

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

**END USER COMPUTING
CALL OFF SCHEDULE 14
SERVICES**

END USER COMPUTING SERVICES CONTRACT
PR 91 2017

OFFICIAL

SIGNATURE VERSION

OFFICIAL

This Call Off Schedule consists of a Part A and a Part B. Part A contains the Service Requirements of the Customer and Part B contains the Supplier Service Descriptions.

PART A: SERVICE REQUIREMENTS

1. INTRODUCTION

1.1. This Part A contains the Customer's Service Requirements.

1.2. The Service Requirements under Part A of this Call Off Schedule are made up of three categories as follows:

1.2.1. Category 1 – General Requirements;

1.2.2. Category 2 – Operational / Technical Requirements; and

1.2.3. Category 3 – Agency Management Requirements.

1.3. Scope of the Services

1.3.1. Unless different Operational Service Commencement Dates are expressly identified in the Implementation Plan for any applicable parts of the Services, commencing on the Call Off Commencement Date the Supplier shall fulfil the following services, functions, responsibilities, requirements and deliverables (as the same may evolve during the Call Off Contract Period including adding, removing, supplementing, enhancing, modifying and/or replacing any services and/or activities or deliverables in accordance with this Call Off Contract or as otherwise Approved by the Customer in accordance with the Change Control Procedures, from time to time):

1.3.1.1. the services, functions, responsibilities, requirements and deliverables that the Supplier is required to carry out as specified in Part A (Service Requirements) of this Call Off Schedule and the relevant Call Off Schedules and appendices of the Call Off Contract;

OFFICIAL

- 1.3.1.2. any incidental services, functions, responsibilities, requirements and deliverables not specified in the Call Off Contract as within the scope of Supplier's responsibilities but that are reasonably and necessarily required for, or related to, the proper and timely performance and provision of the services, functions, responsibilities, requirements and/or deliverables set out Paragraph 1.3.1.1 above;
- 1.3.1.3. any services, functions, requirements, responsibilities and/or deliverables agreed pursuant to Call Off Schedule 5 (Change Control Procedure); and
- 1.3.1.4. subject to Paragraph 1.4 below, the services, functions, responsibilities, requirements and deliverables that the Supplier shall carry out as specified in Part B (Supplier Service Descriptions) of this Call Off Schedule, Call Off Schedule 8 (Security), Call Off Schedule 13 (Implementation Plan, Customer Responsibilities and Key Personnel), and Call Off Schedule 10 (Business Continuity and Disaster Recovery)

(together, the "**Services**").

- 1.4. If there is any conflict between the scope of the services, functions, responsibilities, requirements and deliverables under: (i) Paragraphs 1.3.1.1 and 1.3.1.2 above; and (ii) Paragraph 1.3.1.4 above, the provisions of Paragraphs 1.3.1.1 and 1.3.1.2 above shall apply and prevail.
- 1.5. The Supplier shall meet and fulfil all of the Services Requirements in this Part A (and the Supplier confirms that the Supplier Solution set out in Part B of this Call Off Schedule meets and fulfils all of the Services Requirements in this Part A), as the same may evolve during the Call Off Contract Period and as they may be supplemented, enhanced, modified or replaced in accordance with this Call Off Contract, but excluding any services, responsibilities or functions that are expressly identified in the Call Off Form as the Customer's responsibility or a third party's responsibility.
- 1.6. If there is any conflict between the provisions of Part A of this Call Off Schedule and the provisions of Part B of this Call Off Schedule, the provisions of Part A of this Call Off Schedule shall prevail.

OFFICIAL

- 1.7. The Supplier acknowledges that as at the Call Off Commencement Date the Customer has appointed the Agency Manager to act in pursuance of the Customer's rights and to perform the Customer's obligations or functions under this Call Off Contract. The Supplier shall follow the instructions of the Agency Manager in accordance with Category 3 of Part A of this Call Off Schedule.

2. BACKGROUND

2.1. The Department

2.1.1. The Crown Prosecution Service (the Customer) is the principal prosecuting authority for England and Wales, acting independently in criminal Cases investigated by the Police and other investigators including Her Majesty's Revenue & Customs and the Department of Work and Pensions. The Customer is headed by the Director of Public Prosecutions (DPP) and is one of the law officers' departments. The Director is superintended by the Attorney General who is accountable to Parliament for the Service. The Chief Executive of the Customer is responsible for the day to day running of Customer business.

2.1.2. The Customer was set up in accordance with the Prosecution of Offences Act 1985 to prosecute criminal Cases investigated by the Police in England and Wales. In undertaking this role, the Customer:

2.1.2.1. Advises and assists the Police during the early stages of investigations;

2.1.2.2. Decides on the appropriate charge, in all but minor Cases;

2.1.2.3. Keeps all Cases under continuous review and decides which Cases should be prosecuted;

2.1.2.4. Prepares Cases for court and will either conduct advocacy in court, using an in-house lawyer resource, or instruct a self-employed advocate, generally from the criminal bar; and

2.1.2.5. Provides information and assistance to victims and prosecution witnesses.

2.1.3. The Customer is at the centre of the Criminal Justice System whereby police and other investigators address allegations and incidents and work with Customer staff to determine appropriate charges; the prosecution is prepared and presented in the

OFFICIAL

Courts by Customer teams who also support victims and witnesses; and, at the close of proceedings, convicted persons are passed into the custody of Prisons and Offender Management agencies.

2.1.4. The Customer comprises fourteen (14) geographical business areas across England and Wales which administer smaller Operational Units, and CPS Direct which provides a twenty four (24) hour service of advice on prosecution charges to the police and other investigators. There are also three (3) central Casework divisions that handle the most serious, complex or sensitive prosecutions covering specialist fraud, proceeds of crime, special crime and counter terrorism and organised crime. Finally, the Department has headquarters, corporate service and operations management business functions.

2.1.5. The Customer employs approximately 6,500 people, including some 2,200 Crown prosecutors and 3,600 paralegals/Case administrators, and headquarters staff, and prosecutes approximately 600,000 Cases each year in magistrates' courts and about 100,000 Cases in the Crown Court. In addition to its staff working on Customer Premises, the Customer's technology infrastructure supports some 100 Police officers working from Police stations and Customer Premises and Customer staff in CPS Direct that work from courts, home and/or the Customers Premises. The number of Users should be estimated as around 6,500 for the Call Off Contract Period unless otherwise stated by the Customer.

2.2. End User Computing

The Customer requires a supplier, with appropriate experience of operating collaboratively within a multi-supplier environment, to take on the build, management and operational support of all mobile and fixed End User Devices (EUD) utilised within the Customer ICT Environment. This will include responsibility for:

- a. Device Build – development, testing, installation and maintenance
- b. Device Support – incident, request, problem, Change management
- c. Device Security
- d. Device Deployment, Storage, Recovery and Disposal
- e. Bulk Device Replacement – capability for a Bulk Device Replacement when requested under Call Off Schedule 5 (Change Control Procedure).

2.2.1. End User Computing (EUC) government desktop devices today are often perceived as being slow, expensive, and providing a poor user experience. They are functional at best, and offer few of the productivity and collaboration services that End Users

OFFICIAL

regularly experience on their personal devices. Users increasingly have access to better performing IT away from the workplace, and consequently have a negative perception of their workplace devices. Devices include a plethora of third-party management and security products, in addition to business applications. Their complexity and design make upgrades expensive, time-consuming, and adversely affects the end user experience.

- 2.2.2. The Customer recognises this and seeks to better the EUC experience for End Users, while ensuring cheaper, better performing IT and addressing the underlying challenges.
- 2.2.3. The Customer is seeking a EUC environment that is more agile and better able to respond to the needs of businesses and end users. A solution is being sought which not only lowers the Total Cost of Ownership (TCO), but can also fulfil users' needs more effectively. The Customer wishes to see their EUC experience transformed, such that their End Users are able to collaborate more efficiently, while improving End User productivity and satisfactions levels.
- 2.2.4. The Customer's End User computing estate is made up of several hardware and software Components, which need to interface with systems and servers that are hosted within various data centres, including those provided by the Applications Support & Hosting Supplier.
- 2.2.5. Office Infrastructure

Currently within each main Customer office, a mixture of local and centralised servers provide IT services to local users via PCs, Tablets and Laptops running MS Windows 8.1 Enterprise operating system. The Customer is however in the process of moving to centralised services, and the Supplier shall support a distributed server model at the start of the Call Off Contract, while ensuring their solution is capable of supporting a centralised server model (provided by the Applications Support & Hosting Supplier) once the centralised server solution is in place.

The LAN switches in the majority of these offices provide Power over Ethernet (PoE) to meet the requirements of the VoIP telephony service provided by the PSN Services Supplier.

All offices are provided with Multifunction devices (MFDs) supported by the: Print Services Supplier. The MFDs' are capable of providing printing, copying and scanning to email services.

OFFICIAL

The IT infrastructure supports remote access for home and mobile users.

2.2.6. Operating system and Office Applications

The Customer provides a set of core Applications to all End Users.

The core Applications include:

- a. Windows 8.1 operating system
- b. Microsoft Office 2010 Professional Plus (Word, Excel, PowerPoint, Access).
- c. Microsoft Outlook 2010
- d. Version 11 of Internet Explorer
- e. Adobe Acrobat Reader (for viewing PDF documents)
- f. VLC player (to support viewing multimedia evidential material)

Further Applications may be added to the core Application before Call Off Contract award.

It should be noted that a large percentage of Customer Tablets and Laptop computers have the Adobe Acrobat Professional software installed to support End Users redacting PDF documents used in the prosecution process.

2.2.7. File Storage

While file storage is provided for each user on the file server in the office where they are normally based, with the users Exchange mailbox provided by an Exchange server in a host site, the Customer is however in the process of moving to centralised services, and the Supplier shall support a distributed server model at the start of the Call Off Contract, while ensuring their solution is capable of supporting a centralised server model once the centralised server solution is in place. Limits are applied to the size of user email accounts to encourage users to manage their information although some users do not have limits imposed.

Many aspects of the desktop configuration are controlled by Windows group policy to provide a consistent and secure desktop environment. End Users are therefore limited in what they can configure regarding the desktop environment. Only temporary

OFFICIAL

data associated with specific Applications is stored on the hard disk of PC's in locations that are deemed to meet physical security requirements. End User data is held on Laptop and Tablet PC hard disks to permit off-line working but all Laptop and Tablet PC hard disks are subject to having an approved full disk encryption product installed to protect this data.

2.2.8 Customer Corporate Applications

The Customer has their main corporate applications hosted as external Bureau services (e.g. the HR system TRENT and the Finance system 'FARMS'). There are a number of smaller corporate / administrative applications that are hosted on the Customer estate. Typically these have a backend database currently residing on a server at a Customer Office in London and the front end is delivered either by a client deployed to the End User Device or via terminal services from a local terminal server.

The following Paragraphs (2.2.9 – 2.2.15) set out a set of core Applications in use across the Customer's estate; this is not a finite list of Applications.

2.2.9 Case Management and Witness Management System (CMS/WMS)

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

2.2.10 Prosecutor Application

In 2015 a Windows 8.1 Modern Application 'The Prosecutor App' was introduced to support prosecutors in court including recording the outcome of hearings. This touch enabled application communicates with the central CMS system using web services when online and stores information locally when offline.

2.2.11 Management Information System (MIS)

Associated with CMS/WMS is a management information system (MIS) that provides statistical and summary information on the progress of cases within Customer. This is based on Business Objects Web Intelligence and has around 200 users.

2.2.12 Evidence Management System (EMS)

OFFICIAL

EMS is a system to specifically support case management of cases handled by the Customer Casework divisions and Complex Casework Units (CCUs). These cases are characterised by typically having a large volume of evidential material associated with them. EMS is a browser based system based on the EMC Documentum product and MS SQL SERVER and some associated products to meet specific functional requirements (e.g. Brava for document viewing).

2.2.13. Telephony

The PSN Supplier provides Telephony services for the Customer. The Telephony service is provided as a converged Voice over IP (VoIP) service.

2.2.14. Intranet

The Customer intranet service (known as Infonet) is hosted by the Applications Support & Hosting Supplier. It is accessible to all Customer staff via the Customer Network. The Customer internet site provides a publicly accessible web site. This service is hosted by the Applications Support & Hosting Supplier.

2.2.15. Knowledge and Information Management

The Customer Knowledge and Information Management platform (KIM) is based on MS SharePoint 2010. This platform is hosted by the Applications Support & Hosting Supplier. The KIM platform provides collaboration services including a number of applications which have been developed on top of the core features of the SharePoint platform.

OFFICIAL

EUC Context diagram

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL**CATEGORY 1: GENERAL REQUIREMENTS**

#	Requirement
EUC/R/GREQ/001	The Supplier shall deliver all Services in accordance with the Call Off Contract, including the Standards set out in Section B of the Order Form.
EUC/R/GREQ/002	The Supplier shall, wherever possible, use standards-based solutions for technical solutions, and management and operational interactions between the Supplier and the Agency Manager (e.g., operating models based on COBIT (Control Objectives for Information and Related Technology), TOGAF (The Open Group Architecture Framework), and ITIL (Information Technology Infrastructure Library)).
EUC/R/GREQ/003	The Supplier shall annually self-assess the maturity of the EUC services using the HMG Green ICT Maturity Assessment Model and provide the findings to the Customer within thirty (30) Working Days of the anniversary of the Call Off Commencement Date.
EUC/R/GREQ/004	The Supplier shall wherever possible use simplified assurance and payment processes when invoicing the Customer.
EUC/R/GREQ/005	Save as otherwise expressly stated in the Call Off Contract, the Supplier shall ensure that, upon request from the Customer, certain of: (i) the Supplier's Authorised Persons; (ii) and any of the Key Personnel; and/or (iii) other relevant persons identified by the Customer that the Customer wishes to meet, shall attend workshops or meetings with the Customer and/or any other Related Supplier as the Customer reasonably deems necessary given the circumstances.
EUC/R/GREQ/006	Where the Supplier fails, or becomes aware that it is likely to fail to comply with any obligation of this Call Off Contract and such failure may impact on the performance of the Services by the Supplier (including the Service Levels), the Supplier shall, as soon as is reasonably practicable, notify the Customer of such failure or likely failure.

OFFICIAL

#	Requirement
EUC/R/GREQ/007	The Supplier shall notify the Customer when it becomes aware of an actual or potential event that may pose a risk to the Services and shall provide to the Customer all necessary details and information of such event.
EUC/R/GREQ/008	The Supplier shall comply with the Data Protection Legislation and data protection provisions set out in the Call Off Contract, including in relation to the processing of the Personal Data controlled by the Customer.
EUC/R/GREQ/009	The Supplier shall provide support to the Related Suppliers including, where necessary, access to resources, the Supplier System, Software and any materials as required, and to deal with security and/or compliance issues, assessments and actions.
EUC/R/GREQ/010	The Supplier shall perform the Services in accordance with the Call Off Terms and this Call Off Schedule. The Supplier shall use ITIL (Edition 2011 or the then current version of ITIL) based processes and perform the Services in accordance with industry based best practice and, if required, the Supplier shall demonstrate this to the satisfaction of the Customer.
EUC/R/GREQ/011	The Supplier shall adhere to the Agency Manager provided common standards for interfaces to the ITSM Toolset for the management of Services events across the Service Management Lifecycle.
EUC/R/GREQ/012	The Supplier shall ensure that Processes for all ITIL functions are aligned (to the work instruction procedural level) with the Policies, Processes and Procedures set out by the Customer by the end of Implementation. The Supplier shall ensure that all hand-over and hand-back points and Dependencies between: (i) the Supplier and the Customer, (ii) the Supplier and the Agency Manager; (ii) the Supplier and Related Suppliers are clearly set out in the SOM.

OFFICIAL

#	Requirement
EUC/R/GREQ/013	The Supplier Solution shall be implemented in a modular and commoditised way, allowing for flexible and scalable Services that can be updated and replaced with minimal disruption to the Customer.
EUC/R/GREQ/014	The Supplier shall facilitate Process efficiency by choosing automation over manual intervention and empowering the business to self-serve, subject to such automation being Approved by the Customer in advance.
EUC/R/GREQ/015	The Supplier shall ensure that the Supplier Solution shall have a documented design and be implemented such that it has optimum scalability, and for process and technology integration with other Related Suppliers.
EUC/R/GREQ/016	The updating of Service event data shall occur immediately or in sufficient time to enable effective Management Information to be produced and acted upon in accordance with Service Levels, Service Level Performance Measures, and Key Performance Indicators for the Services.
EUC/R/GREQ/017	The Supplier shall ensure that all necessary support is provided to the Customer, or any auditor assigned or appointed by the Customer, to audit any aspect of the Services provided by the Supplier.
EUC/R/GREQ/018	The Supplier shall bear the cost of decommissioning, collection and disposal of Customer Assets.
EUC/R/GREQ/019	The Supplier shall provide to the Customer access for validation purposes to all raw data and access on demand to all the Supplier's reporting tools.

OFFICIAL

#	Requirement
EUC/R/GREQ/020	The Supplier Solution shall support disparate technologies of varying age (and in some instances, technologies that no longer have vendor support);
EUC/R/GREQ/021	The Supplier shall allow the Customer to add or remove Services using the Change Control Procedure (Call Off Schedule 5 Change Control Procedure).
EUC/R/GREQ/022	The Supplier Solution shall support hardware, software that falls within the scope of the Services, and data stored on the EUD's at geographically dispersed Customer's Sites.
EUC/R/GREQ/023	The Supplier shall make all information to include exchange agreements, design documents, Build documents and interface specifications freely available for use by the Customer and other Suppliers without charge.
EUC/R/GREQ/024	The Supplier shall ensure availability of the EUDs 24 hours a day, 7 days a week.
EUC/R/GREQ/025	The Supplier shall provide second and third line support for all incidents related to the Services as set out in this Call Off Schedule and the Call Off Contract.
EUC/R/GREQ/026	Support and maintenance of Supplier provided hardware and software, needed as part of the Supplier's solution, shall be co-terminus with the end of the Call Off Contract Term.
EUC/R/GREQ/027	The Supplier's Solution shall demonstrate corporate social responsibility by lowering the carbon cost when compared to the current infrastructure for the equivalent capacity.
EUC/R/GREQ/028	The Supplier's supply chain shall demonstrate adherence in line with the HMG Green ICT Maturity Assessment Model throughout the duration of the Contract.
EUC/R/GREQ/029	The Supplier's Solution shall use appropriate Standards including CE marked Components from reputable manufacturers that conform to the appropriate Standards and regulations specified.

OFFICIAL

#	Requirement
EUC/R/GREQ/030	The Supplier shall provide capability for the Customer to increase the Service hours of availability on a permanent or temporary basis. Any such increase shall be subject to Call Off Schedule 5 (Change Control Procedure).
EUC/R/GREQ/031	The Supplier shall provide a scalable Supplier Solution, so that any growth in Customer capacity requirements can be met for the duration of the Call Off Contract Period.
EUC/R/GREQ/032	The Supplier Solution shall ensure the user's settings, personalisation and personal data and files can be stored locally, remotely (in a data centre or the cloud) or a combination of both.
EUC/R/GREQ/033	The Supplier shall provide consistent, best-in-class support, by efficiently diagnosing, troubleshooting and resolving issues, and where necessary working collaboratively with other Suppliers as well as the Customer's internal support teams.
EUC/R/GREQ/034	The Supplier shall strive to continuously improve the End User's experience through the evolution of self-service and automation tools.
EUC/R/GREQ/035	<p>The Supplier shall produce and maintain Services documentation including but not limited to:</p> <ul style="list-style-type: none"> a. The Service Operation Manual (SOM); b. EUD Build documentation; c. EUD firmware and software patching procedure; d. OLA' and handover and handback procedures between the Supplier and its sub-contractors <p>and shall keep the documentation up-to-date throughout the Call Off Contract Period.</p>
EUC/R/GREQ/036	<p>The Supplier shall support the Customer's EUD's located at:</p> <ul style="list-style-type: none"> a. Customer Locations; b. Remote Locations; and c. Other Locations where the Customers EUD's are used (example AGO, Police Stations, Courts, etc.).

OFFICIAL

#	Requirement
EUC/R/GREQ/037	The Supplier shall be required to provide a single point of contact to nominated Customer End Users (for example the Customer's service management team).
EUC/R/GREQ/038	The Supplier shall be responsible for the management, support, integration, monitoring and improvement of all Customer EUD's, including the EUD operating systems, end user Applications including productivity tools such as Office Automation and e-mail client, Customer Application specific interfaces, internet browsers, security and asset management.
EUC/R/GREQ/039	The Supplier shall ensure the Customer EUD's are fully interoperable with all of the Customer's Applications that need to be accessed from the EUD.
EUC/R/GREQ/040	The Supplier shall provide on request specific variations to the standard EUD Build.
EUC/R/GREQ/041	The Supplier shall provide a SOM in accordance with Call Off Schedule 13 (Implementation Plan, Customer Responsibilities and Key Personnel) and update it in consultation with the Customer from time to time and baseline it annually on each anniversary of the Call Off Commencement Date.
EUC/R/GREQ/042	The Supplier shall regularly engage with Customer EUC working groups as directed by the Customer, to understand improvements needed to the EUC user experience, and shall provide the outcomes of such engagement to the Customer's CSIP manager.

