

SCHEDULE 7B

Order Form for Competed Goods, - Device Support and Request Services, Mini Competition

Call-Off Contract under the HealthTrust Europe LLP Framework Agreement for the provision of Enterprise Level Information Communication Technology (ICT) Solutions for hardware, software, programs, applications, security, computer science, managed services, consultancy, support and associated services – 2019 (reference number: SF050716) dated 27th September 2019.

The Authority	The Secretary of State for The Department of Work & Pensions, Caxton House, Tothill Street, London, SW1H9NA
The Supplier	CDW Limited, One New Change, London, EC4M 9AF
HealthTrust Europe Contract Reference	HTE-005703

The Supplier and the Authority hereby agree as follows:

1. Following the completion of a mini-competition exercise ("**Mini-Competition**") for the 'Device Support and Request Services, the Authority wishes to enter into a Contract in respect of the Services pursuant to the Framework Agreement.
2. The Contract incorporates, and the Supplier agrees to abide by, the following documents:
 - (a) the Mini-Competition Specification of the Authority's requirements as appended at Appendix 1 overleaf;
 - (b) the Call-Off Terms and Conditions set out at Appendix A, as applicable, to the Framework Agreement (including the front page and all Schedules thereto);

- (c) the Department of Works and Pensions Security Schedule ("**DWP Security Schedule**"), as appended at Appendix 13 overleaf;
 - (d) the terms of the Software and End User License Agreement (EULA) as appended at Appendix 9 overleaf;
 - (e) the DWP standard GDPR terms and conditions as appended at Appendix 14 overleaf; and
 - (f) The Information Security Questionnaire in the format stipulated by the Authority as appended at Appendix 16 overleaf.
3. In the event of (and only to the extent of) any conflict between the DWP standard terms and conditions; the terms of the Software and End User Licence Agreement (EULA); the DWP Security Schedule and the terms and conditions of the Authority's Mini-Competition Specification; the MiniCompetition Response Document; and the Call-off Terms and Conditions set out at Appendix A, the following order of precedence shall apply:
- (a) Schedule 7B Order Form Framework Agreement; (b) the Appendix A Call-off Terms and Conditions.
 - (c) the Authority's Mini-Competition Specification; and
 - (d) the Supplier's Mini Competition Response Document;
 - (e) the terms of the Software and End User License Agreement (EULA);
4. Where the Call-Off Terms and Conditions set out at Schedule 1 of Appendix A to the Framework Agreement apply, the Authority acknowledges and agrees to the HealthTrust Europe Key Provisions, in particular, as stated below for the avoidance of doubt:
- (a) In the event that the Authority terminates its agreement with HealthTrust Europe (made pursuant to the provisions of the UHCW Framework) for convenience or otherwise, and such termination takes effect before the end of the Initial Term (as defined in the UHCW Framework) or in the event that the Authority's agreement with HealthTrust Europe (made pursuant to the provisions of the UHCW Framework) expires without being renewed on or after such Initial Term, HealthTrust Europe shall notify the Supplier of such

termination or expiry in accordance with the provisions of Clause 16 of Schedule 1 of the Framework Agreement (“**Beneficiary Withdrawal Notice**”). Upon receipt of such Beneficiary Withdrawal Notice by the Supplier, the Supplier shall cease to apply for the benefit of the Authority, the Contract Price or any special discounts in relation to such supply which applied solely by reason of the operation of the UHCW Framework and its associated services and/or framework agreements or any contract made between the Authority made pursuant thereto and further the Authority shall no longer be permitted to place Orders or benefit from the Contract Price, save with the prior written consent of HealthTrust Europe.

- (b) The Authority acknowledges and agrees that the Supplier is subject to an activity-based income (ABI) management charge in relation to any Orders placed by the Authority under the Framework Agreement.
- (c) The Authority and the Supplier agree that (in addition to the Authority’s right to enforce the Contract) HealthTrust Europe may enforce any term of the Contract as principal in respect of ABI and Management Information and as agent on behalf of the Authority in respect of all other terms.

5. Key Contract Dates

For the avoidance of doubt the Parties agree to the following:

- (a) this agreement shall start from the date the Authority Representative signs this Order Form (hereinafter “the Commencement Date”). The period following the Commencement Date shall constitute the Implementation Period. The Term of the Implementation Period shall be a period agreed between the Parties, as laid out in Appendix 4.
- (b) The Supplier shall commence in delivering Services agreed under the contract on a date mutually agreed between the Parties (hereinafter the “Actual Services Commencement Date”).
- (c) For avoidance of doubt, the Actual Services Commencement Date shall only commence after the Implementation Period ends. For the avoidance of doubt the Supplier shall not deliver any Services other than those necessary to meet the Implementation Requirements under the Contract during the Implementation Period.

- (d) The Initial Term of this Call-Off Contract shall be 24 months from the Actual Services Commencement Date.
- (e) The Supplier will carry out the Implementation obligations stated under Appendix 4 in consideration of which the Authority shall pay the transition charges to the Supplier as part of the Milestone payments stated under clause 3.1 of Appendix 4. The parties acknowledge and agree that any charges submitted by the Supplier to the Authority have been based on the Authority providing accurate and complete information to the Supplier based on Authority's specification and responses to Supplier's due diligence enquiries. Accordingly (subject to Supplier not being obliged to incur any extra costs due to Authority's negligence, inaccuracies, acts or omissions) Supplier will carry out Implementation obligations not priced under the transition charges, at Supplier's own cost. In the event that the Supplier reasonably believes that it would need to incur additional costs due to the Authority's negligence, inaccuracies, acts or omissions, the Supplier shall notify the Authority of this view and shall only perform those activities following resolution of this view (either agreement that the Supplier would not need to incur additional costs or agreement of the additional Charges due). The Parties agree that any monetary values stipulated by the Authority does not commit the Authority to any spend under the contract, but is a reflection of the anticipated spend limit the Authority applies to the contract, upon full performance of the Supplier's Service delivery obligations.

6. Data Protection

- (a) The Parties acknowledge that the Authority is the Data Controller (as defined by the Data Protection Legislation) and the Supplier is the Data Processor (as defined by the Data Protection Legislation) in respect of any Personal Data ("**Authority Data**") Processed under this Contract.
- (b) The Supplier shall only Process Authority Data (in accordance with the standard GDPR terms and conditions).
- (c) The Supplier shall and will also ensure that any Sub-contractor (as applicable) shall, complete the Information Security Questionnaire in the format stipulated by the Authority and appended at Appendix 16 at least annually or at the request by the Authority. The Supplier shall provide the completed Information Security Questionnaire to the Authority within one calendar month from the date of request.

(d) The Supplier and any of its Sub-contractors, shall not access, process, host or transfer Authority Data outside the United Kingdom without the prior written consent of the Authority, and where the Authority gives consent, the Supplier shall comply with any reasonable instructions notified to it by the Authority in relation to the Authority Data in question. The provisions set out in this paragraph shall apply to Landed Resources.

(e) The Parties acknowledge that Schedule 3 of the Call-off Terms and Conditions, 'Information and Data provisions', clause 2.6 shall be deleted and not apply for the purposes of the Contract. The following clause shall apply instead and Supplier's liability shall be capped, notwithstanding the references in Schedule 2 of the Call-off Terms and Conditions, clause 12.2 to the deleted clause 2.6 having unlimited liability. Supplier's liability for unlawful or unauthorised Processing, destruction and/or damage to Personal Data in connection with the GDPR terms and conditions and this Contract shall be subject to the following capped liability:

"Supplier's aggregate liability under the Contract for any loss, damages, costs, expenses (including without limitation legal costs and expenses), claims or proceedings whatsoever or howsoever arising from the Supplier's unlawful or unauthorised Processing, destruction and/or damage to Personal Data in connection with this Contract shall not exceed £8,000,000 (Eight Million Pounds)"

(f) Where the Authority has given its prior written consent to the Supplier to access, process, host or transfer Authority Data from premises outside the United Kingdom (in accordance with clause 7(d) of the Contract):

- a. the Supplier must notify the Authority (in so far as Suppliers are not prohibited by Law) where any Regulatory Bodies seek to gain or has gained access to such Authority Data;
- b. the Supplier shall take all necessary steps in order to prevent any access to, or disclosure of, any Authority Data to any Regulatory Bodies outside the United Kingdom unless required by Law without any applicable exception or exemption.

7. The payment profile for this Contract shall be within 30 days of receipt of an accepted invoice for the performance of the Contract. The Call-Off Contract Charges associated with this Contract are set out in Appendix 2, Part A – Faulty Device Swap Out and Request Management Services and Appendix 2, Part B Project Management Services.

9. The Authority may terminate this Contract forthwith by notice in writing to the Supplier for any reason and at any time on three (3) month's written notice.

10. The Contract Managers at the commencement of this Contract are:
for the Authority: REDACTED
for the Supplier: REDACTED

11. Notices served under this Contract are to be delivered to:

a) for the Authority: REDACTED

b) for the Supplier: REDACTED

12. In this Contract, unless the context otherwise requires, all capitalised words and expressions shall have the meanings ascribed to them by the Framework Agreement and/ or Call-Off Terms and Conditions.

13. Use of Suppliers

Save for Data Processing obligations, the Authority grants permission for the Supplier to Sub-contract any of its obligations under this Framework Agreement which shall not be unreasonably withheld. The Supplier shall stipulate all subcontracting partners in Appendix 11.

14. Supplier Periodic Assessment of Call off Contract Charges and Savings

a) On the first anniversary of the Actual Services Commencement Date, where requested by the Authority in writing to do so, the Supplier shall be obliged to:

(a)(i) notify the Authority of a recommended independent market data source (or sources) of data relating to the charges and costs for provision of the same or similar services in the UK (the "Benchmark Data".)

(a)(ii) Work with the Authority to agree the final independent source of the Benchmark Data to be used within 10 working days of the Supplier's recommendation.

b) Starting from the Actual Services Commencement Date, the Supplier shall, where requested by the Authority in writing to do so, continue to perform a benchmarking exercise every twelve (12) months during the Term (or in the event that such dates do not, in any Contract Year, fall on a Working Day, on the next Working Day following such dates).

- c) The Supplier shall utilise the Benchmark Data to compare the cost of contract against market value rates, to assess whether:
 - (c)(i) the Supplier is able to reduce its Call Off Contract Charges; and
 - (c)(ii) Charges under the Call off Contract continue to offer value for money outcomes to the department.
- d) To the extent that the Benchmark Data indicates that the Supplier is able to decrease all or part of the Call Off Contract Charges or that all or part of the Contract no longer represents value for money it shall promptly notify the Authority in writing and this information shall be used to support any commercial negotiations relating to the extension of the Term. The Call-Off Contract Charges shall not be reduced within the Initial Term due to the operation of this paragraph 15. .
- e) The Supplier shall provide the Authority a written copy of the Benchmark Data and any supporting evidence used by the Supplier in reaching a conclusion as per clause 15(c).
- f) In the event that the Supplier reasonably believes that the Authority's management of the Call Off Contract is placing the Supplier in a situation where the Call Off Contract is not viable for the Supplier or causing the Supplier to make a long-term loss, the Supplier may notify the Authority of its concern and request a meeting, providing such evidence as is reasonable to demonstrate the nature of the concern and that this affects the Call Off Contract as a whole. The Authority shall not unreasonably refuse or delay a meeting requested by the Supplier under this provision, and the Parties shall use such meeting to enter into reasonable commercial discussions on a way forward, recognising it is in both Parties interests for the Call Off Contract to be regarded as mutually beneficial but that the Authority is not allowed to provide state aid to private companies.

16. Dispute resolution

- (a) The Parties shall resolve Disputes arising out of or in connection with this Call Off Contract in accordance with the Dispute Resolution Procedure outlined in Section 22 of Appendix A of the framework agreement.
- (b) The Supplier shall continue to provide the Services in accordance with the terms of this Call Off Contract until a Dispute has been resolved.

17. Records, Audit Access

a) The Supplier shall:

- i) keep the records and accounts in accordance with Good Industry Practice and Law; and
- ii) afford any Auditor access to the records and accounts at the Supplier's premises and/or provide records and accounts (including copies of the Supplier's published accounts) or copies of the same, as may be required by any of the Auditors from time to time during the Call Off Contract Period, in order that the Auditor(s) may carry out an inspection to assess compliance by the Supplier and/or its Sub-Contractors of any of the Supplier's obligations under this Call Off Contract Agreement including for the following purposes to:
 - (1) verify the accuracy of the Call Off Contract Charges and any other amounts payable by the Authority under this Call Off Contract (and any proposed or actual variations to them in accordance with this Call Off Contract);
 - (2) verify the costs of the Supplier (including the costs of all Sub-Contractors and any third party suppliers) in connection with the provision of the Services;
 - (3) verify the Supplier's and each Sub-Contractor's compliance with the applicable Law;
 - (4) identify or investigate an actual or suspected Prohibited Act, impropriety or accounting mistakes or any breach or threatened breach of security and in these circumstances the Authority shall
 - (5) have no obligation to inform the Supplier of the purpose or objective of its investigations;
 - (6) identify or investigate any circumstances which may impact upon the financial stability of the Supplier, the Call Off Guarantor and/or any SubContractors or their ability to perform the Services;
 - (7) obtain such information as is necessary to fulfil the Authority's obligations to supply information for parliamentary, ministerial,

judicial or administrative purposes including the supply of information to the Comptroller and Auditor General;

- (8) review any books of account and the internal contract management accounts kept by the Supplier in connection with this Call Off Contract;
 - (9) carry out the Authority's internal and statutory audits and to prepare, examine and/or certify the Authority's annual and interim reports and accounts;
 - (10) enable the National Audit Office to carry out an examination pursuant to Section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the Authority has used its resources;
 - (11) verify the accuracy and completeness of any information delivered or required by this Call Off Contract;
 - (12) inspect the Information & Computer Technology (ICT) Environment (or any part of it) and the wider service delivery environment (or any part of it);
 - (13) review any records created during the design and development of the Supplier System and pre-operational environment such as information relating to Testing;
 - (14) review the Supplier's quality management systems (including all relevant Quality Plans and any quality manuals and procedures);
 - (15) review the Supplier's compliance with the Standards;
 - (16) inspect the Authority Assets, including the Authority's IPRs, equipment and facilities, for the purposes of ensuring that the Authority Assets are secure and that any register of assets is up to date; and/or
 - (17) review the integrity, confidentiality and security of the Authority Data.
- b) The Authority shall mutually agree timescales to ensure that the conduct of each audit does not unreasonably disrupt the Supplier or delay the provision of the Services save insofar as the Supplier accepts and acknowledges that

control over the conduct of audits carried out by the Auditor(s) is outside of the control of the Authority.

