

Call-Off Schedule 4 (Call-Off Tender)

Call-Off Ref:

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Call-Off Schedule 4 (Call Off Tender)

CMS Availability & Service Credits – Softcat Response

2.1 Cloud Management System Availability												
<p>Please confirm your Cloud Management System (“CMS”) meets the 99.5% availability level as per the CMS section of the Requirements and confirm in the event of a lower availability percentage you conform, as a minimum, to the Service Credit Regime detailed below.</p> <p>Your response needs to include:</p> <p>A service credit regime proposal (for insertion into Part A of Annex A of Call-Off Schedule 14 (Service Levels) of the Contract) for the instance where the CMS does not meet the target service level of 99.5% availability target. The regime proposed needs to include a tiering approach (e.g. 99.5% - 93.5%) and the monthly service credit available. Such service credit regime must, as a minimum meet the following:</p> <table border="1"><thead><tr><th>Monthly Availability of CMS</th><th>Service credit</th></tr></thead><tbody><tr><td>99.5% or more</td><td>0%</td></tr><tr><td>95.0% to 99.4%</td><td>10%</td></tr><tr><td>90.0% to 94.9%</td><td>15%</td></tr><tr><td>85% to 89.9%</td><td>20%</td></tr><tr><td>Less than 85%</td><td>25%</td></tr></tbody></table> <p>Your process, including how you will implement your commitment. Also, how you will meet, monitor, measure and report on your commitments/the impact of your commitment.</p>	Monthly Availability of CMS	Service credit	99.5% or more	0%	95.0% to 99.4%	10%	90.0% to 94.9%	15%	85% to 89.9%	20%	Less than 85%	25%
Monthly Availability of CMS	Service credit											
99.5% or more	0%											
95.0% to 99.4%	10%											
90.0% to 94.9%	15%											
85% to 89.9%	20%											
Less than 85%	25%											
<p>Max 2 x A4 page (Pass/Fail)</p> <p>A page is defined as one side of A4, font size Arial 11pt, single line spacing and minimum margin width of 2cm.</p>												

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Cloud Management System – Softcat Response

2.2 Cloud Management System

Please describe how your CMS meets the 'Cloud Management System' tab of the Requirements. Your response needs to include, without limitation:

- How your CMS provides clarity in terms of the Authority's multi-cloud provider cost and data usage, and how such usage is reported within the CMS. Provide details of the cost optimisation recommendations that are available in the CMS (e.g. savings plans)
- Your methodology and approach to adding Additional Cloud Providers (as defined in the Contract) onto the Cloud Management System including any testing process and acceptance criteria
- How your CMS would support transition at the end of the Contract.
- What is your testing methodology and process to ensure there are no material or critical defects in the CMS and how will you remedy any non-material issues (e.g. snagging list).
- *How the CMS will maximise Value for Money for the Authority*
- *What are the advantages* of your CMS compared with other products on the market

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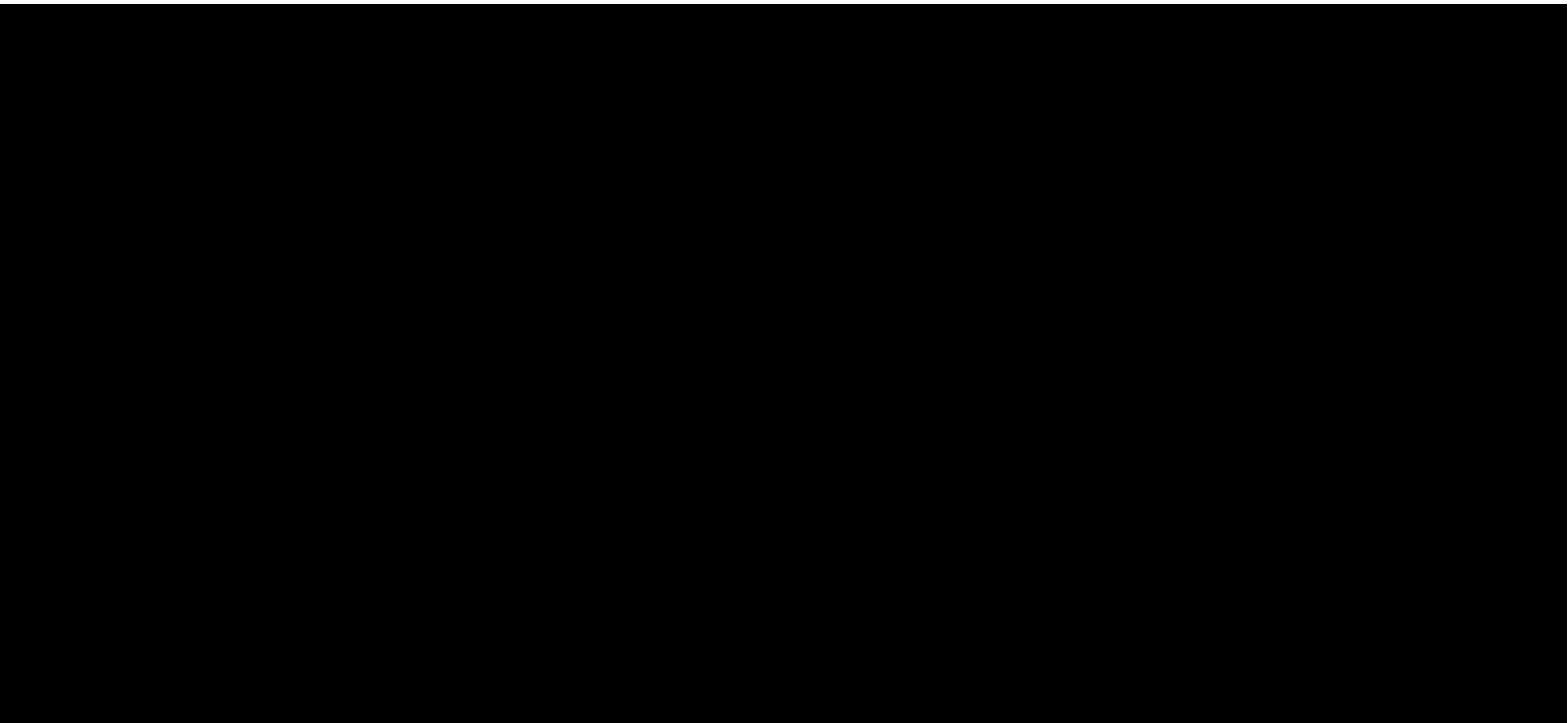
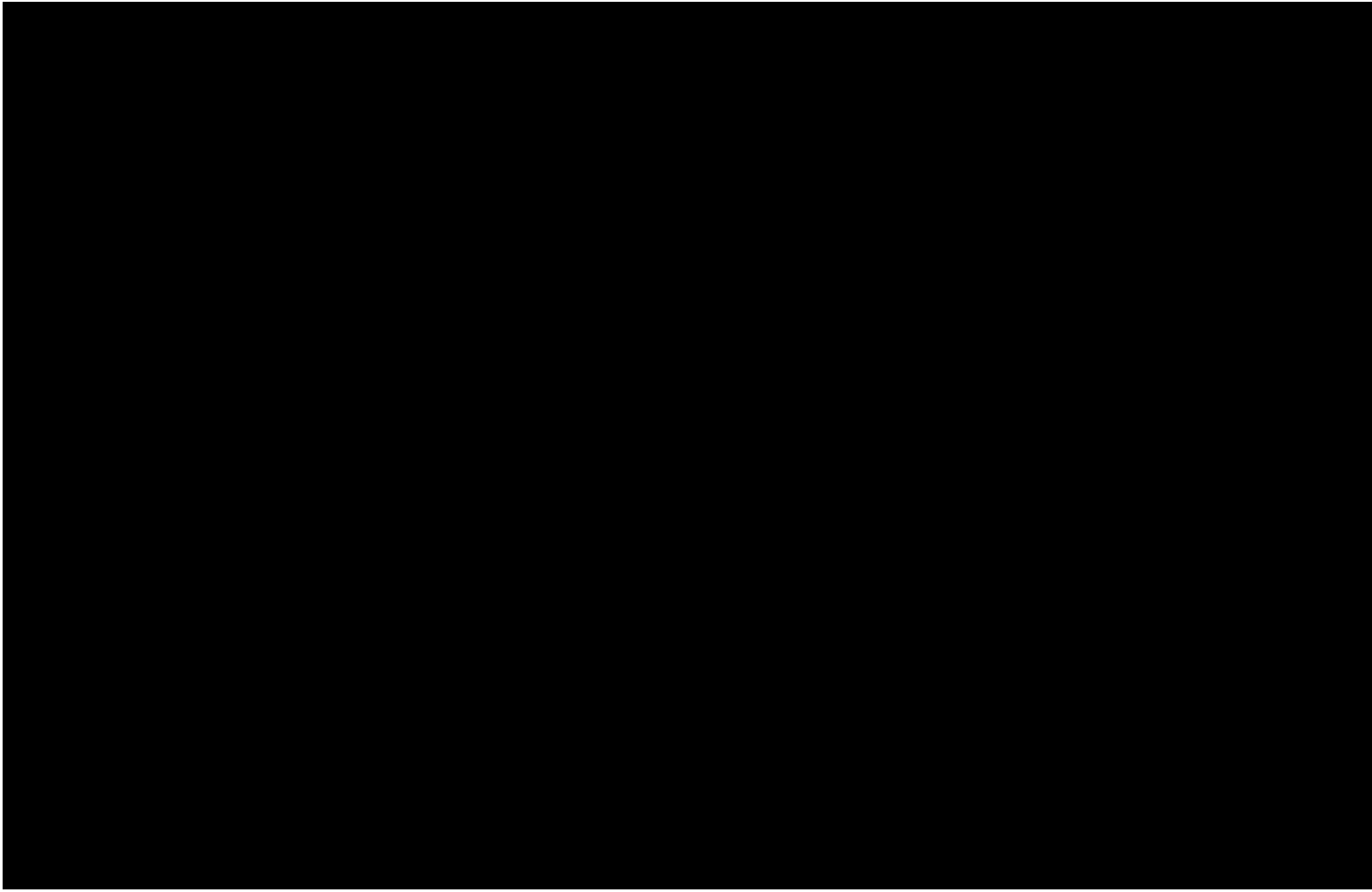
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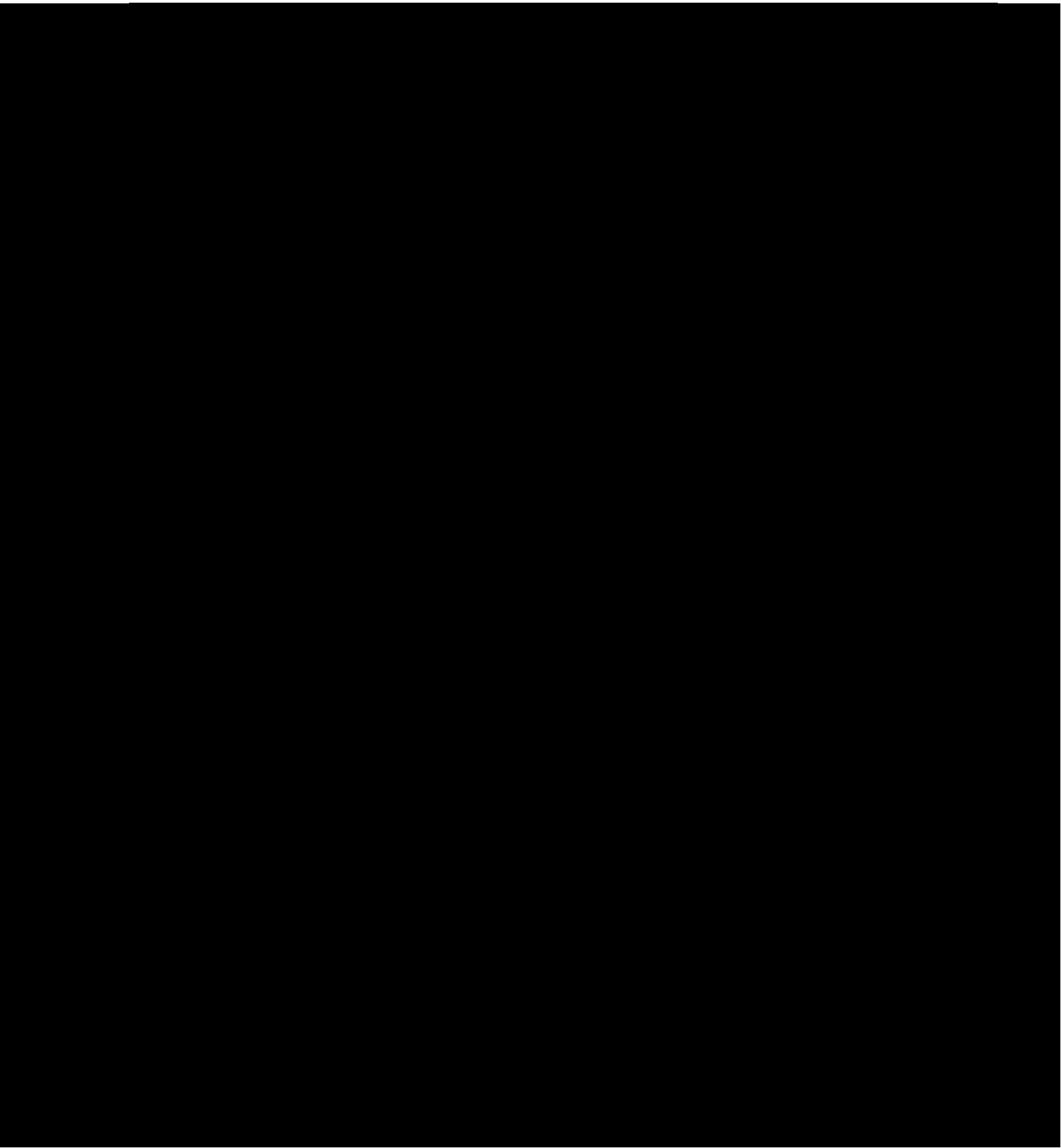
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FinOps Service – Softcat Response

