

Schedule 8

Supplier Solution

Schedule 8: Supplier Solution

1. Content of the Supplier Solution

- 1.1 The Supplier Solution is comprised of the documents that are set out in (or, where applicable, incorporated by reference into) this Schedule. The reference numbers used for documents identified in this Schedule (e.g. "1.1 Core Contact Centre Architecture" in Paragraph 1.2 below) are to the relevant question numbers set out in the Authority's invitation to submit final tenders for the procurement process leading to award of this Contract. Unless stated otherwise, the documents referred to Paragraphs 1.2 to 1.5 of this Schedule are set out below in this Schedule.
- 1.2 The documents listed in this Paragraph 1.2 principally set out the Supplier Solution relating to the Operational Services. The Parties acknowledge that certain other documents referred to in this Schedule 8 also set out, where applicable, the Supplier Solution relating to the Operational Services (including without limitation, the document titled "0.3 Requirements Validation Tracker" that is referred to in Paragraph 1.5 below).
- 1.1 Core Contact Centre Architecture
 - 1.2 Call Delivery
 - 1.3 Voice Recording & Analytics
 - 1.4 Management Information
 - 1.5 Integrations
 - 1.6 Workforce Management
 - 1.7 Surveys
 - 3.1 Service Management Model
 - 3.2 Change and Release Management
- 1.3 The documents listed in this Paragraph 1.3 principally set out the Supplier Solution relating to the Implementation Services. The Parties acknowledge that certain other documents referred to in this Schedule 8 also set out, where applicable, the Supplier Solution relating to the Implementation Services (including without limitation, the document titled "0.3 Requirements Validation Tracker" that is referred to in Paragraph 1.5 below).
- 2.1 Discovery, Design & Build
 - 2.2 Platform Test and Sign Off
 - 2.3 Training Approach
 - 2.4 Transition Approach
- 1.4 The following document sets out the Supplier Solution relating to Social Value:

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5.0 Social Value

1.5 In addition, this Schedule includes the following documents:

- “6.0 Bidder Financial Model (Adjusted BFM)”, which is incorporated by reference into Annex 1 to this Schedule and which constitutes the "Contract Inception Report" for the purposes of this Contract
- List of Authority Clarification Questions issued by the Authority and answered by the Supplier, which is set out or incorporated by reference into Annex 2 to this Schedule

1.6 This Schedule does not include the Supplier's Information Security Questionnaire (ISQ) or the associated supporting evidence.

2. Interpretation of the Supplier Solution

2.1 Without prejudice to the terms of Clause 1.3 of the Contract, in this Schedule:

2.1.1 capitalised terms which do not have a corresponding definition in Schedule 1 (*Definitions*) shall be interpreted as having the standard industry meaning;

2.1.2 any references to "Route 101" or "R101" shall be interpreted to mean the Supplier and "we" and "our" shall be construed accordingly;

2.1.3 any reference to "DWP" shall be interpreted to mean the Authority and "you" and "your" shall be construed accordingly;

2.1.4 references to [Redacted Under FOIA Section 43, Commercial Interests] shall, respectively, shall be interpreted to be mean the Key Sub-Contractors referred to in Schedule 10 (*Notified Key Sub-Contractors*);

2.1.3 statements relating to current business practices and representations of future activities to be undertaken by the Supplier are contractually binding; and

2.1.4 without prejudice to the operation of Schedule 7 (*Authority Responsibilities*), nothing in this Schedule (including, but not limited to, any assumptions or dependencies stated in any documents) shall impose any obligations on the Authority.