- c) Subject to the Supplier's rights in respect of Confidential Information, the Supplier shall on demand provide the Auditor(s) with all reasonable cooperation and assistance in:
 - i) all reasonable information requested by the Authority within the scope of the audit;
 - ii) reasonable access to sites controlled by the Supplier and to any Supplier Equipment used in the provision of the Services; and iii) access to the Supplier Personnel.
- d) The Parties agree that they shall bear their own respective costs and expenses incurred in respect of compliance with their obligations under this clause, unless the audit reveals a Default by the Supplier in which case the Supplier shall reimburse the Authority for the Authority's reasonable costs incurred in relation to the audit.

19. Exit Plan

- a) An Exit Plan shall be developed by the Supplier and provided to the Authority within three (3) months of the Commencement Date, as stipulated in Clause 15.9, Schedule 2 of the Appendix A Framework Agreement.

20. Termination Assistance

- a) The Authority shall be entitled to require the provision of Termination Assistance during the Call Off Contract Period by giving written notice to the Supplier (a "Termination Assistance Notice") at two (2) months prior to the Call Off Expiry Date or as soon as reasonably practicable (but in any event, not later than one (1) month) following the service by either Party of a Termination Notice. The Termination Assistance Notice shall specify:
 - i) the date from which Termination Assistance is required;
 - ii) the nature of the Termination Assistance required; and

- iii) the period during which it is anticipated that Termination Assistance will be required, which shall continue no longer than twelve (12) months after the date that the Supplier ceases to provide the Services.
- b) The Authority shall have an option to extend the Termination Assistance Period beyond the period specified in the Termination Assistance Notice provided that such extension shall not extend for more than six (6) months after the date the Supplier ceases to provide the Services or, if applicable, beyond the end of the Termination Assistance Period and provided that it shall notify the Supplier to such effect no later than twenty (20) Working Days prior to the date on which the provision of Termination Assistance is otherwise due to expire. The Authority shall have the right to terminate its requirement for Termination Assistance by serving not less than (20) Working Days' written notice upon the Supplier to such effect.

21. Termination Assistance Period

- a) Throughout the Termination Assistance Period, the Supplier shall:
 - (i) continue to provide the Services (as applicable);
 - (ii) in addition to providing the Services and the Termination Assistance, provide to the Authority any reasonable assistance requested by the Authority to allow the Services to continue without interruption following the termination or expiry of this Call Off Contract and to facilitate the orderly transfer of responsibility for and conduct of the Services to the Authority and/or its Replacement Supplier;
 - (iii) mutually agree timescales to reallocate resources to provide such assistance as is referred to in paragraph 21(a)(ii) of this Call Off Schedule without additional costs to the Authority;
 - (iv) provide the Services and the Termination Assistance at no detriment to the Service Level Performance Measures, save to the extent that the Parties agree otherwise in accordance with paragraph 21(c); and
- b) Without prejudice to the Supplier's obligations under paragraph 21(a)(iii) of this Call Off Schedule, if it is not possible for the Supplier to reallocate resources to provide such assistance as is referred to in paragraph 21(a)(ii) of this Call Off Schedule without additional costs to the Authority, any additional costs

incurred by the Supplier in providing such reasonable assistance which is not already in the scope of the Termination Assistance or the Exit Plan shall be subject to the Change Control Process.

- c) If the Supplier demonstrates that transition of the Services and provision of Termination Assistance during the Termination Assistance Period will have a material adverse effect on the Supplier's ability to meet one or more particular Service Level Performance Measure(s) and is out of line with the level of service variation that is envisaged for the Services during the Term, the Parties shall vary the relevant Service Level Performance Measure(s) and/or the applicable Service Credits to take account of such adverse effect.

22. Termination Obligations

- (a) The Supplier shall comply with all of its obligations contained in the Exit Plan.
- (b) Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule), the Supplier shall:
 - (i) cease to use the Authority Data;
 - (ii) provide the Authority and/or the Replacement Supplier with a complete and uncorrupted version of the Authority Data in electronic form (or such other format as reasonably required by the Authority);
 - (iii) erase from any computers, storage devices and storage media that are to be retained by the Supplier after the end of the Termination Assistance Period all Authority Data and promptly certify to the Authority that it has completed such deletion;
 - (iv) return to the Authority such of the following as is in the Supplier's possession or control:
 - (A) all copies of the Authority Software and any other software licensed by the Authority to the Supplier under this Call Off Contract;
 - (B) all materials created by the Supplier under this Call Off Contract in which the IPRs are owned by the Authority;

- (C) any parts of the ICT Environment and any other equipment which belongs to the Authority;
 - (D) any items that have been on-charged to the Authority, such as consumables; and
 - (E) all Authority Property issued to the Supplier. Such Authority Property shall be handed back to the Authority in good working order (allowance shall be made only for reasonable wear and tear);
 - (F) any sums prepaid by the Authority in respect of Services not Delivered by the Call Off Expiry Date;
- (c) vacate any Authority Premises;
 - (d) remove the Supplier Equipment together with any other materials used by the Supplier to supply the Services and shall leave the Sites in a clean, safe and tidy condition. The Supplier is solely responsible for making good any damage to the Sites or any objects contained thereon, other than fair wear and tear, which is caused by the Supplier and/or any Supplier Personnel;
 - (e) provide access during normal working hours to the Authority and/or the Replacement Supplier for up to twelve (12) months after expiry or termination to:
 - (i) such information relating to the Services as remains in the possession or control of the Supplier; and
 - (ii) such members of the Supplier Personnel as have been involved in the design, development and provision of the Services and who are still employed by the Supplier, provided that the Authority and/or the Replacement Supplier shall pay the reasonable costs of the Supplier actually incurred in responding to requests for access under this paragraph.
 - (f) Upon termination or expiry (as the case may be) or at the end of the Termination Assistance Period (or earlier if this does not adversely affect the Supplier's performance of the Services and the Termination Assistance and its compliance with the other provisions of this Call Off Schedule), each Party shall return to the other Party (or if requested, destroy or delete) all Confidential Information of the other Party and shall certify that it does not retain the other Party's Confidential Information save to the extent (and for the limited period)

that such information needs to be retained by the Party in question for the purposes of providing or receiving any Services or Termination Services or for statutory compliance purposes.

- (g) Except where this Call Off Contract provides otherwise, all licences, leases and authorisations granted by the Authority to the Supplier in relation to the Services shall be terminated with effect from the end of the Termination Assistance Period.

23. In relation to the Appendices:

Appendix 1	Mini-Competition Specification
Appendix 2	Mini-Competition Response Document
Appendix 3	Change Control Process
Appendix 4	Implementation Plan
Appendix 5	Locations subject to lease and/or licence
Appendix 6	Step In Rights
Appendix 7	Termination Sum
Appendix 8	TUPE Staff Transfer
Appendix 9	Software and End User License Agreement (EULA)
Appendix 10	SLAs + KPIs + XLAs + Reporting
Appendix 11	Subcontractor Information
Appendix 12	DWP Additional Clauses
Appendix 13	DWP Security Schedule
Appendix 14	DWP GDPR Clauses
Appendix 15	Data Protection Protocol

Appendix 16	DWP Information Security Questionnaire
Appendix 17	Governance
Appendix 18	Invoicing
Appendix 19	Definitions

24.

- (a) The Supplier shall implement the Services in accordance with the Implementation Plan appended at Appendix 4 overleaf.
- (b) Any changes to this Contract, including to the Services and Goods, may only be agreed in accordance with the Change Control Process set out in Appendix 3 overleaf.

Notwithstanding Key Provision 8 of the Call-Off Terms and Conditions, the Parties agree that the commencement of the provision of the Goods under this Contract shall not give rise to a relevant transfer as defined in TUPE and therefore the provisions of Appendix 8 shall apply to such transfer.

- (c) If the Supplier is unable to provide the Services, then the Authority shall be entitled to exercise Step In Rights set out in Appendix 6. The Authority shall procure that any person appointed by the Authority under Appendix 6 shall be subject to duties of confidentiality substantially similar to those described in Schedule 3 of the Call-off Terms and Conditions, 'Information and Data Provisions', clause 1.
- (d) The warranty for Goods and end user license agreement (EULA) applicable to the relevant Product, is as stipulated by the Manufacturer of that Product appended at Appendix 9.
- (e) The KPI's, SLA and Service Credits applicable to the Contract are detailed in Appendix 10.
- (f) The bidding model that includes members of the supply chain, the percentage of work being delivered by each Sub-contractor and the key contract deliverables for which each Sub-contractor will be responsible are detailed in Appendix 11.

25. Clauses 37.4 and 37.6 of Appendix A shall be amended to read as follows:

"37.4 Both Parties shall ensure that all upgrades, updates and new versions of the Solution made available to the other Party are fully backwards compatible with all previous versions and releases and contain at least the same core functionality, performance and capacity as previous versions and releases."

"37.6 Both Parties shall also ensure that any hardware used to provide and/or host the Solution adheres to all security legislation and is refreshed regularly in accordance with Good Industry Practice."

Signed by the authorised representative of THE AUTHORITY

REDACTED TABLE

Signed by the authorised representative of THE SUPPLIER

REDACTED TABLE

Appendix 1

Mini Competition Device Services Specification

REDACTED

2. DSRS 2023

SPECIFICATION FINA

[Included in full in Addendum 1]

Agreed change: The wording in 10.1 of the Specification shall be amended to read:
"The Supplier shall ensure that Supplier resources accessing DWP place have Security Clearance to the minimum of BPSS."

Appendix 2 Mini Competition Response Document

REDACTED

Included in full in addendums:

Addendum 2: Supplier Commercial Response

REDACTED

Addendum 3: Supplier Technical Response

REDACTED

Addendum 4: Supplier Response Clarifications

REDACTED

Agreed change: There is no requirement for the Supplier to provide a dedicated facility; however, secure locations within the facility will be required as per requirement

8.4 of the Specification document in Appendix 1

APPENDIX 2, Part A: Faulty Device Swap Out and Request Management Charges Schedule

Faulty Device Swap Out and Request Management Charges Schedule

Addendum to the contract for the provision of the Services detailing the pricing associated with Faulty Device Swap Out and Request Management services (Appendix 1 – Mini Competition Device Services Specification) and pricing assumptions associated with the Services. These services are detailed within the Authority's requirements and will be delivered to these stated requirements, SLAs and KPIs as appropriate.

Structure of the document is as set out below:

- 1. FAULTY DEVICE SWAP OUT**
- 2. REQUEST MANAGEMENT SERVICES**
 - Standard Service Request
 - Non-Standard Service Request
 - Other Services
 - Product Testing
 - Evergreen Service
 - Peripheral Recycling Service
- 3. PRICING ASSUMPTIONS**

1. FAULTY DEVICE SWAP OUT

The Faulty Device Swap Out service shall be charged monthly in accordance with the table below based on the deployed volumes or ticket volumes based on the device type.

Estimated volumes have been left in for information only. Pricing table for Faulty Device Swap Out

REDACTED TABLE

2. REQUEST MANAGEMENT

Standard Service Request (SSR)

On-demand service capabilities including fulfilment of standard (Appendix 1 - requirement 5.1), and non-standard service requests (Appendix 1 - requirement 5.11) as listed in the table below.

Standard Service Requests pricing table

REDACTED TABLE

Standard service requests in the table above will be charged on a unit price multiplied by quantity according to volumes and price bands.

For clarity, disposal definitions for data bearing, non-data bearing and complex goods is as follows:

- Disposal for data-bearing goods is for anything capable of holding data, for example computing devices such as end user computers and servers.
- Disposal for non-data-bearing goods is for small simple peripheral items such a mouse, keyboard, cables and headsets.
- Disposal for complex goods is intended for larger or more complex non-data-bearing devices such as monitors, printers and docking stations.
- Peripheral Decommission is for complex goods and is intended for larger or more complex non- data-bearing devices such as monitors, printers and docking stations. Other peripheral decommission will be completed at £0 cost when an add on to a chargeable Peripheral Decommission or Device Decommission.

Additionally, courier services are provided with the following prices:

REDACTED TABLE

Non-Standard Service Request (NSSR)

Non-standard service requests (NSSR) (requirement 5.11) are for 31 + devices and will be classified as bulk request (such as larger volumes than SR or SR activity out of core business hours). Requests of this size will be quoted on a per request basis.

NSSR requests of a more complex nature in terms of co-ordination or logistics will be managed as a Project.

OTHER SERVICES Product Testing

On request the Supplier shall have the ability to test DWP Device and peripheral combinations within a controlled environment, to ensure compatibility to hardware roadmaps, that will be provided by the Authority (Appendix 1 - requirement 1.6).

REDACTED TABLE

Cost per test cycle for a device anticipates 1 x Config Consultant (L4) will undertake all testing and production of required documentation in 1 day. The Supplier will cover any additional days required for that cycle or device until complete at no charge to DWP. Headsets for example or simple peripheral testing may still require driver ingestion and

coordination with DWP technical personnel taking time, we expect laptops would take more than 1 day at no additional cost.

The Supplier will determine whether a peripheral is complex or non-complex at the time of the request if it is not listed in the table below.