2.3 FinOps Service

Please describe how your proposed solution meets the 'FinOps Service' tab of the Requirements. Your response needs to include, without limitation:

- How you will support continuous improvement specifically in regard to FinOps including how you will keep up to date with developments in the market on optimisation
- How you will review and validate FinOps proposals and opportunities
- How you will collaborate and operate in a multi-party supply chain where FinOps proposals may be generated by the Authority or Cloud Providers (as defined in the Contract)
- Your 'Method Statement', demonstrating how you will achieve this and how your commitment meets the requirement(s)

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Service Delivery – Softcat Response

2.4 Service Management: Service Delivery

Please describe how, in the delivery of the Services (as defined in the contract), you will meet requirements, REQ-SM03, REQ-SM11, REQ-SM12, REQ-SM13, REQ-SM14, REQ-SM15, REQ-SM16, REQ-SM17, REQ-SM18, REQ-SM19, REQ-SM20 of the 'Service Management' tab of the Requirements. Your response needs to include, without limitation:

- Details on how you will support continuous improvement and innovation to the Services during the term of the Contract in accordance with Call-Off Schedule 3 (Continuous Improvement) of the Contract including how you will review processes and outcomes, making improvements to the benefit of the Authority.
- Your methodology and approach for identifying and presenting for the Authority's consideration innovation which can improve the Authority's outcomes either as part of the Service or as part of broader cloud service or cloud strategies within the NHS
- Your process, including how you will implement your commitment. Also, how you will monitor, measure and report on your commitments/the impact of your commitment.

Max 4 x A4 pages

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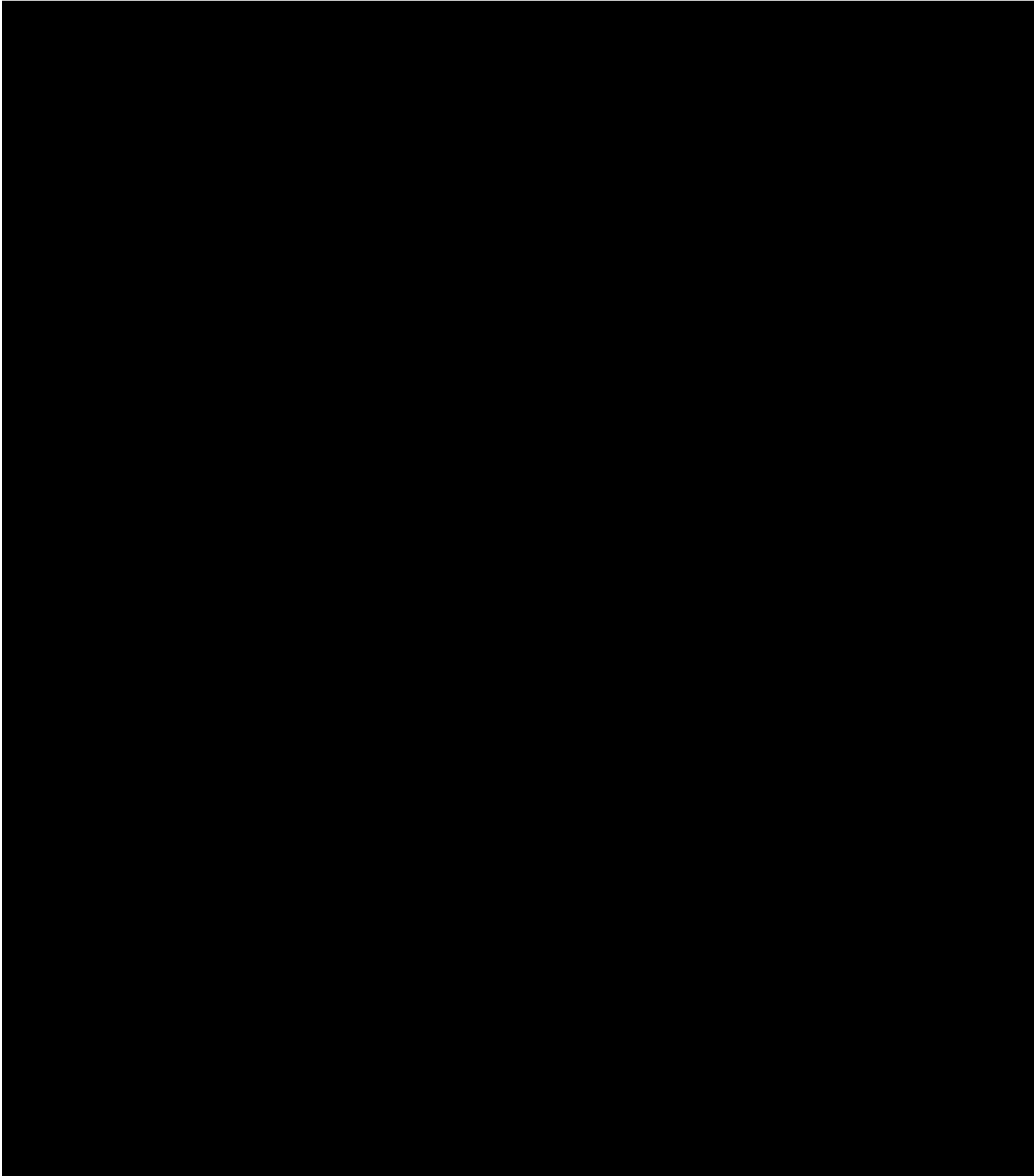
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Service Quality – Softcat Response

2.5 Service Management: Service Quality

Please describe how, in the delivery of the Services, you will meet requirements REQ-SM02, REQ-SM03, of the 'Service Management' tab of the Requirements. Your response needs to include, without limitation:

- Details of how you will ensure the KPIs, and Service Levels (detailed in Call-Off Schedule 14 (Service Levels) of the Contract) are met.
- Details of any national standards or accreditations your organisation holds to support compliance and enhance the quality of the Services.
- The resource model and profile of your service delivery and service desk which should be capable of linking to your Pricing Model CSDP Management charges

