

APPENDIX B
SERVICE DESCRIPTION

CONTENTS

1.	INTRODUCTION	2
2.	SCOPE OF REQUIREMENT	2
3.	SERVICE LEVELS AND PERFORMANCE	2
4.	ADDITIONAL REQUIREMENTS	2
5.	LOCATION	2
6.	SECURITY REQUIREMENTS	2
7.	BUDGET	2

REDACTED
L0966; Lot 1 – CERT UK Desktop Hardware
Appendix B – Service Description

1. INTRODUCTION

- 1.1 CERT UK requires additional hardware for its ICT infrastructure.
- 1.2 The Cabinet Office supports the Prime Minister and ensures the effective running of government. The Cabinet Office is also the corporate headquarters for government, in partnership with HM Treasury, and takes the lead in certain critical policy areas.
- 1.3 CERT-UK is the national Computer Emergency Response Team for the United Kingdom, sitting within the Cabinet Office and tasked to enhance the UK's resilience to cyber-security events.

2. SCOPE OF REQUIREMENT

- 2.1 Cabinet Office require the following equipment:

<u>Quantity</u>	<u>Item</u>
30	Surface Pro 3 i7 8GB ram, 256GB HDD
30	Surface Pro 3 keyboard
30	Surface pro 3 Dock
30	Desktops HP i7 (3.6Ghz), 4GB Ram (HP EliteDesk 800 G1 Small Form Factor PC)
60	HP DDR3 4gb ram
30	ViewSonic VP2770-LED 27" Monitor
30	Monitor Arm (2 monitor) double monitor mount
30	Keyboard (compatible with above)
30	Mouse (compatible with above)
100	6 Gang Desktop Extension Lead, 3 metre

- 2.2 CERT UK require the specific products listed above to ensure compatibility and continuity of service support as they will be added to the existing ICT infrastructure.

3. SERVICE LEVELS AND PERFORMANCE

- 3.1 The Authority will measure the quality of the Supplier's service levels by:
 - 3.1.1 Cost
 - 3.1.2 Delivery Timescales – All hardware is required by 31st July 2015.

4. ADDITIONAL REQUIREMENTS

- 4.1 A PO will be raised and the supplier will need to invoice our Shared Service Centre.

5. LOCATION

- 5.1 Delivery will be to: -

Cabinet Office - CERT UK, **REDACTED**, London SW1

6. SECURITY REQUIREMENTS

- 6.1 The supplier will need to liaise with CERT UK regarding exact delivery details as vehicle access is limited.

7. BUDGET

- 7.1 Prices should be inclusive of expenses and exclusive of VAT.

7.2 Please complete the table attached at Appendix E.