Existing definitions of complex and non-complex peripherals are listed below:

Non-Complex	Complex
Wired Mouse	Docking Stations
Wired Headset	DVD/CD Writers
Wired Keyboard	Printers
Monitors	Wireless / Bluetooth connected peripherals

Evergreen Service

The Supplier shall provide a rolling BAU Evergreen Hardware service, (Appendix 1 - requirement 7.2) with a principle of ongoing device refresh in line with the Authority hardware roadmaps and refresh policies.

REDACTED TABLE

Peripheral Recycling Service

The Supplier shall provide access to a service that will allow non data bearing peripherals to be stored, collected and recycled on demand from DWP locations.

REDACTED TABLE

Initial charge for setup is REDACTED per site (based on two large boxes being provided and delivered per site), for the lifetime of the service. The price per collection charge of REDACTED Includes:

- Collection of 2 x large boxes
- Ticket cost & Call control
- Engineer and vehicle
- Workshop for cleaning/disposal

Where larger collections are required, pricing will be provided upon request.

3. PRICING ASSUMPTIONS

The Supplier has made the following assumptions when preparing this pricing sheet and calculating the Call off Contract Charges. In the event that any of these assumptions prove incorrect, the Supplier is entitled to make reasonably necessary changes to the Call off Contract Charges.

1. All pricing in this document is excluding VAT.
2. Faulty Device Swap Out:
 - a. Hardware Repair/Replace Service Charge/ Device Type. Updates to the 'Specification' of a Device Type does not constitute a Change. Device Types may be added/removed through Change.
 - b. Incident volumes are indicative based upon current volumes for devices and monitor swap outs - Overall Intervention is circa 4.5%
 - c. The Customer reserves the right to revise the scope and scale of the Services at its discretion. Updates to Device volumes, DWP's estate (including additions/removals of sites and/or locations (including home address), and adjustments to the profile of Sites do not constitute a material change for the purposes of the agreed Monthly Hardware Repair/Replace Service Charge/ticket. Where changes to volumes, proportions, DWP's estate and/or the profile of Sites are deemed significant enough to be a material change and significantly affect the base costs on which the service has been priced (either as an increase or reduction), the parties shall reasonably agree an adjustment to the Hardware Repair/Replace Service Charge based on demonstrable and evidence based information supporting the change to the Supplier's costs (to the extent driven by the Customer's changes) to provide the Hardware Repair/Replace Service/ticket.
 - d. The Supplier shall ensure that open-book accounting transparency is available to the Customer upon request, and to a sufficient level of granularity to support contract and payment assurance and support the process stated in point c.) above.
 - e. The Monthly Hardware Repair/Replace Service Charge or Ticket Charge for each section includes all Tag/Asset Management, Stock Management and, Storage Management includes but is not limited to scheduling and overhead to support delivery of this service. For example, Triage, wipe & rebuild, storage, all travel, subsistence, labour and expenses are included in the Monthly Hardware Repair/Replace Charge.
 - f. Devices held in an 'in-stock' or 'decommissioned' status should be recorded as such in TechNow (DWP Place Integration) and shall not be included in the volumes charged in the Monthly Hardware Repair/Replace Service Charge. Device warranty is based on 12 months.
3. Evergreen Service: The flat monthly service fee to provide the Evergreen service is based on 10,000 devices. Any adjustment to this volume of devices, with the exception to overall volumes being within a tolerance of +/- 10%, will require a new price. The price does not include disposal or preparation for resale costs which would be costed as additional services according to the decision tree outcome.

APPENDIX 2, Part B: Project Management Charges Schedule

Project Management Charges Schedule

Addendum to the contract for the provision of the Services detailing the pricing associated with the Project Management services. Also, all the pricing assumptions associated with the Services.

Structure of the document is as set out below:

4. PROJECT MANAGEMENT SERVICES

- Project Management
- Implementation Services
- SFIA Rate Card

5. PRICING ASSUMPTIONS

4. PROJECT MANAGEMENT SERVICES

Project Management

The Supplier will provide a core management function made up of six experienced resources as referenced in 6.1 of the CDW ITT response.

- Service Lead
- Project Delivery Lead
- Project Manager, Deployment Lead
- Project Manager, Collections Lead
- Project Manager, Logistics Lead
- Resource Coordinator

The core management team will meet the day to day demands of the road mapped project requirements. Our flexible resource model allows us to supplement the capacity of this team through a pool of additional qualified resources.

Core management team charge example

REDACTED TABLE

Pricing for project management is based upon the SFIA rate card day rates for each role multiplied by the number of days worked. This methodology has been used to show the above example of the daily charge for the core project team.

Note that the Service Lead in the core management team is inclusive and outside of the Project Management charges.

Implementation Service

Charges for Implementation service relate solely to the delivery of the service transition and do not include costs associated with the ongoing delivery of your service.

Item	Total Cost	Supplier Notes
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Proposed Milestone Payment(s) for delivery of the Implementation Plan	£4,687.50	CDW propose 3 key transition milestones for progress tracking, we are happy to agree payment as as part of milestone 3: 1)Planning Phase Completed - DWP agreement of and sign-off of the Transition Initiation Document, allowing the transition to progress to the deployment phase. 2) Service Go Live - ORR Successfully completed. Acceptance into Service Obtained from CDW Service Owners. Service Go live notification provided. Service put into a live state. 3) 100% Transition Complete - Early life support period completed. CDW service owners and DWP accept to close service transition. Handover of service responsibility to SDM . Transition Closure report provided. Reference SFIA rate card Level 3 Change and Transformation @ 10 days
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SFIA Rate Card

The rate card will be used for project management and in project pricing where additional Professional Services are required such as NSSR and Project activities.

REDACTED TABLE

Charges are per working day during normal working hours, rates for outside of normal hours are available upon request.

The Supplier aligns role types to the resourcing levels as per the table below:

	CDW Role Clarifications
Level 1	Deployment Engineer (L1), Asset Manager, PS Resourcing Manager
Level 2	Snr. Deployment Engineer (L2)
Level 3	Implementation Engineer (L3) Project Coordinator
Level 4	Snr. Implementation Engineer / Associate Consultant(L4) Associate Project Manager (PM1)
Level 5	Technical Consultant (L5) Project Manager (PM2)
Level 6	Senior Technical Consultant (L6) Senior Project Manager (PM3)
Level 7	Principal Consultant (L7) Programme Manager Solutions Architect / Technical Design Authority

5. PRICING ASSUMPTIONS

The Supplier has made the following assumptions when preparing this pricing sheet and calculating the Call off Contract Charges. In the event that any of these assumptions prove

incorrect, the Supplier is entitled to make reasonably necessary changes to the Call off Contract Charges.

4. All pricing in this document is excluding VAT.
5. The Call-Off Contract Charges shall be subject to an annual increase on each anniversary of the expiry of the Initial Term by the same percentage as the percentage increase (if any) in the Consumer Prices Index (published by or on behalf of HM Government in the UK) or any replacement or substitute index over the immediately preceding 12 month period. For the avoidance of doubt, the Supplier shall not be entitled to increase the Call-Off Contract Charges to apply indexation within the Initial Term.

Appendix 3

Change Control Process

The Contract can be varied only by a change control note, defined under Section 42 of Appendix A Call-off Terms and Conditions, which explicitly states it is intended to vary this Contract, and which is signed by an authorised representative of each Party. Each Party may from time to time notify the other in writing as to who is the point of receipt of that notification and an authorised representative for that Party.

Appendix 4

Implementation Plan



DWP Implementation
Plan

1. Formation of Enactment of the Implementation Plan

- 1.1.** An Implementation Plan (or parts thereof) shall be provided in draft by the Supplier prior to the Commencement Date, the Supplier's draft must contain information at the level of detail necessary to manage the implementation stage effectively and as the Authority may require. The draft Implementation Plan shall take account of all dependencies known to, or which should reasonably be known to the Supplier.
- 1.2.** The Supplier's Implementation Plan must contain information at the level of detail necessary and shall include as a minimum the following:
 - 1.2.1.** People
 - 1.2.2.** Processes
 - 1.2.3.** Tooling
 - 1.2.4.** Testing
- 1.3.** The Supplier shall submit the draft Implementation Plan to the Authority for Approval (such decision of the Authority to Approve or not shall not be unreasonably delayed or withheld).
- 1.4.** The Supplier shall agree its final Implementation Plan with the Authority within ten (10) Working days after the Commencement Date.
- 1.5.** The Supplier shall perform each of the Deliverables identified in the Implementation Plan by the applicable date assigned to that Deliverable in the Implementation Plan so as to ensure that each Milestone identified in the Implementation Plan is Achieved on or before its Milestone Date.
- 1.6.** The Supplier shall monitor its performance against the Implementation Plan and Milestones and any other requirements of the Authority as set out in the Order Form and report to the Authority on such performance.

2. Control of Implementation Plan

- 2.1.** Subject to Clause 2.2, the Supplier shall keep the Implementation Plan under review in accordance with the Authority's instructions and ensure that it is maintained and updated on a regular basis as may be necessary to reflect the then current state of the provision of the Services. The Authority shall have the right to require the Supplier to include any reasonable changes or provisions in each version of the Implementation Plan.
- 2.2.** Changes to the Milestones (if any), Milestone Payments (if any) and Delay Payments (if any) shall only be made by the Authority in accordance with the Change Control Process and provided that the Supplier shall not attempt to postpone any of the Milestones using the Variation Procedure or otherwise (except in the event of a Authority Cause which affects the Supplier's ability to achieve a Milestone by the relevant Milestone Date).
- 2.3.** Failure of the Supplier to provide a draft Implementation Plan on time shall be a material Default unless the parties expressly agree otherwise or the failure is as a result of an Authority Cause.

3. Implementation Period

- 3.1.** The Authority will not remunerate the Supplier for Service Costs during the Implementation Period, which is expected to be no more than a 3 month period from commencement. The Supplier will be awarded Milestone payments relating to completion of agreed Implementation Milestones.
- 3.2.** The Authority shall report Service Level Agreements (SLAs), Experience Level Agreements (XLAs), or Key Performance Indicators (KPIs) throughout the term of the Implementation Period as agreed between the parties. The Authority will not apply Service Credits throughout the Term of the Implementation Period.
- 3.3.** The Supplier shall monitor and maintain the Implementation Plan in line with requirements stipulated in Appendix 4.
- 3.4.** For the avoidance of doubt, this agreement shall start from the date the Authority signs this Order Form (hereinafter "the Commencement Date"). The period following the Commencement Date shall constitute the Implementation Period. The Term of the Implementation Period shall be a period agreed between the Parties, as laid out in Appendix 4.
- 3.5.** For the avoidance of doubt, delivery of Services shall begin on the Actual Services Commencement Date. For avoidance of doubt, the Actual Services Commencement Date will commence after the Implementation Period ends as agreed between the parties. The Term of this Call-Off Contract shall be 24 months from the Actual Services Commencement Date.

4. Rectification of Delay in Implementation

- 4.1.** If the Supplier becomes aware that there is, or there is reasonably likely to be, a Delay under this Call Off Contract:
- 4.2.** it shall:
 - 4.2.1.** notify the Authority as soon as practically possible and no later than within two (2) Working Days from becoming aware of the Delay or anticipated Delay; and
 - 4.2.2.** include in its notification an explanation of the actual or anticipated impact of the Delay and provide a remediation plan to rectify the Delay; and
 - 4.2.3.** comply with the agreed remediation plan as provided by the Supplier in order to address the impact of the Delay or anticipated Delay; and use all reasonable endeavours to eliminate or mitigate the consequences of any Delay or anticipated Delay; and if the Delay or anticipated Delay relates to a Milestone in respect which a Delay Payment has been specified in the Implementation Plan, Clause 5.4 (Delay Payments) shall apply.

5. Delay Payments

- 5.1.** If Delay Payment mechanisms have been included in the Implementation Plan and a Milestone has not been achieved by the relevant Milestone Date, the Supplier shall pay to the Authority such Delay Payments (calculated as set out by the Authority in the Implementation Plan) and the following provisions shall apply:
 - 5.1.1.** the Supplier acknowledges and agrees that any Delay Payment is a price adjustment and not an estimate of the Loss that may be suffered by the Authority as a result of the Supplier's failure to Achieve the corresponding Milestone;
 - 5.1.2.** Delay Payments shall be the Authority's exclusive financial remedy for the Supplier's failure to Achieve a corresponding Milestone by its Milestone Date except where: the Authority is otherwise entitled to or does terminate this Call Off Contract; or

Appendix 5

Lease and/or Licence to access Premises and Locations

Not Used in this Contract.

Appendix 6

Step In Rights

1. The Authority may take action under this clause in the following circumstances:
 - 1.1. the Authority is entitled under this section to terminate the Call-Off Contract in accordance with Clause 15.4 of the Call-Off Terms and Conditions set out in Appendix A.
 - 1.2. there is a Default by the Supplier that is materially preventing or materially delaying the performance of the Services or any part thereof;
 - 1.3. there is a Delay that has or the Authority reasonably anticipates will result in the Supplier's failure to Achieve a Milestone in respect of Authority to Proceed by its Milestone Date;
 - 1.4. a Force Majeure Event occurs which materially prevents or materially delays the performance of the Services or any part thereof;
 - 1.5. the Supplier has failed any single SLA in three (3) consecutive reporting periods;
 - 1.6.
 - 1.7. where the Supplier is not in Default of its obligations under this Agreement but the Authority considers that the circumstances constitute an emergency;
 - 1.8. where a Regulatory Body has advised the Authority that the exercise by the Authority of its rights under this clause is necessary;
 - 1.9. because a serious risk exists to the health or safety of persons, property or the environment;

1.10. to discharge a statutory duty;

1.11. on the occurrence of an Insolvency Event in respect of the Supplier;
and/or

1.12. where it is required to do so by the Framework Authority.