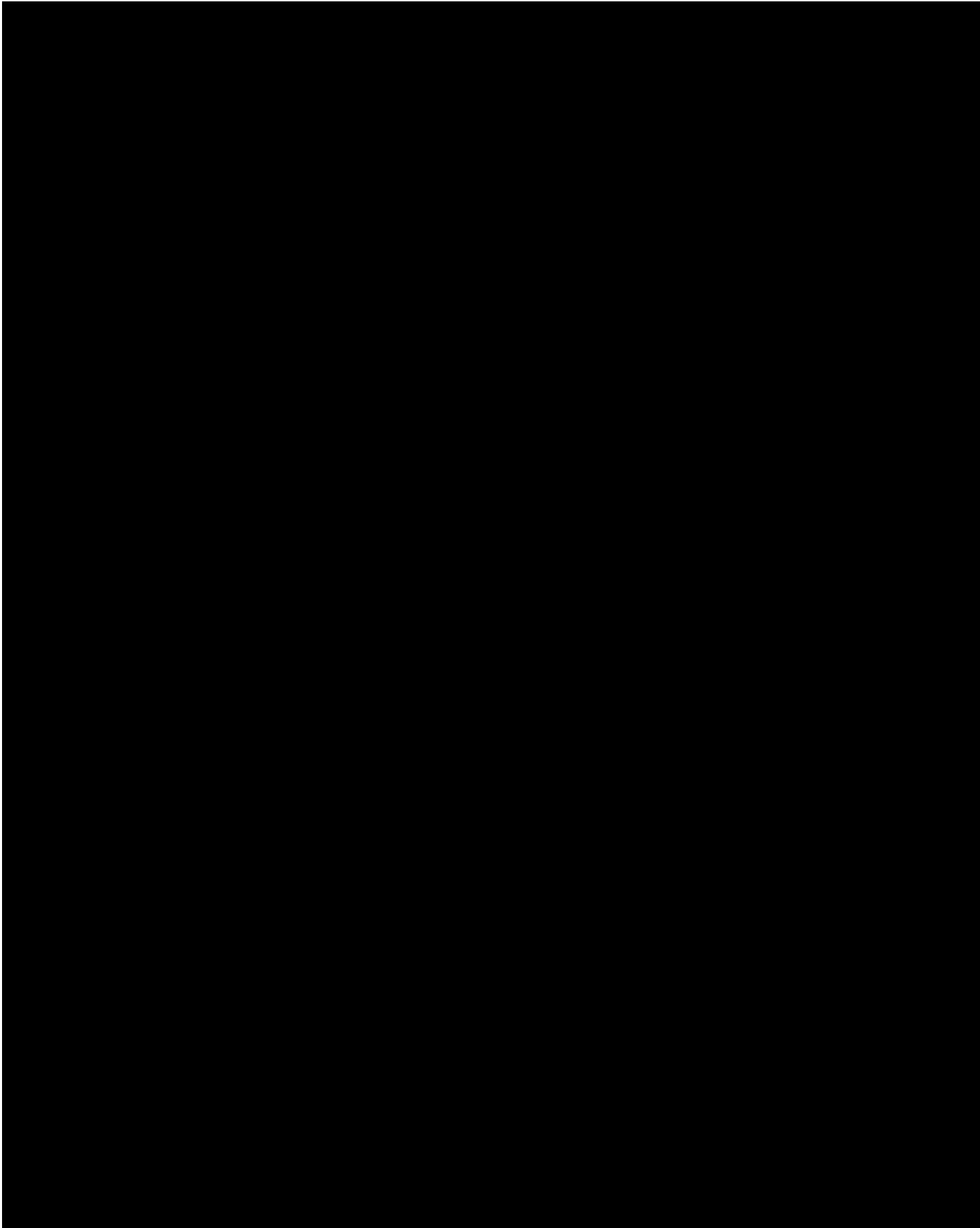
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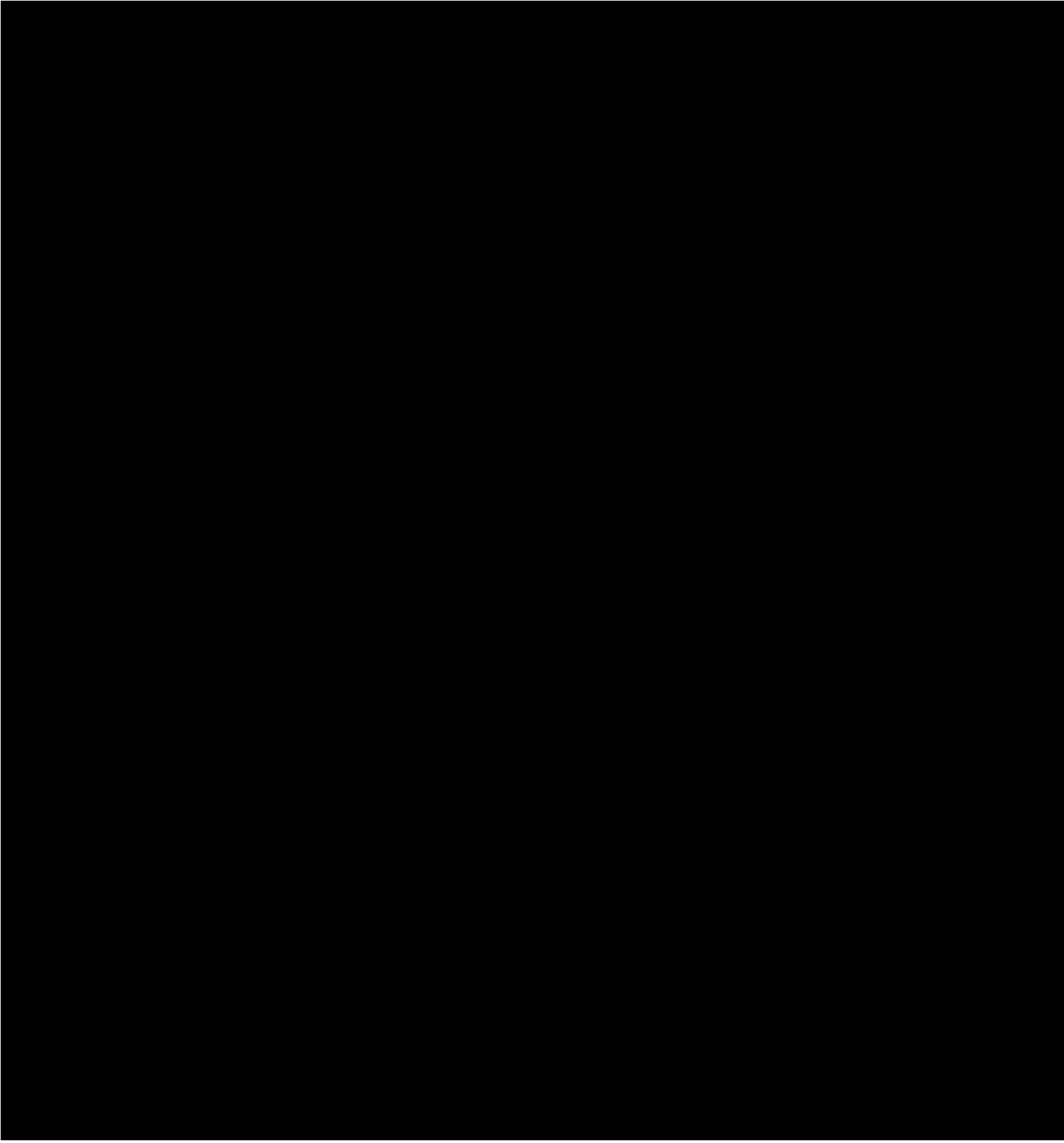
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Service Desk – Softcat Response

2.6 Service Management: Service Desk

Please describe your Service Desk (as defined in the contract) and provide supporting methodology as to how you will meet the relevant service desk requirements as set out in the 'Service Management' tab of the Requirements. Your response needs to include, without limitation:

- Details of how your Service Desk will be resourced.
- Confirmation that your Service Desk and associated processes will be in compliance with 'ITIL Service Management'.
- Details on what ITSM will be used by your Service Desk to log and track all Problems, Incidents and Service Requests (as each defined in the Contract).
- Your process, including how you will implement your commitment. Also, how you will monitor, measure and report on your commitments/the impact of your commitment.

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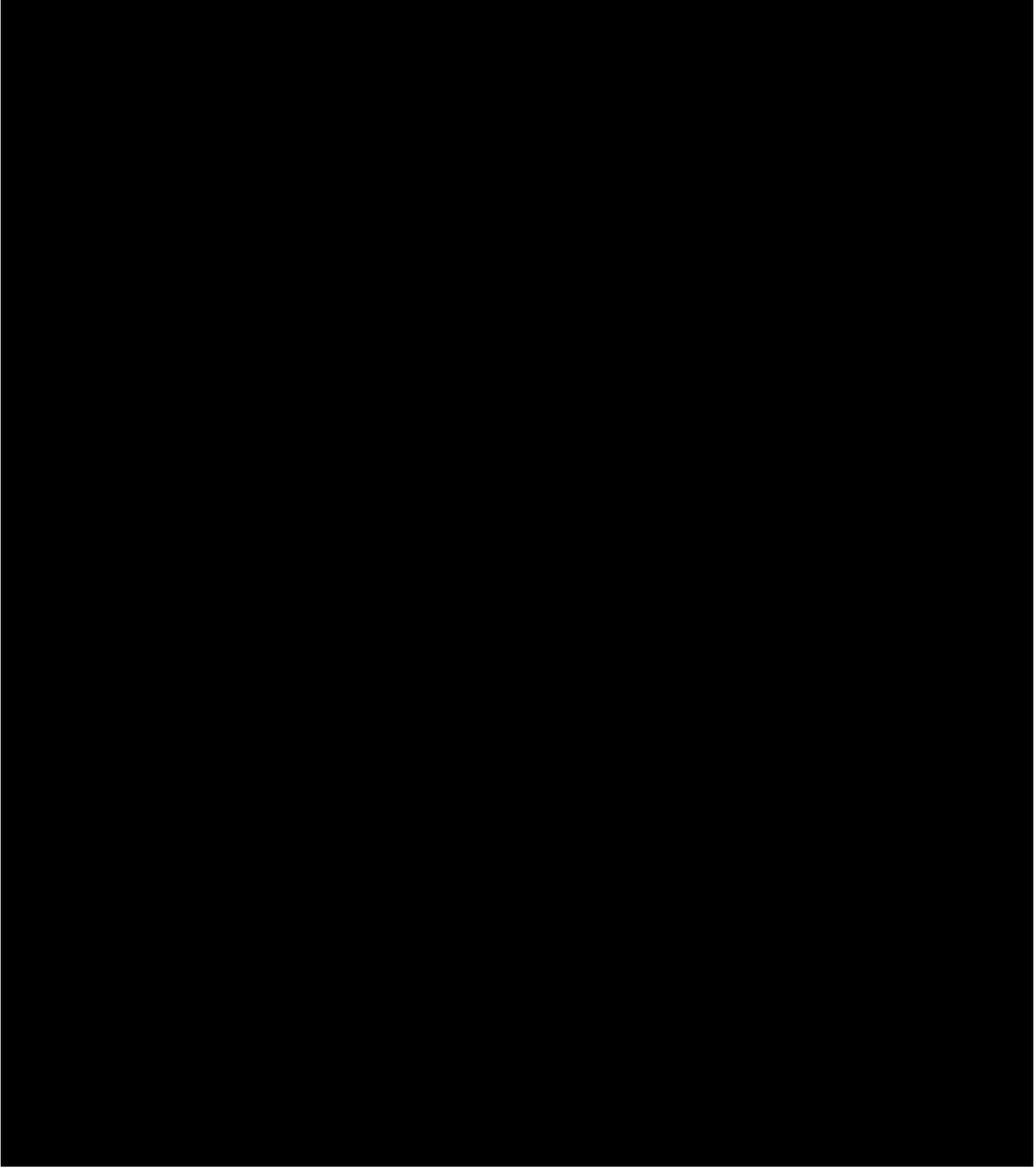
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GreenOps Methodology – Softcat Response

2.7 GreenOps Service

Please describe your methodology for how you will plan, develop, and support the implementation of GreenOps, as per the 'GreenOps' tab of the Requirements. Your response needs to include, without limitation:

- Details on how you will develop and implement GreenOps within and as per the reporting obligations under the Contract.
- Your approach to phase 1 GreenOps delivery and how you will enable the Authority to realise and implement the requirements set out within the GreenOps tab of the Requirements.
- Details on how you will work to develop and implement GreenOps within the CMS.
- Your process, including how you will implement your commitment. Also, how you will monitor, measure and report on your commitments/the impact of your commitment.

