Queen’s Counsel, core Crown legal matters, patent attorneys and overseas firms
External Recruitment Services	Supply of primary recruitment for permanent, temporary and contractor placements
IT Hardware	A growing range of products including desktops, laptops, tablets and thin client devices
Mobile Voice and Data Services	Access to provider’s mobile network, mobile voice, text & data services and mobile hardware
Office Supplies	Key office Supplies, Washroom Consumables, Cleaning and Hygiene Consumables, ICT Consumables and Educational Supplies.
Print Devices	Single and multi-function print devices
Rental Vehicles	Latest model vehicles and competitive insurance rates for the domestic market
Reticulated Gas	Time-of-Use (TOU) and non-TOU supply in the North Island
Risk Financing and Insurance Intermediary Services	The supply of risk financing and insurance intermediary services including specialist advice and competitive solutions
Travel Management Services	A suite of travel management services including, online booking tools, expert travel consultants, account management, reporting, risk management, travel policy and spend controls, and consolidated invoicing
Vehicles	Passenger and light commercial vehicles

Syndicated contracts that relate to the AoG Banking Services solution

It is the intention that agencies who are currently participating in the following Syndicated Contracts, will transition to the AoG Banking Services solution.

Lead Agency	Syndicated Contract	Description
Department of Corrections	<u>Transaction Management System Services</u>	Transaction management services (TMS) across payments data generated from purchasing cards services provided by another supplier. This enables an agency to manage and reconcile credit card expenditure on-line against its financial systems.
Department of Corrections	<u>Purchasing Card and Transaction Management System Services</u>	Card services, Account services and transaction management services. Cards can be used at ATMs, EFTPOS, mail, telephone and remote transactions.

The [Collaborative Contracts Register](#) lists all established collaborative contracts. For more information, email: procurement@mbie.govt.

Annexure 1

The following table lists the Core Agencies⁷ that are eligible to participate in the Crown Transactional Banking Services subcategory.

Agency	
Canterbury Earthquake Recovery Authority	Ministry of Health
Crown Law Office	Ministry of Justice
Department of Conservation	Ministry of Pacific Island Affairs
Department of Corrections	Ministry of Social Development
Department of Internal Affairs	Ministry of Transport
Department of the Prime Minister and Cabinet	New Zealand Customs Service
Education Review Office	New Zealand Defence Force
Government Communications Security Bureau	New Zealand Police
Inland Revenue Department	New Zealand Security Intelligence Service
Land Information New Zealand	Office of the Clerk of the House of Representatives
Ministry for Culture and Heritage	Parliamentary Counsel Office
Ministry for Primary Industries	Parliamentary Service
Ministry for the Environment	Serious Fraud Office
Ministry for Women	State Services Commission
Ministry of Business, Innovation and Employment	Statistics New Zealand
Ministry of Defence	Te Puni Kokiri (Ministry of Maori Development)
Ministry of Education	The Treasury
Ministry of Foreign Affairs and Trade	

⁷ Core Agency means:

- (a) Each Public Service department, as defined in section 27 of the State Sector Act 1988; and
- (b) The New Zealand Defence Force, the New Zealand Police, the New Zealand Security Intelligence Service, the parliamentary Counsel Office, the Office of the Clerk of the House of Representatives and the Parliamentary Service.