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Q 1.1	Core Contact Centre Architecture Page limit: 20	Weighting: 8/100%
Question:		
Please provide a description of the overall proposed solution and infrastructure for the Service, with sufficient detail for the Authority to be satisfied that all requirements, including Outbound Dialler, Agent Desktop and Textphone services will meet the Target Performance Levels.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <p>Architectural Design</p> <p>Details of the overall architecture of the Bidder's Service, demonstrating a single, logical architecture for the end-to-end service with appropriate security standards and data management, highlighting any single points of failure, if applicable. Also highlight where the Bidder's design conforms to the Authority's Requirements, or not, where applicable. In addition, any items purchased from third parties, or any items with a lead time.</p> <p>Product roadmap</p> <ul style="list-style-type: none">a) Please provide roadmaps covering all in-scope components, with a forward-looking view to minimum of three years in advance.b) Overviews of proposed major and minor software releases, including planned timescales.c) Outline of any features expected to become end of sale, end of life and when they will become end of support. <p>Core platform</p> <ul style="list-style-type: none">a) A description of each component of the solution and how that component is integrated to, or interacts with, other components to make up the overall solution.b) A description of the connectivity to the Authority's LAN and WAN service.c) Detail of platform solution boundaries between the Bidder, the Authority, and any third parties.d) Include details of your preferred hosting environment, including geographic locations.e) Describe how the platform accommodates for the required capacity and volume requirements, including any necessary add-ons, without requiring segmentation of the architecture, highlighting any capacity constraints that might exist. In addition, highlight any components where a capacity increase requires a step change increase.f) If any components are open-source, detail which ones, and explain how any associated risks are mitigated.g) Consideration of the ease of compatibility with other elements of the Bidder's proposal, and the Authority's estate.h) Describe how non-voice channels will be integrated into the core platform, including but not limited to following channels:<ul style="list-style-type: none">i) Web chatii) Social mediaiii) Co-browseiv) Tasks, work-based itemsv) Email		

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Signalling and Control path

- a) A description of each component that makes up the signalling path, including details which UK data centre's the SIP trunking will terminate in and where the physical SBC's will be hosted in, including details on how geo-resilience will be achieved in the event of a data centre been unavailable.
- b) Explain the options available for applying call control if using WebRTC.

User Desktop (GUI)

- a) Explain the presentation of the GUI for all elements e.g., application, browser based, including any differences in functionality and capability between the Advisor and the Supervisor.
- b) Describe the options to replace elements of the GUI with an alternative Agent Desktop technology provided by the Authority and availability of API's and documentation.
- c) Details of the desktop environment(s) and any pre-requisite third party components or applications (including specific versions) required to support the proposed Agent Desktop Client (for example Java runtime, .NET framework).
- d) Overview of how the desktop can run in a virtual desktop environment, including version information and limitations.

Textphone

- a) Details of the architecture of the Bidder's proposed Soft Textphone, showing how it is integrated into the other elements of the Contact Centre Service.
- b) A description of the proposed approach for recording and storing of Textphone conversations.

Outbound dialler

- a) Describe how the Outbound dialler will be integrated into the other elements of the Service.
- b) Explain how the solution conforms to Ofcom rules (including providing proof of compliance required for Ofcom audit).
- c) Explain the Bidder's proposals to ensure that the Authority will remain compliant with Ofcom's policy and statements (at time-of-service initiation) regarding the persistent misuse of an electronic communications network or service, particularly as it relates to abandoned and silent calls.
- d) Describe the solution's available dialling modes, explaining how the service accommodates blended (inbound and outbound) agents including an overview of available rules, and how these interact with the wider Service configuration.
- e) Describe the options for automating the import and management of calling lists.

Card Payments

- a) Describe how the existing Card Payment service will be integrated into the Service.
- b) Confirmation that the Bidder's proposed solution is PCI compliant.
- c) Explain the options and API's available to integrate the existing card payment solution into Bidder's systems.

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Q 1.2	Call Delivery Page limit: 6	Weighting: 4/100%
Question:		
Please provide a description of the overall proposed solution to meet the Call Delivery requirements and associated Target Performance Levels.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) Details of the architecture of the Bidder's proposed Call Delivery, showing how it combines and integrates with other elements of the Service.b) Explain your proposed approach for queuing (and management of calls on hold) configuration flexibility e.g., differing sources of music per queue, and music sources tailored by logical grouping e.g., Directorate, service line.c) Provide screenshots of configuration tools, example scripts and a list of available features that the Authority will have access to configure routing.d) Describe configuration rule options for Blending (outbound and inbound channels, or a mix of channels)e) Describe how skill-based routing works including, but not limited to, individual agents and individual profiles.f) Provide an overview of the IVR platform functionality, highlighting any capabilities beyond DTMF.g) Describe the API's available to integrate the IVR platform into the Authority's systems.h) Provide an overview of how the Bidder would integrate the Bidder's platform with the Authority's Conversational Platforms technology.i) Describe the functionality available to the Authority to configure themselves. Is it full functionality or restricted access (i.e., reserved for the Bidder?).j) Explain any functionality/configuration options that are not configurable via administration tools available to the Authority.k) Describe the methods and process available to the Authority to administer prompts. Include a description of the tools and user interfaces available to create, record, change and deploy messages.l) Describe the functions and tools available to the Authority to dynamically change the caller experience through the Customer Interaction Service.		