Max 3 x A4 pages

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GreenOps Strategy Support – Softcat Response

2.7 GreenOps Service
Please describe your methodology and approach for supporting the development of the Authority's Cloud Centre of Excellence GreenOps strategy including how you would work with the cloud provider market.
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2.8 Cloud Providers

Please describe how, in the delivery of the Services, you will meet the requirements set out in the 'Cloud Provider(s)' tab of the Requirements. Your response needs to include, without limitation:

- Your accreditation status with the initial cloud providers (being Microsoft and AWS)
- Your methodology and approach to the Onboarding Process (as defined in paragraph 1C.2 of Call-Off Schedule 20 (Specification) of the Contract) of Additional Cloud Providers.
- An overview of the structure of all applicable Microsoft documents applying between you, the Authority and Microsoft, and from such documents, details of all applicable Microsoft terms which will apply to the Authority. Copies of all relevant documents must be provided.
- An overview of the structure of all applicable AWS documents applying between you, the Authority and AWS, and from such documents, details of all applicable AWS terms which will apply to the Authority. Copies of all relevant documents must be provided.
- A detailed break-down of all Microsoft discounts available to the Authority including any conditions for the application of such discounts (such as minimum commitments). This should include how you will maximise any benefits provided in the discount regime for the Authority. Copies of relevant documentary evidence to support your response must be provided.
- A detailed break-down of all AWS discounts available to the Authority including any conditions for the application of such discounts (such as minimum commitments). This should include how you will maximise any benefits provided in the discount regime for the Authority. Copies of relevant documentary evidence to support your response must be provided.

For the avoidance of doubt:

- copies of the documents provided (such as terms and conditions, and discount regimes) will not be evaluated and scored, however must be provided in order for this question to be evaluated and scored;
- all costs of the Cloud Providers shall be passed through to the Authority on an at-cost basis (inclusive of any discounts), as set out in Part B (Cloud Services) of Call-Off Schedule 5 (Pricing Details of the Contract);
- in the event a new government discount regime is or will be signed prior to the Contract award date, the Authority's expectation is that the new discount regime shall apply in lieu of any existing and/or expired discount regimes; and
- the Supplier shall be responsible for finalising the relevant documents prior to contract award between the Supplier and AWS, and between the Supplier and Microsoft.

Max 6 x A4 pages*

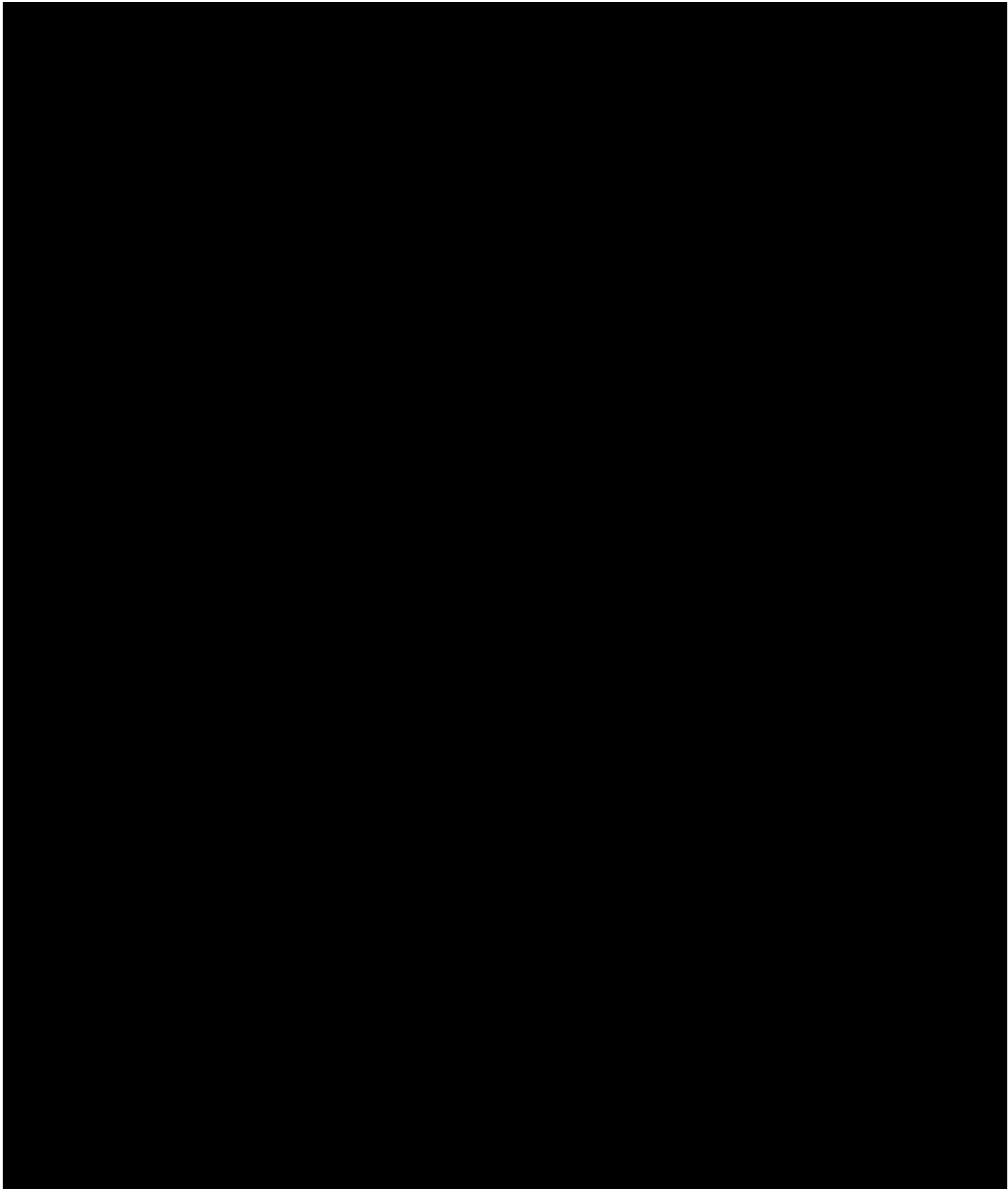
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*Note: Copies of documents to be provided as part of the response to this question fall outside of this page limit, and are to be provided in addition to this stipulated page limit.