Action to be taken before the exercise of the right of Step-in

1.13. Before the Authority exercises its right of step-in under this clause it shall permit the Supplier the opportunity to demonstrate to the Authority's reasonable satisfaction within ten (10) Working Days of the step in right arising that the Supplier is still able to provide the Services in accordance with the terms of this Agreement and/or remedy the circumstances giving rise to the right to step-in without the requirement for the Authority to take action.

1.14. If the Authority is not satisfied with the Supplier's demonstration pursuant to Clause 1.13, the Authority may:

1.15. where the Authority considers it expedient to do so, require the Supplier by notice in writing to take those steps that the Authority considers necessary or expedient to mitigate or rectify the state of affairs giving rise to the Authority's right to step-in;

1.16. appoint any person to work with the Supplier in performing all or a part of the Services (including those provided by any Sub-contractor); or

1.17. take the steps that the Authority considers appropriate to ensure the performance of all or part of the Services (including those provided by any Sub-contractor).

1.18. The Supplier shall cooperate fully and in good faith with the Customer Authority, or any other person appointed in respect of Clause 1.16 and shall

adopt any reasonable methodology in providing the Services recommended by the Authority or that person.

Exercise of the right of Step-in

1.19. If the Supplier fails to:

1.19.1.confirm within three (3) Working Days of a notice served that it is willing to comply with that notice;

1.19.2.work with a person appointed in accordance with Clause 1.16; or

1.19.3.take the steps notified to it by the Authority,

then the Authority may take action under this clause.

1.20. If the Authority takes action pursuant to Clause 1.19, the Authority shall serve written notice ("Step-In Notice") on the Supplier. The Step-in Notice shall set out the following:

1.20.1.the action the Authority wishes to take and in particular the Services it wishes to control;

1.20.2.the reason for and the objective of taking the action and whether the Authority reasonably believes that the primary cause of the action is due to the Supplier's Default;

1.20.3.the date it wishes to commence the action;

1.20.4.the time period which it believes will be necessary for the action;

1.20.5.whether the Authority will require access to the Supplier's premises and/or the Sites; and

1.20.6.to the extent practicable, the effect on the Supplier and its obligations to provide the Services during the period the action is being taken.

1.21. Following service of a Step-in Notice, the Authority shall:

1.21.1. take the action set out in the Step-in Notice and any consequential additional action as it reasonably believes is necessary (together, the "Required Action");

1.21.2. keep records of the Required Action taken and provide information about the Required Action to the Supplier;

1.21.3. cooperate wherever reasonable with the Supplier in order to enable the Supplier to continue to provide any Services in relation to which the Authority is not assuming control; and

1.22. take such steps as are reasonably open to it to limit the amount of the cost that the Supplier shall incur as a result of the exercise of the Customer Authority's rights under this clause (provided that this does not prejudice achievement of the Authority's objectives).

1.23. For so long as and to the extent that the Required Action is continuing, then the Supplier shall:

1.24. cooperate fully with the Authority to facilitate the steps taken;

1.25. suspend performance of the Services subject to the step-in rights (the "Step-In Services") to the extent that the Authority so requests for the purposes of its exercise of step-in rights, provided always that the exercise of the step-in right shall not excuse the Supplier from its obligation to provide the Services (excluding the Step-In Services for the period only of exercise of the step-in right) in accordance with this Agreement or be deemed to frustrate or waive performance of that obligation;

1.26. grant and procure that any Sub-contractor or relevant third party grants such licences and permissions as are reasonably required provided that these are no more expensive than the charges that would have been payable by the Supplier; and

1.27. afford (and procure that its Sub-contractors afford as applicable) to the Authority such cooperation, access to and use of (as applicable):

1.28. the Supplier Assets and Authority Assets used to provide the Services and other goods and services used to provide the Services;

1.29. all necessary and associated documentation relating to those Supplier Assets and Authority Assets used by the Supplier to provide the Services to the Authority and any other goods and services used to provide the Services so as to enable the same to be operated;

1.30. the Supplier's Intellectual Property Rights used in relation to the Services; and

1.31. premises, equipment, personnel, documents, information or other items as are reasonably required.

1.32. For so long as and to the extent that the Required Action is continuing, then:

1.33. the Supplier shall not be obliged to provide the Services to the extent that they are the subject of the Required Action;

1.34. the Authority shall pay to the Supplier the Charges after deduction of any applicable Service Credits, Delay Payments and the Customer Authority's reasonable and direct costs of taking the Required Action. If the Supplier retains partial responsibility for a Service, then the reduction in Charges shall be proportionate to the reduction in the Supplier's responsibility.

1.35. If the Required Action results in:

1.35.1.the degradation of any Services not subject to the Required Action; or

1.35.2.the non-Achievement of a Milestone,

1.35.3.beyond that which would have been the case had the Authority not taken the Required Action, then the Supplier shall be entitled to an agreed adjustment of the Charges, provided that the Supplier can demonstrate to the

reasonable satisfaction of the Authority that the Required Action has led to the degradation or non-Achievement.

1.36. Before ceasing to exercise its step-in rights under this Clause 49 the Authority shall deliver a written notice to the Supplier ("Step-Out Notice"), specifying:

1.37. the Required Action it has actually taken; and

1.38. the date on which the Authority plans to end the Required Action ("Step-Out Date") subject to the Authority being satisfied with the Supplier's ability to resume the provision of the Services and the Supplier's plan developed.

1.39. The Supplier shall, following receipt of a Step-Out Notice and not less than twenty (20) Working Days before the Step-Out Date, develop for the Customer Authority's Approval a draft plan ("Step-Out Plan") relating to the resumption by the Supplier of the Services, including any action the Supplier proposes to take to ensure that the affected Services satisfy the requirements of this Agreement.

1.40. If the Authority does not Approve the draft Step-Out Plan, the Authority shall inform the Supplier of its reasons for not approving it. The Supplier shall then revise the draft Step-Out Plan taking those reasons into account and shall re-submit the revised plan to the Authority for the Authority's Approval. The Authority shall not withhold or delay its Approval of the draft Step-Out Plan unnecessarily.

1.41. The Supplier shall bear its own costs in connection with any step-in by the Authority under this clause provided that the Authority shall reimburse the Supplier's reasonable additional expenses incurred directly as a result of any step-in action taken by the Authority under:

1.42. Clauses 1.4 or 1.7; or

1.43. Clauses 1.8, 1.9 and 1.10 provided that the primary cause of the Authority serving the Step-In Notice was not a Supplier's Default.

Appendix 7

Termination Sum

No Termination Sum shall apply in this Contract other than the obligation to exchange reasonable consideration related to delivered Goods and Services completed in accordance with the delivery dates and prices set out in the Mini Competition Response Document in Appendix 2.

Appendix 8

TUPE Staff Transfer

Schedule 7 of the NHS Terms and Conditions for the Provision of Services (Contract Version) (December 2016) is incorporated into this Order Form. Where any term used is not defined within the Call-off Terms and Conditions, such term shall have the meaning given within such Schedule 7.

The following parts of Schedule 7 shall not be used for the purposes of this Order Form:

- Part A- No staff transfer to the Supplier under TUPE
- Part B- Staff transfer from the Authority under TUPE

The following parts of Schedule 7 shall be used for the purposes of this Order Form:

- Part C- Staff transfer from a current provider under TUPE

The parties agree that the provisions of Part C shall apply as amended as follows:

Clause 1.7 shall be deleted and replaced with the following:

1.7 The Authority shall procure that the relevant Third Party will indemnify and keep indemnified the Supplier in relation to any Employment Liabilities arising out of or in connection with any claim arising from:

1.7.1 the Third Party's (or any sub-contractor of the Third Party's) failure to perform and discharge its obligations to provide, no later than twenty eight (28) days prior to the Transfer Date, a final list to the Supplier containing the names of all the Third Party Employees whom the Third Party (or any subcontractor of the Third Party) expects will transfer to the Supplier and all employee liability information identified in regulation 11 of TUPE in relation to the Third Party Employees;

1.7.2 any act or omission by the Third Party (or any subcontractor of the Third Party) in respect of the Third Party Employees occurring on or before the Transfer Date;

1.7.3 any allegation or claim by any person who is not a Third Party Employee but who alleges that their employment should transfer or has transferred to the Supplier (or any Sub-contractor, as appropriate);

1.7.4 any emoluments payable to a person employed or engaged by the Third Party (or any sub-contractor of the Third Party) (including without limitation all wages, accrued holiday pay, bonuses, commissions, PAYE, national insurance contributions, pension contributions and other contributions) payable in respect of any period on or before the Transfer Date;

1.7.5 any allegation or claim by any of the Third Party Employees on the grounds that the Supplier or Subcontractor, as appropriate, has failed to continue a benefit provided by the Third Party as a term of such Third Party Employee's contract as at the Transfer Date where it was not reasonably practicable for the Supplier or Sub-contractor, as appropriate, to provide an identical benefit but where the Supplier or Sub-contractor, as appropriate, has provided (or offered to provide where such benefits not accepted by the Third Party Employee) an alternative benefit which, taken as a whole, is no less favourable to such Third Party Employee; and

1.7.6 any act or omission of the Third Party (or any subcontractor of the Third Party) in relation to its obligations under regulation 13 of TUPE, or in respect of an award of compensation under regulation 15 of TUPE except to the extent that the liability arises from the Supplier's, or Subcontractor's, failure to comply with regulation 13(4) of TUPE.

New clauses 1.8 and 1.9 shall be added as follows:

1.8 The Authority shall procure that the relevant Third Party will indemnify and keep indemnified the Supplier and any Subcontractor, as applicable, in respect of any Employment Liabilities arising from any act or omission of the Third Party (or any subcontractor of the Third Party) in relation to any other employee, agent, consultant and/or contractor of the Third Party (or subcontractor of the Third Party) who is either partially or fully engaged in the performance of the Services who is not a Third Party Employee arising during any period whether before, on or after the Subsequent Transfer Date.

1.9 If any employee of a Third Party who is not identified as a Transferring Third Party Employee and claims, and/or it is

determined, in relation to such person that his/her contract of employment has been transferred from a Third Party to the Supplier and/or any Notified Sub-contractor pursuant to the Employment Regulations then:

1.9.1 the Supplier will within 5 Working Days of becoming aware of that fact notify the Authority and the relevant Third Party in writing;

1.9.2 the Third Party may offer employment to such person, or take such other steps as it considers appropriate to resolve the matter, within 10 Working Days of receipt of notice from the Supplier;

1.9.3 if such offer of employment is accepted, the Supplier shall immediately release the person from its employment;

1.9.4 if after the period referred to in Paragraph 1.9.2 no such offer has been made, or such offer has been made but not accepted, the Supplier may within 5 Working Days give notice to terminate the employment of such person;

and subject to the Supplier's compliance with Paragraphs 1.9.1 to 1.9.4 the Authority shall procure that the Third Party will indemnify the Supplier and/or the relevant Sub-contractor against all Employee Liabilities arising out of the termination of the employment of any of the Third Party's employees referred to in Paragraph 1.9.

Part D - Provisions regarding pensions shall not apply.

Appendix 9

Software and EULA

Third Party software (if any) shall be licenced subject to the third party licensor's standard licence terms which shall govern the supply, the Authorities 'use of and obligations relating to the software in their entirety and which shall prevail in the event of any conflict with the terms and conditions of the Call-Off Contract save for Payment. Third Party Services (if any) shall be supplied subject to the applicable third party's

standard service terms. The warranty for Goods shall be as per the applicable third party manufacturer's standard warranty.

Appendix 10

Key Performance Indicators (KPI), Service Level Agreements (SLA), Experience Level Agreements (XLAs), and Reporting Requirements

1. The KPI and SLA which the Parties have agreed shall be used to measure the performance of the Services by the Supplier are contained in the below table.
2. The Supplier is required to manage and provide the Services in such a way as to meet the KPI and SLA.
3. The Supplier shall monitor its performance against each Target KPI and SLA and shall send the Authority a monthly achievement and weekly forecast reports detailing the performance against KPI and SLA in a form and format to be mutually agreed.