OFFICIAL**CATEGORY 2: OPERATIONAL / TECHNICAL REQUIREMENTS**

Category 2 of Part A of this Schedule provides the operational and technical requirements of the Customer in relation to the Services.

DEVICE BUILD**Access to Systems**

Reference ID	Requirement
EUC/R/ACC/001	The Supplier shall allow access from the EUD's to active directory domains (Primary AD Domain, federated AD domain within Azure, other AD Domains) that may be stood up in support of the Applications Support & Hosting Supplier's solution, and certification services.
EUC/R/ACC/002	The Supplier shall ensure that access to the Customer's Business Applications (e.g. the Case Management System, Witness Management System, Evidence Management System, etc.) as well as public and private cloud services is enabled.
EUC/R/ACC/003	The Supplier shall ensure that multiple versions of Business Applications and other EUD Software can be accessed concurrently and independently on all EUD's.

Active Directory

Reference ID	Requirement
EUC/R/ACDIR/001	The Supplier shall ensure that EUDs and End User accounts are aligned to existing organisational

OFFICIAL

Reference ID	Requirement
	Units (OUs) based upon the Customer base office locations (at which End Users' personal file data and account information may be stored).
EUC/R/ACDIR/002	The Supplier shall ensure the EUD is able to integrate with and use the existing Group Policy Objects (GPOs) in order to control the configuration of EUDs, restrict access to Applications not part of the core EUD Build and generally provide a consistent and secure desktop environment.
EUC/R/ACDIR/003	The Supplier shall ensure that End User authentication is performed against Microsoft Active Directory.
EUC/R/ACDIR/004	The Supplier shall ensure that Designate Access Rights (DAR) to data held on the EUD can be specified and applied to End User roles or specific End Users, and that the level of access control granularity is sufficient to define access rights at the individual file level.
EUC/R/ACDIR/005	The Supplier shall ensure roaming user profiles and folder re-direction, store Users' profiles and data on Windows servers, abstracting them from the device, consequently allowing users to access their files and settings from any device within the environment.

Backup

Reference ID	Requirement
EUC/R/BKUP/001	The Supplier Solution shall promote the synchronisation of data saved from the EUD to the cloud (Office 365 One Drive) or other such equivalent location as advised by the Customer.

OFFICIAL

Reference ID	Requirement
EUC/R/BKUP/002	The Supplier shall ensure the off line files folder solution (currently Sync Centre) is configured such that it creates a complete copy of a User's "My Documents" folder, and any sub folders within it, for offline editing.

Build Image

Reference ID	Requirement
EUC/R/BLDIMAGE/001	<p>The Supplier's process to provide a (new or replacement) EUD to the End User should not require an engineer visit to the End User.</p> <p>The Supplier shall use remote management techniques to ensure that fixes to problems can be applied so that only by exception shall engineers need to physically attend site.</p>
EUC/R/BLDIMAGE/002	The Supplier shall ensure all updates (including updates to the EUD operating system), and patches (including security patches) are tested against the EUD Builds, and once successfully tested, endorse the distribution of such patches via SCCM. (Distribution via SCCM shall be performed by the Applications Support & Hosting Supplier).
EUC/R/BLDIMAGE/003	The Supplier shall review the EUD Builds with the Customer at least on an annual basis to ensure that they continue to meet the business need. The number of EUD Builds shall be controlled to reduce the maintenance overhead associated with them.

OFFICIAL

Reference ID	Requirement
EUC/R/BLDIMAGE/004	The Supplier shall test SCCM packages to be provided by the Applications Support & Hosting Supplier for distribution to EUDs.
EUC/R/BLDIMAGE/005	The Supplier shall ensure that the most up to date EUD Build is applied to EUDs prior to devices being delivered to End Users.
EUC/R/BLDIMAGE/006	The Supplier shall ensure that any new EUD added to the EUD estate shall be created by taking the latest version of the EUD operating system and applying the appropriate drivers and patches (as opposed to installing a previous EUD build on the new device and using that as the starting point).
EUC/R/BLDIMAGE/007	The Supplier shall take on existing EUD Builds and ensure continual improvement throughout the life of the EUD. This shall include, without limitation: <ul style="list-style-type: none"> (i) adherence to the Microsoft build update recommendation in order that all EUD Builds are updated at least once every 6 months or more frequently as required by Microsoft or the Customer; and (ii) other improvement actions required by the Customer or as provided by this Call Off Contract.
EUC/R/BLDIMAGE/008	The Supplier shall use Drive Encryption to provide encryption of the EUD fixed drives using BitLocker, or an alternative to be agreed with the Customer.
EUC/R/BLDIMAGE/009	The Supplier shall ensure the EUD Build allows multiple End Users to use the same EUD while also allowing devices to be person-locked should the Customer prefer.
EUC/R/BLDIMAGE/010	The Supplier shall be capable of providing a new EUD Build based on Windows 10 and shall be capable of supporting Windows 10, including but not limited to: <ul style="list-style-type: none"> a. ensuring all test facilities are capable of testing Windows 10 against EUDs in use across

OFFICIAL

Reference ID	Requirement
	<p>the Customer's estate;</p> <p>b. ensuring all test facilities are capable of testing Windows 10 against Applications considered part of the core Build;</p> <p>c. ensuring all test facilities are capable of testing other Applications against Windows 10 as instructed under Call Off Schedule 5 (Change Control Procedure);</p> <p>d. ensuring EUD drivers are updated to work with Windows 10; and</p> <p>e. ensuring all other Requirements can be fulfilled with the Windows 10 operating system.</p>
EUC/R/BLDIMAGE/011	The EUD core Build shall be device agnostic. (i.e. should the Customer wish to introduce a new EUD make and model, e.g. Dell, HP, etc., the EUD core Build should be capable of being installed on such new makes and models with minimal effort required to adapt the existing core Build and re-test).
EUC/R/BLDIMAGE/012	The Supplier shall provide an option to allow End Users to access and download self-service applications using the Microsoft Apps Store. This option (if exercised) shall be implemented under the Change Control Procedure.

Check Point on EUD

Reference ID	Requirement
EUC/R/CHKPT/001	The Supplier shall ensure their solution allows EUD's to interface with a Checkpoint media server (supplied by the Applications Support & Hosting Supplier) to allow removable media encryption on selected EUDs.

OFFICIAL**DNS / DHCP**

Reference ID	Requirement
EUC/R/DNSDHCP/001	The Supplier Solution shall interface with DNS and DHCP (DNS & DHCP to be hosted and provided by the Applications Support & Hosting Supplier).

VOIP Telephony Client.

Reference ID	Requirement
EUC/R/VOIP/001	The Supplier shall ensure that the most recent version of the Customers VOIP client software (VCT) is Tested and made a part of the core EUD Build.
EUC/R/VOIP/002	The Supplier shall ensure the EUD is able to connect to external handsets and headsets so these devices are fully functional when used with the EUD, and the Customer's VOIP telephony solution.
EUC/R/VOIP/003	The Supplier shall ensure that the HIPS firewall (on the EUD) is configured such that the EUD is able to connect to the Customer's VOIP infrastructure, via the Customer's WAN infrastructure, or via the Customer's remote access solution.

OFFICIAL**Testing**

Reference ID	Requirement
EUC/R/TEST/001	The Supplier shall conduct Testing in line with processes that adhere to Call Off Schedule 7 (Testing).
EUC/R/TEST/002	The Supplier shall ensure Testing is automated where reasonably practicable and Approved by the Customer.
EUC/R/TEST/003	The Supplier shall make available adequate Test Environments such as pre-production and production-like environments (including the Live Test Environment) to support all Testing and shall, where necessary, conduct performance testing using a wide area network connection, or a simulated wide area network connection.
EUC/R/TEST/004	<p>The Supplier shall conduct, but not be limited to, the following Testing life-cycle to establish the integrity of the system Tested:</p> <ul style="list-style-type: none"> a. Module (or Unit) testing– individual ‘modules’ of software are thoroughly Tested for functional and technical correctness; b. Integration testing – modules which have successfully undergone module Testing, are Tested with each other in order to demonstrate that they integrate correctly; c. System testing – a complete system or product is fully Tested for functional and technical correctness against its specifications; and d. Services testing. <p>The Supplier shall develop Test scenarios to use during the various Test phases, and shall seek guidance from the Customer to ensure that the scenarios are realistic.</p>
EUC/R/TEST/005	The Supplier shall use a combination of methodical design and rigorous Testing processes to

OFFICIAL

Reference ID	Requirement
	prove that the system acts according to the Functional Specification.
EUC/R/TEST/006	The Supplier shall conduct all Testing using the path to Live Test Environment, and shall not conduct any Testing within the Production Environment.
EUC/R/TEST/007	The Supplier shall ensure that all Testing is to be Approved by the Customer via the operational Change management process ahead of moving the components Tested to the Production Environment.
EUC/R/TEST/008	The Customer shall be entitled to determine Test Success Criteria for each Test at its absolute discretion, by notice in writing to the Supplier, and the Supplier shall accept such Test Success Criteria.
EUC/R/TEST/009	The Supplier shall notify the Customer at least 10 Working Days (or such other period as the Parties may agree in writing) of the planned date, time and location of any Tests to be conducted. The Supplier shall give at least 20 Working Days' notice where the Testing involves the co-operation of any Other Supplier, Related Supplier or other Government department.
EUC/R/TEST/010	The Supplier shall be notified by the Customer of any Customer Testing to take place. The Supplier shall provide the Customer with all such assistance as the Customer reasonably requires in support of such Testing including access to Supplier Personnel and to information and Sites of the Supplier.
EUC/R/TEST/011	The Supplier and the Customer shall each bear its own costs in relation to Testing, save as otherwise agreed by the parties.

OFFICIAL

Reference ID	Requirement
EUC/R/TEST/012	The Supplier shall ensure that prior to any Test taking place the relevant Deliverables are ready to undergo Testing, and where requested by the Customer or required under this Call Off Contract, the Test Strategy or applicable Test Plan.
EUC/R/TEST/013	The Supplier shall prepare each Test and submit to the Customer for Approval a written plan for the conduct of the relevant Test (" Test Plan ") as soon as practicable but in any case no later than twenty (20) Working Days (or such other period as the Parties may agree in the Test Strategy or otherwise) prior to the start date for the relevant Testing.
EUC/R/TEST/014	<p>The Supplier's Test plans shall include for each Test Plan as a minimum:</p> <ul style="list-style-type: none"> a) the relevant Test definition and the purpose of the Test, any Milestone to which it relates, the requirements being Tested and, for each Test, the specific Test Success Criteria to be satisfied (where applicable as specified by the Customer b) a detailed procedure for the Tests to be carried out, including: <ul style="list-style-type: none"> (i) any applicable Test Issue Thresholds; (ii) the timetable for the Tests including start and end dates; (iii) the Testing mechanism; (iv) dates and methods by which the Customer can inspect Test results or witness the Tests in order to establish that the Test Success Criteria have been met; (v) the mechanism for ensuring the quality, completeness and relevance of the Tests; (vi) the format and an example of Test progress reports and the process by which the Customer accesses daily Test schedules; (vii) the process to allow the Customer to review Test Issues and the Supplier's progress in resolving these in a timely manner; (viii) the re-Test procedure, the timetable and the resources which would be required for re-Testing; (ix) the process for escalating Test Issues from a re-Test situation to the taking of specific remedial action to resolve the Test Issue; and

OFFICIAL

Reference ID	Requirement
	(x) the lessons learned from one Test shall be acted on to inform re-Tests or new Tests.
EUC/R/TEST/015	The Supplier shall provide Testing activities in accordance with the Test Plan to include, as appropriate: a) an inspection of Deliverables; b) a demonstration of any aspect of the Service(s); c) the running of real, or simulated, operational workload on any system; d) the monitoring of the provision of the Service(s), over an agreed trial period to verify that the provision of the Service(s) are in line with the Service Level requirements for that Service; and e) interface Tests to any systems.
EUC/R/TEST/016	The Supplier shall ensure that all Testing is signed off by the Customer via the operational change management process ahead of moving the components tested to the production environment.

Terminal Services

Reference ID	Requirement
EUC/R/TERMSER/001	The Supplier shall ensure that EUDs are able to connect to Terminal services infrastructure (Terminal services infrastructure to be supplied by the Applications Support & Hosting Supplier).

OFFICIAL**Print**

Reference ID	Requirement
EUC/R/PRINT/001	The Supplier's Solution shall ensure the EUD's can connect without delay to "Follow Me" print queues (provided by a combination of the Applications Support & Hosting Supplier and the Print Supplier).

Remote Access

Reference ID	Requirement
EUC/R/REMACC/001	The Supplier shall ensure the EUD is able to access the existing Remote Access Services (currently a Juniper solution), allowing the EUD and End Users the ability to connect to central Customer services over the internet utilising both wired and wireless connections. Wired connection shall be set to take initial priority over Wireless connection.
EUC/R/REMACC/002	The Supplier shall ensure the EUD is able to support two factor authentication for remote access services.
EUC/R/REMACC/003	The Supplier shall hold stock, distribute, and replace as necessary the ActivCard devices, or such equivalent devices agreed under the Change Control Procedure, to be used for the two factor authentication needed for remote access.
EUC/R/REMACC/004	The Supplier shall ensure the Supplier Solution shall include EUD management, including utilities that shall enable remote management and monitoring of each EUD.

OFFICIAL

EPO Agent on EUD

Reference ID	Requirement
EUC/R/EPOAGNT/001	The Supplier Solution shall interface with the ePO servers (hosted and supplied by the Applications Support & Hosting Supplier) to ensure the HIPS firewall on EUDs function, and maintain up to date AV signatures on the EUDs.

Mail

Reference ID	Requirement
EUC/R/MAIL/001	The Supplier shall ensure the EUC Build is able to integrate with the AntiVirus and Malware solutions in use by the Customer.
EUC/R/MAIL/002	The Supplier shall ensure the EUC Build is able to integrate with existing email gateways, for routing and filtering email traffic between the Customer domain, AGO domain, HMCPSI domain and the GSi, CJSM and PNN email domains.
EUC/R/MAIL/003	The Supplier shall ensure all EUDs are capable of interfacing with the web filtering and web monitoring services (as provided by the Applications Support & Hosting Supplier).

OFFICIAL

MBAM EUD Encryption

Reference ID	Requirement
EUC/R/MBAM/001	The Supplier Solution shall ensure EUD's interface with the central MBAM server (the server shall be hosted and provided by the Applications Support & Hosting Supplier) for the management of BitLocker on EUDs.

EUD request / Break-fix

Reference ID	Requirement
EUC/R/DEVREQ/001	<p>The Supplier shall provide an EUD in response to a request to support a new End User. The process by which the request shall be satisfied shall be according to the process and the standards documented in the agreed SOM.</p> <p>Where an EUD is despatched by the Supplier and received by an End User and found not to fully function, the Supplier shall replace with a fully operating EUD.</p>
EUC/R/DEVREQ/002	The Supplier shall provide an EUD in response to a break-fix Incident where a hardware failure requires a replacement EUD. The Supplier shall respond to the Incident in accordance with the Incident Management PPPs.
EUC/R/DEVREQ/003	The Supplier shall recover EUDs that are no longer fit for purpose for decommissioning. The Supplier shall, subject to the Approval of the Customer, decommission such EUDs in accordance with the provisions of this Call Off Contract.

OFFICIAL**DEVICE SUPPORT****Asset Tracking**

Reference ID	Requirement
EUC/R/ASSTRK/001	The Supplier shall provide, and maintain an Application Decommissioning Methodology at least annually, providing it to the Customer for review and Approval. The methodology should set out how EUC related software is marked for deletion / removal from the estate (i.e. if there is an upgrade, the latest release should be the only version of the application deployed to the Customer's EUC estate, unless otherwise agreed with the Customer). Once available, the Supplier shall comply with such Approved Application Decommissioning Methodology.
EUC/R/ASSTRK/002	The Supplier shall maintain a CMDB for the recording of hardware and software assets supported under this Call Off Contract.
EUC/R/ASSTRK/003	<p>The Supplier shall use a software licencing tool to monitor software to include the number and type of software licenses installed on EUDs to deliver the Services and shall ensure :</p> <ul style="list-style-type: none"> a. all installed software in use is legitimately licensed. The Supplier shall notify the Customer of any unlicensed software and shall delete any such software upon the Customer instruction. The Supplier shall not be responsible for replacing unlicensed software until the Customer has Approved the relevant licence purchase; b. All software in use has been Approved by the Supplier; and c. the Supplier shall make optimum use of all Customer licensed software or other such software provided by the Supplier as part of the Services to include current and legacy software.
EUC/R/ASSTRK/004	The Supplier shall asset label and record all Customer EUC assets within the scope of this Call Off Contract on the CMDB.

OFFICIAL

Reference ID	Requirement
EUC/R/ASSTRK/005	As EUC assets change, through either reorganisation, Technology Bulk Device Replacement, or equipment failure and a replacement has been installed, the Supplier shall record such changes, ensuring the Supplier's asset database is up to date at all times (save to the extent that asset locations have been changed by the Customer without notification to the Supplier).
EUC/R/ASSTRK/006	The Supplier shall provide regular software asset reporting to the Customer. The format and frequency of these reports shall be agreed during Implementation.
EUC/R/ASSTRK/007	The Supplier shall provide a decommissioning process for EUD's when a Customer member of staff employment ends. The Supplier process shall ensure that reallocation of devices occurs when a new member of staff takes over the predecessor's role
EUC/R/ASSTRK/008	The Supplier shall maintain the CMDB to include all of the information as set out in the relevant Agency Manager provided Policy and Procedure documents, including but not limited to: <ul style="list-style-type: none"> a. Whether a CMDB item is considered out of support; b. The End of Life date; and c. Warranty Period.

Change Management

Reference ID	Requirement
EUC/R/CHANGE/001	The Supplier shall ensure all components that make up the Supplier's Solution (e.g. Supplier

OFFICIAL

Reference ID	Requirement
	provided CMDB, Supplier provided enterprise tooling for reporting against Service Levels, etc.) continue to be of sufficient capacity to meet the Customer's operational needs. This includes providing sufficient capacity to cater for growth in use over the Call Off Contract Period.
EUC/R/CHANGE/002	The Supplier shall enable the Customer to respond to urgent requirements for Change, as set out in Call Off Schedule 5 (Change Control Procedure) and in the Change process document titled "Managing CCR's ver 1.14"
EUC/R/CHANGE/003	The Supplier shall provide the flexibility to "fast track" certain Changes, where urgent requirements for Change have been identified by the Customer. Call Off Schedule 5 (Change Control Procedure) articulates the process for handling such Change.
EUC/R/CHANGE/004	Where support for a an EUC software product that is part of the EUC Build, or hardware product is to be withdrawn, the Supplier shall ensure that a review commences sufficiently early to ensure that: <ul style="list-style-type: none"> (i) A replacement product is identified, tested and made available through the Service Catalogue, and (ii) Changes to the relevant service description(s) are updated in the Service Catalogue to reflect the change before the Supplier withdraws support for the original product.
EUC/R/CHANGE/005	The Supplier shall support office moves, when requested via the Change Control Procedure, to include, but not be limited to: <ul style="list-style-type: none"> a. Relocation of EUD's from the old to new or alternative Customer Sites; b. Testing of a sample subset of EUD's once they have been re-located; c. Undertake all necessary remedial action <p>The effort for supporting an office move shall be agreed between the Parties under Call Off Schedule 5 (Change Control Procedure).</p>

OFFICIAL

Reference ID	Requirement
EUC/R/CHANGE/006	The Supplier shall support the Customer to do more with their EUD's by contributing innovative expertise wherever possible.
EUC/R/CHANGE/007	The Supplier shall provide innovative solutions to address the Customer challenges of increased digital content, ageing infrastructures and constrained resources, such that the Customer can evaluate such solutions as candidates for investment.
EUC/R/CHANGE/008	The Supplier shall foster a culture which allows their staff to capture, prioritise and communicate ideas across their teams, allowing anyone to suggest innovative improvements.