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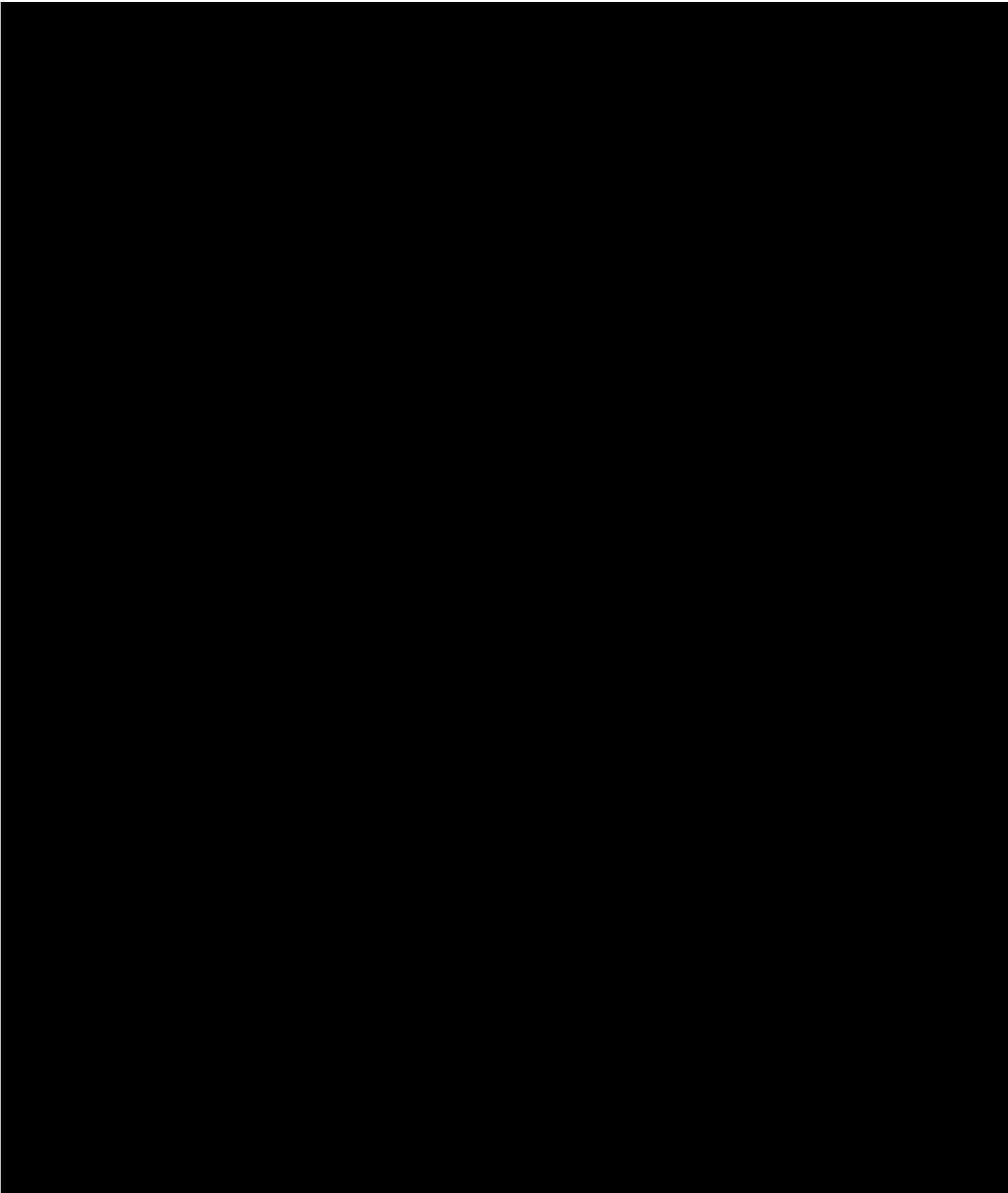
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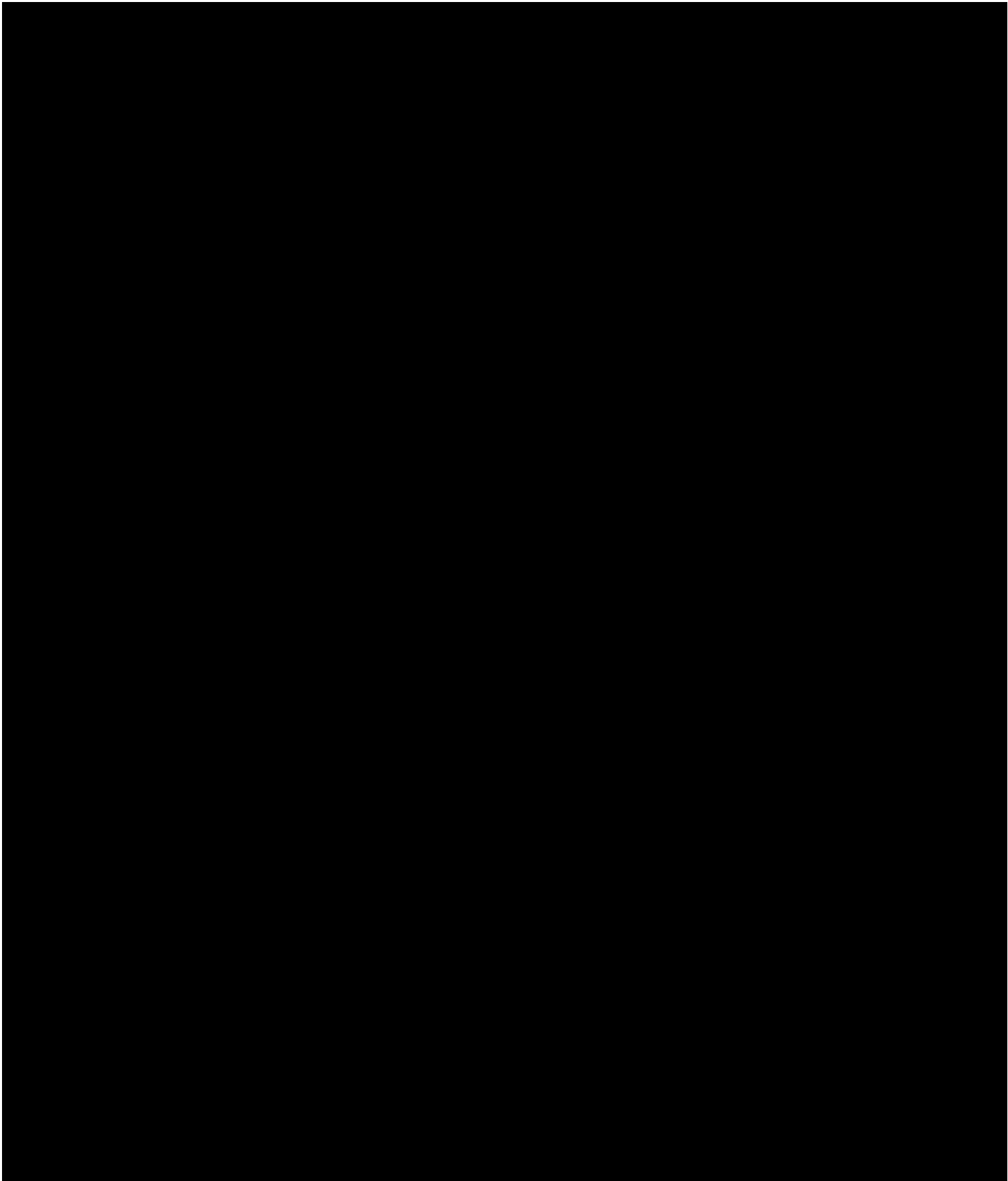
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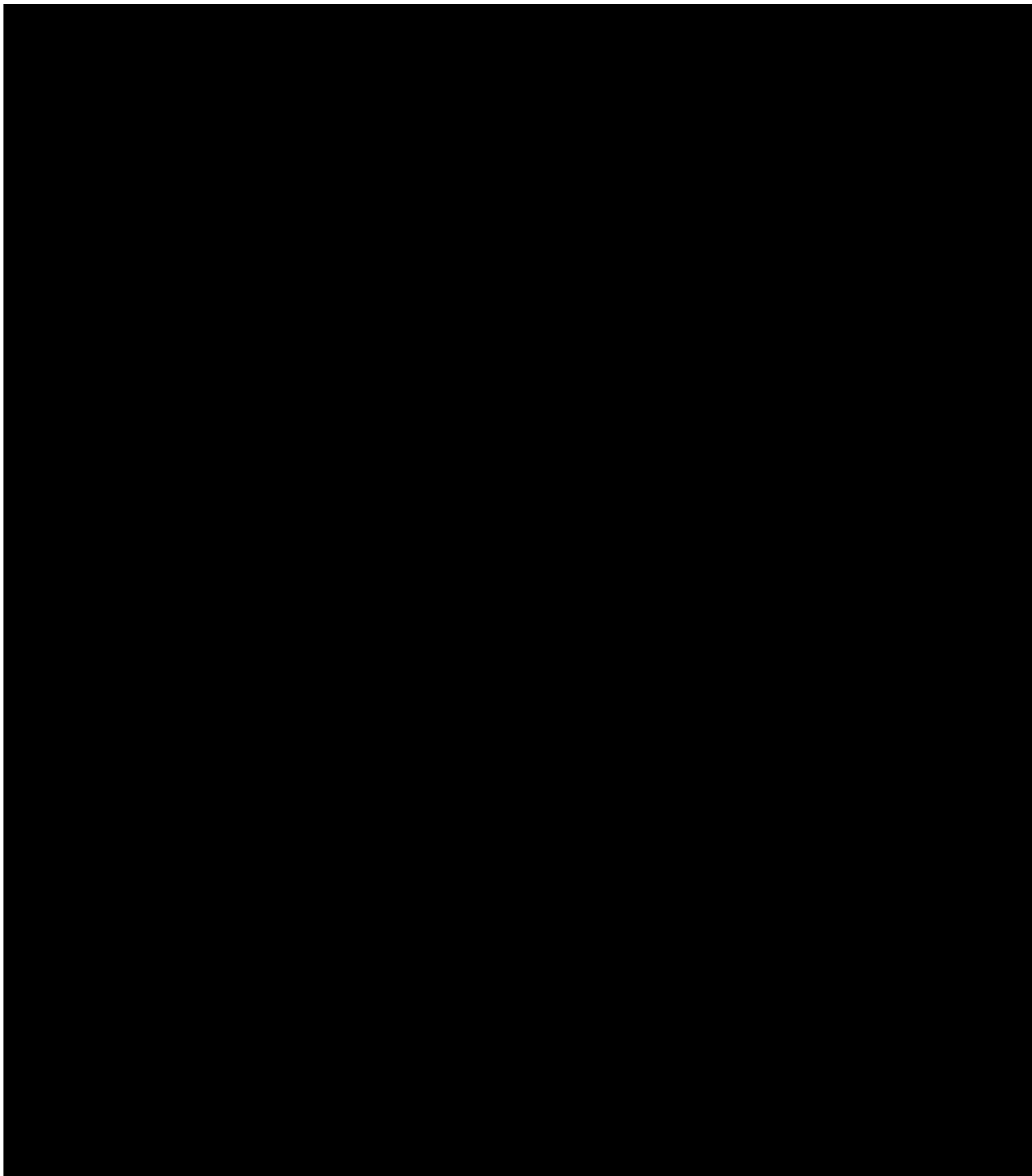
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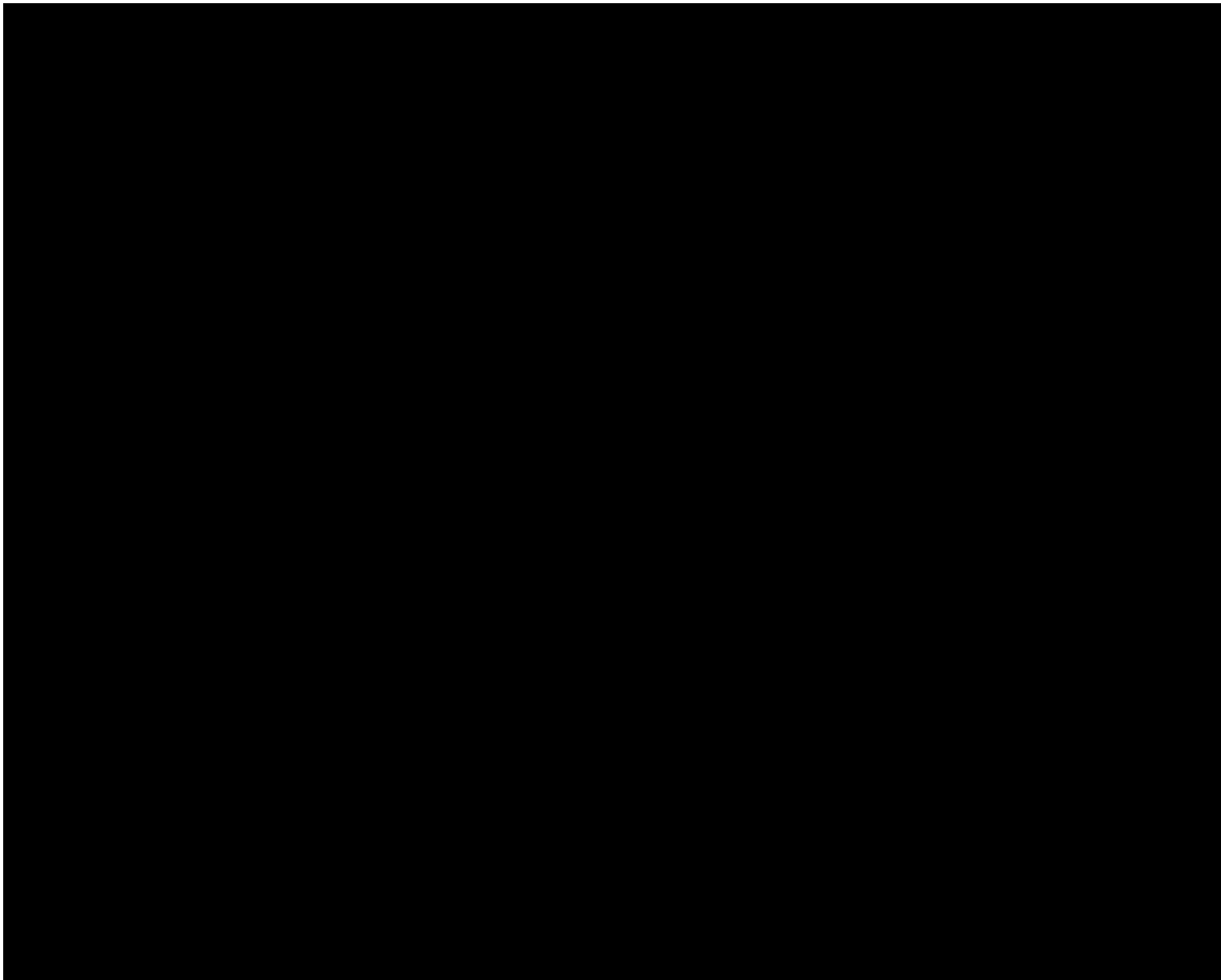
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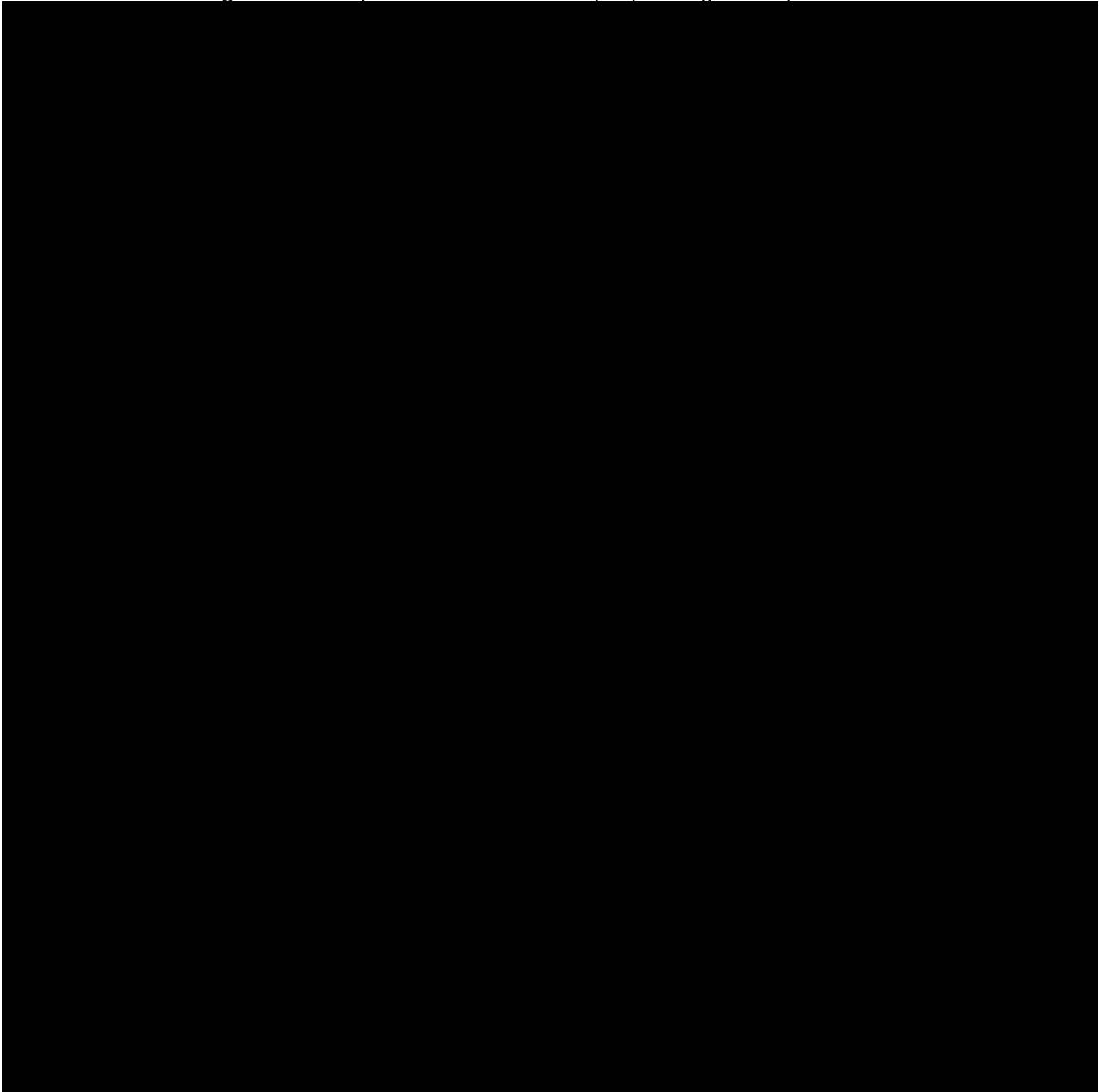
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Requested Evidence