The Service Levels Agreements relating to this Contract are as follows: -

#	Service Level Description	Performance Criteria	Target	Event Grading	Credits Applied
1	Replacement: Management and resolution of incidents	All Replacements to be resolved within 2 working days of receipt of the Incident (based on Next Working Day delivery of the replacement). Working Days Monday-Friday 08:00-18:00.	48 Hours e.g. an incident assigned at 1pm on a Monday should be closed in the system by 1pm on Wednesday	SLA Level > 99% = <u>Green status</u>	No credits
				99% < SLA Level < 97% = <u>Amber Status</u>	Three percent (3%) charge of the Monthly Service Charge for that reported Service Period and remediation plan to return service to green;
				97% < SLA Level < 95% = <u>Red status</u>	In addition to three percent (3%) charge of the Monthly Service Charge for that reported Service Period, detailed Remediation Plan; and option for DWP service monitoring;

2A	Fulfilment of Standard "Adds" Service Requests	All Standard "Adds" Service Requests to be fulfilled within two working days	48 Hours e.g. a request assigned at 1pm on a Monday should be closed in the system by 1pm on Wednesday	SLA Level > 99% = <u>Green status</u>	No credits
				99% < SLA Level < 97% = <u>Amber Status</u>	Three percent (3%) charge of the Monthly Service Charge for that reported Service Period and remediation plan to return service to green;
				97% < SLA Level < 95% = <u>Red status</u>	In addition to three percent (3%) charge of the Monthly Service Charge for that reported Service Period, a detailed Remedial Proposal, and option for DWP service monitoring;
2B	Fulfilment of all Standard "Non Adds" Service Requests	All Standard "Non Adds" Service Requests to be fulfilled within 5 working days with the exception of adds must be fulfilled.	Five (5) Working Days e.g. a request assigned at 1pm on a Monday should be closed in the system by 1pm on following Monday.	SLA Level > 99% = <u>Green status</u>	No credits
				99% < SLA Level < 97% = <u>Amber Status</u>	No service credit penalty. Service Improvement Plan in place to return performance achievement to "Green"

				97% < SLA Level < 95% = <u>Red status</u>	No service credit penalty. A detailed Remedial Proposal, and option for DWP service monitoring. Option for Commercial
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					discussion on how to proceed with the service
3	Asset Management repository accuracy	Asset details for all devices managed by the Supplier, moving in and out of their physical stockroom repository, are accurately maintained according to Asset Management Policies and Procedures and are reflected within the DWP Asset repository in DWP Place.	99.5% data accuracy	SLA level > 99.5% = <u>Green status</u> 99.5% < SLA Level < 98.5% = <u>Amber status</u>	No credits. Where accuracy is maintained, periodic audits may be reduced, as agreed between the Parties. Three percent (3%) charge of the total Monthly Invoice for that reported Service Period and remediation plan to return service to green;

		<p>Accuracy calculations against DWP place asset repository virtual stockroom report to be produced on final Friday of each calendar Month.</p> <p>The Supplier will conduct a physical stockroom Audit by the end of the Next Working Day, in order to (a) validate accuracy of DWP place virtual stockroom quantities and status of devices; and (b) perform all rectification activity, where there exist disparities between the audit and DWP place quantities or</p>		<p>98.5% < SLA Level < 96.5% = <u>Red status</u></p>	<p>In addition to Three percent (3%) charge of the total Monthly Invoice for that reported Service Period, detailed Remedial Proposal; and option for DWP service monitoring;</p>
		asset record accuracy.			
4	Project Milestones	<p>All Projects should have accompanied milestones demonstrating value and positive business impact. Where DWP does not declare a mile stone/s the provider will apply default mile stone criteria.</p>	Pass / Fail	100%	<p>Each month a full review of all projects and associated miles stones should be measured. Where miles stones have not been met it will count as and SLA failure and a 3% penalty shall be applied to failed project billing for that month.</p>

5	KPI	All KPIs should be measured against targets in a reporting period	3 or more consecutive failures of the same KPI in a 12-month period	100%	Three percent (3%) charge of the total Monthly Invoice for that reported Service Period and remediation plan to return service to achieve 100%
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The Service Levels Reporting requirements relating to this Contract are as follows:

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Service Level Reporting – SLA's					
Title	Data Source	Content	Format	Frequency	Reporting Date
SLA 1 – Replacement - management and resolution of incidents	DWP Service Now (DWP Place)	All incidents closed in the reporting period, their elapsed time and pass or fail status.	Pass / Fail SLA Attainment % Supporting MI	Monthly	On the 5th Working Day of every Month
SLA 2A – Fulfilment of Standard "Adds" Service Requests	DWP Service Now (DWP Place)	All standard Service Requests Closed within the reporting period for adds, their elapsed time and pass or fail status.	Pass / Fail SLA Attainment % Supporting MI	Monthly	On the 5th Working Day of every Month
SLA 2B - Fulfilment of all Standard "Non Adds" Service Requests	DWP Service Now (DWP Place)	All standard Service Requests Closed within the reporting period for move and leavers, their elapsed time and pass or fail status.	Pass / Fail SLA Attainment % Supporting MI	Monthly	On the 5th Working Day of every Month
SLA 3 - Asset Management repository accuracy	DWP Service Now (DWP Place) & Supplier audit data	Extract of the supplier stockroom & Output from the supplier audit	Pass / Fail SLA Attainment % Supporting MI	Monthly	On the 5th Working Day of every Month

SLA 4 – Project Miles Stone	DWP Service Now (DWP Place)	Extract of formal project request via NSSR or agreed project engagement process	Pass / Fail SLA Attainment % Supporting MI	Monthly	On the 5th Working Day of every Month
SLA 5 - KPI	Service Governance meeting	Agreed monthly review of KPI success	Pass / Fail SLA Attainment % Supporting MI	Monthly	On the 5th Working Day of every Month

The KPIs and KPI reporting requirements relating to this Contract are as follows: -

Title	Data Source	Content	Format	Frequency	Reporting Date
KPI 1 - Aged Incidents	DWP Place (Service Now)	All outstanding incidents at the end of the reporting period, Outstanding Age of each. Overall Average Age of 5 Working Days.	Pass / Fail KPI attainment 98.5% Supporting MI	Monthly	On the 5th Working Day of Every Month
KPI 2 - Repair Cycle, Decommission and return of devices to stock	DWP Place (Service Now)	All Devices collected by the supplier from DWP must be in a Functional state and returned to supplier Gold Stock.	Pass / Fail KPI attainment 90% Supporting MI .	Monthly	On the 5th Working Day of Every Month

KPI 2 – Aged Service Requests	DWP Place (Service now)	All outstanding standard Service Requests at the end of the reporting period, Outstanding Age of each. Overall Average Age of 10 Working Days.	Pass / Fail KPI attainment 95% Supporting MI	Monthly	On the 5th Working Day of Every Month
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KPI 3 – NSSR quotes and accuracy	DWP Place (Service Now) * Supplier Data	3a Provide a response including a quote and delivery timescales to NSSR within 3 working days.	Pass / Fail KPI attainment 98% Supporting MI	Monthly	On the 5th Working Day of Every Month
		3b All NSSRs completed and Invoiced in the Period. Comparison of actual price and timescale for completion with original quote and delivery timescale.	Pass / Fail KPI attainment 98% within 10% of quote Supporting MI	Monthly	On the 5th Working Day of Every Month

KPI 4 – Project request quotes and accuracy	DWP Place (Service Now) * Supplier Data	Provide a response including a quote and delivery timescales to Project Request within 15 working days	Pass / Fail KPI attainment 90% Supporting MI	Monthly	On the 5th Working Day of Every Month
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KPI 5a – Asset Management Updates	DWP Place. DWP sample check	Following movement of devices in and out of the Supplier stockroom changes to Asset records in the DWP Asset Repository are completed within 48 hours	Pass / Fail KPI attainment 99.5% Supporting MI	Weekly	On the first Monday (or where a Public Holiday, next Working Day) of every week
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KPI 5b – Asset Management corrections	DWP Place. DWP sample check	Throughout the service period the Supplier to check the accuracy of the Asset record changes made and correct 99.5% of errors within 48 hours This will be validated by DWP sample checking	Pass / Fail KPI attainment 99.5% Supporting MI	Weekly	On the first Monday (or where a Public Holiday, next Working Day) of every week
KPI 6 – Project milestones	Project governance board	Joint responsibility on supplier and DWP to ensure project milestones are in place for all project engagements	Pass / Fail KPI attainment 100% Supporting MI	Monthly	On the 5th Working Day of Every Month
KPI 7 – Invoicing Accuracy	Supplier invoicing	All invoices submitted within required timescales	Pass / Fail KPI attainment 99.5% Supporting	Monthly	On the 5th Working Day of Every Month

		All invoices presented against the correct Purchase Order references	MI		
		All invoices raised for the correct amount			
		Any discrepancies resolved within required timescales			

The Experience Level Agreements (XLA) relating to this Contract are as follows: -

Device and Monitor Replacement Service				
XLA	I had a positive experience with the Supplier	Ratings		
XI - 1	Contact to arrange my replacement was professional, polite and courteous	Exceeded Expectations	As Expected	Below Expectations
XI - 2	My replacement was delivered within the agreed expectations	Exceeded Expectations	As Expected	Below Expectations
XI - 3	The delivery engineer was professional, polite and courteous	Exceeded Expectations	As Expected	Below Expectations
Standard Service Requests				
XLA	I had a positive experience with the Supplier	Ratings		
XI - 1	Contact to arrange fulfilment of my request was professional, polite and courteous	Exceeded Expectations	As Expected	Below Expectations
XI - 2	My request was completed within the agreed expectations	Exceeded Expectations	As Expected	Below Expectations

XI - 3	The engineer was professional, polite, and courteous	Exceeded Expectations	As Expected	Below Expectations
Note: Scoring and measurement criteria to be agreed upon Service Transition. Meeting the XLA in the reporting period may be used to offset any financial penalties against any potential corresponding SLA failures. This will be at the discretion of the Authority.				

The XLA Reporting Requirements relating to this Contract are as follows: -

XLA Reporting				
Title	Data Source	Content	Format	Frequency
XLA 1 – Device and Monitor Replacement Service “I had a positive experience with the Supplier”	To be agreed at Service Transition	Supporting XI outputs	To be agreed at Service Transition	Monthly
XLA 2 – Standard Service Request “I had a positive experience with the Supplier”	To be agreed at Service Transition	Supporting XI outputs	To be agreed at Service Transition	Monthly

Additional Reporting Requirements relating to this Contract are as follows: -

Additional Reporting Requirements				
Title	Data Source	Content	Format	Frequency

BER (Beyond Economical Repair)	Supplier Source Data	All devices received and assessed that have been deemed BER by the supplier. Asset, Serial, Make, Model and reason these are proposed as BER	Summary of volumes based on make and model with backing data	Monthly
Disposal	Supplier Source Data	All devices disposed of within the reporting period. Report to include Asset, Serial, Make, Model, Date of Disposal, Confirmation WEE certificate has been sent to the Authority, date provided	Summary of volumes based on make and model with backing data	Monthly
Re-Sale	Supplier Source Data	All devices proposed for resale within the reporting period. Report to include Asset, Serial, Make, Model, Value	Summary of Value against make and model, with backing data	Monthly

Continual Service Improvement (CSI) initiatives	N/A	Minimum of x2 tangible CSI Initiatives To include: description, benefits, category, any indicative costs (if applicable)	Presentation at Monthly Service Review	Quarterly
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Stockholding – Historical demand	DWP Service Now (DWP Place) & Supplier source data	Volume of Devices provisioned against Incidents & Standard, NSSR and Project requests, by make and model.	3 Month rolling view of historical device and Monitor provision against Core Services. By Month.	Monthly
Stockholding – Stock Status	Supplier Data Source (to move to DWP Service Now where possible)	High Level Volume report of all stock held and its availability status. E.g. ready to deploy, In repair	Stock status by Make/Model	Weekly
Repairs	Supplier Data Source	volume of devices & monitors entering the repair loop, the outcome of the assessment, warranty status, pricing and repair status	Summary of volume of repairs against make and model, warranty and repair status	Monthly
Trend Analysis	DWP Service Now (DWP Place) & Supplier source data	Any significant trends in incident types based on Tech Now or Repair data. Volume of issues by trend	Trend identified & associated volumes	Quarterly
Obligation Management	Contractual Obligations	A full list of all contractual obligations, Met/Not Met, evidence on how these are being met or	Total Number of obligations / Volume of Pass/Fail and overall % compliant	Quarterly

		mitigated if they are not		
Security Incidents	Supplier Data	Any security incidents identified by the supplier that has or could cause any physical or reputational damage to the Authority	Description of issue, latest status, impact	Monthly
Aged debt and open invoices	Supplier Source Data	Any invoices not yet paid including details of : Invoice reference, PO reference, Value, Due date Days overdue (if applicable)	Presented at Monthly Commercial & Operational Board	Monthly
Contract Spend	Supplier Source Data	Spend to date against the contract, split by service line/purchase order	Presented at Monthly Commercial & Operational Board	Monthly

1. SLA Calculations

1.1. Asset Management Repository assessed under SLA 4 shall be calculated by using the following calculation:

Calculation:

Devices handled by Supplier in service period = A

Devices updated correctly = B

Calculation of accuracy = $B/A \times 100$

1.2. The Supplier shall adhere to these principles for the purposes of Asset Management Repository calculation

1.2.1. A report will be provided of devices handled within the service period including:

- (a) Devices held by Supplier (previous months baseline);
- (b) Devices moved in to Supplier Stock (with relevant incident or request references);
- (c) Devices moved out of Supplier Stock (with relevant incident or request references);
- (d) Devices left in Supplier Stock (new baseline)

1.2.2. The report will provide Serial Numbers consistent with the DWP Place asset repository.

1.2.3. The total number of Devices (1) includes any 'computer' device handled within the calendar month by the Supplier e.g. Laptops, 2 in1's, Mini-PC's and Desktops

1.2.4. The total number of errors linked to the asset record for a device handled by the Supplier. This could be related to one issue or a combination of issues related to the following: (the device is only counted once even if there is more than one error):

- (a) Asset Tag
- (b) Serial number
- (c) Location
- (d) Stat
- (e) Sub-state
- (f) Model
- (g) Stockroom
- (h) Any other asset information in the TechNow asset repository relevant to the service provided by the Supplier.

2. Monitoring SLA Performance

2.1. Performance by the Supplier against each SLA shall be graded as follows:

SLA Status	Description
Green	Meets the SLA
Amber	Some failure to meet the SLA which requires a remediation plan for corrective action.

Red	Material failure to meet the SLA which requires a remediation plan and allows options for service monitoring
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2.2. Service Credits shall be applied as described in the Credits Applied section in Section IV. A maximum monthly Service Credit Cap of nine percent (9%) of the Monthly Service Charge for a reported Service Period shall be applied throughout the term of the Call-off Contract.

2.3. Performance management will be monitored according to the governance framework within this Call-Off agreement (Appendix 17). The detail will be agreed during Implementation and documented in the Operations Manual

3. Service Level Multiple Failure Event

3.1. A Service Level Multiple Failure event shall occur where 3 consecutive months where 1 or more SLA fails, which may result in Commercial discussions about the future of the service and the remedies available within the Call-Off terms

4. Service remediation

4.1. If there is a Service Level Failure, the Supplier shall:

- 4.1.1. notify the Authority immediately of the Service Level Failure;
- 4.1.2. provide the Authority with a draft remediation plan which sets out the steps to be taken by the Supplier in order to remedy the Service Level Failure and prevent recurrence ;
- 4.1.3. deploy all additional resources and take all remedial action that is necessary to rectify or to prevent the Service Level Failure from recurring; and
- 4.1.4. carry out the actions identified in remediation Plan in accordance with its terms, at the Suppliers cost.