Customer Satisfaction

Reference ID	Requirement
EUC/R/CUSSAT/001	<p>The Supplier shall adhere to and operate in accordance with Complaint Management Policies, Processes and Procedures as directed by the Customer which shall be made available to the Supplier during Implementation.</p> <p>The Supplier shall have agreed procedures for recording and responding to customer complaints and shall ensure that all complaints are reported in Service Management Reports to the Customer.</p>
EUC/R/CUSSAT/002	The Supplier shall assist and co-operate with the Agency Manager in defining and conducting regular Customer Satisfaction Surveys of the Services they provide and shall have procedures,

OFFICIAL

Reference ID	Requirement
	agreed with the Agency Manager, for responding to any negative output from these surveys.

Device Patching

Reference ID	Requirement
EUC/R/DEVPAT/001	The Supplier shall ensure that all built devices held in storage are maintained such that they receive distribution of software updates and patches as soon as they are made available, or at a frequency agreed with the Customer.

Planned Maintenance

Reference ID	Requirement
EUC/R/PLAMAIN/001	The Supplier shall provide tooling which is capable of providing individual End Users with regular reminders of all planned withdrawals of the Services.
EUC/R/PLAMAIN/002	In the unlikely event that a withdrawal of Services are required, the Supplier shall keep their duration to an absolute minimum. All outages shall be agreed via the operational change control procedure, and shall be confined to the outage window as agreed by the Change Advisory Board.

Performance Monitoring

OFFICIAL

Reference ID	Requirement
EUC/R/PERFMON/001	<p>The Supplier shall provide regular and comprehensive Service Performance Monitoring Reports on Achievements and trends against Service Levels and on Incidents and issues arising during the previous Service Period.</p> <p>These reports shall provide sufficient information presented in a structured format to enable easy reconciliation with the Supplier's invoices and shall include, at a minimum, monthly figures (against Service Levels) and trends for:</p> <ul style="list-style-type: none"> a. Service availability and performance; b. The number of EUD's requested, decommissioned, moved c. Incident management including details of Incidents resolved; outstanding Incidents and the steps being taken to effect permanent solutions and fix times for the different severity levels of Incidents. <p>The Customer shall retain the right to amend the design and content of such reports. The Customer reserves the right to challenge the information provided via these reports and the Supplier shall respond to those challenges in a timely manner as directed by the policies, processes and procedures or otherwise.</p>
EUC/R/PERFMON/002	<p>The Supplier shall produce a Monthly Service Performance Monitoring Report which shall be delivered within 5 Working Days of the Month's end.</p>
EUC/R/PERFMON/003	<p>The Supplier shall produce a Monthly Finance Report which shall be delivered within 8 Working Days of the Month's end.</p>
EUC/R/PERFMON/004	<p>The Supplier shall as part of their Supplier Solution, implement Management Information Systems that are capable of providing near real time management information, including, but not limited to:</p>

OFFICIAL

Reference ID	Requirement
	<ul style="list-style-type: none"> a. Incident management information; b. Problem management information; c. Change management information; d. Asset management (hardware and software) information; e. Stock levels held for break-fix stock; f. Aggregate device down time (loss of productivity); and g. Metrics showing the number of times the Supplier Solution has prevented an issue being reported, thereby saving time. <p>The content and format of such management information to be defined and agreed between the Supplier and the Customer during Implementation.</p>

ITA Requirements

Reference ID	Requirement
EUC/R/ITA/001	<p>The Supplier shall provide consultancy to the Customer and analytical assessments themselves or shall recommend the engagement of reputable Sub-Contractors or third parties.</p> <p>The Supplier shall ensure a robust testing plan of all ITA related solutions is undertaken prior to the provision of the EUD being made available to the User to reduce post implementation issues.</p>
EUC/R/ITA/002	<p>The Supplier shall provide a dedicated single point of contact to work with the Customer to seek out and implement ITA solutions within agreed timescales (usually no more than 50 days from the date of the Customer raising a request or Order) and to agree an approach to undertake</p>

OFFICIAL

Reference ID	Requirement
	User testing to mitigate post implementation issues of the provision.
EUC/R/ITA/003	The Supplier shall work with the Customer to agree an approach for more complex ITA requirements including continuous improvement and investigation for ITA Users.
EUC/R/ITA/004	The Supplier shall provide a Service Catalogue to include ITA products and services to enable prompt delivery of recurring ITA requests.
EUC/R/ITA/005	The Supplier shall provide a service for new ITA requests and those inflight or previously implemented where the End User needs identify further requirements or fixes. This includes incident investigation and resolution relating to previously delivered ITA Software and Hardware.
EUC/R/ITA/006	The Supplier shall identify solutions to meet ITA requests, including the procurement, planning and delivery of solutions and reporting on compatibility issues of provision and Customer ITA solutions and provide options to meet the End User and business needs of delivering the provision.
EUC/R/ITA/007	The Supplier shall build, install and test solutions to ensure compatibility where Customer hardware and software is upgraded, replaced, developed or implemented.
EUC/R/ITA/008	The Supplier shall provide associated training for ITA solutions to enable End Users to fully utilise their solutions, at agreed times with the End Users and shall provide associated training materials for all provision specifically for ITA users to the Customer.
EUC/R/ITA/009	The Supplier shall ensure new developments are utilised to improve the End User experience, including but not limited to upgrades to Dragon and JAWS software.

OFFICIAL

Reference ID	Requirement
EUC/R/ITA/010	The Supplier shall conduct quarterly end of life reviews on ITA related products supplied by the Supplier, and provide the results of such reviews to the Customer including an impact assessment for the End User, and where applicable, schedule End User testing of any upgrades.
EUC/R/ITA/011	The Supplier shall build, install and test solutions to meet ITA End User and business needs as part of the Services provision or as a separate service stream only if agreed by the Customer.
EUC/R/ITA/012	The Supplier shall provide documentation of all ITA End User needs, solutions, end of life services or support, and lessons learned.
EUC/R/ITA/013	The Supplier shall provide implementation for new or existing key ITA End Users which may from time to time be required outside of Working Hours.
EUC/R/ITA/014	The Supplier shall attend monthly review meetings of the ITA service with the Customer to review performance of the service including service activity delivered or in flight; lessons learned; risks and issues outstanding; financial expenditure; minutes; action trackers and agree and consequently action any corresponding actions.
EUC/R/ITA/015	<p>The Supplier shall have the capability to deploy and support alternative devices when required for ITA End Users.</p> <ul style="list-style-type: none"> a. The EUD does not have to be restricted to a specific device model; b. The Supplier shall collaborate with the Customer ITA function to develop / agree ITA End User EUD solutions on a case by case basis.

OFFICIAL**Release Management**

Reference ID	Requirement
EUC/R/RELMAN/001	The Supplier shall contribute to the Release Schedule and associated Release Plan(s) and issue these to the Agency Manager and the Customer. The Release Schedule shall provide details for at least a three month rolling period.
EUC/R/RELMAN/002	The Supplier shall specify in detail how the Release shall be tested and quality-assured
EUC/R/RELMAN/003	The Supplier shall maintain a record of all software, firmware upgrade and patch updates applied to the EUC core Build, to include records to show when manufacturers issue new versions, which shall be reviewed by the Customer on a regular basis. The Supplier shall make this information available to the Agency Manager and the Customer on demand, as documented in the agreed SOM.
EUC/R/RELMAN/004	The Supplier shall maintain software and firmware versions applicable to the EUC core Build as a minimum to vendor recommendation and shall action new versions within 4 weeks of being made available or as agreed with the Customer.
EUC/R/RELMAN/005	The Supplier shall verify with the Agency Manager that Service Readiness Review Criteria (to be defined and agreed with the Agency Manager) are met, prior to any change in the Service (including the update of EUD Builds), and to obtain a binding consent from the Customer that the new Service fulfils the agreed Service Levels. In the event that serious defects are discovered, the actions that should be discharged by each Party to remedy such defects, shall be decided between the Supplier and the Agency Manager.

OFFICIAL

Reference ID	Requirement
EUC/R/RELMAN/006	The Supplier shall conduct release testing and test all release components and all tools and mechanisms required for deployment, and back out. The testing shall adhere to Call Off Schedule 7 (Testing).

DEVICE SECURITY**Security**

Reference ID	Requirement
EUC/R/SEC/001	The Supplier shall deploy a security solution that supports the operation of all EUDs that are provisioned under the Call Off Contract and all different operating systems that may be installed upon them. The solution shall operate within and integrate with a multi-supplier ICT environment, providing rapid threat detection, response and mitigation. The solution shall deploy centralized, real time based threat intelligence and information sharing in order to support immediate intervention in relation to suspicious events. This could include, for example, machine learning to manage the risk associated with ‘zero day’ threats and advanced attacks.
EUC/R/SEC/002	The Supplier shall deploy and support an effective authentication process for all EUDs and the services they access which should include the following aspects: <ul style="list-style-type: none"> • User to EUD, whereby the User shall only be granted access to the EUD following successful authentication to the EUD; • User to service, whereby the User shall only be able to access enterprise services after successful authentication to the service via their EUD; • Device to service, whereby the EUD is only granted access following successful authentication to the enterprise.

OFFICIAL

	<ul style="list-style-type: none"> The authentication process shall incorporate options for Multi Factor Authentication (MFA).
EUC/R/SEC/003	Where applicable the Supplier shall deploy 'secure boot' arrangements that ensure unauthorised modification of the device boot process cannot take place. Arrangements should also detect and alert should an authorized modification be attempted.
EUC/R/SEC/004	The Supplier shall deploy 'external interface protection' ensuring that devices limit to an agreed profile, the number of ports (physical and logical) and services exposed to untrusted networks and devices.
EUC/R/SEC/005	For EUDs providing remote access to the Enterprise environment, the Supplier shall provide assured data-in-transit protection. This shall include the deployment of an IPsec client that is assured to 'Foundation Grade' under NCSC's Commercial Product Assurance (CPA) scheme. This assurance shall be against the NCSCS/CESG's IPsec VPN for Remote Working – Software Client (SC) Security Characteristic, configured in accordance with PSN end-state IPsec profile or PSN interim IPsec profile.
EUC/R/SEC/006	The Supplier shall provide assured data-at-rest protection. Data stored on EUDs shall be encrypted with an encryption product that is assured to 'Foundation Grade' under CESG's Commercial Product Assurance (CPA) scheme. This shall be deployed when the EUD is in its 'rest' state. For 'always on' EUDs, this encryption shall be deployed when the EUD is locked.
EUC/R/SEC/007	The Supplier shall deploy 'platform integrity and application sandboxing'. Arrangements shall ensure that the device can continue to operate securely in the event of a compromise of an Application or Component within the platform. Functionality shall support the requirement to restrict the capabilities of applications on the EUD.
EUC/R/SEC/008	The Supplier shall deploy 'application whitelisting'.
EUC/R/SEC/009	The Supplier shall deploy 'malicious code detection and prevention' controls for EUDs.

OFFICIAL

	Arrangements shall detect, isolate and defeat malicious code, which may have achieved ingress to a device. The integrated solution shall deploy an anti-malware engine across all EUDs allowing for swift intervention based upon shared threat intelligence.
EUC/R/SEC/010	The Supplier shall deploy an endpoint protection and detection regime that protects against network-based attacks such as DDoS, APTs, botnets etc. Firewalling arrangements shall be integrated within EUDs and also protect EUDs when they are not operating within the corporate ICT environment. Detection mechanisms should incorporate behavioural indicators that detect attacker tool techniques and procedures. Arrangements must be capable of detecting fileless malicious activities that use memory exploits and that might take advantage of powerful utilities such as Windows PowerShell.
EUC/R/SEC/011	The Supplier shall ensure effective 'security policy enforcement' to ensure that policies set by the enterprise are implemented on all EUDs. It shall be possible to centrally enforce a set of security policies on EUDs and ensure that these policies cannot be circumvented by the device user or unauthorised entity.
EUC/R/SEC/012	The Supplier shall deploy an 'EUD update policy' facilitating the acceptance of centrally issued security updates. Arrangements shall allow for remote/central validation of patch levels across the EUD estate.
EUC/R/SEC/013	The Supplier shall deploy 'event collection' for EUDs to report security events to a centrally provisioned audit and monitoring arrangement. This facility shall be restricted from the user and mitigate against unauthorised access attempts and have oversight of the security profile of the entire EUD estate.
EUC/R/SEC/014	The Supplier shall deploy an 'incident response' arrangement that integrates with wider response procedures in place across the Customer ICT Environment. Defined procedures shall be in place to deal with key events such as loss of a mobile device. Devices shall also deploy functionality that can be invoked centrally such a revocation of credentials and 'remote wipe'. The incident

OFFICIAL

	response process must contain the incident at the 'endpoint' to reduce the likelihood of wider enterprise risk exposure.
EUC/R/SEC/015	In the event of exposure to a threat, e.g. malware, the Supplier shall deploy arrangements to rebuild the affected EUD or devices to the last known good state prior to the problem occurring.
EUC/R/SEC/016	The Supplier shall ensure that a forensic readiness capability is consistently provisioned across the EUD estate and in accordance with the requirements of CESG Good Practice Guide No.18 – Forensic Readiness and that it reflects the sensitivity of Customer Data. This capability shall be integrated with incident response processes to quickly identify, quantify, react to and recover from any threat that may affect the EUD estate.
EUC/R/SEC/017	The EUD security solution shall not restrict network or device performance, for example through the malware scanning or installation of updates.

DEVICE DEPLOYMENT, STORAGE, RECOVERY, DISPOSAL**Application Deployment**

Reference ID	Requirement
EUC/R/DEVDEP/001	The Supplier shall upon request and under Call Off Schedule 5 (Change Control Procedure) carry out non-SCCM based application configuration on EUDs, and shall document such configuration effort, ensuring that such installations can be replicated.
EUC/R/DEVDEP/002	The Supplier shall ensure that the EUDs are all capable of connecting to the central SCCM servers and remote SCCM distribution points (the SCCM infrastructure shall be provided by the Applications Support & Hosting Supplier).

OFFICIAL

Reference ID	Requirement
EUC/R/DEVDEP/003	The Supplier shall configure EUD's such that only executable files which accord with Customer Security Policies are able to be executed on them. All other executable files shall be prevented from being executed. The Supplier shall implement this control using Microsoft AppLocker unless some other mechanism is agreed with the Customer.
EUC/R/DEVDEP/004	The Supplier shall allow the Customer the ability to review and adjust the Customer Security Policies such that changes are deployed in a manner consistent with the deployment of new Software to EUDs.

Device removal and secure disposal

Reference ID	Requirement
EUC/R/DEVREM/001	Where requested, the Supplier shall remove and securely dispose of old and unused End User Devices from any of the Customer Locations.
EUC/R/DEVREM/002	The Supplier shall on request by the Customer, and under the Change Control Procedure, remove and securely dispose of old and un-used End User Devices from any of the Customer Locations, that may have not been supported under the Call Off Contract.

Spares Storage

OFFICIAL

Reference ID	Requirement
EUC/R/SPARESTOR/001	The Supplier shall ensure that adequate spares are held to resolve hardware related incidents that are the responsibility of the Supplier, such that Incidents are resolved within the relevant Service Level(s).
EUC/R/SPARESTOR/002	The Supplier shall fix faulty EUD's recovered from End Users at their own cost.
EUC/R/SPARESTOR/003	The Supplier shall ensure that adequate numbers of peripherals (referenced in Annex 14.2) are procured by the Customer and delivered to the Supplier, to be stored and issued with the EUD once fixed and where they are re-deployed to new starters.

Peripheral Equipment

Reference ID	Requirement
EUC/R/PEREQUIP/001	The Supplier shall store peripherals provide by the Customer, and ensure the peripherals listed under Annex 14-2 are provided with all EUD's delivered as a result of a new starter install.
EUC/R/PEREQUIP/002	The Supplier shall ensure that any new peripheral is tested with all EUD makes and models, in use by the Customers End Users, prior to making them available on the Business Service Catalogue.

OFFICIAL

Service Transition in Category 2

Reference ID	Requirement
EUC/R/SERTRAN/001	The Supplier shall apply the principles and obligations set out in Part A of Call Off Schedule 13 (Implementation Plan, Customer Responsibilities and Key Personnel), to deliver the Implementation plan optimally, flexibly and in collaboration to enable the business change and implementation in parallel.
EUC/R/SERTRAN/002	<p>The Supplier shall minimise disruption to the Customer to the absolute minimum necessary, using, but not limited to, the following methods:</p> <ul style="list-style-type: none"> a. Cutover activity (where necessary) shall occur out of hours (weekends or overnight cutovers). b. Engage all stakeholders (including Other Suppliers, and the Agency Manager) to ensure that all necessary checks and balances are made before service transfer. c. Data migration (where necessary) shall be performed in advance with only minimal data synchronisation tasks required at point of cutover. d. Where it is necessary for Systems managed by the incumbent Supplier to be transferred to the Supplier, then such systems shall be migrated to a new Supplier platform rather than relocation of hardware between the incumbent Supplier and the new Supplier's data centres. <p>Lessons learned from each service transition are reflected in the next service transition to ensure continual improvement.</p>

OFFICIAL**BULK DEVICE REPLACEMENT****EUD Replacement**

Reference ID	Requirement
EUC/R/REPLACE/001	<p>The Supplier shall on request be able to support a partial or full EUD Bulk Device Replacement, during the life of this Call off Contract.</p> <p>For information purposes only, the EUD specification is set out in Annex 14-3 of this Call Off Schedule.</p>
EUC/R/REPLACE/002	The Supplier shall deliver the peripherals as set out in Annex 14-2 or as otherwise Approved by the Customer of this Call Off Schedule with any new EUD delivered under a Bulk Device Replacement.
EUC/R/REPLACE/003	The Supplier shall provide the End Users with a.m. or p.m. slots for delivering an EUD to the End User as part of the a Bulk Device Replacement and shall ensure that impact to individuals as a result of a Bulk Device Replacement is kept to an absolute minimum, avoiding their normal working patterns wherever possible.
EUC/R/REPLACE/004	The Supplier shall provide secure storage facilities for all EUD's purchased as part of the Bulk Device Replacement, until such time the EUD is delivered to the End User.
EUC/R/REPLACE/006	The Supplier shall ensure that suitable qualified engineers are used, such that warranty and arrangements for repair and replacement of devices under warranty are not adversely affected.
EUC/R/REPLACE/007	Once an EUD is delivered to an End User as part of the a Bulk Device Replacement, and accepted by the End User as functioning, the standard break-fix arrangements within the scope of this Call Off Contract shall commence.

OFFICIAL

Reference ID	Requirement
EUC/R/REPLACE/008	The Supplier may be requested to perform a partial EUD Bulk Device Replacement to start during the Implementation phase.
EUC/R/REPLACE/009	The Supplier shall decommission EUD's where necessary, and the cost of decommissioning shall be included in the bid price.
EUC/R/REPLACE/010	The Supplier should provide the Customer with options for EUD Bulk Device Replacement which move away from a "big bang" Bulk Device Replacement, such that EUD's are continually kept up to date as part of the steady state service delivery, and agree such model with the Customer.

CATEGORY 3: AGENCY MANAGEMENT REQUIREMENTS**1 SERVICE OPERATIONS****1.1 Service Desk**

Reference ID	Requirement
EUC/R/SDESK/001	The Supplier shall adhere to: (i) the Service Desk Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Supplier by the Agency Manager.
EUC/R/SDESK/002	The Supplier shall interface with the Service Desk such that the Supplier is able to access the Service Desk tool, receive incident records logged by the Service

OFFICIAL

Reference ID	Requirement
	Desk, update, amend and pass back incident records to the Service Desk as necessary.
EUC/R/SDESK/003	The Supplier shall interface with the Service Desk such that the Supplier is able to access the Service Desk tool, receive Service Catalogue requests logged by the Service Desk, update, amend and pass back request related records to the Service Desk as necessary.
EUC/R/SDESK/004	The Supplier shall ensure that, where necessary, the interfaces between the Supplier Systems and the Service Desk shall be automated to allow tickets to be raised automatically between the Supplier Systems and the Agency Manager Service Desk tool.
EUC/R/SDESK/005	The Supplier shall provide advice and support to the Customer's staff and End Users on the operation of the Supplier Solution.
EUC/R/SDESK/006	The Supplier shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; (iii) and advice allowing the End User to continue to use the Services until such time as the Incident is resolved.
EUC/R/SDESK/007	The Supplier shall adhere to: (i) the Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Supplier by the Agency Manager.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement
EUC/R/SDESK/008	The Supplier shall develop Application Support and data hosting Policies, Processes and Procedures for the delivery of the Services.
EUC/R/SDESK/009	The Supplier shall interface with the Service Desk provided by the Agency Manager such that the Supplier is able to receive Incident and requests records logged by the Service Desk, update, amend and pass back incident records to the Service Desk as necessary.
EUC/R/SDESK/010	The Supplier shall contribute to the Knowledge Management System and the Known Error Log provided by the Agency Manager to support improved Incident analysis.
EUC/R/SDESK/011	The Supplier shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; and (iii) advice allowing the End User to continue to use the Services until such time as the Incident is resolved.
EUC/R/SDESK/012	The Supplier shall ensure that Root Causes to Incidents and Problems are addressed, and that workarounds that continue to exist while the Root Cause is addressed are reported each Service Reporting Period.