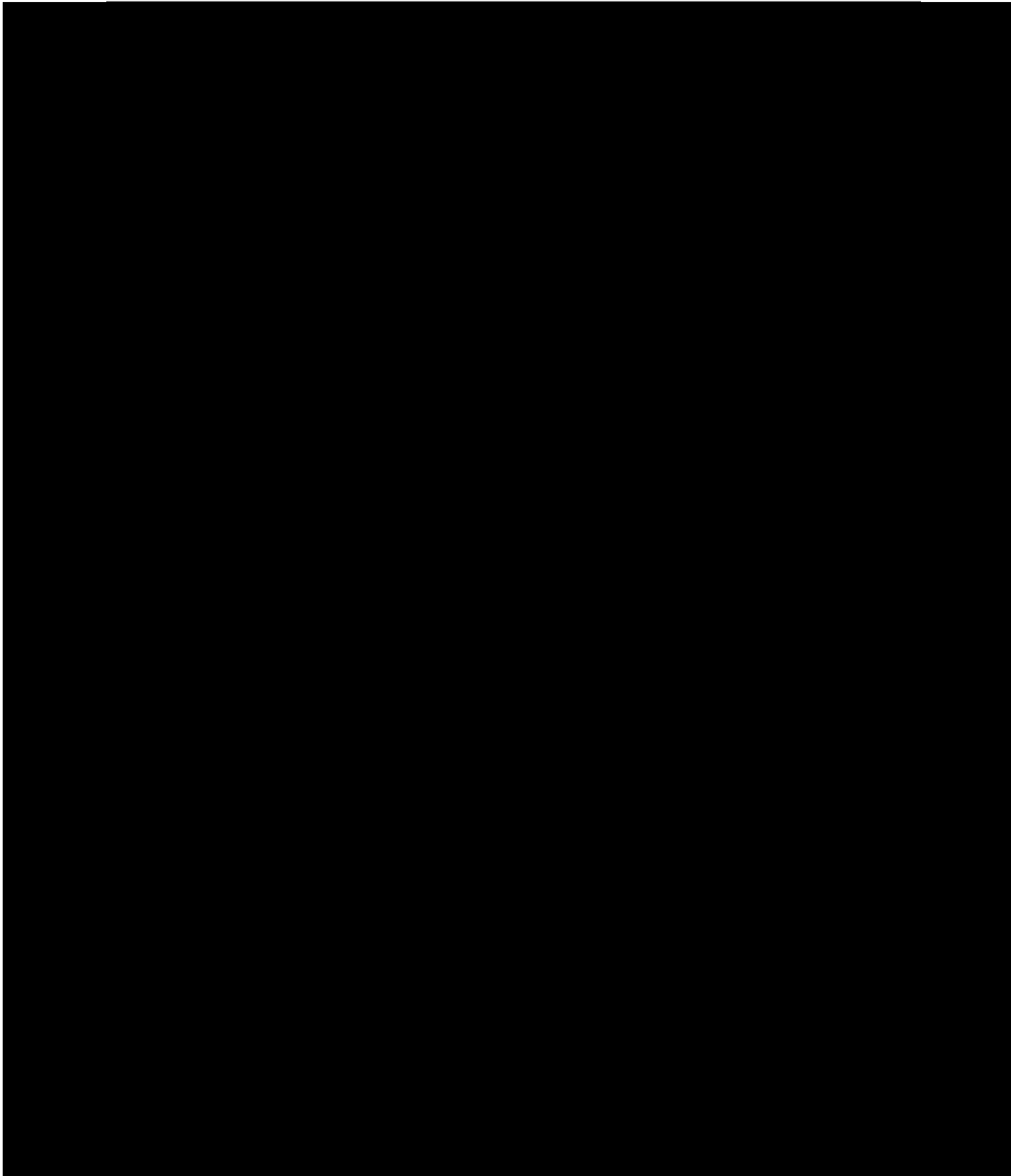
Evidence Fig 1. – NHSE Implementation Plan Softcat (subject to agreement) for the contract.



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Provide a draft Implementation Plan which conforms to the requirements as stated in the 'Implementation' tab of the Requirements. Your response needs to include, without limitation-

- The areas included within the template implementation plan provided in Annex 1 to Call-Off Schedule 13 (Implementation Plan and Testing) of the Contract.
- Your approach to Implementation Plan management including how you will manage dependencies, assumptions and reporting to the Authority.
- Your approach to Risk Management including how you will manage dependencies, assumptions and reporting to the Authority.
- An initial risk and issues implementation register.
- Your proposed testing strategy.
- Your proposed resource profile for the Implementation Plan, which should align with the implementation charge noted in the Pricing Model (if one is included) when calculated in accordance with your SFIA rate card
- Your 'Method Statement', demonstrating how you will achieve this and how your commitment meets the requirement(s)