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Q 1.3	Voice Recording & Analytics Page limit: 5	Weighting: 3/100%
Question:		
Please provide a description of the overall proposed solution to meet the Voice Recording, and Analytics requirements and associated Target Performance Levels.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) Details of the architecture of the Bidder's proposed Voice Recording and Analytics service, including examples, of how the voice recording platform natively integrates into the Contact Centre platform.b) Describe the rules and features available for the Authority to configure to determine which calls are recorded.c) Details of the processes and tools proposed to automate the management the deletion of recordings, including options, APIs to configure / extend recorded call retention periods.d) An outline of the Bidder's approach to host the Authority's legacy call recordings, including details of the methods available to import, copy, or otherwise facilitate the transfer of legacy recordings from the incumbent platform.e) An overview of the proposed approach to access both legacy (incumbent platform recorded) and 'new' (Bidder platform recorded) calls for key activities such as playback and call transcription.f) Describe how the speech analytics platform integrates with the Bidder's recommended voice recording platform.g) Describe how the voice recording and speech analytics platform will be architected to ensure it can manage the large volume of calls in a near real-time manner.h) An overview of the proposed approach to room recording, describing how it would integrate into the central voice recording solution.i) Overview of the real time management capabilities and configuration options available to the Authority.j) Explain the approach to managing voice recording retention, in particular LEAP, retention for investigative purposes.k) Explain the options for storing Voice Recording system generated data in the Authority's systems.		

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Q 1.4	Management Information Page limit: 5	Weighting: 1/100%
Question:		
Please provide a description of the overall proposed solution to meet the Management Information (MI) requirements and associated Target Performance Levels.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) Describe how the MI applications will be integrated into the Contact Centre Service, including a list of the products the Bidder will use and the standards the Bidder will adhere to, in capturing the raw metrics.b) Provide examples of standard metrics, (including formula's), reports and dashboard layouts of the Bidder's presentation view.c) Explain the presentation of the MI GUIs for all elements e.g., application, browser based, and any pre-requisite third party components or applications (including specific versions) required to support the proposed Agent Desktop Client (for example a Java runtime, .NET framework).d) Describe what 'data dictionary's' will be made available to the Authority.e) Explain the options for the segmentation of reporting data.f) Provide an overview of integration across the Contact Centre suite of products including details of how real-time and historical MI metrics will align.g) Explain the options available to the Authority for them to configure and adjust key metric levels and Contact Centre performance indicators.h) Explain the proposal to assure that there is no gap in operational data during the transition process.i) Describe how the MI platform will be architected to ensure it can manage the large volume of data.j) Explain the options and API's available to integrate into 3rd party presentation tools such as PowerBI and export of data feeds into other Authority systems.k) Explain the options for storing MI system generated data in Authority systems.		

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Q 1.5	Integrations Page limit: 6	Weighting: 1/100%
Question:		
<p>Please provide a description of the Bidder's approach and methods to integrate the Solution to the following Authority systems to meet the Authority requirements and associated Target Performance Levels:</p> <ol style="list-style-type: none">1. Conversational Platform (Omilia);2. Automated Telephony Excellence;3. Flexibility to work with Outsourcers as these contracts expire, renew. This could be outside of the Authority's standard desktop build where outsourcers use their own hardware, connecting via Citrix;4. Zero Trust technology, currently via Z-scanner;5. Self-serve within DWP Place (Service Now); and6. Other Authority operational systems, e.g.<ul style="list-style-type: none">o Case Manager Routingo MI Exportso Access to voice recording media.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ol style="list-style-type: none">a) Provide detail, demonstrating a robust plan and methodology of how the Bidder will successfully integrate various elements and systems.b) Describe the Bidders approach to establishing partnerships for delivery success.c) Provide detail on any prerequisites the Bidder requires from the Authority to enable and meet the integration requirements.d) Provide documentation describing the Bidder's API's and how they integrate with the capabilities called out within the requirements. The detail should include if the APIs are publicly available, roadmap items, documented, ready now or need development.e) Provide detail on the supported integration methods e.g., SOAP, Rest, and the supported languages e.g., Java.f) Provide detail on any similar or relevant experience deploying such integrations.g) Explain methods and integration options to integrate into the Authority's operations and management systems e.g., SPLUNK, Alarming and Alerting.		