OFFICIAL**1.2 Incident Management**

Reference ID	Requirement
EUC/R/INCMAN/001	The Supplier shall investigate and resolve all Incidents in accordance with the Service Levels, including: <ul style="list-style-type: none"> a. assessing the probable cause of each Incident; b. testing and replacing or repairing faulty hardware/software as required; and c. carrying out any other procedures as required to facilitate the resolution of the Incident.
EUC/R/INCMAN/002	The Supplier shall where an incident relates to security maintain the forensic integrity of systems following an incident in accordance with good practice defined within 'CESG Good Practice Guide No 18 – Forensic Readiness'.
EUC/R/INCMAN/003	The Supplier shall promptly complete agreed corrective actions as agreed with the Agency Manager.
EUC/R/INCMAN/004	The Supplier shall promptly notify the Agency Manager of any Incident that is known to have breached or is likely to breach the Service Levels or that has, in the opinion of the Supplier, been incorrectly allocated.
EUC/R/INCMAN/005	The Supplier shall; (i) update the Incident record with all relevant information to ensure that Root Cause Analysis can be carried out by the Agency Manager; and (ii) co-operate with the Agency Manager as required for the Agency Manager to carry out Root Cause Analysis.
EUC/R/INCMAN/006	The Supplier shall resolve such Incidents in accordance with the new Incident Severity Level where the Agency Manager has altered the assigned Incident

OFFICIAL

Reference ID	Requirement
	Severity Level of an Incident in accordance with Customer instructions and has agreed this with the Supplier,
EUC/R/INCMAN/007	The Supplier shall ensure that, in the event that the investigation of an Incident reveals weaknesses or flaws in the Supplier Solution, then any change required by the Supplier to rectify the weakness or flaw shall be Approved by the Customer and the Agency Manager, in advance and implemented via the Change Control Procedure (Call Off Schedule 5 Change Control Procedure). For the avoidance of doubt, the change to the Supplier Solution shall be at no cost to the Customer.

1.3 Request Management

Reference ID	Requirement
EUC/R/REQMAN/001	The Supplier shall contribute to and use the Business Service Catalogue including in accordance with the relevant PPP.
EUC/R/REQMAN/002	The Supplier shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes, for discussion with the Agency Manager and, where necessary, Related Suppliers, as applicable.
EUC/R/REQMAN/003	The Supplier shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.
EUC/R/REQMAN/004	The Supplier shall immediately bring to the attention of the Agency Manager any issues that prevent the Supplier from processing Service Requests.

OFFICIAL

Reference ID	Requirement
EUC/R/REQMAN/005	The Supplier shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk
EUC/R/REQMAN/006	The Supplier shall ensure that all information relevant to a Service Request is promptly provided by the Supplier to the Agency Manager in response to Service Requests.
EUC/R/REQMAN/007	<p>The Supplier shall:</p> <p>(i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and</p> <p>(ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager.</p>
EUC/R/REQMAN/008	The Supplier shall respond to the Agency Manager or the Customer's enquiries regarding Service Requests with accurate and up-to date information.
EUC/R/REQMAN/009	<p>The Supplier shall manage end of life Service Catalogue items, such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items:</p> <p>a. are adequately tested (including User acceptance testing where appropriate);</p> <p>b. are Approved by the Customer;</p> <p>c. have any relevant Call Off Contract Charges agreed between the Supplier and Customer;</p> <p>d. added to the Service Catalogue; and</p>

OFFICIAL

Reference ID	Requirement
	<p>e. any relevant Test Environment(s) is created.</p> <p>The Supplier shall advise of EUD's and Peripherals that are due to be considered EOL. (The Customer shall make the final decision as to when the EOL date shall apply.)</p>

1.4 Problem Management

Reference ID	Requirement
EUC/R/PROBMAN/001	The Supplier shall adhere to the problem management policies, processes and procedures as set out in the Agency Manager's Problem Management Procedure.
EUC/R/PROBMAN/002	The Supplier shall participate with the Agency Manager in Incident Reviews and Major Incident Reviews, as necessary.
EUC/R/PROBMAN/003	The Supplier shall (i) contribute to Major Incident Reports; and (ii) ensuring that Major Incident Reports provide clear details to the Agency Manager as set out in the Problem Management Procedure.

OFFICIAL

1.5 Access Management

Reference ID	Requirement
EUC/R/ACCMAN/001	<p>The Supplier shall provide access to systems as requested by the End Users in accordance with:</p> <ul style="list-style-type: none"> (i) the Policies of the Customer and/or Agency Manager relating to Access Management and (ii) the Supplier's operational procedures as agreed with the Agency Manager and the Customer.
EUC/R/ACCMAN/002	<p>The Supplier shall provide appropriate access (including remote access) to the necessary tools and systems to the Agency Manager, thereby enabling the Agency Manager to comply with its responsibility and obligations under its agreement with the Customer.</p>
EUC/R/ACCMAN/003	<p>The Supplier shall reject any access request that has not been properly approved by Agency Manager in accordance with the Access Management policy.</p>
EUC/R/ACCMAN/004	<p>The Supplier shall inform the Agency Manager and the Customer where it suspects or has reason to believe that inappropriate End User access has been requested.</p>
EUC/R/ACCMAN/005	<p>The Supplier shall assist and co-operate with the Agency Manager by granting appropriate access to Related Suppliers to the Supplier System, as applicable.</p>

OFFICIAL**2 SERVICE DESIGN****2.1 Availability Management**

Reference ID	Requirement
EUC/R/AVAMAN/001	The Supplier shall ensure the EUD's are useable 24 hours a day, 7 days a week.
EUC/R/AVAMAN/002	The Supplier shall design their services such that the duration of any necessary Service withdrawal events shall be kept to the absolute minimum.
EUC/R/AVAMAN/003	<p>In the unlikely event that a Service withdrawal is required, the Supplier shall strictly manage all such proposed Service withdrawals, both during Implementation and after the Operational Service Commencement Date, and adhere with the following requirements as a minimum:</p> <ul style="list-style-type: none"> a. The Supplier shall manage all Operational Change in accordance with the Policies, Processes and Procedures as directed by the Customer. b. The Supplier shall not withdraw any Service for any reason without formal Approval by the Customer. c. The Supplier shall operate on the principle of conducting all Service withdrawals during periods when usage monitoring demonstrates they are least utilised over a 24 hour period. d. The Supplier shall operate with the intention of adhering to pre-defined “windows” of planned maintenance/release opportunities throughout the calendar year, to be agreed prior to the Operational Service Commencement Date. e. The Supplier shall produce a forward plan of all planned change activity impacting availability of Services on a rolling 3 month basis.

OFFICIAL

Reference ID	Requirement
	<p>f. The Supplier shall notify all planned Service withdrawals to the Customer in accordance with Service Levels in Call Off Schedule 3 (Service Levels, Service Credits and Performance Monitoring).</p> <p>g. The Supplier shall notify all unplanned Service withdrawals, or emergency withdrawals which are necessary in order to resolve Incidents, in accordance with the Policies, Processes and Procedures as directed by the Customer.</p>

2.2 Capacity Management

Reference ID	Requirement
EUC/R/CAPMAN/001	The Supplier shall provide any information requested by the Agency Manager in respect of the Agency Manager overall capacity plan and support the on-going maintenance and development of such overall capacity plan.
EUC/R/CAPMAN/002	The Supplier shall monitor, analyse and report to the Agency Manager in relation to capacity volumes and trends and shall, where appropriate, act on any capacity related issues.
EUC/R/CAPMAN/003	The Supplier shall translate business needs and plans into capacity and performance requirements for services and IT infrastructure, and ensure that future capacity and performance needs can be fulfilled. The Supplier shall make recommendations to the Agency Manager regarding how existing capacity plans for the Services are or may be affected by demand projections, and such recommendations shall include the steps needed to meet demand

OFFICIAL

Reference ID	Requirement
	projections.
EUC/R/CAPMAN/004	The Supplier shall carry out capacity planning efforts to ensure efficient use of resources. The Supplier shall manage traffic levels and available overhead so that all expected traffic can be handled, even in the event of the loss of a node. The Supplier shall monitor usage of the core network on a daily basis for; i) current usage; ii) current traffic volumes; and iii) expected traffic.
EUC/R/CAPMAN/005	The Supplier shall provide standard Service Reports which enable continual monitoring and insight into capacity trends. The Supplier shall review these reports and shall provide a dedicated Customer Support Manager to review capacity management on a monthly basis in liaison with the Supplier's technical resources.
EUC/R/CAPMAN/006	The Supplier shall manage, control and predict the performance and capacity of operational services. This includes initiating proactive and reactive action to ensure that the performances and capacities of services meet their agreed targets.
EUC/R/CAPMAN/007	The Supplier shall manage, control and predict the performance, utilisation and capacity of IT resources and individual IT components.

OFFICIAL**3 SERVICE IMPLEMENTATION****3.1 Change Management**

Reference ID	Requirement
EUC/R/CHAMAN/001	The Supplier shall adhere to the Change Control Procedures as set out in Call Off Schedule 5 (Change Control Procedure)
EUC/R/CHAMAN/002	The Supplier shall contribute to the Change material in Call Off Schedule 5 (Change Control Procedure) and issue this to the Agency Manager and the Customer.
EUC/R/CHAMAN/003	The Supplier shall contribute to the Release Schedule and associated Release Plan(s) and issue these to the Agency Manager and the Customer. The Release Schedule shall provide details for at least a two month rolling period.
EUC/R/CHAMAN/004	The Supplier shall ensure that vendor recommended patching is applied to all Equipment and Software used to deliver the Services under this Call Off Contract, as directed by Agency Manager or the Customer.
EUC/R/CHAMAN/005	The Supplier shall schedule, coordinate and manage planned Service outages in accordance with Policies, Processes and Procedures and as directed by the Customer.
EUC/R/CHAMAN/006	The Supplier shall support and assist the Agency Manager by responding to Impact Assessments and shall provide input where required.
EUC/R/CHAMAN/007	The Supplier shall monitor, analyse and report to the Agency Manager in

OFFICIAL

Reference ID	Requirement
	respect of Change volumes and trends. The format of such reports shall be agreed during Implementation.
EUC/R/CHAMAN/008	The Supplier shall provide all requested Management Information to the Agency Manager.
EUC/R/CHAMAN/009	The Supplier shall raise Change Requests in order to make operational or technical Changes to the Services.
EUC/R/CHAMAN/010	The Supplier shall: <ul style="list-style-type: none"> • attend the Change Advisory Board (CAB) (including emergency CABs as necessary); • ensure that any issues related to the Supplier raised at the Change Advisory Board meeting are progressed to the satisfaction of Agency Manager; and • where required by the Agency Manager, support the progression of Changes owned by Related Suppliers or Other Suppliers.
EUC/R/CHAMAN/011	The Supplier shall track and monitor all Approved Changes and ensures that Change records are updated throughout the lifecycle of each Change in accordance with decisions made at the Change Advisory Board.
EUC/R/CHAMAN/012	The Supplier shall ensure that Operational Change Requests contain information including, but not limited to: <ul style="list-style-type: none"> (i) Implementation Plans; (ii) Acceptance Criteria; (iii) Back Out Plans or Remediation Plans; (iv) Plans for handover to support;

OFFICIAL

Reference ID	Requirement
	(v) User communication plans; and (v) Configuration Items affected.
EUC/R/CHAMAN/013	Following implementation of an Operational Change, the Supplier shall ensure that Post Implementation Reviews implemented by Agency Manager are carried out and managed effectively, and that any lessons learned from each Post Implementation Review are implemented and fed into the assessment of future Changes.
EUC/R/CHAMAN/014	The Supplier shall ensure that any Operational Changes that occur more often than three (3) times each rolling monthly period are processed consistently with the requirements of the Agency Manager.
EUC/R/CHAMAN/015	The Supplier shall ensure that all pre-Approved Changes are publicised by the Agency Manager in the Services Catalogue.
EUC/R/CHAMAN/016	The Supplier shall: (i) identify any potential Change Management process improvements; (ii) make appropriate recommendations to the Agency Manager; and (iii) where these are agreed by the Customer, the Supplier shall manage any process improvement activity until completed.
EUC/R/CHAMAN/017	The Supplier shall adhere to the governance required by the Agency Manager and/or the Customer regarding Change Requests, including): (i) the raising and recording of Changes; (ii) the assessment and evaluation of the Change; (iii) the cost benefit of the proposed Change; and (iv) the review and closure of Requests for Change (RFCs).

OFFICIAL

Reference ID	Requirement
EUC/R/CHAMAN/018	The Supplier shall ensure that all Hardware used in delivering the Supplier Solution and the Services agreement adhere at all times to; (i) any Hardware vendor support requirements; and (ii) any requirements of the Agency Manager relating to Incident Management.
EUC/R/CHAMAN/019	The Supplier shall: (i) ensure that any compatibility issues between the Customer System immediately prior to the Call Off Commencement Date and new or proposed Supplier Systems are resolved prior to the Operational Services Commencement Date; and (ii) assist and co-operate with the Agency Manager to ensure resolution of such compatibility issues.
EUC/R/CHAMAN/020	The Supplier shall provide EUC reporting by the Customer Business Area.

3.2 Asset and Configuration Management (SACM)

Reference ID	Requirement
EUC/R/SACM/001	The Supplier shall maintain accurate Asset details, including details of the Hardware, operating system and any bespoke or packaged Software in order for the Agency Manager to maintain the CMDB.
EUC/R/SACM/002	The Supplier shall where necessary carry out Asset disposal; including the procurement of formal certification that secure and environmentally responsible disposal has been conducted, and shall notify the Agency Manager of such disposals, in order for the Agency Manager to maintain the CMDB.

OFFICIAL

Reference ID	Requirement
EUC/R/SACM/003	The Supplier shall agree and provide regular reporting to the Agency Manager and the Customer regarding any relevant licence compliance for all Software used to deliver the Supplier Solution.
EUC/R/SACM/004	The Supplier shall work with the Agency Manager and the Customer, as required, to confirm the scope of any Asset Management audits and the investigation and resolution of any discrepancies related to Asset Management. Unless agreed otherwise by the Parties, such Asset Management audits shall occur at least once per year during the Call Off Contract Period, at no additional Charge to the Customer.
EUC/R/SACM/005	The Supplier shall provide the results of Asset Management audit data to the Agency Manager within the timescales and in the format required by the Agency Manager.
EUC/R/SACM/006	The Supplier shall receive, review and, when instructed by the Agency Manager and/or the Customer implement recommendations for Service Asset and Configuration Management process improvements.
EUC/R/SACM/007	The Supplier shall provide CI (Configuration Item) data to the Agency Manager in a format and frequency appropriate for inclusion in the Agency Manager supplied integrated CMDB.
EUC/R/SACM/008	The Supplier shall develop, test and implement Changes to asset management system interfaces and Configuration Item data content as agreed with the Agency Manager.

OFFICIAL

Reference ID	Requirement
EUC/R/SACM/009	The Supplier shall assist and co-operate with the Agency Manager in determining the reason for each Configuration Item discrepancy, its criticality, and actions required to address it.

3.3 Knowledge Management

Reference ID	Requirement
EUC/R/KNOWM/001	The Supplier shall contribute to the knowledge management system provided by the Agency Manager for the capture, storage, and presentation of information required to manage the Services.
EUC/R/KNOWM/002	The Supplier shall ensure that, where data related to the Services is found in the knowledge management system provided by the Agency Manager that is inaccurate, incomplete or lacks integrity, such data is promptly corrected.
EUC/R/KNOWM/003	The Supplier shall assist and co-operate with the Agency Manager in ensuring the knowledge management system contains data and information, including: <ul style="list-style-type: none"> i. methods to resolve Incidents; ii. Known Errors; iii. Service Desk scripts; iv. Build data; v. self-help articles; and vi. frequently asked questions (FAQs).

OFFICIAL**3.4 Service Implementation**

Reference ID	Requirement
EUC/R/SERVTRA/001	The Supplier shall ensure that the Implementation phase does not interrupt normal operations and availability unless absolutely necessary and, where necessary, should follow the Change Process Policies, Processes and Procedures as directed by the Customer.
EUC/R/SERVTRA/002	The Supplier shall define the data migration approach in the Supplier's Implementation Plan.
EUC/R/SERVTRA/003	User profiles and associated data shall be migrated in a planned and verifiable manner with no loss of data or data integrity.
EUC/R/SERVTRA/004	The Supplier shall ensure that backups can be recovered from the pre-migrated system to the new system once migration has taken place.
EUC/R/SERVTRA/005	The Supplier shall provide a roll back plan as part of each Operational Change request raised, to mitigate for any issues during transition to the new hardware and software.
EUC/R/SERVTRA/006	The Supplier shall ensure that there are sufficient dry-runs to validate the data migration, cutover and rollback procedures. The Supplier shall ensure that the Disaster recovery environment is available prior to cutover to the Supplier's Solution.
EUC/R/SERVTRA/007	Passwords for all applications and systems supported by the Supplier to be reset (where possible remotely) as required by the Agency Manager.

OFFICIAL

Reference ID	Requirement
EUC/R/SERVTRA/008	<p>The Supplier shall co-operate fully with the Customer, Other Suppliers and Related Suppliers when requested and provide such cooperation, support, assistance and information to each party as is necessary, in order:</p> <ul style="list-style-type: none"> i. to ensure provision of seamless end-to-end Services; ii. to avoid hindering the provision of the Services to the Customer; iii. to avoid unnecessary duplication of effort; and iv. to undertake all such tasks and activities as may be necessary to integrate the Supplier's Solution with the services provided by Other Suppliers and Related Suppliers.

4. I.T. SERVICE CONTINUITY MANAGEMENT (ITSCM)

Reference ID	Requirement
EUC/R/ITSCM/001	The Supplier shall make sure that all members of IT staff with responsibilities for fighting Disasters are aware of their exact duties, and to make sure that all relevant information is readily available when a Disaster occurs.
EUC/R/ITSCM/002	The Supplier shall design appropriate and cost-justifiable continuity mechanisms and procedures to meet the Business Continuity Plan and

OFFICIAL

Reference ID	Requirement
	Disaster Recovery Plan as set out in Call Off Schedule 10 (Business Continuity and Disaster Recovery). This includes the design of risk reduction measures and recovery plans.
EUC/R/ITSCM/003	The Supplier shall ensure preventive measures and recovery mechanisms for Disaster events are subject to regular testing.
EUC/R/ITSCM/004	The Supplier shall create and make available to the Customer detailed instructions on when and how the Supplier shall invoke the procedure for fighting a Disaster. Most importantly, the guideline defines the first steps to be taken by the Supplier upon learning that a (suspected) Disaster has occurred.

5. SERVICE DESIGN**5.1 Service Catalogue Management**

Reference ID	Requirement
EUC/R/SCM/001	The Supplier shall contribute to and use the Business Service Catalogue.
EUC/R/SCM/002	The Supplier shall provide a Service Catalogue, containing all commodity products to be provided by this Supplier. Service Catalogue pro-forma to be agreed during Implementation.
EUC/R/SCM/003	The Supplier shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes,

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement
	for discussion with the Agency Manager and, where necessary, Related Suppliers, as applicable.
EUC/R/SCM/004	The Supplier shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.
EUC/R/SCM/005	The Supplier shall immediately bring to the attention of the Agency Manager any issues that prevent the Supplier from processing Service Requests.
EUC/R/SCM/006	The Supplier shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk.
EUC/R/SCM/007	The Supplier shall ensure that all information relevant to a Service Request is promptly provided by the Supplier to the Agency Manager in response to Service Requests.
EUC/R/SCM/008	The Supplier shall: <ul style="list-style-type: none"> (i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and (ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager.
EUC/R/SCM/009	The Supplier shall respond to the Agency Manager or the Customer's enquiries regarding Service Requests with accurate and up-to date information.

OFFICIAL

Reference ID	Requirement
EUC/R/SCM/010	<p>The Supplier shall manage End Of Life Service Catalogue items, such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items:</p> <ul style="list-style-type: none"> a. are adequately tested (including End User acceptance testing where appropriate); b. are Approved by the Customer; c. have any relevant Call Off Charges agreed between the Supplier and Customer; d. added to the Service Catalogue; and e. any relevant Test Environment(s) is created.

5.2 Service Level Management

Reference ID	Requirement
EUC/R/SLM/001	The Supplier shall capture desired outcomes (Requirements from the Customer viewpoint) for new services or major service modifications. Such desired outcomes to be documented and submitted to an initial evaluation, so that alternatives may be sought at an early stage for requirements which are not technically or economically feasible.
EUC/R/SLM/002	The Supplier shall monitor Achieved Service Levels and compare them with agreed Service Level Performance Measures. This information shall be used as a basis for measures to improve service quality.