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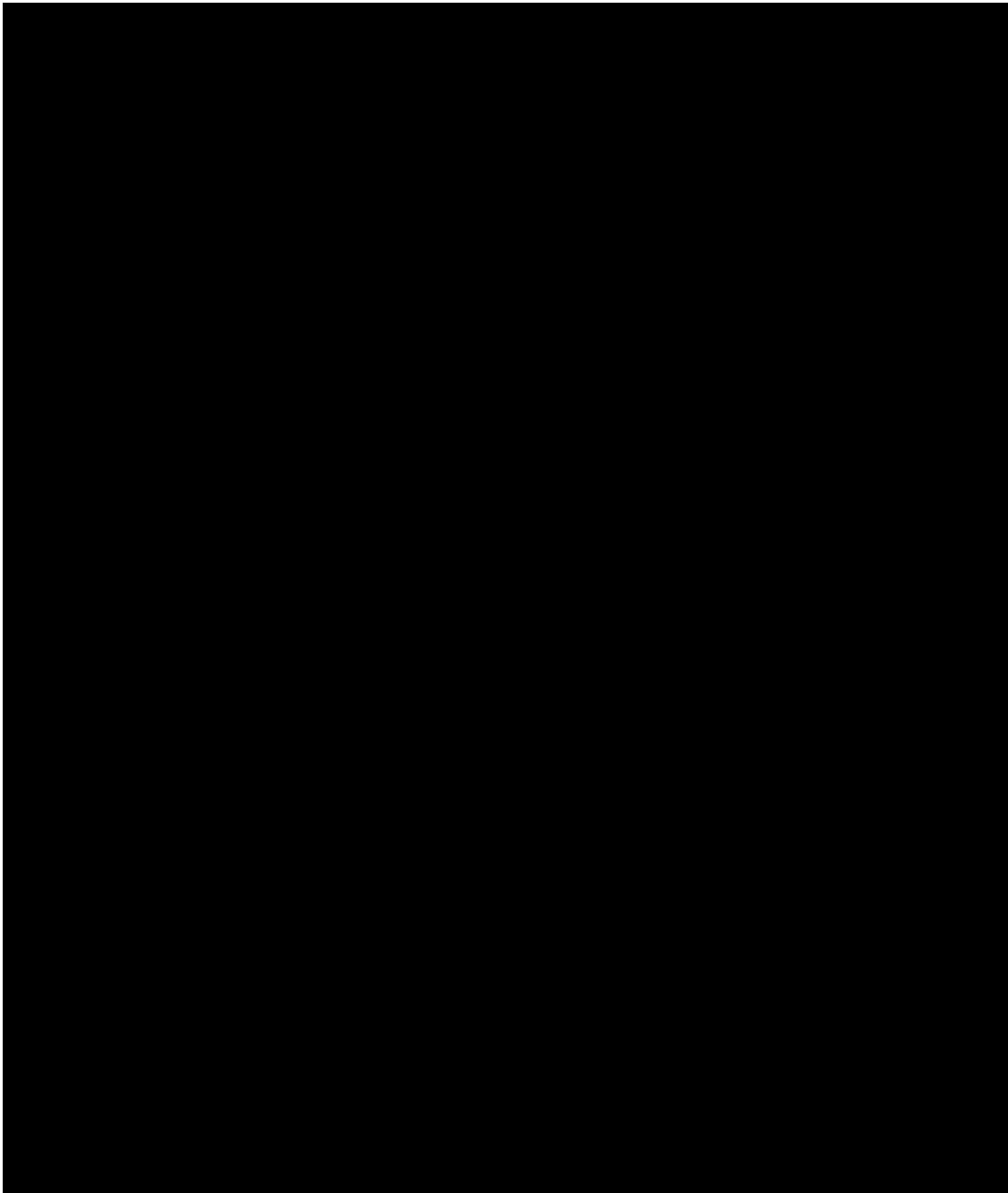
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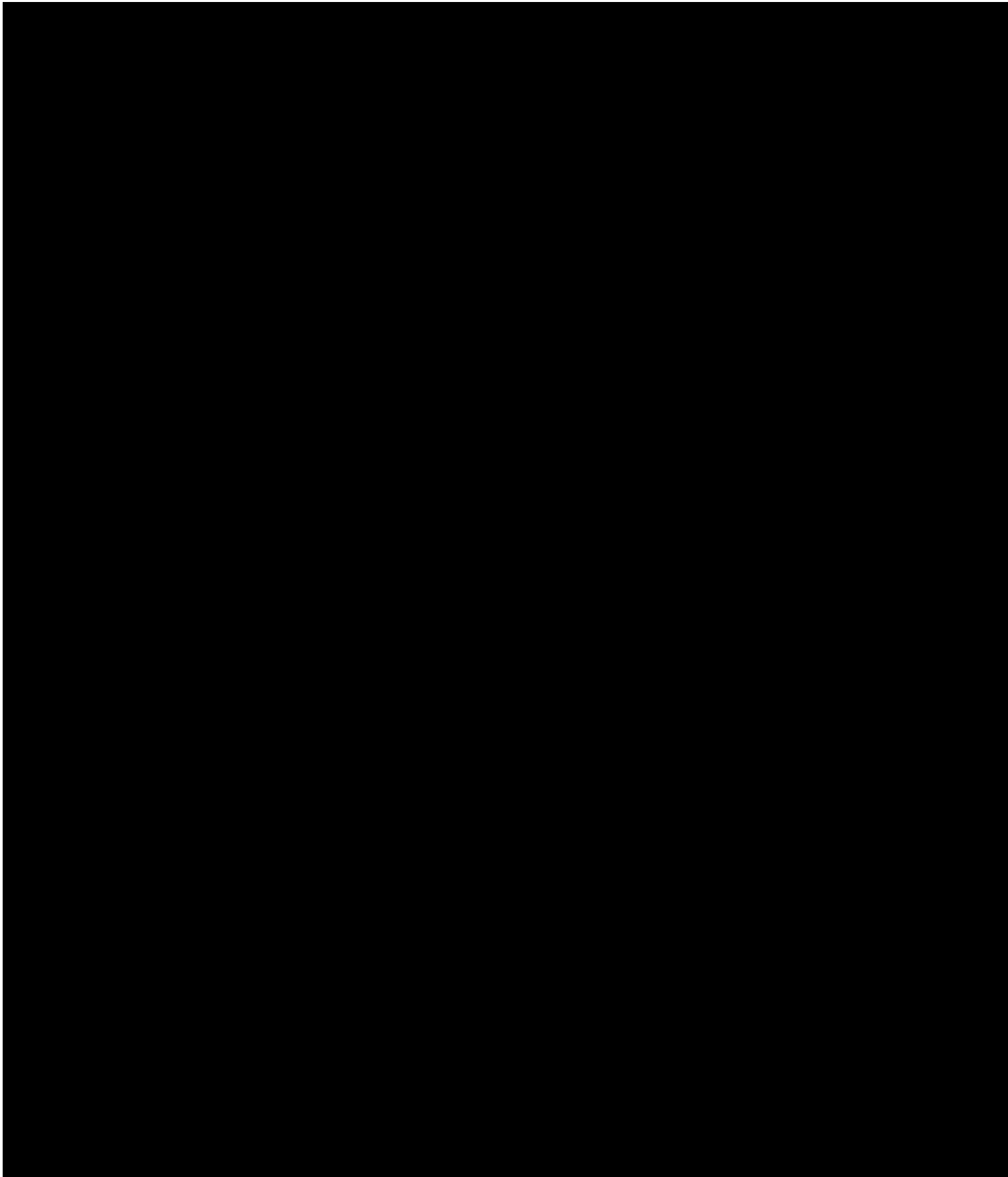
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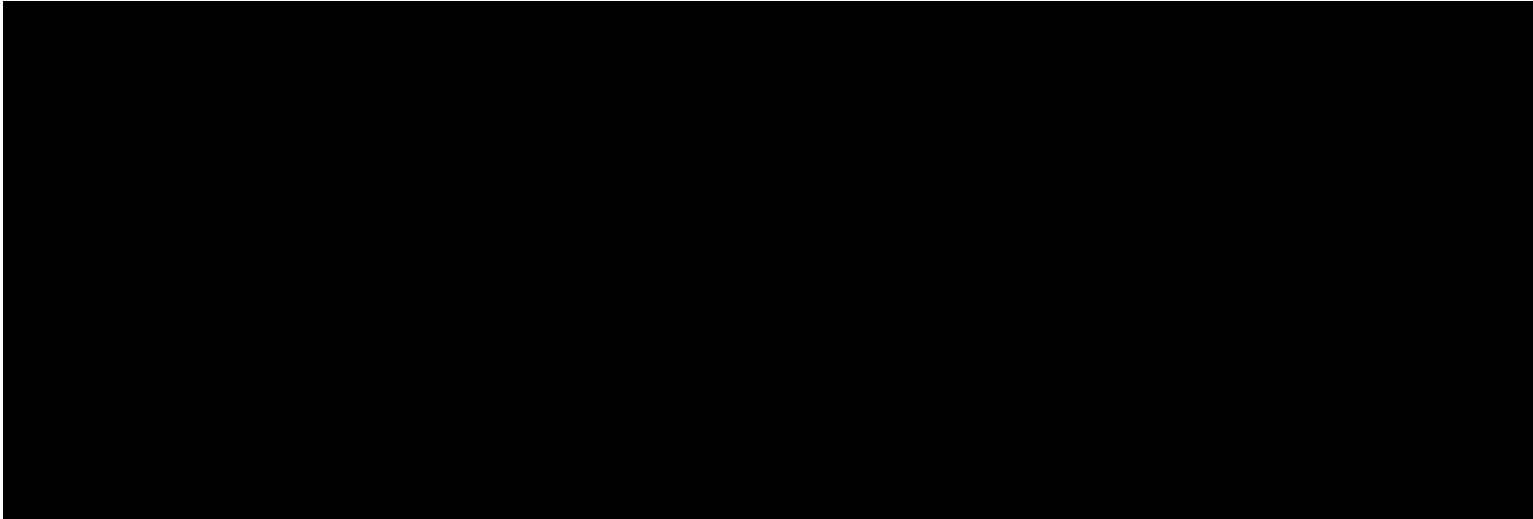
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Off-boarding – Softcat Response

2.10 Off-boarding
Please provide details of your off-boarding process for terminating the Services upon expiry, or early termination, of the Contract. Your response should include, without limitation:
<ul style="list-style-type: none">• A draft exit plan for the decommissioning of the Services and the steps taken to ensure compliance with the Contract, and law (including without limitation Call-Off Schedule 10 (Exit Management) and data protection regulations)
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Example / Draft Exit Plan

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Health & Wellbeing – Softcat Response

3.1 Improve health and wellbeing.

Improve health and wellbeing: In the delivery of the Contract please demonstrate actions to support health and wellbeing, including physical and mental health, in the contract workforce. Your response should include activities that demonstrate and describe your existing or planned:

- Understanding of issues relating to health and wellbeing, including physical and mental health, in the contract workforce.
- Inclusive and accessible recruitment practices, development practices and retention-focused activities including those provided in the government's guide for line managers on recruiting, managing and developing people with a disability or health condition.
- Actions to invest in the physical and mental health and wellbeing of the contract workforce.
Illustrative examples:
 - implementing the 6 standards in the 'Mental Health at Work Commitment' and, where appropriate, the mental health enhanced standards for companies with more than 500 employees in 'Thriving at Work' with respect to the contract workforce, not just 'following the recommendations,
 - public reporting by you and your supply chain on the health and wellbeing of staff comprising the contract workforce, following the recommendations in the 'Voluntary Reporting Framework'.
 - engagement plans to engage the contract workforce in deciding the most important issues to address.
- Methods to measure staff engagement over time and adapt to any changes in the results.

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- Processes for acting on issues identified.

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Environmental Benefits – Softcat Response

3.2 Third Party Environmental Benefits

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The Authority requires you to demonstrate a commitment to delivering environmental benefits, through your performance of the Contract with the Authority, and your management of your supply chain. Your response should include activities that demonstrate and describe your existing or planned -

- Understanding of additional environmental benefits in the performance of the Contract, including working towards net zero greenhouse gas emissions. Illustrative example - conducting pre-contract engagement activities with a diverse range of organisations in the market to support the delivery of additional environmental benefits in the performance of the Contract.
- Collaborative ways of working with the supply chain to deliver additional environmental benefits in the performance of the Contract, including working towards net zero greenhouse gas emissions.
- Delivery of additional environmental benefits through the performance of the Contract, including working towards net zero greenhouse gas emissions. Illustrative examples -
 - Enhancing the natural environment such as habitat creation, increasing biodiversity such as increased numbers of pollinators.
 - Green space creation in and around buildings in towns and cities, e.g. green walls, utilising roof tops for plants and pollinators.
 - Improving air quality.