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Q 1.6	Work Force Management Page limit: 5	Weighting: 2/100%
Question:		
Please provide a description of the overall proposed solution to meet the Workforce Management (WFM) requirements and associated Target Performance Levels.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) Provide details of the architecture of the Bidder's proposed WFM service, showing how it combines and integrates with other elements of the Service.b) Overview of the management of configuration within the Workforce Management service, including details of any limitations of capability, functionality, or integration.c) Explain the options and API's available to integrate into 3rd party tools and export of data into other Authority systems.d) Provide details of the method to be employed to import, copy, or otherwise facilitate the transfer of legacy WFM data from the incumbent platform.e) An overview of the features presented within the WFM GUI, explaining any core differences between capabilities across role-based privileges, for example an agent and a supervisor (application, browser based).f) Additionally, detail any prerequisite 3rd party components or applications (including specific versions) required to support the proposed Agent Desktop Client (for example a Java runtime, .NET framework).g) A description of the planning and forecasting capabilities of the Bidder's Workforce Management service, including details on the adherence, and reporting capabilities.h) Explain how the solution manages non-voice channel interactions.i) Explain how the WFM solution can cater for DWP staff that do not have an agent login to be scheduled and their adherence tracked.j) Explain the options for storing WFM system generated data in Authority systems.		

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Q 1.7	Surveys Page limit: 2	Weighting: 1/100%
Question:		
Please provide a description of the overall proposed solution to meet the Survey requirements and associated Target Performance Levels.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) Details of the architecture of the Bidder's proposed Survey service, showing how it combines and integrates with other elements of the Service.b) Provide an overview of the dashboard/presentation layer to communicate information that can be customised to enable users to easily extract actionable insights, identify trends and patterns, and identify improvement opportunities.c) Details of the feedback options available for Agents and Supervisors following a Citizen submitting a Survey.d) Provide an overview of the management of configuration within the Survey service, including details of any limitations of capability, functionality, or integration.e) Explain the options and API's available to integrate into 3rd party tools and export of data into other Authority systems.f) Explain the options for storing Survey system generated data in the Authority's systems.g) Explain the options for filtration of profanity and Personally Identifiable Information (PII) within the unstructured text of Survey responses.		

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Q 2.1	Discovery, Design & Build Page limit: 3	Weighting: 5/100%
Question:		
Please outline how you will assure successful, on-time delivery and include details of your proposed delivery methodology and ways of working to deliver commitments outlined in the specific Discovery, Design and Build elements of the Implementation Plan giving consideration to the associated Risks detailed within the BFM, within the timescales outlined in Schedule 13.		
Response Guidance:		
<p>The Authority is looking to Bidders to provide best practice on organising and managing large scale and complex systems activity.</p> <p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) A clear view of how the Implementation Plan relating to Schedule 13 has been optimised to enable concurrent activities to support timescales from a Discovery, Design and Build perspective.b) Clarification and rationale of the delivery approach, use of programme methodologies such as waterfall, agile, hybrid.c) Please attach a RACI model to include anticipated responsibilities for each of the following:<ul style="list-style-type: none">i) The Authority (recognising this must be pre-approved as an Authority Responsibility)ii) The Bidderiii) Other partners and / or third partieswith an accompanying explanation of any specific boundaries and hand-offs that the Bidder would like to highlight or explain further, for example where responsibility is held by the Authority or third parties.d) An explanation of your proposed resource model referring to the RACI by including details of roles, and responsibilities, across all parties, and explain how you would structure your teams throughout the Discovery, Design and Build phases.e) The Bidder's approach to programme governance and delivery, including management of risk, assumptions, dependencies, and timely issue resolution.f) How the Bidder will monitor, measure, and report on progress, activities, and commitments.		

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Q 2.2	Platform Test And Sign Off Page limit: 3	Weighting: 5/100%
Question:		
Please describe the methodology and approach to testing which underpins the Bidder's commitments within the specific Platform Test and Sign Off elements of the Implementation Plan giving consideration to the associated Risks detailed within the BFM, within the timescales outlined in Schedule 13.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) An outline of your test strategyb) How you will deliver a testing environment (or multiple testing environments) to support the simultaneous deployment of multiple features with different service and integration needs.c) Approach to testing of the overall solution before any deployment to the Authority estate, i.e., path to live.<ul style="list-style-type: none">i) During Transitionii) In life for a range of releases such as Major, Minor, Patchingd) Indicate where you anticipate any involvement of The Authority in testing, and an estimate of the resources required and duration.e) Load testing proposals.f) How the Authority will be assured that applications, including those provided by third parties, will continue to operate effectively with the new Services.		