OFFICIAL

Reference ID	Requirement
EUC/R/SLM/003	The Supplier shall ensure agreements between the Supplier and Related Suppliers exist. An OLA supports the IT service provider's delivery of services to customers. The OLA defines the goods or services to be provided and the responsibilities of all parties related to the end to end delivery of the services. (For example there could be an OLA between the Supplier and the Customer's procurement department to procure Software licenses in agreed times).
EUC/R/SLM/004	The Supplier to provide a monthly Performance Report, and within this report to compare the agreed and actually Achieved Service Levels, and also include information on the usage of services, ongoing measures for service improvement, and any exceptional events that occurred during the period measured.
EUC/R/SLM/005	The Supplier's monthly Performance Report should include but not be limited to the following: <ul style="list-style-type: none"> • The number of EUD's available in stock (broken down by make and model); and • The number of EUD's deployed to resolve incidents.

6. CONTINUAL SERVICE IMPROVEMENT

Reference ID	Requirement
EUC/R/CSI/001	The Supplier shall review all of the Services provided by the Supplier on a regular basis, with a view to improving service quality where necessary, and to identify more economical ways of providing a service where possible.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement
EUC/R/CSI/002	The Supplier shall evaluate processes on a regular basis. Such evaluation to include identifying areas where the targeted process metrics are not reached, holding regular benchmarking, audits, maturity assessments and reviews.
EUC/R/CSI/003	The Supplier shall define specific initiatives aimed at improving services and processes, based on the results of service reviews and process evaluations. The resulting initiatives shall either be internal initiatives pursued by the Supplier on its own behalf, or initiatives which require the Customer's cooperation.
EUC/R/CSI/004	The Supplier shall verify if improvement initiatives are proceeding according to plan, and introduce corrective measures where necessary.

OFFICIAL

PART B: SUPPLIER SERVICE DESCRIPTIONS

- 1.1. This Part B describes how the Supplier Solution shall comply with all of the Service Requirements set out in Part A of this Call Off Schedule.
- 1.2. The Supplier shall provide the Services without any disruption to the Customer and its Users, save as otherwise set out in the Call Off Contract or as agreed in the PPP's.
- 1.3. The Supplier shall supply the Services to meet the Customer's Service Requirements.
- 1.4. A summary of the Supplier Solution is set out below under this Paragraph 1.4:

The Supplier understands the Authentication and Authorization requirements of the Customer as part of their End User Computing Services. End user access management is the key ask. User access to the device, user access to the enterprise services should be achieved using a strong Access Management solution and invoking higher level of security by adding an additional layer of authentication using Multi Factor Authentication tool.

Requirement Traceability Matrix

The table below describes traceability matrix to the Security requirements defined and the Supplier's proposed solution. The process and technology to support the operation of centralized ID&AM regime is described for each scenario:

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

This section describes how the Supplier's proposed arrangements will support authentication objectives described in each scenario.

Scenario 1: User to device: The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

Scenario 2: User to Service: The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

Scenario 3: Device to service: The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL

Scenario 4: Multifactor Authentication:

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

Figure 49- Architecture diagram of the Overall IDAM Solution

OFFICIAL**How the Supplier Solution provides visibility, through real-time monitoring of suspicious events**

The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

1.5. SUPPLIER SOLUTION - DETAILED**CATEGORY 1: GENERAL REQUIREMENTS**

#	Requirement	Supplier Solution
EUC/R/GREQ/001	The Supplier shall deliver all Services in accordance with the Call Off Contract, including the Standards set out in Section B of the Order Form	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/002	The Supplier shall, wherever possible, use standards-based solutions for technical solutions, and management and operational interactions between the Supplier and the Agency Manager (e.g., operating models based on COBIT (Control Objectives for Information and Related Technology), TOGAF (The Open Group Architecture Framework), and ITIL (Information Technology Infrastructure Library)).	
EUC/R/GREQ/003	The Supplier shall annually self-assess the maturity of the EUC services using the HMG Green ICT Maturity	

OFFICIAL

#	Requirement	Supplier Solution
	Assessment Model and provide the findings to the Customer within thirty (30) Working Days of the anniversary of the Call Off Commencement Date.	
EUC/R/GREQ/004	The Supplier shall wherever possible use simplified assurance and payment processes when invoicing the Customer.	
EUC/R/GREQ/005	Save as otherwise expressly stated in the Call Off Contract, the Supplier shall ensure that, upon request from the Customer, certain of: (i) the Supplier's Authorised Persons; (ii) and any of the Key Personnel; and/or (iii) other relevant persons identified by the Customer that the Customer wishes to meet, shall attend workshops or meetings with the Customer and/or any other Related Supplier as the Customer reasonably deems necessary given the circumstances.	
EUC/R/GREQ/006	Where the Supplier fails, or becomes aware that it is likely to fail to comply with any obligation of this Call Off Contract and such failure may impact on the performance of the Services by the Supplier (including the Service Levels), the Supplier shall, as soon as is reasonably practicable, notify the Customer of such failure or likely failure.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/007	The Supplier shall notify the Customer when it becomes aware of an actual or potential event that may pose a risk to the Services and shall provide to the Customer all necessary details and information of	

OFFICIAL

#	Requirement	Supplier Solution
	such event.	
EUC/R/GREQ/008	The Supplier shall comply with the Data Protection Legislation and data protection provisions set out in the Call Off Contract, including in relation to the processing of the Personal Data controlled by the Customer.	
EUC/R/GREQ/009	The Supplier shall provide support to the Related Suppliers including, where necessary, access to resources, the Supplier System, Software and any materials as required, and to deal with security and/or compliance issues, assessments and actions.	
EUC/R/GREQ/010	The Supplier shall perform the Services in accordance with the Call Off Terms and this Call Off Schedule. The Supplier shall use ITIL (Edition 2011 or the then current version of ITIL) based processes and perform the Services in accordance with industry based best practice and, if required, the Supplier shall demonstrate this to the satisfaction of the Customer.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/011	The Supplier shall adhere to the Agency Manager provided common standards for interfaces to the ITSM Toolset for the management of Services events across the Service Management Lifecycle.	
EUC/R/GREQ/012	The Supplier shall ensure that Processes for all ITIL functions are aligned (to the work instruction procedural level) with the Policies, Processes and Procedures set out by the Customer by the end of Implementation. The Supplier shall ensure that all	

OFFICIAL

#	Requirement	Supplier Solution
	hand-over and hand-back points and Dependencies between: (i) the Supplier and the Customer, (ii) the Supplier and the Agency Manager; (ii) the Supplier and Related Suppliers are clearly set out in the SOM.	
EUC/R/GREQ/013	The Supplier Solution shall be implemented in a modular and commoditised way, allowing for flexible and scalable Services that can be updated and replaced with minimal disruption to the Customer.	
EUC/R/GREQ/014	The Supplier shall facilitate Process efficiency by choosing automation over manual intervention and empowering the business to self-serve, subject to such automation being Approved by the Customer in advance.	
EUC/R/GREQ/015	The Supplier shall ensure that the Supplier Solution shall have a documented design and be implemented such that it has optimum scalability, and for process and technology integration with other Related Suppliers.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/016	The updating of Service event data shall occur immediately or in sufficient time to enable effective Management Information to be produced and acted upon in accordance with Service Levels, Service Level Performance Measures, and Key Performance Indicators for the Services.	
EUC/R/GREQ/017	The Supplier shall ensure that all necessary support is provided to the Customer, or any auditor assigned or appointed by the Customer, to audit any aspect of the	

OFFICIAL

#	Requirement	Supplier Solution
	Services provided by the Supplier.	
EUC/R/GREQ/018	The Supplier shall bear the cost of decommissioning, collection and disposal of Customer Assets.	
EUC/R/GREQ/019	The Supplier shall provide to the Customer access for validation purposes to all raw data and access on demand to all the Supplier's reporting tools.	
EUC/R/GREQ/020	The Supplier Solution shall support disparate technologies of varying age (and in some instances, technologies that no longer have vendor support);	
EUC/R/GREQ/021	The Supplier shall allow the Customer to add or remove Services using the Change Control Procedure (Call Off Schedule 5 Change Control Procedure).	
EUC/R/GREQ/022	The Supplier Solution shall support hardware, software that falls within the scope of the Services, and data stored on the EUD's at geographically dispersed Customer's Sites.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/023	The Supplier shall make all information to include exchange agreements, design documents, Build documents and interface specifications freely available for use by the Customer and other Suppliers without charge.	
EUC/R/GREQ/024	The Supplier shall ensure availability of the EUDs 24 hours a day, 7 days a week.	
EUC/R/GREQ/025	The Supplier shall provide second and third line support for all incidents related to the Services as set out in this Call Off Schedule and the Call Off Contract.	
EUC/R/GREQ/026	Support and maintenance of Supplier provided	

OFFICIAL

#	Requirement	Supplier Solution
	hardware and software, needed as part of the Supplier's solution, shall be co-terminus with the end of the Call Off Contract Term.	
EUC/R/GREQ/027	The Supplier's Solution shall demonstrate corporate social responsibility by lowering the carbon cost when compared to the current infrastructure for the equivalent capacity.	
EUC/R/GREQ/028	The Supplier's supply chain shall demonstrate adherence in line with the HMG Green ICT Maturity Assessment Model throughout the duration of the Contract.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/029	The Supplier's Solution shall use appropriate Standards including CE marked Components from reputable manufacturers that conform to the appropriate Standards and regulations specified.	
EUC/R/GREQ/030	The Supplier shall provide capability for the Customer to increase the Service hours of availability on a permanent or temporary basis. Any such increase shall be subject to Call Off Schedule 5 (Change Control Procedure).	
EUC/R/GREQ/031	The Supplier shall provide a scalable Supplier Solution, so that any growth in Customer capacity requirements can be met for the duration of the Call Off Contract Period.	
EUC/R/GREQ/032	The Supplier Solution shall ensure the user's settings,	

OFFICIAL

#	Requirement	Supplier Solution
	personalisation and personal data and files can be stored locally, remotely (in a data centre or the cloud) or a combination of both.	
EUC/R/GREQ/033	The Supplier shall provide consistent, best-in-class support, by efficiently diagnosing, troubleshooting and resolving issues, and where necessary working collaboratively with other Suppliers as well as the Customer's internal support teams.	
EUC/R/GREQ/034	The Supplier shall strive to continuously improve the End User's experience through the evolution of self-service and automation tools.	
EUC/R/GREQ/035	The Supplier shall produce and maintain Services documentation including but not limited to: <ul style="list-style-type: none"> a. The Service Operation Manual (SOM); b. EUD Build documentation; c. EUD firmware and software patching procedure; d. OLA' and handover and handback procedures between the Supplier and its sub-contractors and shall keep the documentation up-to-date throughout the Call Off Contract Period.	
EUC/R/GREQ/036	The Supplier shall support the Customer's EUD's located at: <ul style="list-style-type: none"> a. Customer Locations; b. Remote Locations; and c. Other Locations where the Customers EUD's 	

OFFICIAL

#	Requirement	Supplier Solution
	are used (example AGO, Police Stations, Courts, etc.).	
EUC/R/GREQ/037	The Supplier shall be required to provide a single point of contact to nominated Customer End Users (for example the Customer's service management team).	
EUC/R/GREQ/038	The Supplier shall be responsible for the management, support, integration, monitoring and improvement of all Customer EUD's, including the EUD operating systems, end user Applications including productivity tools such as Office Automation and e-mail client, Customer Application specific interfaces, internet browsers, security and asset management.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/039	The Supplier shall ensure the Customer EUD's are fully interoperable with all of the Customer's Applications that need to be accessed from the EUD.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/GREQ/040	The Supplier shall provide on request specific variations to the standard EUD Build.	
EUC/R/GREQ/041	The Supplier shall provide a SOM in accordance with Call Off Schedule 13 (Implementation Plan, Customer Responsibilities and Key Personnel) and update it in consultation with the Customer from time to time and baseline it annually on each anniversary of the Call Off Commencement Date.	
EUC/R/GREQ/042	The Supplier shall regularly engage with Customer EUC working groups as directed by the Customer, to	

OFFICIAL

#	Requirement	Supplier Solution
	understand improvements needed to the EUC user experience, and shall provide the outcomes of such engagement to the Customer's CSIP manager.	

CATEGORY 2: OPERATIONAL / TECHNICAL REQUIREMENTS

Category 2 of Part A of this Schedule provides the operational and technical requirements of the Customer in relation to the Services.

DEVICE BUILD**Access to Systems**

#	Requirement	Supplier Solution
EUC/R/ACC/001	The Supplier shall allow access from the EUD's to active directory domains (Primary AD Domain, federated AD domain within Azure, other AD Domains) that may be stood up in support of the Applications Support & Hosting Supplier's solution, and certification services.	
EUC/R/ACC/002	The Supplier shall ensure that access to the Customer's Business Applications (e.g. the Case Management System, Witness Management System, Evidence Management System, etc.) as well as public and private cloud services is enabled.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL

EUC/R/ACC/003	The Supplier shall ensure that multiple versions of Business Applications and other EUD Software can be accessed concurrently and independently on all EUD's.	
---------------	---	--

Active Directory

Reference ID	Requirement	Supplier Solution
EUC/R/ACDIR/001	The Supplier shall ensure that EUDs and End User accounts are aligned to existing organisational Units (OUs) based upon the Customer base office locations (at which End Users' personal file data and account information may be stored).	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/ACDIR/002	The Supplier shall ensure the EUD is able to integrate with and use the existing Group Policy Objects (GPOs) in order to control the configuration of EUDs, restrict access to Applications not part of the core EUD Build and generally provide a consistent and secure desktop environment.	
EUC/R/ACDIR/003	The Supplier shall ensure that End User authentication is performed against Microsoft Active Directory.	
EUC/R/ACDIR/004	The Supplier shall ensure that Designate Access Rights (DAR) to data held on the EUD can be specified and applied to End User roles or specific End Users, and that the level of access control granularity is sufficient to define access rights at the individual file level.	

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/ACDIR/005	The Supplier shall ensure roaming user profiles and folder re-direction, store Users' profiles and data on Windows servers, abstracting them from the device, consequently allowing users to access their files and settings from any device within the environment.	

Backup

Reference ID	Requirement	Supplier Solution
EUC/R/BKUP/001	The Supplier Solution shall promote the synchronisation of data saved from the EUD to the cloud (Office 365 One Drive) or other such equivalent location as advised by the Customer.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/BKUP/002	The Supplier shall ensure the off line files folder solution (currently Sync Centre) is configured such that it creates a complete copy of a User's "My Documents" folder, and any sub folders within it, for offline editing.	

Build Image

Reference ID	Requirement	Supplier Solution
--------------	-------------	-------------------

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/BLDIMAGE/001	<p>The Supplier's process to provide a (new or replacement) EUD to the End User should not require an engineer visit to the End User.</p> <p>The Supplier shall use remote management techniques to ensure that fixes to problems can be applied so that only by exception shall engineers need to physically attend site.</p>	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/BLDIMAGE/002	The Supplier shall ensure all updates (including updates to the EUD operating system), and patches (including security patches) are tested against the EUD Builds, and once successfully tested, endorse the distribution of such patches via SCCM. (Distribution via SCCM shall be performed by the Applications Support & Hosting Supplier).	
EUC/R/BLDIMAGE/003	The Supplier shall review the EUD Builds with the Customer at least on an annual basis to ensure that they continue to meet the business need. The number of EUD Builds shall be controlled to reduce the maintenance overhead associated with them.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/BLDIMAGE/004	The Supplier shall test SCCM packages to be provided by the Applications Support & Hosting Supplier for distribution to EUDs.	
EUC/R/BLDIMAGE/005	The Supplier shall ensure that the most up to date EUD Build is applied to EUDs' prior to devices being delivered to End Users.	

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/BLDIMAGE/006	The Supplier shall ensure that any new EUD added to the EUD estate shall be created by taking the latest version of the EUD operating system and applying the appropriate drivers and patches (as opposed to installing a previous EUD build on the new device and using that as the starting point).	
EUC/R/BLDIMAGE/007	The Supplier shall take on existing EUD Builds and ensure continual improvement throughout the life of the EUD. This shall include, without limitation: <ul style="list-style-type: none"> (i) adherence to the Microsoft build update recommendation in order that all EUD Builds are updated at least once every 6 months or more frequently as required by Microsoft or the Customer; and (ii) other improvement actions required by the Customer or as provided by this Call Off Contract. 	
EUC/R/BLDIMAGE/008	The Supplier shall use Drive Encryption to provide encryption of the EUD fixed drives using BitLocker, or an alternative to be agreed with the Customer.	
EUC/R/BLDIMAGE/009	The Supplier shall ensure the EUD Build allows multiple End Users to use the same EUD while also allowing devices to be person-locked should the Customer prefer.	

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/BLDIMAGE/010	<p>The Supplier shall be capable of providing a new EUD Build based on Windows 10 and shall be capable of supporting Windows 10, including but not limited to:</p> <ul style="list-style-type: none"> a. ensuring all test facilities are capable of testing Windows 10 against EUDs in use across the Customer's estate; b. ensuring all test facilities are capable of testing Windows 10 against Applications considered part of the core Build; c. ensuring all test facilities are capable of testing other Applications against Windows 10 as instructed under Call Off Schedule 5 (Change Control Procedure); d. ensuring EUD drivers are updated to work with Windows 10; and e. ensuring all other Requirements can be fulfilled with the Windows 10 operating system. 	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/BLDIMAGE/011	The EUD core Build shall be device agnostic. (i.e. should the Customer wish to introduce a new EUD make and model, e.g. Dell, HP, etc., the EUD core Build should be capable of being installed on such new makes and models with minimal effort required to adapt the existing core Build and re-test).	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/BLDIMAGE/012	The Supplier shall provide an option to allow End Users to access and download self-service applications using the	

OFFICIAL

Reference ID	Requirement	Supplier Solution
	Microsoft Apps Store. This option (if exercised) shall be implemented under the Change Control Procedure.	

Check Point on EUD

Reference ID	Requirement	Supplier Solution
EUC/R/CHKPT/001	The Supplier shall ensure their solution allows EUD's to interface with a Checkpoint media server (supplied by the Applications Support & Hosting Supplier) to allow removable media encryption on selected EUDs.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

DNS / DHCP

Reference ID	Requirement	Supplier Solution
EUC/R/DNSDHCP/001	The Supplier Solution shall interface with DNS and DHCP (DNS & DHCP to be hosted and provided by the Applications Support & Hosting Supplier).	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL**VOIP Telephony Client.**

Reference ID	Requirement	Supplier Solution
EUC/R/VOIP/001	The Supplier shall ensure that the most recent version of the Customers VOIP client software (VCT) is Tested and made a part of the core EUD Build.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/VOIP/002	The Supplier shall ensure the EUD is able to connect to external handsets and headsets so these devices are fully functional when used with the EUD, and the Customers VOIP telephony solution.	
EUC/R/VOIP/003	The Supplier shall ensure that the HIPS firewall (on the EUD) is configured such that the EUD is able to connect to the Customer's VOIP infrastructure, via the Customer's WAN infrastructure, or via the Customer's remote access solution.	