4.2. Other than in the following circumstances:

- 4.2.1. Any negligent act or omission of the Authority;
- 4.2.2. Any breach of an express provision of this Contract by the Authority;
- 4.2.3. Any Force Majeure Event;

5. Updates and amendments to systems

5.1. Both Parties, in recognition of ongoing technological innovation, acknowledge that there may be updates or amendments to either Party's systems integral to the provision of the Services, resulting in potential modifications to mechanisms used in monitoring and reporting SLA/KPI/XLA performance.

- 5.1.1. In the event that a Party makes a minor amendment to such systems (e.g. an amendment that has no perceived, or an immaterial impact on the provision of the Services and no commercial impact), such party shall provide reasonable prior written notice of such change and the Supplier shall be granted a reasonable grace period (to be agreed between the parties, acting reasonably)

to allow for the Supplier to make necessary adjustments to the Services to accommodate the change, during which time the Supplier shall be measured against the original reporting mechanisms for the affected SLAs, KPIs or XLAs (i.e. measurement in alignment with the measures before the change was made).

- 5.1.2. In the event that a Party wishes to make a material amendment to such systems (e.g. an amendment that has an impact on the provision of the Services, including in respect of any commercial impact), such party shall provide reasonable prior written notice and only implement the change after going through the Change Control Process and the Supplier shall be granted a reasonable grace period (to be agreed between the parties, acting reasonably, but no less than one month) to allow for the Supplier to make necessary adjustments to the Services to accommodate the change, during which time the Supplier shall be measured against the original reporting mechanisms for the affected SLAs, KPIs or XLAs (i.e. measurement in alignment with the measures before the change was made).

For the purposes of this agreement, Relief Event means

- (i) any breach of any express provision of this Contract by the Authority including without limitation an obligation to comply with the Authority's obligations which is a direct cause of the SLA failure;
- (ii) any negligent act or omission of the Authority which is a direct cause of the SLA failure; and/or
- (iii) any Force Majeure Event.

Appendix 11
Subcontractor Information

Subcontractor	Certifications
Amsys/Jigsaw	Cyber Essentials; ISO:27001
DPD	ISO:27001
LGI (Bonds)	ISO:27001
Restore	Cyber Essentials; ISO:27001
RICO	Cyber Essentials (held by parent company, TVS Services); ISO:27001

The Authority agrees that notwithstanding any other provisions in this Call-Off Contract, the above certifications are the only certifications that are required for these subcontractors.

Appendix 12

DWP Additional Clauses

Not Used in this Contract.

Appendix 13
DWP Security Schedule

1. GENERAL

The Supplier shall, and shall procure that any Sub-Contractor (as applicable) shall, comply with the Authority's security requirements as set out in the Contract which include the requirements set out in this Appendix 13 to the Contract (the "**Authority's Security Requirements**"). The Authority's Security Requirements include, but are not limited to, requirements regarding the confidentiality, integrity and availability of Authority Assets, the Authority's Systems Environment and the Supplier's Systems Environment.

2. PRINCIPLES OF SECURITY

- 2.1 The Supplier shall at all times comply with the Authority's Security Requirements and provide a level of security which is in accordance with the Security Policies and Standards, Good Security Practice and Law.

3. ISO/IEC 27001 COMPLIANCE AND AUDIT

- 3.1 The Supplier shall, and shall procure that any Sub-Contractor (as applicable) shall, comply with ISO/IEC 27001 in relation to the Services during the Contract Period.
- 3.2 The Supplier shall appoint an Information Security Manager and shall notify the Authority of the identity of the Information Security Manager on the Commencement Date and, where applicable, within 5 Working Days following any change in the identity of the Information Security Manager.
- 3.3 The Supplier shall ensure that it operates and maintains the Information Security Management System during the Contract Period and that the Information Security Management System meets the Security Policies and Standards, Good Security Practice and Law and includes:

Appendix 14

- a) a scope statement (which covers all of the Services provided under this Contract);

- b) a risk assessment (which shall include any risks specific to the Services);
- c) a statement of applicability;
- d) a risk treatment plan; and
- e) an incident management plan

in each case as specified by ISO/IEC 27001.

The Supplier shall provide the Information Security Management System to the Authority upon request within 10 Working Days from such request.

- 3.4 The Supplier shall carry out regular Security Tests in compliance with ISO/IEC 27001 and shall within 10 Working Days after completion of the relevant audit provide any associated security audit reports to the Authority.
- 3.5 Notwithstanding the provisions of paragraph 3.1 to paragraph 3.4, the Authority may, in its absolute discretion, notify the Supplier that it is not in compliance with the Authority's Security Requirements and provide details of such non-compliance. The Supplier shall, at its own expense, undertake those actions required in order to comply with the Authority's Security Requirements within one calendar month following such notification or on a date as agreed by the Parties. For the avoidance of doubt, any failure to comply with the Authority's Security Requirements within the required timeframe (regardless of whether such failure is capable of remedy) shall constitute a Material Breach.

4. CYBER ESSENTIALS SCHEME

- 4.1 The Supplier shall, and shall procure that any Sub-Contractor (as applicable) shall, obtain and maintain certification to Cyber Essentials (the "Cyber Essentials Certificate") in relation to the Services during Contract Period. The Cyber Essentials Certificate shall be provided by the Supplier to the Authority annually on the dates as agreed by the Parties.
- 4.2 The Supplier shall notify the Authority of any failure to obtain, or the revocation of, a Cyber Essentials Certificate within 2 Working Days of confirmation of such failure or revocation. The Supplier shall, at its own expense, undertake those actions required in order to obtain a Cyber

Essentials Certificate following such failure or revocation. For the avoidance of doubt, any failure to obtain and/or maintain a Cyber Essentials Certificate

during the Contract Period after the first date on which the Supplier was required to provide a Cyber Essentials Certificate in accordance with paragraph 4.1 (regardless of whether such failure is capable of remedy) shall constitute a Material Breach.

5. RISK MANAGEMENT

- 5.1 The Supplier shall operate and maintain policies and processes for risk management (the **Risk Management Policy**) during the Contract Period which includes standards and processes for the assessment of any potential risks in relation to the Services and processes to ensure that the Authority's Security Requirements are met (the **Risk Assessment**). The Supplier shall provide the Risk Management Policy to the Authority upon request within 10 Working Days of such request. The Authority may, at its absolute discretion, require changes to the Risk Management Policy to comply with the Authority's Security Requirements. The Supplier shall, at its own expense, undertake those actions required in order to implement the changes required by the Authority within one calendar month of such request or on a date as agreed by the Parties.
- 5.2 The Supplier shall carry out a Risk Assessment (i) at least annually, (ii) in the event of a material change in the Supplier's Systems Environment or in the threat landscape or (iii) at the request of the Authority. The Supplier shall provide the report of the Risk Assessment to the Authority, in the case of at least annual Risk Assessments, within 5 Working Days of completion of the Risk Assessment or, in the case of all other Risk Assessments, within one calendar month after completion of the Risk Assessment or on a date as agreed by the Parties. The Supplier shall notify the Authority within 5 Working Days if the Risk Profile in relation to the Services has changed materially, for example, but not limited to, from one risk rating to another risk rating.
- 5.3 If the Authority decides, at its absolute discretion, that any Risk Assessment does not meet the Authority's Security Requirements, the Supplier shall repeat the Risk Assessment within one calendar month of such request or as agreed by the Parties.

- 5.4 The Supplier shall, and shall ensure that any Sub-Contractor (as applicable) shall, co-operate with the Authority in relation to the Authority's own risk management processes regarding the Services.
- 5.5 For the avoidance of doubt, the Supplier shall pay all costs in relation to undertaking any action required to meet the requirements stipulated in this paragraph 5. Any failure by the Supplier to comply with any requirement of this paragraph 5 regardless of whether such failure is capable of remedy, shall constitute a Material Breach.

6. SECURITY AUDIT AND ASSURANCE

- 6.1 The Supplier shall, and shall procure that any Sub-Contractor (as applicable) shall, complete the information security questionnaire in the format stipulated by the Authority (the "**Information Security Questionnaire**") at least annually or at the request by the Authority. The Supplier shall provide the completed Information Security Questionnaire to the Authority within one calendar month from the date of request.
- 6.2 The Supplier shall conduct Security Tests to assess the Information Security of the Supplier's Systems Environment and, if requested, the Authority's Systems Environment. In relation to such Security Tests, the Supplier shall appoint a third party which i) in respect of any Penetration Test, is duly accredited by CHECK, CREST (International), or Tigerscheme and, ii) in respect of any Security Test to which PCI DSS apply, is an approved scanning vendor duly accredited by the PCI. Such Security Test shall be carried out (i) at least annually, (ii) in the event of a material change in the Supplier's Systems Environment or in the Authority's System Environment or (iii) at the request of the Authority which request may include, but is not limited to, a repeat of a previous Security Test. The content, and format of any report of such Security Tests shall be approved in advance of the Security Test by the Authority. The Supplier shall provide any report of such Security Tests within one calendar month following the completion of such Security Test or on a date agreed by the Parties. The Supplier shall, at its own expense, undertake those actions required to rectify any risks identified by any Security Test in the manner and within the timeframe required by the Authority in its absolute discretion.
- 6.3 The Authority shall be entitled to send the Authority's Representative to witness the conduct of any Security Test. The Supplier shall provide to the

Authority notice of any Security Test at least one month prior to the relevant Security Test.

- 6.4 The Authority, or an agent appointed by it, may undertake Security Tests in respect of the Supplier's Systems Environment after providing advance notice to the Supplier. If any Security Test identifies any non-compliance with the Authority's Security Requirements, the Supplier shall, at its own expense, undertake those actions required in order to rectify such identified noncompliance in the manner and timeframe as stipulated by the Authority at its absolute discretion. The Supplier shall provide all such co-operation and assistance in relation to any Security Test conducted by the Authority as the Authority may reasonably require.
- 6.5 The Authority shall schedule regular security governance review meetings which the Supplier shall, and shall procure that any Sub-Contractor (as applicable) shall, attend.

7. SECURITY POLICIES AND STANDARDS

- 7.1 The Supplier shall, and shall ensure that any Sub-Contractor (as applicable) shall, comply with the Security Policies and Standards set out in Annex A and B.
- 7.2 Notwithstanding the foregoing, the Authority's Security Requirements applicable to the Services may be subject to change following certain events including, but not limited to, any relevant change in the delivery of the Services. Where any such change constitutes a Contract Change, any change in the Authority's Security Requirements resulting from such Contract Change (if any) shall be agreed by the Parties in accordance with the Contract Change Procedure. Where any such change constitutes an Operational Change, any change in the Authority's Security Requirements resulting from such Operational Change (if any) shall be agreed by the Parties and documented in the relevant Operational Change Confirmation.
- 7.3 The Supplier shall, and shall procure that any Sub-Contractor (as applicable) shall, maintain appropriate records and is otherwise able to demonstrate compliance with the Security Policies and Standards.

ANNEX A – AUTHORITY SECURITY POLICIES AND STANDARDS

The Security Policies are published on:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-andstandards> unless specified otherwise:

- a) Acceptable Use Policy
- b) Information Security Policy
- c) Physical Security Policy
- d) Information Management Policy
- e) Email Policy
- f) Technical Vulnerability Management Policy
- g) Remote Working Policy
- h) Social Media Policy
- i) Forensic Readiness Policy
- j) SMS Text Policy
- k) Privileged Users Security Policy
- l) User Access Control Policy

m) Security Classification Policy

n) Cryptographic Key Management Policy

o) HMG Personnel Security Controls – May 2018

(published on <https://www.gov.uk/government/publications/hmg-personnelsecurity-controls>)

p) NCSC Secure Sanitisation of Storage Media (published on <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>)

ANNEX B – SECURITY STANDARDS

The Security Standards are published on:

<https://www.gov.uk/government/publications/dwp-procurement-security-policies-andstandards>:

- a) SS-001 - Part 1 - Access & Authentication Controls
- b) SS-001 - Part 2 - Privileged User Access Controls
- c) SS-002 - PKI & Key Management
- d) SS-003 - Software Development
- e) SS-005 - Database Management System Security Standard
- f) SS-006 - Security Boundaries
- g) SS-007 - Use of Cryptography
- h) SS-008 - Server Operating System
- i) [SS-009 - Hypervisor](#)
- j) SS-010 - Desktop Operating System
- k) SS-011 - Containerisation
- l) SS-012 - Protective Monitoring Standard for External Use
- m) [SS-013 - Firewall Security](#)
- n) SS-014 - Security Incident Management
- o) SS-015 - Malware Protection
- p) SS-016 - Remote Access
- q) SS-017 - Mobile Devices
- r) SS-018 - Network Security Design
- s) SS-019 - Wireless Network
- t) SS-022 - Voice & Video Communications
- u) SS-023 - Cloud Computing
- v) SS-025 - Virtualisation
- w) SS-027 - Application Security Testing
- x) SS-028 - Microservices Architecture

- y) SS-029 - Securely Serving Web Content
- z) SS-030 - Oracle Database
- aa) SS-031 - Domain Management
- bb) SS-033 - Patching

Appendix 14 DWP GDPR Clauses

Appendix 14, Part A

PROTECTION OF INFORMATION

1. 1 Authority Data

- 1.1 The Supplier shall not delete or remove any proprietary notices contained within or relating to the Authority Data.
- 1.2 The Supplier shall not store, copy, disclose, or use the Authority Data except as necessary for the performance by the Supplier of its obligations under this Contract or as otherwise expressly authorised in writing by the Authority.
- 1.3 To the extent that Authority Data is held and/or processed by the Supplier, the Supplier shall supply that Authority Data to the Authority as requested.
- 1.4 The Supplier shall take responsibility for preserving the integrity of Authority Data and preventing the corruption or loss of that data.
- 1.5 The Supplier shall perform secure back-ups of all Authority Data and shall ensure that up-to-date back-ups are stored off-site in accordance with the Business Continuity Plan. The Supplier shall ensure that such back-ups are available to the Authority at all times upon request. Confirmation that secure back-ups have been performed in accordance with the Authority's requirements as specified in this clause 1.5 shall be provided to the Authority no less than every three (3) Months.
- 1.6 The Supplier shall ensure that any system or media on which the Supplier holds any Authority Data, including back-up data, is a secure system that complies with the Security Policies and Standards.
- 1.7 If the Authority Data is corrupted, lost or sufficiently degraded as a result of the Supplier's Default so as to be unusable, the Authority may:-
 - a) require the Supplier (at the Supplier's expense) to restore or provide for the restoration of the Authority Data and the Supplier shall do so as soon as practicable but not later than [ten (10) days]; and/or;