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Q 2.3	Training Approach Page limit: 3	Weighting: 2/100%
Question:		
Please describe the methodology and approach to training which underpins the Bidder's commitments within the specific Training elements of the Implementation Plan giving consideration to the associated Risks detailed within the BFM, within the timescales outlined in Schedule 13.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) The Bidder's overall approach to training needs analysis, training delivery, and knowledge transfer.b) A training matrix for each role-based user type and Services (as defined in Schedule 1 Definitions) detailing the course(s) they would need to complete and associated duration.c) How the training plan is designed to effect optimum knowledge transfer.d) How the training plan is designed to incur minimum operational, and Customer impact.e) Clarity on any the Authority's involvement in training, and an estimate of the time and resources required.f) Proposal for how the Bidder will support the Authority to keep knowledge current as the Services features and capabilities evolve, and what does best practice look like?		

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Q 2.4	Transition Approach Page limit: 3	Weighting: 3/100%
Question:		
Please describe the methodology and approach to transition which underpins the Bidder's commitments within the specific Transition element of the Detailed Implementation Plan giving consideration to the associated Risks detailed within the BFM, to ensure the Authority can successfully transition the full user base, including the required data and system configuration, within the timescales outlined in Schedule 13.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) A clear description of the method, process, and tools the Bidder will use to extract, gather, or create from new – the required data to transition from each of the incumbent platforms successfully and efficiently.b) How the Bidder will influence and design the process via automation and effort reduction initiatives, wherever possible.c) Steps the Bidder intends to take to reduce the Authority's and Citizen impact during the transition period, and a call out of any foreseen unavoidable impacts.d) Clarity on any the Authority's involvement in transition, and an estimate of the time and resources required.		

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Q 3.1	Service Management Model Page limit: 4	Weighting: 10/100%
Question:		
Please provide an overview of your proposed in-life service management and account management model, giving a comprehensive explanation of your tailored recommendations to deliver high quality service and support to the Authority.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) An explanation of the capabilities and expertise on offer by including details of roles, and responsibilities, across all parties, and explain how you would structure your teams to best manage workflows and drive a cross-collaboration model to drive platform value.b) Consideration of how all scope items in Schedule 2 are managed in-life from a service management aspect. This should include any references to sub-contractors/3rd parties and how a seamless service will be delivered to the Authority.c) Your proposed resource model including a hierarchical organisation chart design. Your model should include:<ul style="list-style-type: none">i) Roles should be aligned to ITIL service management functions / capabilities / processes.ii) The volume of personnel anticipated within each role type, and how these are split against things such as Level 3, Level 4 support tiers.iii) Any management and account support roles.iv) All third-party resources.v) Expected personnel locations.vi) Overview of ITIL and product specific certification / accreditation information across each role type.d) Your RACI model to include anticipated responsibilities for each of the following:<ul style="list-style-type: none">i) The Authority.ii) The Bidder.iii) Other partners and / or third parties responsible for in-life support.iv) An accompanying explanation of any specific boundaries and hand-offs that the Bidder would like to highlight or explain further, for example where responsibility is held by the Authority or third parties.		

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Q 3.2	Change And Release Management Page limit: 3	Weighting: 5/100%
Question:		
Please provide a comprehensive explanation of your tailored recommendations to collaborate on a robust and efficient operational change and release approach with the Authority.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) Consideration of the reality of the size of the operation, the often-competing demands from various business areas, and provide recommendations for effective change and release - ranging from simple and repeatable tasks to extremely complex, large in-life changes, further considering automation, risk management, operational overhead, and customer experience.b) Addressing all Environments (Pre-Production, Production, and others), all Data Centres, and all scope items referenced in Schedule 2.c) How the Bidder would support the Authority to become more self-sufficient in relation to service requests and platform administration deliverables with reference to agreed Service Catalogue delivery items.<ul style="list-style-type: none">i) Please outline which items could be in scope for self-administration.ii) Which items would not be recommended for self-administration, and the reasons why?iii) An overview of where scripting and automation could support to streamline processes and facilitate on-going housekeeping.iv) Outline how bi-directional data flow and Service Management and / or other tooling could be used to drive such workflows.d) The approach that the Bidder proposes to deliver robust Change and Release Management<ul style="list-style-type: none">i) This should balance high platform availability and strong governance, with the desire to operate close to n minus 1 model.ii) Your response should include proposed software release schedule and cadence for change categories such as minor, major releases.iii) Please also outline any flexibility of feature enablement or restriction for example ability to toggle on/off.iv) Also outline a proposed approach to co-collaboration to create an Authority platform roadmap.		