Testing

Reference ID	Requirement	Supplier Solution
EUC/R/TEST/001	The Supplier shall conduct Testing in line with processes that adhere to Call Off Schedule 7 (Testing).	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/TEST/002	The Supplier shall ensure Testing is automated where reasonably practicable and Approved by the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/003	The Supplier shall make available adequate Test Environments such as pre-production and production-like environments (including the Live Test Environment) to support all Testing and shall, where necessary, conduct performance testing using a wide area network connection, or a simulated wide area network connection.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/004	<p>The Supplier shall conduct, but not be limited to, the following Testing life-cycle to establish the integrity of the system Tested:</p> <p>a. Module (or Unit) testing– individual ‘modules’ of software are thoroughly Tested for functional and technical correctness;</p> <p>b. Integration testing – modules which have successfully undergone module Testing, are Tested with each other in order to demonstrate that they integrate correctly;</p> <p>c. System testing – a complete system or product is fully Tested for functional and technical correctness against its specifications; and</p> <p>d. Services testing - The Supplier shall develop Test scenarios to use during the various Test phases, and shall</p>	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	seek guidance from the Customer to ensure that the scenarios are realistic.	
EUC/R/TEST/005	The Supplier shall use a combination of methodical design and rigorous Testing processes to prove that the system acts according to the Functional Specification.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/006	The Supplier shall conduct all Testing using the path to Live Test Environment and shall not conduct any Testing within the Production Environment.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/007	The Supplier shall ensure that all Testing is to be Approved by the Customer via the operational Change management process ahead of moving the components Tested to the Production Environment.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/008	The Customer shall be entitled to determine Test Success Criteria for each Test at its absolute discretion, by notice in writing to the Supplier, and the Supplier shall accept such Test Success Criteria.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/009	The Supplier shall notify the Customer at least 10 Working Days (or such other period as the Parties may agree in writing) of the planned date, time and location of any Tests to be conducted. The Supplier shall give at least 20 Working Days' notice where the Testing involves the co-operation of any Other Supplier, Related Supplier or other Government	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	department.	
EUC/R/TEST/010	<p>The Supplier shall be notified by the Customer of any Customer Testing to take place.</p> <p>The Supplier shall provide the Customer with all such assistance as the Customer reasonably requires in support of such Testing including access to Supplier Personnel and to information and Sites of the Supplier.</p>	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/011	The Supplier and the Customer shall each bear its own costs in relation to Testing, save as otherwise agreed by the parties.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/012	The Supplier shall ensure that prior to any Test taking place the relevant Deliverables are ready to undergo Testing, and where requested by the Customer or required under this Call Off Contract, the Test Strategy or applicable Test Plan.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/013	The Supplier shall prepare each Test and submit to the Customer for Approval a written plan for the conduct of the relevant Test ("Test Plan") as soon as practicable but in any case no later than twenty (20) Working Days (or such other period as the Parties may agree in the Test Strategy or otherwise) prior to the start date for the relevant Testing.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/014	The Supplier's Test plans shall include for each Test Plan	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	<p>as a minimum:</p> <p>a) the relevant Test definition and the purpose of the Test, any Milestone to which it relates, the requirements being Tested and, for each Test, the specific Test Success Criteria to be satisfied (where applicable as specified by the Customer</p> <p>b) a detailed procedure for the Tests to be carried out, including:</p> <ul style="list-style-type: none"> (i) any applicable Test Issue Thresholds; (ii) the timetable for the Tests including start and end dates; (iii) the Testing mechanism; (iv) dates and methods by which the Customer can inspect Test results or witness the Tests in order to establish that the Test Success Criteria have been met; (v) the mechanism for ensuring the quality, completeness and relevance of the Tests; (vi) the format and an example of Test progress reports and the process by which the Customer accesses daily Test schedules; (vii) the process to allow the Customer to review Test Issues and the Supplier's progress in resolving these in a timely manner; (viii) the re-Test procedure, the timetable and the resources which would be required for re-Testing; (ix) the process for escalating Test Issues from a re- 	

OFFICIAL

Reference ID	Requirement	Supplier Solution
	Test situation to the taking of specific remedial action to resolve the Test Issue; and (x) the lessons learned from one Test shall be acted on to inform re-Tests or new Tests.	
EUC/R/TEST/015	The Supplier shall provide Testing activities in accordance with the Test Plan to include, as appropriate: a) an inspection of Deliverables; b) a demonstration of any aspect of the Service(s); c) the running of real, or simulated, operational workload on any system; d) the monitoring of the provision of the Service(s), over an agreed trial period to verify that the provision of the Service(s) are in line with the Service Level requirements for that Service; and e) interface Tests to any systems.	The Supplier shall comply with this Service Requirement.
EUC/R/TEST/016	The Supplier shall ensure that all Testing is signed off by the Customer via the operational change management process ahead of moving the components tested to the production environment.	The Supplier shall comply with this Service Requirement.

Terminal Services

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/TERMSER/001	The Supplier shall ensure that EUDs are able to connect to Terminal services infrastructure (Terminal services infrastructure to be supplied by the Applications Support & Hosting Supplier).	The Supplier shall comply with this Service Requirement.

Print

Reference ID	Requirement	Supplier Solution
EUC/R/PRINT/001	The Supplier's Solution shall ensure the EUD's can connect without delay to "Follow Me" print queues (provided by a combination of the Applications Support & Hosting Supplier and the Print Supplier).	The Supplier shall comply with this Service Requirement.

Remote Access

Reference ID	Requirement	Supplier Solution
EUC/R/REMACC/001	The Supplier shall ensure the EUD is able to access the existing Remote Access Services (currently a Juniper solution), allowing the EUD and End Users the ability to connect to central Customer services over the internet utilising both wired and wireless connections. Wired	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	connection shall be set to take initial priority over Wireless connection.	
EUC/R/REMACC/002	The Supplier shall ensure the EUD is able to support two factor authentication for remote access services.	The Supplier shall comply with this Service Requirement.
EUC/R/REMACC/003	The Supplier shall hold stock, distribute, and replace as necessary the ActivCard devices, or such equivalent devices agreed under the Change Control Procedure, to be used for the two factor authentication needed for remote access.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/REMACC/004	The Supplier shall ensure the Supplier Solution shall include EUD management, including utilities that shall enable remote management and monitoring of each EUD.	The Supplier shall comply with this Service Requirement.

EPO Agent on EUD

Reference ID	Requirement	Supplier Solution
EUC/R/EPOAGNT/001	The Supplier Solution shall interface with the ePO servers (hosted and supplied by the Applications Support & Hosting Supplier) to ensure the HIPS firewall on EUDs function, and maintain up to date AV signatures on the EUDs.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution

Mail

Reference ID	Requirement	Supplier Solution
EUC/R/MAIL/001	The Supplier shall ensure the EUC Build is able to integrate with the AntiVirus and Malware solutions in use by the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/MAIL/002	The Supplier shall ensure the EUC Build is able to integrate with existing email gateways, for routing and filtering email traffic between the Customer domain, AGO domain, HMCPSI domain and the GSi, CJSM and PNN email domains.	The Supplier shall comply with this Service Requirement.
EUC/R/MAIL/003	The Supplier shall ensure all EUD's are capable of interfacing with the web filtering and web monitoring services (as provided by the Applications Support & Hosting Supplier).	The Supplier shall comply with this Service Requirement.

MBAM EUD Encryption

Reference ID	Requirement	Supplier Solution
--------------	-------------	-------------------

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/MBAM/001	The Supplier Solution shall ensure EUD's interface with the central MBAM server (the server shall be hosted and provided by the Applications Support & Hosting Supplier) for the management of BitLocker on EUDs.	The Supplier shall comply with this Service Requirement.

EUD request / Break-fix

Reference ID	Requirement	Supplier Solution
EUC/R/DEVREQ/001	<p>The Supplier shall provide an EUD in response to a request to support a new End User. The process by which the request shall be satisfied shall be according to the process and the standards documented in the agreed SOM.</p> <p>Where an EUD is despatched by the Supplier and received by an End User and found not to fully function, the Supplier shall replace with a fully operating EUD.</p>	The Supplier shall comply with this Service Requirement.
EUC/R/DEVREQ/002	The Supplier shall provide an EUD in response to a break-fix Incident where a hardware failure requires a replacement EUD. The Supplier shall respond to the Incident in accordance with the Incident Management PPPs.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/DEVREQ/003	The Supplier shall recover EUDs that are no longer fit for purpose for decommissioning. The Supplier shall, subject to the Approval of the Customer, decommission such EUDs in accordance with the provisions of this Call Off Contract.	The Supplier shall comply with this Service Requirement.

DEVICE SUPPORT**Asset Tracking**

Reference ID	Requirement	Supplier Solution
EUC/R/ASSTRK/001	The Supplier shall provide, and maintain an Application Decommissioning Methodology at least annually, providing it to the Customer for review and Approval. The methodology should set out how EUC related software is marked for deletion / removal from the estate (i.e. if there is an upgrade, the latest release should be the only version of the application deployed to the Customer's EUC estate, unless otherwise agreed with the Customer). Once available, the Supplier shall comply with such Approved Application Decommissioning Methodology.	The Supplier shall comply with this Service Requirement.
EUC/R/ASSTRK/002	The Supplier shall maintain a CMDB for the recording of	The CPS claims an exemption from publishing this

OFFICIAL

Reference ID	Requirement	Supplier Solution
	hardware and software assets supported under this Call Off Contract.	information under Section 43(1) of the FOI Act 2000
EUC/R/ASSTRK/003	<p>The Supplier shall use a software licencing tool to monitor software to include the number and type of software licenses installed on EUDs to deliver the Services and shall ensure :</p> <ul style="list-style-type: none"> a. all installed software in use is legitimately licensed. The Supplier shall notify the Customer of any unlicensed software and shall delete any such software upon the Customer instruction. The Supplier shall not be responsible for replacing unlicensed software until the Customer has Approved the relevant licence purchase b. All software in use has been Approved by the Supplier; and c. the Supplier shall make optimum use of all Customer licensed software or other such software provided by the Supplier as part of the Services to include current and legacy software. 	The Supplier shall comply with this Service Requirement.
EUC/R/ASSTRK/004	The Supplier shall asset label and record all Customer EUC assets within the scope of this Call Off Contract on the CMDB.	The Supplier shall comply with this Service Requirement.
EUC/R/ASSTRK/005	As EUC assets change, through either reorganisation, Technology Bulk Device Replacement, or equipment failure and a replacement has been installed, the Supplier shall record such changes, ensuring the Supplier's asset	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	database is up to date at all times (save to the extent that asset locations have been changed by the Customer without notification to the Supplier).	
EUC/R/ASSTRK/006	The Supplier shall provide regular software asset reporting to the Customer. The format and frequency of these reports shall be agreed during Implementation.	The Supplier shall comply with this Service Requirement.
EUC/R/ASSTRK/007	The Supplier shall provide a decommissioning process for EUD's when a Customer member of staff employment ends. The Supplier process shall ensure that reallocation of devices occurs when a new member of staff takes over the predecessor's role	The Supplier shall comply with this Service Requirement.
EUC/R/ASSTRK/008	The Supplier shall maintain the CMDB to include all of the information as set out in the relevant Agency Manager provided Policy and Procedure documents, including but not limited to: <ul style="list-style-type: none"> a. Whether a CMDB item is considered out of support; b. The End of Life date; and c. Warranty Period. 	The Supplier shall comply with this Service Requirement.

Change Management

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/CHANGE/001	The Supplier shall ensure all components that make up the Supplier's Solution (e.g. Supplier provided CMDB, Supplier provided enterprise tooling for reporting against Service Levels, etc.) continue to be of sufficient capacity to meet the Customer's operational needs. This includes providing sufficient capacity to cater for growth in use over the Call Off Contract Period.	The Supplier shall comply with this Service Requirement on agreement with the Customer as instructed under Call Off Schedule 5 (Change Control Procedure).
EUC/R/CHANGE/002	The Supplier shall enable the Customer to respond to urgent requirements for Change, as set out in Call Off Schedule 5 (Change Control Procedure) and in the Change process document titled " Managing CCR's ver 1.14 "	The Supplier shall comply with this Service Requirement.
EUC/R/CHANGE/003	The Supplier shall provide the flexibility to "fast track" certain Changes, where urgent requirements for Change have been identified by the Customer. Call Off Schedule 5 (Change Control Procedure) articulates the process for handling such Change.	The Supplier shall comply with this Service Requirement.
EUC/R/CHANGE/004	Where support for a an EUC software product that is part of the EUC Build, or hardware product is to be withdrawn, the Supplier shall ensure that a review commences sufficiently early to ensure that: <ul style="list-style-type: none"> (i) A replacement product is identified, tested and made available through the Service Catalogue, and (ii) Changes to the relevant service description(s) are 	The Supplier shall comply with this Service Requirement on agreement with the Customer as instructed under Call Off Schedule 5 (Change Control Procedure).

OFFICIAL

Reference ID	Requirement	Supplier Solution
	updated in the Service Catalogue to reflect the change before the Supplier withdraws support for the original product.	
EUC/R/CHANGE/005	<p>The Supplier shall support office moves, when requested via the Change Control Procedure, to include, but not be limited to:</p> <ul style="list-style-type: none"> a. Relocation of EUD's from the old to new or alternative Customer Sites; b. Testing of a sample subset of EUD's once they have been re-located; c. Undertake all necessary remedial action <p>The effort for supporting an office move shall be agreed between the Parties under Call Off Schedule 5 (Change Control Procedure).</p>	The Supplier shall comply with this Service Requirement.
EUC/R/CHANGE/006	The Supplier shall support the Customer to do more with their EUD's by contributing innovative expertise wherever possible.	The Supplier shall comply with this Service Requirement.
EUC/R/CHANGE/007	The Supplier shall provide innovative solutions to address the Customer challenges of increased digital content, ageing infrastructures and constrained resources, such that the Customer can evaluate such solutions as candidates for investment.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/CHANGE/008	The Supplier shall foster a culture which allows their staff to capture, prioritise and communicate ideas across their teams, allowing anyone to suggest innovative improvements.	The Supplier shall comply with this Service Requirement.

Customer Satisfaction

Reference ID	Requirement	Supplier Solution
EUC/R/CUSSAT/001	The Supplier shall adhere to and operate in accordance with Complaint Management Policies, Processes and Procedures as directed by the Customer which shall be made available to the Supplier during Implementation. The Supplier shall have agreed procedures for recording and responding to customer complaints and shall ensure that all complaints are reported in Service Management Reports to the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/CUSSAT/002	The Supplier shall assist and co-operate with the Agency Manager in defining and conducting regular Customer Satisfaction Surveys of the Services they provide and shall have procedures, agreed with the Agency Manager, for responding to any negative output from these surveys.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Device Patching

Reference ID	Requirement	Supplier Solution
EUC/R/DEVPAT/001	The Supplier shall ensure that all built devices held in storage are maintained such that they receive distribution of software updates and patches as soon as they are made available, or at a frequency agreed with the Customer.	The Supplier shall comply with this Service Requirement.

Planned Maintenance

Reference ID	Requirement	Supplier Solution
EUC/R/PLAMAIN/001	The Supplier shall provide tooling which is capable of providing individual End Users with regular reminders of all planned withdrawals of the Services.	The Supplier shall comply with this Service Requirement.
EUC/R/PLAMAIN/002	In the unlikely event that a withdrawal of Services are required, the Supplier shall keep their duration to an absolute minimum. All outages shall be agreed via the operational change control procedure, and shall be confined to the outage window as agreed by the Change Advisory Board.	The Supplier shall comply with this Service Requirement.

OFFICIAL**Performance Monitoring**

Reference ID	Requirement	Supplier Solution
EUC/R/PERFMON/001	<p>The Supplier shall provide regular and comprehensive Service Performance Monitoring Reports on Achievements and trends against Service Levels and on Incidents and issues arising during the previous Service Period.</p> <p>These reports shall provide sufficient information presented in a structured format to enable easy reconciliation with the Supplier's invoices and shall include, at a minimum, monthly figures (against Service Levels) and trends for:</p> <ul style="list-style-type: none"> a. Service availability and performance; b. The number of EUD's requested, decommissioned, moved c. Incident management including details of Incidents resolved; outstanding Incidents and the steps being taken to effect permanent solutions and fix times for the different severity levels of Incidents. <p>The Customer shall retain the right to amend the design and content of such reports. The Customer reserves the right to challenge the information provided via these reports and the Supplier shall respond to those challenges in a timely manner as directed by the policies, processes and procedures or otherwise.</p>	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/PERFMON/002	The Supplier shall produce a Monthly Service Performance Monitoring Report which shall be delivered within 5 Working Days of the Month's end.	The Supplier shall comply with this Service Requirement.
EUC/R/PERFMON/003	The Supplier shall produce a Monthly Finance Report which shall be delivered within 8 Working Days of the Month's end.	The Supplier shall comply with this Service Requirement.
EUC/R/PERFMON/004	<p>The Supplier shall as part of their Supplier Solution, implement Management Information Systems that are capable of providing near real time management information, including, but not limited to:</p> <ul style="list-style-type: none"> a. Incident management information; b. Problem management information; c. Change management information; d. Asset management (hardware and software) information; e. Stock levels held for break-fix stock; f. Aggregate device down time (loss of productivity); and g. Metrics showing the number of times the Supplier Solution has prevented an issue being reported, thereby saving time. <p>The content and format of such management information to be defined and agreed between the Supplier and the Customer during Implementation.</p>	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL**ITA Requirements**

Reference ID	Requirement	Supplier Solution
EUC/R/ITA/001	<p>The Supplier shall provide consultancy to the Customer and analytical assessments themselves or shall recommend the engagement of reputable Sub-Contractors or third parties.</p> <p>The Supplier shall ensure a robust testing plan of all ITA related solutions is undertaken prior to the provision of the EUD being made available to the User to reduce post implementation issues.</p>	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/002	The Supplier shall provide a dedicated single point of contact to work with the Customer to seek out and implement ITA solutions within agreed timescales (usually no more than 50 days from the date of the Customer raising a request or Order) and to agree an approach to undertake User testing to mitigate post implementation issues of the provision.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/003	The Supplier shall work with the Customer to agree an approach for more complex ITA requirements including continuous improvement and investigation for ITA Users.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/004	The Supplier shall provide a Service Catalogue to include ITA products and services to enable prompt delivery of recurring ITA requests.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/ITA/005	The Supplier shall provide a service for new ITA requests and those inflight or previously implemented where the End User needs identify further requirements or fixes. This includes incident investigation and resolution relating to previously delivered ITA Software and Hardware.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/006	The Supplier shall identify solutions to meet ITA requests, including the procurement, planning and delivery of solutions and reporting on compatibility issues of provision and Customer ITA solutions and provide options to meet the End User and business needs of delivering the provision.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/007	The Supplier shall build, install and test solutions to ensure compatibility where Customer hardware and software is upgraded, replaced, developed or implemented.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/008	The Supplier shall provide associated training for ITA solutions to enable End Users to fully utilise their solutions, at agreed times with the End Users and shall provide associated training materials for all provision specifically for ITA users to the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/009	The Supplier shall ensure new developments are utilised to improve the End User experience, including but not limited to upgrades to Dragon and JAWS software.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/010	The Supplier shall conduct quarterly end of life reviews on	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	ITA related products supplied by the Supplier, and provide the results of such reviews to the Customer including an impact assessment for the End User, and where applicable, schedule End User testing of any upgrades.	
EUC/R/ITA/011	The Supplier shall build, install and test solutions to meet ITA End User and business needs as part of the Services provision or as a separate service stream only if agreed by the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/012	The Supplier shall provide documentation of all ITA End User needs, solutions, end of life services or support, and lessons learned.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/013	The Supplier shall provide implementation for new or existing key ITA End Users which may from time to time be required outside of Working Hours.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/014	The Supplier shall attend monthly review meetings of the ITA service with the Customer to review performance of the service including service activity delivered or in flight; lessons learned; risks and issues outstanding; financial expenditure; minutes; action trackers and agree and consequently action any corresponding actions.	The Supplier shall comply with this Service Requirement.
EUC/R/ITA/015	The Supplier shall have the capability to deploy and support alternative devices when required for ITA End Users.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	<ul style="list-style-type: none"> a. The EUD does not have to be restricted to a specific device model; b. The Supplier shall collaborate with the Customer ITA function to develop / agree ITA End User EUD solutions on a case by case basis. 	

Release Management

Reference ID	Requirement	Supplier Solution
EUC/R/RELMAN/001	The Supplier shall contribute to the Release Schedule and associated Release Plan(s) and issue these to the Agency Manager and the Customer. The Release Schedule shall provide details for at least a three month rolling period.	The Supplier shall comply with this Service Requirement.
EUC/R/RELMAN/002	The Supplier shall specify in detail how the Release shall be tested and quality-assured	The Supplier shall comply with this Service Requirement.
EUC/R/RELMAN/003	The Supplier shall maintain a record of all software, firmware upgrade and patch updates applied to the EUC core Build, to include records to show when manufacturers issue new versions, which shall be reviewed by the Customer on a regular basis. The Supplier shall make this information available to the	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	Agency Manager and the Customer on demand, as documented in the agreed SOM.	
EUC/R/RELMAN/004	The Supplier shall maintain software and firmware versions applicable to the EUC core Build as a minimum to vendor recommendation and shall action new versions within 4 weeks of being made available or as agreed with the Customer.	The Supplier shall comply with this Service Requirement
EUC/R/RELMAN/005	The Supplier shall verify with the Agency Manager that Service Readiness Review Criteria (to be defined and agreed with the Agency Manager) are met, prior to any change in the service (including the update of EUD Builds), and to obtain a binding consent from the Customer that the new Service fulfils the agreed Service Levels. In the event that serious defects are discovered, the actions that should be discharged by each Party to remedy such defects, shall be decided between the Supplier and the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/RELMAN/006	The Supplier shall conduct release testing and test all release components and all tools and mechanisms required for deployment, and back out. The testing shall adhere to Call Off Schedule 7 (Testing).	The Supplier shall comply with this Service Requirement.