- b) itself restore or provide for the restoration of the Authority Data and shall be repaid by the Supplier any reasonable expenses incurred in doing so.
- 1.8 If at any time the Supplier suspects or has reason to believe that the Authority Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, then the Supplier shall notify the Authority immediately and inform the Authority of the remedial action the Supplier proposes to take.
- 1.9 The Supplier and any of its Sub-contractors, shall not access, process, host or transfer Authority Data outside the United Kingdom without the prior written consent of the Authority, and where the Authority gives consent, the Supplier shall comply with any reasonable instructions notified to it by the Authority in relation to the Authority Data in question. The provisions set out in this paragraph 1.9 shall apply to Landed Resources.
- 1.10 Where the Authority has given its prior written consent to the Supplier to access, process, host or transfer Authority Data from premises outside the United Kingdom (in accordance with clause 1.9 of the Contract):-
- a) the Supplier must notify the Authority (in so far as they are not prohibited by Law) where any Regulatory Bodies seek to gain or has gained access to such Authority Data;
 - b) the Supplier shall take all necessary steps in order to prevent any access to, or disclosure of, any Authority Data to any Regulatory Bodies outside the United Kingdom unless required by Law without any applicable exception or exemption.
- 1.11 Any breach by the Supplier of clause 1 shall be a Material Breach.
- 1.12 In the event the Supplier goes into Liquidation or the Contract is terminated by the Authority pursuant to the provisions of the Contract relating to termination on insolvency, the Supplier (or a liquidator or provisional liquidator acting on behalf of the Supplier) shall at its own cost and at no cost to the Authority:-
- a) conduct a full and thorough search for any electronic and paper records held by the Supplier which contain Authority Data/Information/Information [relating to a Authority/service user]; in accordance with the Authority instructions;
 - b) return all such records as described in clause 1.12(a) to the Authority in accordance with their instructions;

- c) permanently destroy all copies of any relevant electronic records; and
- d) provide written confirmation to the Authority that the actions outlined above in this clause have been completed.

1.13 In the event of a Sub-contractor being in then it is the responsibility of the Supplier to recover records held by the Sub-contractor and provide assurance to the Authority that they have been recovered.

1.14 In the event the Supplier is put into Administration the Authority will work closely with the administrator to ensure the Supplier is able to maintain Authority and other records they have created and held in accordance with this clause 1 of this Contract and maintain these standards in the safekeeping of Authority information, i.e. these records must be stored in accordance with Authority information assurance and HMG Cabinet Office information security standards.

2 Protection of Personal Data (Authority is Data Controller)

2.1 Each of the Parties including the personnel of each Party (personnel shall include directors, officers, employees, servants, agents, consultants, suppliers and sub-contractors) will comply with all of its applicable requirements of the Data Protection Legislation and shall not knowingly or negligently by any act or omission, place the other Party in breach, or potential breach of Data Protection Legislation. This clause is in addition to and does not relieve, remove or replace a Party's obligations under the Data Protection Legislation.

2.1B The Authority shall be the Data Controller of the information listed in Part B Annex B Part 1.

2.2 With respect to the Parties' rights and obligations under the Contract, the Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Data Controller and the Supplier is the Data Processor unless otherwise specified in Part B.

2.3 The Supplier shall notify the Authority immediately if it considers that any of the Authority's instructions infringe the Data Protection Legislation.

2.4 The Supplier shall provide all reasonable assistance to the Authority in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Authority, include (without limitation):-

- a) a systematic description of the envisaged processing operations and the purpose of the processing;

- b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
- c) an assessment of the risks to the rights and freedoms of Data Subjects; and
- d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.

2.5 The Supplier shall, in relation to any Personal Data processed or to be processed in connection with its obligations under this Contract:-

- a) process that Personal Data only to the extent and in such manner as is necessary for the purposes specified in this Contract and in accordance with Part B, unless the Supplier is required to process the Personal Data otherwise by Law. In such case, the Supplier shall inform the Authority of that legal requirement unless the Law prevents such disclosure on the grounds of public interest;
- b) ensure that it has in place Protective Measures, which are appropriate to protect against a Data Loss Event, which the Data Controller may reasonably reject (but failure to reject shall not amount to approval by the Data Controller of the adequacy of the Protective Measures) having taken account of the:-
 - (i) nature of the Personal Data to be protected;
 - (ii) harm that might result from a Data Loss Event; (iii)
 - state of technological development; and

implement any Protective Measures at the Supplier's own expense and at no cost to the Authority;
- c) ensure that it and its Staff:-
 - (i) do not process Personal Data except in accordance with this Contract and Data Protection Legislation and access to such data is limited to those Staff who need to access Personal Data to meet the Supplier's Data Processor duties under the Contract and Data Protection Legislation
 - (ii) and only collect Personal Data on behalf of the Authority in the format agreed with the Authority which shall contain a data protection notice informing the Data Subject of the identity of the

Data Controller, the identity of any data protection representative it may have appointed, the purpose(s) for which the Data Subject's Personal Data will be processed and any other information, which is necessary to comply with Data Protection Legislation. The Supplier shall not modify the format agreed with the Authority without the prior written consent of the Authority;

- (iii) take all reasonable steps to ensure the reliability and integrity of any Staff who have access to the Personal Data and ensure that they:-
 - (A) are aware of and comply with the Supplier's duties under clause 2;
 - (B) are subject to appropriate confidentiality undertakings including between the Supplier and any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third party unless directed in writing to do so by the Authority or as otherwise permitted by this Contract or required to do so under a legal requirement/court order (provided that the Supplier shall give notice to the Authority of any disclosure of Personal Data that it or any of its Staff is required to make under such a legal requirement or court order immediately when it is made aware of such a requirement); and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data;
- d) not transfer Personal Data outside of the European Economic Area or International Organisation unless the prior written consent of the Authority has been obtained and provided the following conditions are fulfilled:-
 - (i) the Authority or the Supplier has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Controller;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) the Supplier complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred; and

- (iv) the Supplier complies with any reasonable instructions notified to it in advance by the Authority with respect to the processing of the Personal Data.
- e) at the written direction of the Authority, delete or return Personal Data (and any copies of it) using a secure method of transfer to the Authority on expiry or earlier termination of the Contract unless the Supplier is required by Law to retain the Personal Data;
- f) permit the Authority or the Authority's designated representative or external auditors to inspect and audit the Supplier's Data Processor activities (and/or those of its Staff) and comply with all reasonable requests or directions by the Authority to enable the Authority to verify that the Supplier is in full compliance with its obligations under the Contract.

2.6 Subject to clause 2.7, the Supplier shall notify the Authority immediately if it:-

- a) receives a Data Subject Request (or purported Data Subject Request);
- b) receives a request to rectify, block or erase any Personal Data;
- c) receives any other request, notice, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Contract;
- e) receives a request from any third party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
- f) becomes aware of a Data Loss Event.

2.7 The Supplier's obligation to notify the Authority under clause 2.6 shall include the provision of further information to the Authority as soon as reasonably practicable as details become available.

2.8 Taking into account the nature of the processing, the Supplier shall provide the Authority with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request

made under clause 2.6 (and insofar as possible within the timescales reasonably required by the Authority) at no cost to the Authority including by promptly providing:-

- a) the Authority with full details and copies of the complaint, communication or request;
- b) such assistance as is reasonably requested by the Authority to enable the Authority to comply with a Data Subject Request promptly and in any event within the relevant timescales set out in the Data Protection Legislation;
- c) the Authority, at its request, with any Personal Data it holds in relation to a Data Subject;
- d) assistance as requested by the Authority following any Data Loss Event including but not limited to such assistance to enable the Authority to mitigate the impact of the Data Loss Event, to ensure that a Data Loss Event of the same nature does not occur again, to notify the competent regulatory body of the Data Loss Event and/or to notify the Data Subjects of the Data Loss Event;
- e) assistance as requested by the Authority with respect to any request from the Information Commissioner's Office, or any consultation by the Authority with the Information Commissioner's Office.

2.9 The Supplier shall maintain complete and accurate records and information to demonstrate its compliance with its Data Processor obligations under this clause 2. This requirement does not apply where the Supplier employs fewer than 250 staff, unless:-

- a) the Authority determines the processing is not occasional;
- b) the Authority determines the processing includes any Special Categories of Personal Data and/or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; or
- c) the Authority determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.

2.10 The Supplier shall keep a record of any processing of Personal Data it carries out on behalf of the Authority including (without limitation) the records specified in Article 30(2) of the GDPR and upon request provide a copy of the record of the processing of any Personal Data it carries out on behalf of the Authority including (without limitation) the records specified in Article 30(2) of the GDPR.

2.11 The Supplier shall designate its own Data Protection Officer if required by Data Protection Legislation or by the Authority in writing.

2.12 Before allowing any Sub-processor to process any Personal Data under this Contract, the Supplier must:-

- a) notify the Authority in writing of the intended Sub-processor and processing;
 - b) obtain the advance written consent of the Authority to allow the Subprocessor to process any Personal Data under the Contract;
 - c) enter into a written contract with the Sub-processor which reflects the terms set out in this clause 2 such that they apply to the Sub-Processor as a Data Processor; and
 - d) provide the Authority with such information regarding the Subprocessor as the Authority may reasonable require.
- 2.13 The Supplier shall remain fully liable for all acts or omissions of any Sub-processor and/or Staff.
- 2.14 The Authority may, at any time on not less than thirty (30) Working Days ' advance notice, revise this clause by replacing it with any applicable Data Controller/Data Processor standard clauses or similar terms forming part of an applicable certification scheme under the Data Protection Legislation (which shall apply when incorporated by an attachment to this Contract).
- 2.15 The Supplier shall comply with guidance issued by the Information Commissioner's Office. The Authority may on not less than thirty (30) Working Days 'notice to the Supplier amend this Contract to ensure that it complies with any guidance issued by the Information Commissioners Officer and/or any changes to Data Protection Legislation.
- 2.16 The Supplier shall indemnify and keep the Authority indemnified in full from and against all claims, proceedings, actions, damages, loss, penalties, fines, levies, costs and expenses and all loss of profits, business revenue or goodwill (whether direct or indirect) and all consequential or indirect loss howsoever arising out of, in respect of or in connection with, any breach by the Supplier or any of its Staff of this clause 2.

Appendix 14, Part B – PERSONAL DATA AND DATA SUBJECTS

ANNEX A – DATA PROCESSING

1. The Data Processor shall comply with any further written instructions with respect to processing by the Data Controller.

2. Any such further instructions shall be incorporated into this Part B Annex A.
3. This Part B Annex A shall be completed by the Data Controller, who may take account of the view of the Data Processor, however the final decision as to the content of this Part B Annex A shall be with the Data Controller at its absolute discretion.
4. The contact details of the Data Processor's Data Protection Officer are Tola Sobitan (Director, Privacy Counsel) - personaldatainquiry@cdw.com

Description	Details
Identify of: the Data Controller the Data Processor	The Parties acknowledge that for the purposes of the Data Protection Legislation, the Authority is the Data Controller and the Supplier is the Data Processor in accordance with clause 2.2
Subject matter of the processing	Device Support & Request Services Contract
Duration of the processing	24 months

Nature and purposes of the processing	User home address and phone number to facilitate home deliveries and device swaps
Type of Personal Data	Home address, mobile phone number
Categories of Data Subject	Official – containing personal data
Plan for return and destruction of the data once the processing is complete UNLESS requirement under European Union or European member state law to preserve that type of data	Data to be deleted at end of contract term where possible

ANNEX B – DATA CONTROLLER PART 1

The Authority shall be the Data Controller of:

Employee Personal Data

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PART 2

The Controller shall be the Data Controller of:

Employee Personal Data

Appendix 15
Data Protection Protocol
Not used in this Contract.

Appendix 16

Information Security Questionnaire



Device%20Services%
20Information%20Se

Appendix 17

GOVERNANCE

1. The Parties shall apply the following Board structures and representations for the performance monitoring of this agreement, the detail of which shall be held in the Operations Manual.



Appendix 18

DWP Invoicing Policy

1. The Supplier agrees to the following policies regarding invoicing:
 - 1.1. The Supplier must provide accurate invoices and supporting Management Information on a monthly basis.
 - 1.2. The Authority shall create a Purchase Order (PO) per service line which the Supplier must invoice accurately against. In the case of the Supplier invoicing against the incorrect Purchase Order, the Authority will reject the invoice.
 - 1.3. The Supplier shall ensure that any invoice or credit note includes, without limitation, the following information:
 - 1.3.1. The Purchase Order reference
 - 1.3.2. The date of the invoice
 - 1.3.3. A unique, numerical invoice number
 - 1.3.4. The period to which the charges relate
 - 1.3.5. Details of the correct contract reference
 - 1.3.6. A contact name and telephone number of a responsible person in the Supplier's Finance department in the event of any administrative queries
 - 1.3.7. The banking details for payment to the Supplier via electronic transfer of funds (i.e., name and address of bank, sort code, account name and number)
 - 1.3.8. Clear indication of whether it is a credit note or invoice
 - 1.3.8. 1. In the case of a credit note, detail of the invoice number the credit note is being raised against

1.3.9. The amounts charged, broken down at a summary level and matching the amounts detailed in the Management Information outlined in 1.3.11

1.4. Where any invoice or credit note does not conform to the Authority's requirements detailed in 1.3 and therefore does not constitute a valid invoice or credit note, the Authority will reject this invoice or credit note.