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Q 5.0	Effective stewardship of the environment Page limit: 5	Weighting: 10/100%
Question:		
<p>Please describe the commitment the Bidder will make to ensure that opportunities under the contract deliver the policy outcome of “effective stewardship of the environment” and model award criteria of:</p> <ul style="list-style-type: none">a) Deliver additional environmental benefits in the performance of the contract including working towards net zero greenhouse gas emissions by 2050 or sooner and demonstrate through annual reporting across emission scopes how these will reduce throughout the lifetime of the contract.b) Influence staff, suppliers, customers, and communities through the delivery of the contract to support environmental protection and improvement by 2050 or sooner and demonstrate through annual reporting across emission scopes how these will reduce throughout the lifetime of the contract.		
Response Guidance:		
<p>Your Method statement should include, but not be limited to:</p> <ul style="list-style-type: none">a) The existing or planned activities that demonstrate and describe your:<ul style="list-style-type: none">i) Understanding of additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions.ii) Collaborative way of working with the supply chain to deliver additional environmental benefits in the performance of the contract, including working towards net zero greenhouse gas emissions.iii) Delivery of additional environmental benefits through the performance of the contract, including working towards net zero greenhouse gas emissions.iv) Organisational approach to using and separately investing in renewable energy.v) Understanding of how to influence staff, suppliers, customers, communities and/or any other appropriate stakeholders through the delivery of the contract to support environmental protection and improvement.vi) Alignment to ISO 14001 accreditation.vii) Activities to reconnect people with the environment and increase awareness of ways to protect and enhance it.viii) Support to the Greening Government Commitments policy for sustainability.b) A timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to:<ul style="list-style-type: none">i) Timed action plan.ii) Use of metrics and the tools/processes used to gather data, gather feedback and ensure improvement.iii) Transparency and reporting.<ul style="list-style-type: none">• Reduction in emissions of greenhouse gases arising from the performance of the contract, measured in metric tonnes carbon dioxide equivalents (MTCDE).• Reduction in water use arising from the performance of the contract, measured in litres.• Reduction in waste to landfill arising from the performance of the contract, measured in metric tonnes.• Number of people-hours spent protecting and improving the environment under the contract.• Number of green spaces created under the contract.		

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Q0.3 - Requirements Validation Tracker

The table below contains the associated meanings for the available Supplier Response options used in the Requirement Validation Tracker.

Supplier Response	Meaning
1. The required functionality has previously been deployed in a live environment and will be available from the relevant Milestone:	
1a. Standard Offering	The functionality is available within the standard “Commercial Off The Shelf” (COTS) product, within user-defined configuration in line with the product's good practice guidelines.
1b. Non-standard Offering	The functionality has been made available as a bespoke offering alongside the COTS product and can be configured using user-defined configuration in line with documented guidelines.
2. The Supplier commits to the requirement being met by the relevant Milestone, noting that the forecast release date should be stated in the Comments	
2a. In Development	The functionality is currently in development as part of the product roadmap, will be available within the COTS and remains within user-defined configuration in line with the product's good practice guidelines.
2b. Needs Development	The functionality is not currently in development as part of the product roadmap nor available within the COTS and will either be added to the COTS product or made available as a bespoke offering (explained in comments).
3. Cannot Meet This Requirement	The functionality cannot or will not be met either until a date after the relevant Milestones, or not at all.

The Supplier provided the following response in relation to Requirement Validation Tracker:

[Redacted Under FOIA Section 43, Commercial Interests]

Annex 1: Bidder Financial Model

The Bidder Financial Model is set out in the document named "**Route 101 Adjusted BFM v1.0.xlsx**" as submitted by the Supplier to the Authority on Friday 17th January 2025 at 11:16, which is hereby incorporated by reference into this Annex 1, and which constitutes the "Contract Inception Report" for the purposes of this Contract.

[Redacted Under FOIA Section 43, Commercial Interests]

Annex 2: Authority Clarification Questions and Supplier Responses

The Authority Clarification Questions, and the Supplier's associated responses, are set out in the document named "**Route 101 ACQ Consolidated.xlsx**" as shared with the Supplier by the Authority prior to the Effective Date, which is hereby incorporated by reference into this Annex 2.

[Redacted Under FOIA Section 43, Commercial Interests]