DEVICE SECURITY

END USER COMPUTING SERVICES CONTRACT
PR 91 2017

OFFICIAL

SIGNATURE VERSION

OFFICIAL**Security**

Reference ID	Requirement	Supplier Solution
EUC/R/SEC/001	<p>The Supplier shall deploy a security solution that supports the operation of all EUDs that are provisioned under the Call Off Contract and all different operating systems that may be installed upon them. The solution shall operate within and integrate with a multi-supplier ICT environment, providing rapid threat detection, response and mitigation. The solution shall deploy centralized, real time based threat intelligence and information sharing in order to support immediate intervention in relation to suspicious events. This could include, for example, machine learning to manage the risk associated with ‘zero day’ threats and advanced attacks.</p>	<p>The Supplier shall comply with this Service Requirement.</p> <p>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</p>
EUC/R/SEC/002	<p>The Supplier shall deploy and support an effective authentication process for all EUDs and the services they access which should include the following aspects:</p> <ul style="list-style-type: none"> • User to EUD, whereby the User shall only be granted access to the device following successful authentication to the EUD; • User to service, whereby the user shall only be able to access enterprise services after successful authentication to the service via their device; • Device to service, whereby the EUD is only granted access following successful authentication to the enterprise. 	<p>The Supplier shall comply with this Service Requirement through:</p> <p>The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000</p>

OFFICIAL

Reference ID	Requirement	Supplier Solution
	<ul style="list-style-type: none"> The authentication process shall incorporate options for Multi Factor Authentication (MFA). 	
EUC/R/SEC/003	Where applicable the Supplier shall deploy 'secure boot' arrangements that ensure unauthorised modification of the device boot process cannot take place. Arrangements should also detect and alert should an authorized modification be attempted.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/SEC/004	The Supplier shall deploy 'external interface protection' ensuring that devices limit to an agreed profile, the number of ports (physical and logical) and services exposed to untrusted networks and devices.	
EUC/R/SEC/005	For EUDs providing remote access to the Enterprise environment, the Supplier shall provide assured data-in-transit protection. This shall include the deployment of an IPsec client that is assured to 'Foundation Grade' under NCSC's Commercial Product Assurance (CPA) scheme. This assurance shall be against the NCSCS/CESG's IPsec VPN for Remote Working – Software Client (SC) Security Characteristic, configured in accordance with PSN end-state IPsec profile or PSN interim IPsec profile.	
EUC/R/SEC/006	The Supplier shall provide assured data-at-rest protection. Data stored on EUDs shall be encrypted with an encryption product that is assured to 'Foundation Grade' under CESG's Commercial Product Assurance (CPA) scheme.	

OFFICIAL

Reference ID	Requirement	Supplier Solution
	This shall be deployed when the EUD is in its 'rest' state. For 'always on' EUDs, this encryption shall be deployed when the EUD is locked.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/SEC/007	The Supplier shall deploy 'platform integrity and application sandboxing'. Arrangements shall ensure that the device can continue to operate securely in the event of a compromise of an Application or Component within the platform. Functionality shall support the requirement to restrict the capabilities of applications on the EUD.	
EUC/R/SEC/008	The Supplier shall deploy 'application whitelisting'.	
EUC/R/SEC/009	The Supplier shall deploy 'malicious code detection and prevention' controls for EUDs. Arrangements shall detect, isolate and defeat malicious code, which may have achieved ingress to a device. The integrated solution shall deploy an anti-malware engine across all EUDs allowing for swift intervention based upon shared threat intelligence.	
EUC/R/SEC/010	The Supplier shall deploy an endpoint protection and detection regime that protects against network-based attacks such as DDoS, APTs, botnets etc. Firewalling arrangements shall be integrated within EUDs and also protect EUDs when they are not operating within the corporate ICT environment. Detection mechanisms should incorporate behavioural indicators that detect attacker tool techniques and procedures. Arrangements must be	

OFFICIAL

Reference ID	Requirement	Supplier Solution
	capable of detecting fileless malicious activities that use memory exploits and that might take advantage of powerful utilities such as Windows PowerShell.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/SEC/011	The Supplier shall ensure effective 'security policy enforcement' to ensure that policies set by the enterprise are implemented on all EUDs. It shall be possible to centrally enforce a set of security policies on devices and ensure that these policies cannot be circumvented by the device user or unauthorised entity.	
EUC/R/SEC/012	The Supplier shall deploy an 'EUD update policy' facilitating the acceptance of centrally issued security updates. Arrangements shall allow for remote/central validation of patch levels across the EUD estate.	
EUC/R/SEC/013	The Supplier shall deploy 'event collection' for EUDs to report security events to a centrally provisioned audit and monitoring arrangement. This facility shall be restricted from the user and mitigate against unauthorised access attempts and have oversight of the security profile of the entire EUD estate.	
EUC/R/SEC/014	The Supplier shall deploy an 'incident response' arrangement that integrates with wider response procedures in place across the Customer ICT Environment. Defined procedures shall be in place to deal with key events such as loss of a mobile device. Devices shall also	

OFFICIAL

Reference ID	Requirement	Supplier Solution
	deploy functionality that can be invoked centrally such a revocation of credentials and 'remote wipe'. The incident response process must contain the incident at the 'endpoint' to reduce the likelihood of wider enterprise risk exposure.	
EUC/R/SEC/015	In the event of exposure to a threat, e.g. malware, the Supplier shall deploy arrangements to rebuild the affected EUD or devices to the last known good state prior to the problem occurring.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/SEC/016	The Supplier shall ensure that a forensic readiness capability is consistently provisioned across the EUD estate and in accordance with the requirements of CESG Good Practice Guide No.18 – Forensic Readiness and that it reflects the sensitivity of Customer Data. This capability shall be integrated with incident response processes to quickly identify, quantify, react to and recover from any threat that may affect the EUD estate.	
EUC/R/SEC/017	The EUD security solution shall not restrict network or device performance, for example through the malware scanning or installation of updates.	

OFFICIAL**DEVICE DEPLOYMENT, STORAGE, RECOVERY, DISPOSAL****Application Deployment**

Reference ID	Requirement	Supplier Solution
EUC/R/DEVDEP/001	The Supplier shall upon request and under Call Off Schedule 5 (Change Control Procedure) carry out non-SCCM based application configuration on EUDs, and shall document such configuration effort, ensuring that such installations can be replicated.	The Supplier shall comply with this Service Requirement.
EUC/R/DEVDEP/002	The Supplier shall ensure that the EUDs are all capable of connecting to the central SCCM servers and remote SCCM distribution points (the SCCM infrastructure shall be provided by the Applications Support & Hosting Supplier)	The Supplier shall comply with this Service Requirement.
EUC/R/DEVDEP/003	The Supplier shall configure EUD's such that only executable files which accord with Customer Security Policies are able to be executed on them. All other executable files shall be prevented from being executed. The Supplier shall implement this control using Microsoft AppLocker unless some other mechanism is agreed with the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/DEVDEP/004	The Supplier shall allow the Customer the ability to review and adjust the Customer Security Policies such that changes are deployed in a manner consistent with the deployment of new Software to EUD's.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution

Device removal and secure disposal

Reference ID	Requirement	Supplier Solution
EUC/R/DEVREM/001	Where requested, the Supplier shall remove and securely dispose of old and un-used End User Devices from any of the Customer Locations.	The Supplier shall remove and securely dispose of old and un-used End User Devices from any of the Customer Locations upon request that are part of the Services.
EUC/R/DEVREM/002	The Supplier shall on request by the Customer, and under the Change Control Procedure, remove and securely dispose of old and un-used End User Devices from any of the Customer Locations, that may have not been supported under the Call Off Contract.	On request by the Customer the Supplier shall remove and securely dispose of old and un-used End User Devices from any of the Customer Locations, which are discovered post contract signature under the Change Control Procedure. This Requirement will be applicable for other devices that are not part of the Services.

Spares Storage

Reference ID	Requirement	Supplier Solution
EUC/R/SPARESTOR/001	The Supplier shall ensure that adequate spares are held to resolve hardware related incidents that are the responsibility of the Supplier, such that Incidents are resolved within the relevant service level(s).	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/SPARESTOR/002	The Supplier shall fix faulty EUD's recovered from End Users at their own cost.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000
EUC/R/SPARESTOR/003	The Supplier shall ensure that adequate numbers of peripherals (referenced in Annex 14-2) are procured by the Customer and delivered to the Supplier, to be stored and issued with the EUD once fixed and where they are re-deployed to new starters.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

Peripheral Equipment

Reference ID	Requirement	Supplier Solution
EUC/R/PEREQUIP/001	The Supplier shall store peripherals provide by the Customer, and ensure the peripherals listed under Annex 14-2 are provided with all EUD's delivered as a result of a new starter install.	The Supplier shall comply with this Service Requirement.
EUC/R/PEREQUIP/002	The Supplier shall ensure that any new peripheral is tested with all EUD makes and models, in use by the Customers End Users, prior to making them available on the Business Service Catalogue.	The Supplier shall comply with this Service Requirement.

OFFICIAL**Service Transition in Category 2**

Reference ID	Requirement	Supplier Solution
EUC/R/SERTRAN/001	The Supplier shall apply the principles and obligations set out in Part A of Call Off Schedule 13 (Implementation Plan, Customer Responsibilities and Key Personnel), to deliver the Implementation plan optimally, flexibly and in collaboration to enable the business change and implementation in parallel.	The Supplier shall comply with this Service Requirement.
EUC/R/SERTRAN/002	<p>The Supplier shall minimise disruption to the Customer to the absolute minimum necessary, using, but not limited to, the following methods:</p> <ul style="list-style-type: none"> a. Cutover activity (where necessary) shall occur out of hours (weekends or overnight cutovers). b. Engage all stakeholders (including Other Suppliers, and the Agency Manager) to ensure that all necessary checks and balances are made before service transfer. c. Data migration (where necessary) shall be performed in advance with only minimal data synchronisation tasks required at point of cutover. d. Where it is necessary for Systems managed by the incumbent Supplier to be transferred to the Supplier, then such systems shall be migrated to a new Supplier platform rather than relocation of hardware between the incumbent Supplier and the 	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	<p>new Supplier's data centres.</p> <p>Lessons learned from each service transition are reflected in the next service transition to ensure continual improvement.</p>	

BULK DEVICE REPLACEMENT

EUD Replacement

Reference ID	Requirement	Supplier Solution
EUC/R/REPLACE/001	<p>The Supplier shall on request be able to support a partial or full EUD Bulk Device Replacement, during the life of this Call off Contract.</p> <p>For information purposes only, the EUD specification is set out in Annex 14-3 of this Call Off Schedule.</p>	The Supplier shall comply with this Service Requirement.
EUC/R/REPLACE/002	The Supplier shall deliver the peripherals as set out in Annex 14-2 or as otherwise Approved by the Customer of this Call Off Schedule with any new EUD delivered under a Bulk Device Replacement.	The Supplier shall comply with this Service Requirement.
EUC/R/REPLACE/003	The Supplier shall provide the End Users with a.m. or p.m. slots for delivering an EUD to the End User	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	as part of the a Bulk Device Replacement and shall ensure that impact to individuals as a result of a Bulk Device Replacement is kept to an absolute minimum, avoiding their normal working patterns wherever possible.	
EUC/R/REPLACE/004	The Supplier shall provide secure storage facilities for all EUD's purchased as part of the Bulk Device Replacement, until such time the EUD is delivered to the End User.	The Supplier shall comply with this Service Requirement.
EUC/R/REPLACE/006	The Supplier shall ensure that suitable qualified engineers are used, such that warranty and arrangements for repair and replacement of devices under warranty are not adversely affected.	The Supplier shall comply with this Service Requirement.
EUC/R/REPLACE/007	Once an EUD is delivered to an End User as part of the a Bulk Device Replacement, and accepted by the End User as functioning, the standard break-fix arrangements within the scope of this Call Off Contract shall commence.	The Supplier shall comply with this Service Requirement.
EUC/R/REPLACE/008	The Supplier may be requested to perform a partial EUD Bulk Device Replacement to start during the Implementation phase.	The Supplier shall comply with this Service Requirement.
EUC/R/REPLACE/009	The Supplier shall decommission EUD's where necessary, and the cost of decommissioning shall be	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	included in the bid price.	
EUC/R/REPLACE/010	The Supplier should provide the Customer with options for EUD Bulk Device Replacement which move away from a “big bang” Bulk Device Replacement, such that EUD’s are continually kept up to date as part of the steady state service delivery, and agree such model with the Customer.	The Supplier shall comply with this Service Requirement.

CATEGORY 3: AGENCY MANAGEMENT REQUIREMENTS
1 SERVICE OPERATIONS
1.1 Service Desk

Reference ID	Requirement	Supplier Solution
EUC/R/SDESK/001	The Supplier shall adhere to: (i) the Service Desk Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Supplier by the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/002	The Supplier shall interface with the Service Desk such that the Supplier is able to access the Service Desk tool,	The Supplier shall comply with this Service Requirement.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement	Supplier Solution
	receive incident records logged by the Service Desk, update, amend and pass back incident records to the Service Desk as necessary.	
EUC/R/SDESK/003	The Supplier shall interface with the Service Desk such that the Supplier is able to access the Service Desk tool, receive Service Catalogue requests logged by the Service Desk, update, amend and pass back request related records to the Service Desk as necessary.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/004	The Supplier shall ensure that, where necessary, the interfaces between the Supplier Systems and the Service Desk shall be automated to allow tickets to be raised automatically between the Supplier Systems and the Agency Manager Service Desk tool.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/005	The Supplier shall provide advice and support to the Customer's staff and End Users on the operation of the Supplier Solution.	The Supplier shall comply with this Service Requirement.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/SDESK/006	The Supplier shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; (iii) and advice allowing the End User to continue to use the Services until such time as the Incident is resolved.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/007	The Supplier shall adhere to: (i) the Policies, Processes and Procedures; and (ii) guidance on interfacing with the Service Desk as provided to the Supplier by the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/008	The Supplier shall develop Application Support and data hosting Policies, Processes and Procedures for the delivery of the Services.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/009	The Supplier shall interface with the Service Desk provided by the Agency Manager such that the Supplier is able to receive Incident and requests records logged by the Service Desk, update, amend and pass back incident records to	The Supplier shall comply with this Service Requirement.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement	Supplier Solution
	the Service Desk as necessary.	
EUC/R/SDESK/010	The Supplier shall contribute to the Knowledge Management System and the Known Error Log provided by the Agency Manager to support improved Incident analysis.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/011	The Supplier shall provide feedback to End Users and /or the Agency Manager on progress made with resolving an Incident. Such feedback shall include: (i) advice on any remedial action being taken; (ii) the estimated date and time when the Incident may be resolved; and (iii) advice allowing the End User to continue to use the Services until such time as the Incident is resolved.	The Supplier shall comply with this Service Requirement.
EUC/R/SDESK/012	The Supplier shall ensure that Root Causes to Incidents and Problems are addressed, and that workarounds that continue to exist while the Root Cause is addressed are reported each Service Reporting Period.	The Supplier shall comply with this Service Requirement.

OFFICIAL**1.2 Incident Management**

Reference ID	Requirement	Supplier Solution
EUC/R/INCMAN/001	The Supplier shall investigate and resolve all Incidents in accordance with the Service Levels, including: <ul style="list-style-type: none"> a. assessing the probable cause of each Incident; b. testing and replacing or repairing faulty hardware/software as required; and c. carrying out any other procedures as required to facilitate the resolution of the Incident. 	The Supplier shall comply with this Service Requirement.
EUC/R/INCMAN/002	The Supplier shall where an incident relates to security maintain the forensic integrity of systems following an incident in accordance with good practice defined within 'CESG Good Practice Guide No 18 – Forensic Readiness'.	The Supplier shall comply with this Service Requirement.
EUC/R/INCMAN/003	The Supplier shall promptly complete agreed corrective actions as agreed with the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/INCMAN/004	The Supplier shall promptly notify the Agency Manager of any Incident that is known to have breached or is likely to breach the Service Levels or that has, in the opinion of the Supplier, been incorrectly allocated.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/INCMAN/005	The Supplier shall; (i) update the Incident record with all relevant information to ensure that Root Cause Analysis can be carried out by the Agency Manager; and (ii) co-operate with the Agency Manager as required for the Agency Manager to carry out Root Cause Analysis.	The Supplier shall comply with this Service Requirement.
EUC/R/INCMAN/006	The Supplier shall resolve such Incidents in accordance with the new Incident Severity Level where the Agency Manager has altered the assigned Incident Severity Level of an Incident in accordance with Customer instructions and has agreed this with the Supplier.	The Supplier shall comply with this Service Requirement.
EUC/R/INCMAN/007	The Supplier shall ensure that, in the event that the investigation of an Incident reveals weaknesses or flaws in the Supplier Solution, then any change required by the Supplier to rectify the weakness or flaw shall be Approved by the Customer and the Agency Manager, in advance and implemented via the Change Control Procedure (Call Off Schedule 5 Change Control Procedure). For the avoidance of doubt, the change to the Supplier Solution shall be at no cost to the Customer.	The Supplier shall comply with this Service Requirement.

OFFICIAL

1.3 Request Management

Reference ID	Requirement	Supplier Solution
EUC/R/REQMAN/001	The Supplier shall contribute to and use the Business Service Catalogue including in accordance with the relevant PPP.	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/002	The Supplier shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes, for discussion with the Agency Manager and, where necessary, Related Suppliers, as applicable.	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/003	The Supplier shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/004	The Supplier shall immediately bring to the attention of the Agency Manager any issues that prevent the Supplier from processing Service Requests.	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/005	The Supplier shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk.	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/006	The Supplier shall ensure that all information relevant to a Service Request is promptly provided by the Supplier to the Agency Manager in response to Service	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	Requests.	
EUC/R/REQMAN/007	<p>The Supplier shall:</p> <p>(i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and</p> <p>(ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager.</p>	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/008	The Supplier shall respond to the Agency Manager or the Customer's enquiries regarding Service Requests with accurate and up-to date information.	The Supplier shall comply with this Service Requirement.
EUC/R/REQMAN/009	<p>The Supplier shall manage end of life Service Catalogue items, such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items:</p> <p>a. are adequately tested (including User acceptance testing where appropriate);</p> <p>b. are Approved by the Customer;</p> <p>c. have any relevant Call Off Contract Charges agreed between the Supplier and Customer;</p> <p>d. added to the Service Catalogue; and</p> <p>e. any relevant Test Environment(s) is created.</p>	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	The Supplier shall advise of EUD's and Peripherals that are due to be considered EOL. (The Customer shall make the final decision as to when the EOL date shall apply).	

1.4 Problem Management

Reference ID	Requirement	Supplier Solution
EUC/R/PROBMAN/001	The Supplier shall adhere to the problem management policies, processes and procedures as set out in the Agency Manager's Problem Management Procedure.	The Supplier shall comply with this Service Requirement.
EUC/R/PROBMAN/002	The Supplier shall participate with the Agency Manager in Incident Reviews and Major Incident Reviews, as necessary.	The Supplier shall comply with this Service Requirement.
EUC/R/PROBMAN/003	The Supplier shall (i) contribute to Major Incident Reports; and (ii) ensuring that Major Incident Reports provide clear details to the Agency Manager as set out in the Problem Management Procedure.	The Supplier shall comply with this Service Requirement.

OFFICIAL**1.5 Access Management**

Reference ID	Requirement	Supplier Solution
EUC/R/ACCMAN/001	<p>The Supplier shall provide access to systems as requested by the End Users in accordance with:</p> <ul style="list-style-type: none"> (i) the Policies of the Customer and/or Agency Manager relating to Access Management and (ii) the Supplier's operational procedures as agreed with the Agency Manager and the Customer. (iii) 	The Supplier shall comply with this Service Requirement.
EUC/R/ACCMAN/002	The Supplier shall provide appropriate access (including remote access) to the necessary tools and systems to the Agency Manager, thereby enabling the Agency Manager to comply with its responsibility and obligations under its agreement with the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/ACCMAN/003	The Supplier shall reject any access request that has not been properly approved by Agency Manager in accordance with the Access Management policy.	The Supplier shall comply with this Service Requirement.
EUC/R/ACCMAN/004	The Supplier shall inform the Agency Manager and the Customer where it suspects or has reason to believe that inappropriate End User access has been requested.	The Supplier shall comply with this Service Requirement.
EUC/R/ACCMAN/005	The Supplier shall assist and co-operate with the Agency Manager by granting appropriate access to Related Suppliers to the Supplier System, as applicable.	The Supplier shall comply with this Service Requirement.