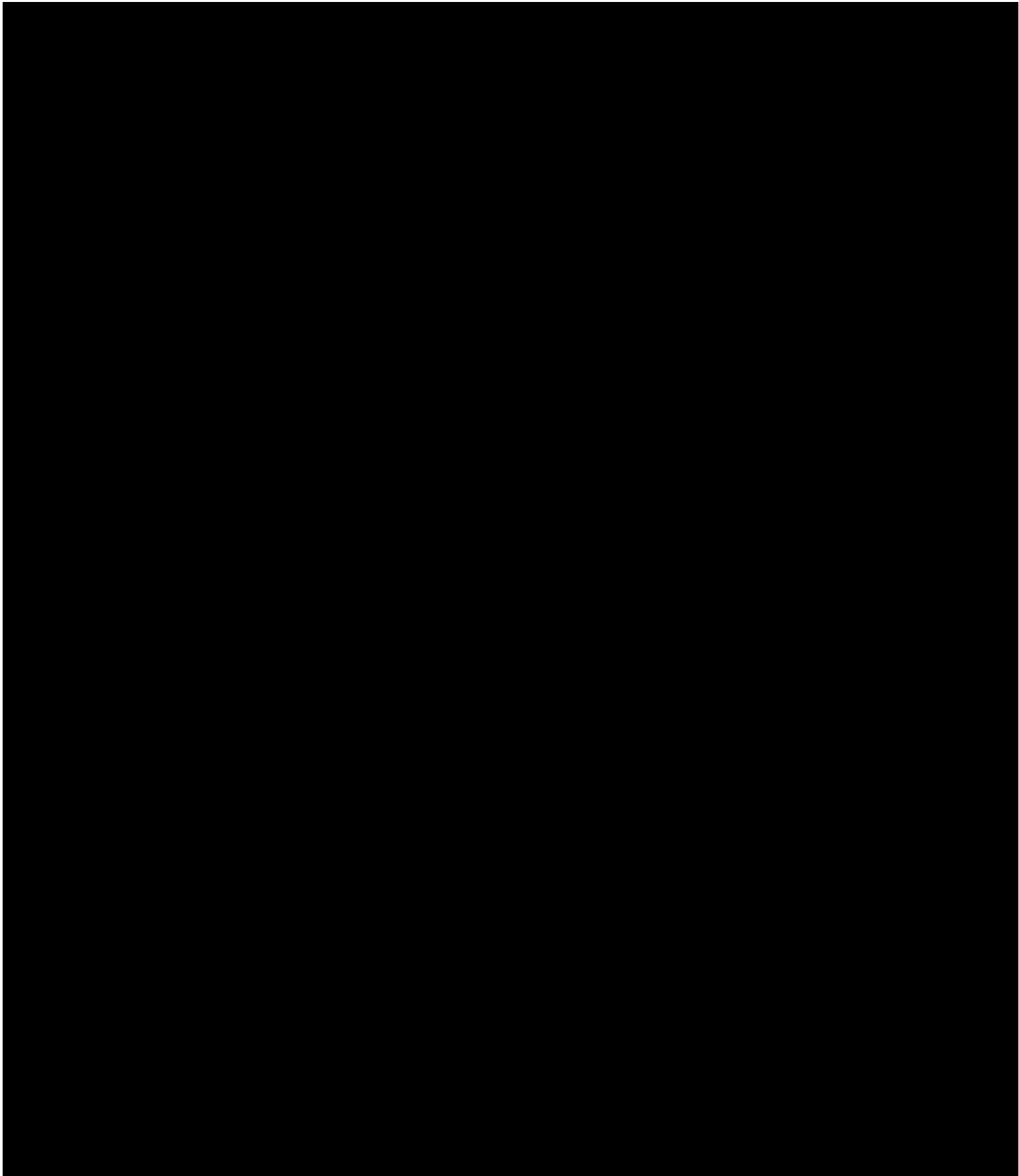
Max 4 x A4 pages

A page is defined as one side of A4, font size Arial 11pt, single line spacing and minimum margin width of 2cm.

Call-Off Schedule 4 (Call-Off Tender)

Call-Off Ref:

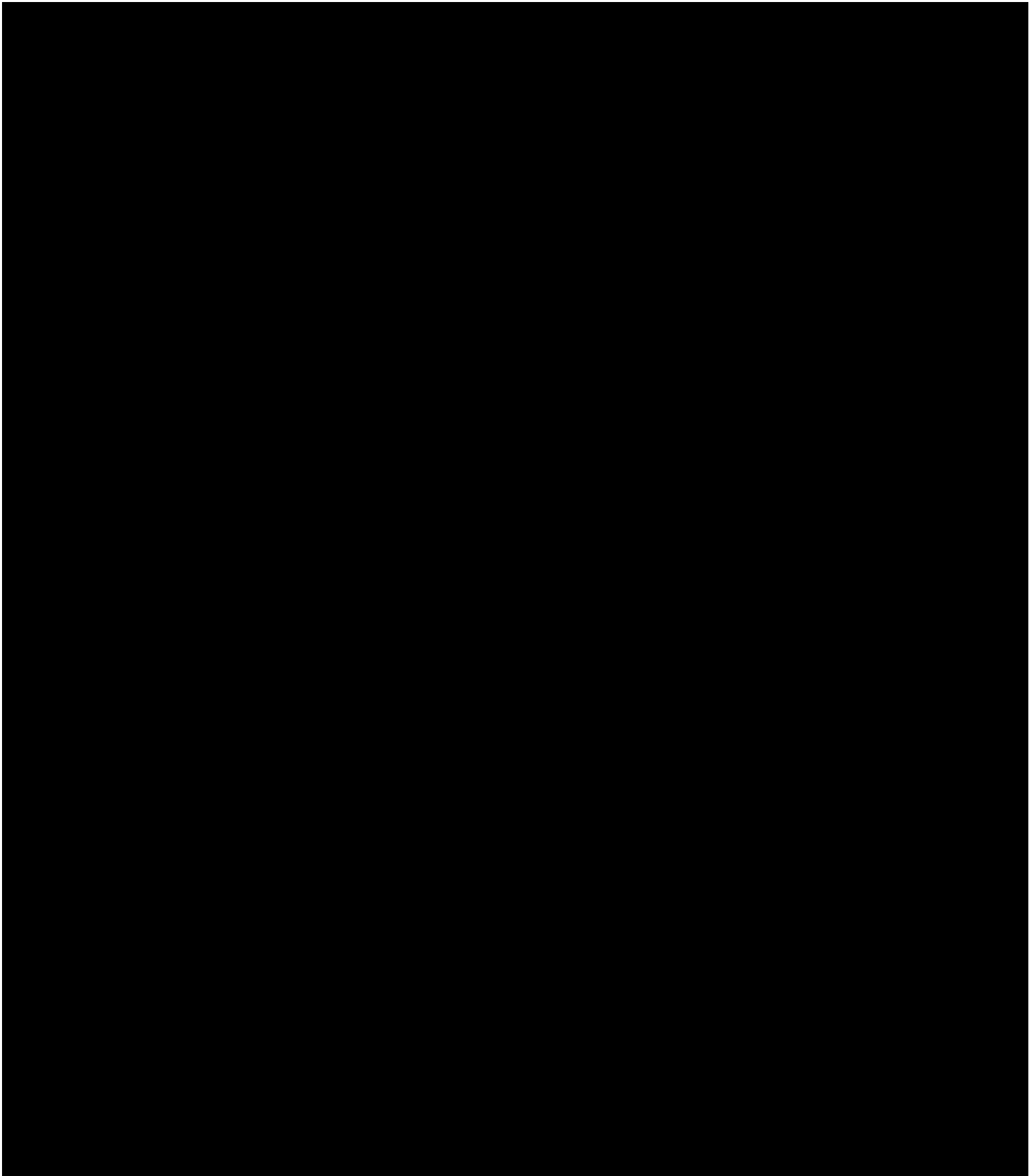
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Call-Off Schedule 4 (Call-Off Tender)

Call-Off Ref:

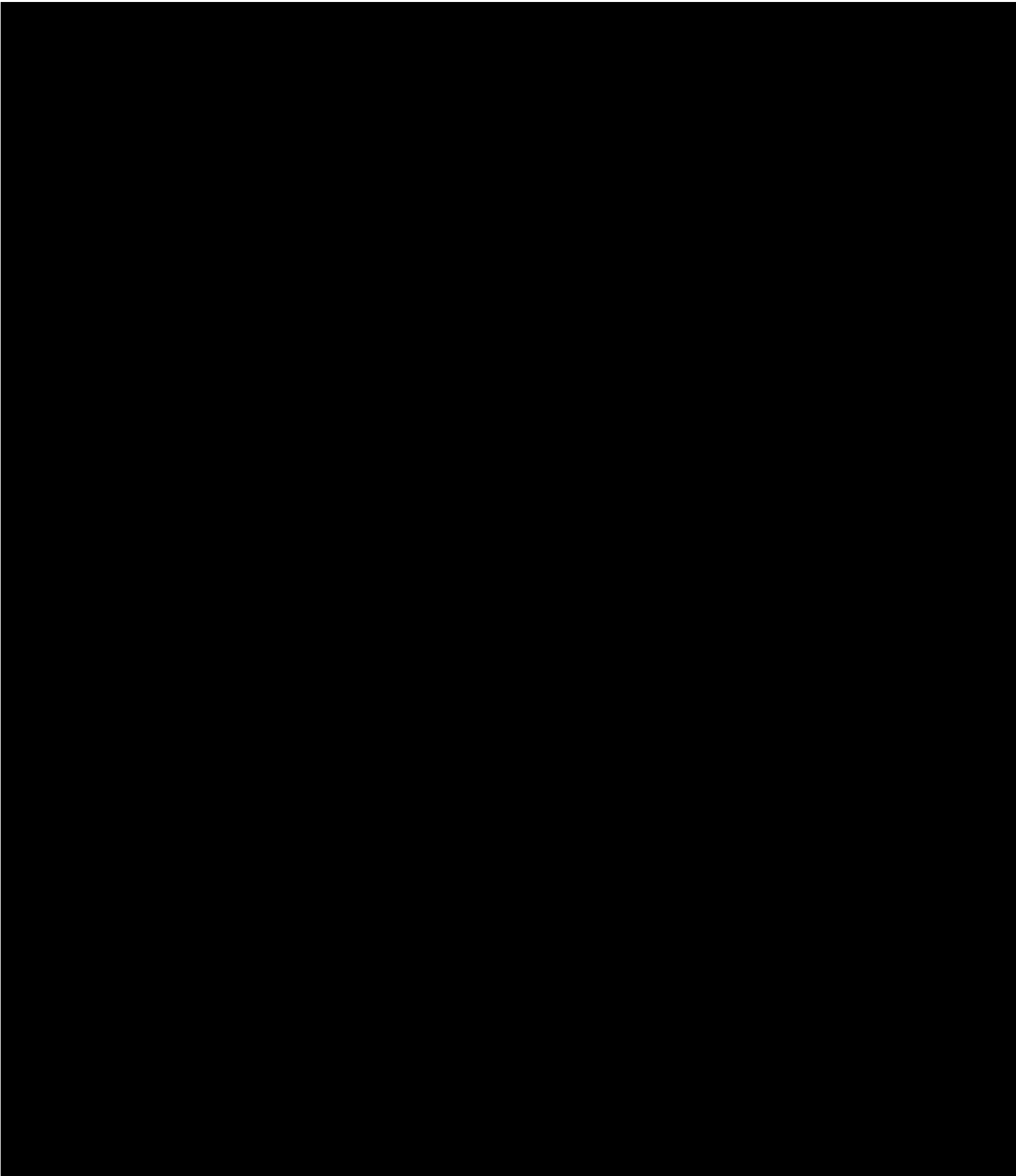
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Call-Off Schedule 4 (Call-Off Tender)

Call-Off Ref:

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Framework Ref: RM6098

Project Version: v1.0

Model Version: v3.1

Call-Off Schedule 4 (Call-Off Tender)

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