OFFICIAL**2 SERVICE DESIGN****2.1 Availability Management**

Reference ID	Requirement	Supplier Solution
EUC/R/AVAMAN/001	The Supplier shall ensure the EUD's are useable 24 hours a day, 7 days a week.	The Supplier shall comply with this Service Requirement.
EUC/R/AVAMAN/002	The Supplier shall design their services such that the duration of any necessary Service withdrawal events shall be kept to the absolute minimum.	The Supplier shall comply with this Service Requirement.
EUC/R/AVAMAN/003	<p>In the unlikely event that a Service withdrawal is required, the Supplier shall strictly manage all such proposed Service withdrawals, both during Implementation and after the Operational Service Commencement Date, and adhere with the following requirements as a minimum:</p> <ul style="list-style-type: none"> a. The Supplier shall manage all Operational Change in accordance with the Policies, Processes and Procedures as directed by the Customer b. The Supplier shall not withdraw any Service for any reason without formal Approval by the Customer. c. The Supplier shall operate on the principle of conducting all service withdrawals during periods when usage monitoring 	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	<p>demonstrates they are least utilised over a 24 hour period.</p> <p>d. The Supplier shall operate with the intention of adhering to pre-defined “windows” of planned maintenance/release opportunities throughout the calendar year, to be agreed prior to the Operational Service Commencement Date.</p> <p>e. The Supplier shall produce a forward plan of all planned change activity impacting availability of Services on a rolling 3 month basis.</p> <p>f. The Supplier shall notify all planned service withdrawals to the Customer in accordance with Service Levels in Call Off Schedule 3 (Service Levels, Service Credits and Performance Monitoring).</p> <p>g. The Supplier shall notify all unplanned service withdrawals, or emergency withdrawals which are necessary in order to resolve Incidents, in accordance with the Policies, Processes and Procedures as directed by the Customer.</p>	

OFFICIAL**2.2 Capacity Management**

Reference ID	Requirement	Supplier Solution
EUC/R/CAPMAN/001	The Supplier shall provide any information requested by the Agency Manager in respect of the Agency Manager overall capacity plan and support the on-going maintenance and development of such overall capacity plan.	The Supplier shall comply with this Service Requirement.
EUC/R/CAPMAN/002	The Supplier shall monitor, analyse and report to the Agency Manager in relation to capacity volumes and trends and shall, where appropriate, act on any capacity related issues.	The Supplier shall comply with this Service Requirement.
EUC/R/CAPMAN/003	The Supplier shall translate business needs and plans into capacity and performance requirements for services and IT infrastructure, and ensure that future capacity and performance needs can be fulfilled. The Supplier shall make recommendations to the Agency Manager regarding how existing capacity plans for the Services are or may be affected by demand projections, and such recommendations shall include the steps needed to meet demand projections.	The Supplier shall comply with this Service Requirement.
EUC/R/CAPMAN/004	The Supplier shall carry out capacity planning efforts to ensure efficient use of resources. The Supplier shall manage traffic levels and available overhead so that all expected traffic can be handled, even in the event of the	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL

Reference ID	Requirement	Supplier Solution
	loss of a node. The Supplier shall monitor usage of the core network on a daily basis for; i) current usage; ii) current traffic volumes; and iii) expected traffic.	
EUC/R/CAPMAN/005	The Supplier shall provide standard Service Reports which enable continual monitoring and insight into capacity trends. The Supplier shall review these reports and shall provide a dedicated Customer Support Manager to review capacity management on a monthly basis in liaison with the Supplier's technical resources.	The Supplier shall comply with this Service Requirement.
EUC/R/CAPMAN/006	The Supplier shall manage, control and predict the performance and capacity of operational services. This includes initiating proactive and reactive action to ensure that the performances and capacities of services meet their agreed targets.	The Supplier shall comply with this Service Requirement.
EUC/R/CAPMAN/007	The Supplier shall manage, control and predict the performance, utilisation and capacity of IT resources and individual IT components.	The Supplier shall comply with this Service Requirement.

OFFICIAL**3 SERVICE IMPLEMENTATION****3.1 Change Management**

Reference ID	Requirement	Supplier Solution
EUC/R/CHAMAN/001	The Supplier shall adhere to the Change Control Procedures as set out in Call Off Schedule 5 (Change Control Procedure)	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/002	The Supplier shall contribute to the Change material in Call Off Schedule 5 (Change Control Procedure) and issue this to the Agency Manager and the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/003	The Supplier shall contribute to the Release Schedule and associated Release Plan(s) and issue these to the Agency Manager and the Customer. The Release Schedule shall provide details for at least a two month rolling period.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/004	The Supplier shall ensure that vendor recommended patching is applied to all Equipment and Software used to deliver the Services under this Call Off Contract, as directed by Agency Manager or the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/005	The Supplier shall schedule, coordinate and manage planned Service outages in accordance with Policies, Processes and Procedures and as directed by the Customer.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/CHAMAN/006	The Supplier shall support and assist the Agency Manager by responding to Impact Assessments and shall provide input where required.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/007	The Supplier shall monitor, analyse and report to the Agency Manager in respect of Change volumes and trends. The format of such reports shall be agreed during Implementation.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/008	The Supplier shall provide all requested Management Information to the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/009	The Supplier shall raise Change Requests in order to make operational or technical Changes to the Services.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/010	The Supplier shall: <ul style="list-style-type: none"> • attend the Change Advisory Board (CAB) (including emergency CABs as necessary); • ensure that any issues related to the Supplier raised at the Change Advisory Board meeting are progressed to the satisfaction of Agency Manager; and • where required by the Agency Manager, support the progression of Changes owned by Related Suppliers or Other Suppliers. 	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/011	The Supplier shall track and monitor all Approved Changes and ensures that Change records are updated throughout	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	the lifecycle of each Change in accordance with decisions made at the Change Advisory Board.	
EUC/R/CHAMAN/012	The Supplier shall ensure that Operational Change Requests contain information including, but not limited to: (i) Implementation Plans; (ii) Acceptance Criteria; (iii) Back Out Plans or Remediation Plans; (iv) Plans for handover to support; (v) User communication plans; and (v) Configuration Items affected.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/013	Following implementation of an Operational Change, the Supplier shall ensure that Post Implementation Reviews implemented by Agency Manager are carried out and managed effectively, and that any lessons learned from each Post Implementation Review are implemented and fed into the assessment of future Changes.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/014	The Supplier shall ensure that any Operational Changes that occur more often than three (3) times each rolling monthly period are processed consistently with the requirements of the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/015	The Supplier shall ensure that all pre-Approved Changes are publicised by the Agency Manager in the Services Catalogue.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/016	The Supplier shall: (i) identify any potential Change	The Supplier shall comply with this Service

OFFICIAL

Reference ID	Requirement	Supplier Solution
	Management process improvements; (ii) make appropriate recommendations to the Agency Manager; and (iii) where these are agreed by the Customer, the Supplier shall manage any process improvement activity until completed.	Requirement.
EUC/R/CHAMAN/017	The Supplier shall adhere to the governance required by the Agency Manager and/or the Customer regarding Change Requests, including): (i) the raising and recording of Changes; (ii) the assessment and evaluation of the Change; (iii) the cost benefit of the proposed Change; and (iv) the review and closure of Requests for Change (RFCs).	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/018	The Supplier shall ensure that all Hardware used in delivering the Supplier Solution and the Services agreement adhere at all times to; (i) any Hardware vendor support requirements; and (ii) any requirements of the Agency Manager relating to Incident Management.	The Supplier shall comply with this Service Requirement.
EUC/R/CHAMAN/019	The Supplier shall: (i) ensure that any compatibility issues between the Customer System immediately prior to the Call Off Commencement Date and new or proposed Supplier Systems are resolved prior to the Operational Services Commencement Date; and (ii) assist and co-operate with the Agency Manager to ensure resolution of such compatibility issues.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/CHAMAN/020	The Supplier shall provide EUC reporting by the Customer Business Area.	The Supplier shall comply with this Service Requirement.

3.2 Asset and Configuration Management (SACM)

Reference ID	Requirement	Supplier Solution
EUC/R/SACM/001	The Supplier shall maintain accurate Asset details, including details of the Hardware, operating system and any bespoke or packaged Software in order for the Agency Manager to maintain the CMDB.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/002	The Supplier shall where necessary carry out Asset disposal; including the procurement of formal certification that secure and environmentally responsible disposal has been conducted, and shall notify the Agency Manager of such disposals, in order for the Agency Manager to maintain the CMDB.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/003	The Supplier shall agree and provide regular reporting to the Agency Manager and the Customer regarding any relevant licence compliance for all Software used to deliver the Supplier Solution.	The CPS claims an exemption from publishing this information under Section 43(1) of the FOI Act 2000

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/SACM/004	The Supplier shall work with the Agency Manager and the Customer, as required, to confirm the scope of any Asset Management audits and the investigation and resolution of any discrepancies related to Asset Management. Unless agreed otherwise by the Parties, such Asset Management audits shall occur at least once per year during the Call Off Contract Period, at no additional Charge to the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/005	The Supplier shall provide the results of Asset Management audit data to the Agency Manager within the timescales and in the format required by the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/006	The Supplier shall receive, review and, when instructed by the Agency Manager and/or the Customer implement recommendations for Service Asset and Configuration Management process improvements.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/007	The Supplier shall provide CI (Configuration Item) data to the Agency Manager in a format and frequency appropriate for inclusion in the Agency Manager supplied integrated CMDB.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/008	The Supplier shall develop, test and implement Changes to asset management system interfaces and Configuration Item data content as agreed with the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/SACM/009	The Supplier shall assist and co-operate with the Agency Manager in determining the reason for each Configuration	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	Item discrepancy, its criticality, and actions required to address it.	

3.3 Knowledge Management

Reference ID	Requirement	Supplier Solution
EUC/R/KNOWM/001	The Supplier shall contribute to the knowledge management system provided by the Agency Manager for the capture, storage, and presentation of information required to manage the Services.	The Supplier shall comply with this Service Requirement.
EUC/R/KNOWM/002	The Supplier shall ensure that, where data related to the Services is found in the knowledge management system provided by the Agency Manager that is inaccurate, incomplete or lacks integrity, such data is promptly corrected.	The Supplier shall comply with this Service Requirement.
EUC/R/KNOWM/003	The Supplier shall assist and co-operate with the Agency Manager in ensuring the knowledge management system contains data and information, including: <ul style="list-style-type: none"> i. methods to resolve Incidents; ii. Known Errors; iii. Service Desk scripts; iv. Build data; v. self-help articles; and 	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	vi. frequently asked questions (FAQs).	

3.4 Service Implementation

Reference ID	Requirement	Supplier Solution
EUC/R/SERVTRA/001	The Supplier shall ensure that the Implementation phase does not interrupt normal operations and availability unless absolutely necessary and, where necessary, should follow the Change Process Policies, Processes and Procedures as directed by the Customer.	The Supplier shall comply with this Service Requirement.
EUC/R/SERVTRA/002	The Supplier shall define the data migration approach in the Supplier's Implementation Plan.	The Supplier shall comply with this Service Requirement.
EUC/R/SERVTRA/003	User profiles and associated data shall be migrated in a planned and verifiable manner with no loss of data or data integrity.	The Supplier shall comply with this Service Requirement. The Supplier will expect the end-user to migrate all data stored locally on the EUD and will perform any such migration on agreement with the Customer as instructed under Call Off Schedule 5 (Change Control Procedure).
EUC/R/SERVTRA/004	The Supplier shall ensure that backups can be recovered from the pre-migrated system to the new system once migration has taken place.	The Supplier shall ensure the backups can be recovered from the pre-migrated system to the new system once migration has taken place for end-user data that has been stored in network storage locations.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/SERVTRA/005	The Supplier shall provide a roll back plan as part of each Operational Change request raised, to mitigate for any issues during transition to the new hardware and software.	The Supplier shall comply with this Service Requirement.
EUC/R/SERVTRA/006	The Supplier shall ensure that there are sufficient dry-runs to validate the data migration, cutover and rollback procedures. The Supplier shall ensure that the Disaster recovery environment is available prior to cutover to the Supplier's Solution.	The Supplier shall comply with this Service Requirement.
EUC/R/SERVTRA/007	Passwords for all applications and systems supported by the Supplier to be reset (where possible remotely) as required by the Agency Manager.	The Supplier shall reset passwords for all applications and systems supported by the Supplier as requested by the Agency Manager.
EUC/R/SERVTRA/008	<p>The Supplier shall co-operate fully with the Customer, Other Suppliers and Related Suppliers when requested and provide such cooperation, support, assistance and information to each party as is necessary, in order:</p> <ul style="list-style-type: none"> i. to ensure provision of seamless end-to-end Services; ii. to avoid hindering the provision of the Services to the Customer; iii. to avoid unnecessary duplication of effort; and 	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	iv. to undertake all such tasks and activities as may be necessary to integrate the Supplier's Solution with the services provided by Other Suppliers and Related Suppliers.	

4. I.T. SERVICE CONTINUITY MANAGEMENT (ITSCM)

Reference ID	Requirement	Supplier Solution
EUC/R/ITSCM/001	The Supplier shall make sure that all members of IT staff with responsibilities for fighting Disasters are aware of their exact duties, and to make sure that all relevant information is readily available when a Disaster occurs.	The Supplier shall comply with this Service Requirement.
EUC/R/ITSCM/002	The Supplier shall design appropriate and cost-justifiable continuity mechanisms and procedures to meet the Business Continuity Plan and Disaster Recovery Plan as set out in Call Off Schedule 10 (Business Continuity and Disaster Recovery). This includes the design of risk reduction measures and recovery plans.	The Supplier shall comply with this Service Requirement.
EUC/R/ITSCM/003	The Supplier shall ensure preventive measures and recovery mechanisms for Disaster events are subject to regular testing.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/ITSCM/004	The Supplier shall create and make available to the Customer detailed instructions on when and how the Supplier shall invoke the procedure for fighting a Disaster. Most importantly, the guideline defines the first steps to be taken by the Supplier upon learning that a (suspected) Disaster has occurred.	The Supplier shall comply with this Service Requirement.

5. SERVICE DESIGN**5.1 Service Catalogue Management**

Reference ID	Requirement	Supplier Solution
EUC/R/SCM/001	The Supplier shall contribute to and use the Business Service Catalogue.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/002	The Supplier shall provide a Service Catalogue, containing all commodity products to be provided by this Supplier. Service Catalogue pro-forma to be agreed during Implementation.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/003	The Supplier shall review Management Information on a monthly basis to identify trends or significant changes or increases in service request volumes, for discussion with the Agency Manager and, where necessary, Related Suppliers, as applicable.	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/SCM/004	The Supplier shall identify possible Process improvements and promptly make appropriate recommendations to the Agency Manager in writing.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/005	The Supplier shall immediately bring to the attention of the Agency Manager any issues that prevent the Supplier from processing Service Requests.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/006	The Supplier shall ensure that Service Requests received from the Agency Manager are expedited within agreed Service Levels when assigned by the Service Desk.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/007	The Supplier shall ensure that all information relevant to a Service Request is promptly provided by the Supplier to the Agency Manager in response to Service Requests.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/008	The Supplier shall: (i) co-operate with the Agency Manager to proactively manage and monitor the status and progress of all Service Requests for the Services ordered via the Business Service Catalogue; and (ii) adhere to the PPP relevant to Service Requests as provided by the Agency Manager.	The Supplier shall comply with this Service Requirement.
EUC/R/SCM/009	The Supplier shall respond to the Agency Manager or the Customer's enquiries regarding Service Requests with	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution
	accurate and up-to date information.	
EUC/R/SCM/010	<p>The Supplier shall manage End Of Life Service Catalogue items, such that, at least one month before the end of life Service Catalogue item is discontinued, replacement Service Catalogue items:</p> <ul style="list-style-type: none"> a. are adequately tested (including End User acceptance testing where appropriate); b. are Approved by the Customer; c. have any relevant Call Off Charges agreed between the Supplier and Customer; d. added to the Service Catalogue; and e. any relevant Test Environment(s) is created. 	The Supplier shall comply with this Service Requirement.

5.2 Service Level Management

Reference ID	Requirement	Supplier Solution
EUC/R/SLM/001	The Supplier shall capture desired outcomes (requirements from the customer viewpoint) for new services or major service modifications. Such desired outcomes to be documented and submitted to an initial evaluation, so that alternatives may be sought at an early stage for requirements which are not technically or economically feasible.	The Supplier shall comply with this Service Requirement.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement	Supplier Solution
EUC/R/SLM/002	The Supplier shall monitor Achieved Service Levels and compare them with agreed Service Level Performance Measures. This information shall be used as a basis for measures to improve service quality.	The Supplier shall comply with this Service Requirement.
EUC/R/SLM/003	The Supplier shall ensure agreements between the Supplier and Related Suppliers exist. An OLA supports the IT service provider's delivery of services to customers. The OLA defines the goods or services to be provided and the responsibilities of all parties related to the end to end delivery of the services. (For example there could be an OLA between the Supplier and the Customer's procurement department to procure Software licenses in agreed times)	The Supplier shall comply with this Service Requirement.
EUC/R/SLM/004	The Supplier to provide a monthly Performance Report, and within this report to compare the agreed and actually Achieved Service Levels, and also include information on the usage of services, ongoing measures for service improvement, and any exceptional events that occurred during the period measured.	The Supplier shall comply with this Service Requirement.
EUC/R/SLM/005	The Supplier's monthly Performance Report should include but not be limited to the following: <ul style="list-style-type: none"> • The number of EUD's available in stock (broken down by make and model); and • The number of EUD's deployed to resolve incidents. 	The Supplier shall comply with this Service Requirement.

OFFICIAL

Reference ID	Requirement	Supplier Solution

6. CONTINUAL SERVICE IMPROVEMENT

Reference ID	Requirement	Supplier Solution
EUC/R/CSI/001	The Supplier shall review all of the Services provided by the Supplier on a regular basis, with a view to improving service quality where necessary, and to identify more economical ways of providing a service where possible.	The Supplier shall comply with this Service Requirement.
EUC/R/CSI/002	The Supplier shall evaluate processes on a regular basis. Such evaluation to include identifying areas where the targeted process metrics are not reached, holding regular benchmarking, audits, maturity assessments and reviews.	The Supplier shall comply with this Service Requirement.
EUC/R/CSI/003	The Supplier shall define specific initiatives aimed at improving services and processes, based on the results of service reviews and process evaluations. The resulting initiatives shall either be internal initiatives pursued by the Supplier on its own behalf, or initiatives which require the Customer's cooperation.	The Supplier shall comply with this Service Requirement.
EUC/R/CSI/004	The Supplier shall verify if improvement initiatives are proceeding according to plan, and introduce corrective	The Supplier shall comply with this Service Requirement.

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

Reference ID	Requirement	Supplier Solution
	measures where necessary.	

OFFICIAL

ANNEX 14-1

CUSTOMER PREMISES

(not including all User locations)



Customer Premises
List.xlsx

OFFICIAL

ANNEX 14-2

PERIPHERALS

#	Peripheral	Mechanism for deployment
1	2 x power cable	Issue with all EUDs
2	Display connector cable (HDMI to VGA)	Issue with all EUDs
3	Active Card	Issue with all EUDs

OFFICIAL**ANNEX 14-3****EUD SPECIFICATION**

CPS Lenovo T470s Specification Requirement as at the Call Off Commencement Date.

#	EUD Component	Specification
1	Display size	14 inches anti-glare display
2	Display resolution/quality	FHD (1920 x 1080)
3	Multi-touch screen	Up to IPS supporting touch and pen input.
4	Maximum Device weight	1.45 Kg
5	Minimum battery life under typical business usage	10.5 Hours
6	Processor type and speed	Intel Core i5 6200U processor
7	Random Access Memory (RAM)	8GB DDR4 RAM
8	Internal Solid State Disk (SSD) storage	256GB SSD
9	Built-in keyboard and mouse alternative (e.g. trackpad, , trackpoint)	Required
10	Integrated wireless card (IEEE 802.11	Intel® Dual Band Wireless-AC 8265 2 x 2 AC

OFFICIAL

#	EUD Component	Specification
	b/g/n	
11	Webcam available for future use with Microsoft Office Lync	720p
12	Minimum number USB ports without docking solution or USB Hub.	3 Required
13	Integrated Fast Ethernet LAN (RJ45) port	Required
14	Minimum of 1 display adaptor (HDMI / VGA display adapter)	Required
15	Ability to lock the device to a desk (Kensington Lock)	Required
16	Trusted Platform Module 1.2 (TPM1.2) chip	Discrete TPM 2.0, TCG Certified enabled
17	Combination audio port to support Microsoft Office Lync	Required
18	Graphics Card	Intel HD Graphics 620

CONTRACT FOR THE PROVISION OF END USER COMPUTING SERVICES – PR 91 2017

OFFICIAL

#	EUD Component	Specification
19	Bluetooth®	4.1, Intel® 8260 (2 x 2 AC) + Bluetooth® 4.1
20	The device(s) must be capable of running Windows 8.1 and Windows 10	
21	Power Cable	45W Slim Tip variant PN 0B47045