1.5. Any invoice or credit note shall be accompanied with Management Information (MI), the format and content of which shall be agreed during the onboarding process. This MI shall include, without limitation, the following information:

1.5.1. The dates upon which the services being charged were performed

1.5.2. Detail of the services being charged including volumes and unit costs

1.5.3. The methodology applied to calculate the charges

1.5.4. The invoice and Purchase Order reference that the MI corresponds to

1.6. The Supplier shall submit, as soon as possible and in any case within ten (10) Working Days after the end of each calendar month, all invoices and accompanying Management Information in such format as the Authority may specify from time to time, for the Charges incurred during that calendar month.

1.6.1. Invoices and credit notes shall be submitted to:

1.6.1.1. APinvoices-DWP-U@gov.sscl.com

1.6.1.2. workplace.computing@invoices.dwp.gov.uk

1.6.2. With all supporting documentation and management information also submitted to:

1.6.2. 1. workplace.computing@invoices.dwp.gov.uk

1.7. At the point that the Authority notes a discrepancy in the billing, the Supplier shall respond within 3 working days with agreement or with further clarification. Discrepancies must be settled by the Supplier in the form of a credit note within 3 working days of such agreement. If this credit note is not

raised within 10 working days of such agreement, the Authority may reject the invoice and ask the Supplier to re-invoice for the correct amount.

1.8. The Authority shall have 6 months in which to raise any billing discrepancies. Any discrepancies raised after this point shall not be liable for remedy by the Supplier. For the avoidance of doubt, this 6-month deadline shall only apply where the Supplier has responded to invoicing queries within the agreed timescales outlined in 1.7.

1.9. The Supplier must provide any invoices to the Authority within 6 months of the completion of delivery of the relevant Services to which the invoice relates. Invoices delivered after expiry of this period shall be invalid and the Authority shall have no liability in respect of such invoices.

Appendix 19 DEFINITIONS AND INTERPRETATION

1. In this Contract the following words shall have the following meanings unless the context requires otherwise:

“Actual Services Commencement Date”	means the date mutually agreed between the Parties and following completion of the Implementation Plan on which the Supplier’s obligation to perform all of the Services commences;
“Administration”	means the administrative receivership of a company under the management of an administrator under the Insolvency Act 1986 (as amended).
“Affiliate”	means in relation to any company, any holding company or subsidiary of that company or any subsidiary of such holding company, and “holding company” and “subsidiary” shall have the meaning given to them in section 1159 of the Companies Act 2006

“Asset Management Repository”	DWP Hardware Asset Management Repository within DWP Place (DWP Service Now), where all Hardware Assets are recorded and tracked using their asset details and supporting information, including; Serial Number, Device Hostname, Asset Tag, Make, Model, Assigned User, installation date, Location, Stockroom and State, so assets can be tracked from procurement, throughout the asset lifecycle until disposal (end of life)
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“Authority Assets”	means any Authority Devices and Authority Data;
“Authority Data“	<p>means the data, guidance, specifications, instructions, toolkits, plans, databases, patents, patterns, models, design, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and which are:-</p> <p>(i) supplied to the Supplier by or on behalf of the Authority; or</p> <p>(ii) which the Supplier is required to generate, process, store or transmit pursuant to this Contract.</p>
“Authority Personnel”	shall mean all persons employed by the Authority including directors, officers, employees together with the Authority’s servants, agents, consultants, Suppliers and suppliers but excluding the Supplier and any SubContractor (as applicable).

“Authority’s Obligations”	means the Authority’s further obligations, if any, referred to in the Specification and Tender Response Document and/or the Order Form;
“Authority’s Representative”	means the person representing the Authority that signs this Call-off Contract.

“Authority’s Security Requirements“	means the Authority’s security requirements set out in the Contract which include the requirements set out in Schedule [6] to the Contract.
“Authority’s Systems Environment“	means all of the Authority’s ICT systems which are or may be used for the provision of the Services.
“Authority”	means the authority named on the Order Form;
“Availability Test”	shall mean the activities performed by the Supplier to confirm the availability of any or all components of any relevant ICT system as specified by the Authority.
“Breach Notice”	means a written notice of breach given by one Party to the other, notifying the Party receiving the notice of its breach of this Contract;

<p>“Breach of Security“</p>	<p>means the occurrence of:</p> <p>(i) any unauthorised access to or use of Authority Assets, the Authority’s Systems Environment (or any part thereof) and Supplier’s Systems Environment (or any part thereof);</p> <p>(ii) the loss and/or unauthorised disclosure of any Authority Assets, the Authority’s Systems Environment (or any part thereof) and Supplier’s Systems Environment (or any part thereof);</p> <p>(iii) any unauthorised event resulting in loss of availability of any Authority Assets, Authority’s Systems Environment (or any part thereof) and Supplier’s Systems Environment (or any part thereof);</p> <p>(iv) any unauthorised changes or modification to any Authority Assets, the Authority’s Systems Environment (or any part thereof) and Supplier’s Systems Environment (or any part thereof).</p>
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<p>“Bribery Act 2010“</p>	<p>means the Bribery Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes of practice issued by the relevant government department concerning the legislation.</p>
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“Business Continuity Event”	means any event or issue that could impact on the operations of the Supplier and its ability to supply the Goods and/or provide the Services including an influenza pandemic and any Force Majeure Event;
“Business Continuity Plan”	means the Supplier’s business continuity plan which includes its plans for continuity of the supply of the Goods and the provision of the Services during a Business Continuity Event;
“Business Day”	means any day other than Saturday, Sunday, Christmas Day, Good Friday or a statutory bank holiday in England and Wales;
“Cabinet Office Statement”	the Cabinet Office Statement of Practice – Staff Transfers in the Public Sector 2000 (as revised 2013) as may be amended or replaced;
“Call-off Contract Charges”	means the prices (inclusive of any Milestone Payments and exclusive of any applicable VAT), payable to the Supplier by the Authority under this Call Off Contract, as set out in the Order Form, for the full and proper performance by the Supplier of its obligations under this Call Off Contract less any Deductions;

"Call-off Terms and Conditions"	means these Call-off Terms and Conditions for the Supply of Goods and the Provision of Services;
"Call Off Guarantee"	means a deed of guarantee that may be required under this Call Off Contract in favour of the Authority.
"Call Off Guarantor"	means the person in the event that a Call Off Guarantee is required under this Call Off Contract acceptable to the Authority to give a Call Off Guarantee;
"Change Control Process"	means the change control process defined under Section 42 of Appendix A Call-off Terms and Conditions
"CHECK"	shall mean the scheme for authorised penetration tests which scheme is managed by the NCSC.
"Cloud"	shall mean an off-premise network of remote ICT servers on the Internet to store, process, manage and transmit data.
"CloudFirst Device"	refers to an Authority Desktop Device or Laptop Device managed and maintained by InTune MDM and built via AutoPilot

“Codes of Practice”	shall have the meaning given to the term in Clause 1.2 of Schedule 3 of Appendix A Call-off Terms and Conditions;
“Commencement Date”	means the date the Authority Representative signs this Call-Off agreement;
“Confidential Information”	<p>means information, data and material of any nature, which either Party may receive or obtain in connection with the conclusion and/or operation of the Contract including any procurement process which is:</p> <ul style="list-style-type: none"> (a) Personal Data including without limitation which relates to any patient or other service user or his or her treatment or clinical or care history; (b) designated as confidential by either party or that ought reasonably to be considered as confidential (however it is conveyed or on whatever media it is stored); and/or (c) Policies and such other documents which the Supplier may obtain or have access to through the Authority’s intranet;
“Contract Manager”	means for the Authority and for the Supplier the individuals specified in the Call-Off agreement or as otherwise agreed between the Parties in writing or such other person notified by a Party to the other Party from time to time in accordance with Clause 8.1 of Schedule 2 of Appendix A Call-off Terms and Conditions;

“Contract Price”	means the price exclusive of VAT that is payable to the Supplier by the Authority under the Contract for the full and proper performance by the Supplier of its obligations under the Contract calculated in accordance with the provisions of the Framework Agreement and as confirmed in the Order Form;
“Contract”	means the Order Form, the provisions on the front page of Appendix A and all Schedules of Appendix A Call-off Terms and Conditions, the Specification and Tender Response Document and the applicable provisions of the Framework Agreement;
“Contracting Authority”	means any contracting authority as defined in Regulation 3 of the Public Contracts Regulations 2015 (SI 2015/102) (as amended), other than the Authority;
“Controller”	shall have the same meaning as set out in the GDPR;
“Convictions”	means, other than in relation to minor road traffic offences, any previous or pending prosecutions, convictions, cautions and binding-over orders (including any spent convictions as contemplated by Section 1(1) of the Rehabilitation of Offenders Act 1974 or any replacement or amendment to that Act);
“Cyber Essentials”	shall mean the Government-backed, industry-supported scheme managed by the NCSC to help organisations to protect themselves against online threats or the relevant successor or replacement scheme which is published and/or formally recommended by the NCSC.

“Cyber Security Information Sharing Partnership” or “CiSP”	shall mean the cyber security information sharing partnership established by the NCSC or the relevant successor or replacement scheme which is published and/or formally recommended by the NCSC.
“Data Protection Legislation”	means (i) the Data Protection Act 1998 or, from the date it comes into force, the Data Protection Act 2018 to the extent that it relates to processing of personal data and privacy; (ii) the GDPR, the Law Enforcement Directive (Directive (EU) 2016/680) and any applicable national implementing Law as amended from time to time; and (iii) all applicable Law about the processing of personal data and privacy;
“Data Protection Officer“	shall have the same meaning as given in Data Protection Legislation.
“Data Protection Protocol”	means any document of that name as provided to the Supplier by the Authority (as amended from time to time in accordance with its terms) which shall include, without limitation, any such document appended to the Order Form;
“Data Subject Request“	means a request made by, or on behalf of, a Data Subject in accordance with rights granted pursuant to the Data Protection Legislation.
“Data Subject“	shall have the same meaning as given in Data Protection Legislation.

<p>“Dead on Arrival (DOA)”</p>	<p>refers to a Device that, at the point of delivery from the Supplier, is either physically damaged or when turned on does not boot to the log on screen</p>
<p>“Default“</p>	<p>means any breach of the obligations of the relevant Party (including but not limited to fundamental breach or breach of a fundamental term) or any other default, act, omission, negligence or statement of the relevant Party or personnel including directors, officers, employees, sub-contractors, servants, agents and consultants in connection with or in relation to the subject-matter of the Contract and in respect of which such Party is liable to the other.</p>
<p>“Defective Goods”</p>	<p>has the meaning given under Clause 3.6 of Schedule 2 of these Call-off Terms and Conditions;</p>

"Delay Payments"	means the amounts payable by the Supplier to the Customer in respect of a delay in respect of a Milestone as specified in the Implementation Plan;
"Delay"	means: a delay in the Achievement of a Milestone by its Milestone Date; or a delay in the design, development, testing or implementation of a Deliverable by the relevant date set out in the Implementation Plan;
"Desktop Device"	refers to a Lenovo Mini PC or other non-mobile desktop computer
"Desktop Device Bundle"	refers to a Desktop Device, monitor, keyboard, mouse, and appropriate cabling
"Device"	refers to the Authority's tangible assets, including, but not limited to, desktop computers, laptops, 2-in-1 laptop and tablet devices
"DWP Place"	refers to the Authority's IT Service Management tooling based on the ServiceNow product, previously known as TechNow
"Directive"	means EC Council Directive 2001/23/EC

“Dispute Notice”	means a written notice served by one Party to the other stating that the Party serving the notice believes there is a Dispute;
“Dispute Resolution Procedure”	means the process for resolving Disputes as set out in Clause 22 of Schedule 2 of these Call-off Terms and Conditions;
“Dispute(s)”	means any dispute, difference or question of interpretation or construction arising out of or in connection with this Contract, including any dispute, difference or question of interpretation relating to the Goods and Services, any matters of contractual construction and interpretation relating to the Contract, or any matter where this Contract directs the Parties to resolve an issue by reference to the Dispute Resolution Procedure;

“DOTAS“	means the Disclosure of Tax Avoidance Schemes rules which require a promoter of tax schemes to tell HM Revenue and Customs of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to the National Insurance Contributions by the National Insurance Contribution (Application of Part 7 of the Finance Act 2004) Regulations 2012, SI 2012/1868 made under s.132A Social Security Administration Act 1992.
“DPA“	means the Data Protection Act 2018
“e Procurement Guidance”	means the NHS eProcurement Strategy available via: http://www.gov.uk/government/collections/nhsprocurement together with any further Guidance issued by the Department of Health in connection with it;
“Electronic Trading System(s)”	means such electronic data interchange system and/or world wide web application and/or other application with such message standards and protocols as the Authority may specify from time to time;
“Employment Liabilities”	means all claims, demands, actions, proceedings, damages, compensation, tribunal awards, fines, costs (including but not limited to reasonable legal costs), expenses and all other liabilities whatsoever;

“Environmental Regulations”	shall have the meaning given to the term in Clause 1.2 of Schedule 3 of Appendix A Call-off Terms and Conditions;
“Equality Legislation”	means any and all legislation, applicable guidance and statutory codes of practice relating to equality, diversity, non - discrimination and human rights as may be in force in England and Wales from time to time including, but not limited to, the Equality Act 2010, the Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000 and the Fixed-term Employees (Prevention of Less Favourable Treatment) Regulations 2002 (SI 2002/2034) and the Human Rights Act 1998;
“Equipment”	means the Supplier’s equipment, plant, materials and such other items supplied and used by the Supplier in the performance of its obligations under the Contract
“Fair Deal for Staff Pensions”	means guidance issued by HM Treasury entitled “Fair Deal for staff pensions: staff transfer from central government” issued in October 2013 (as amended, supplemented or replaced);
“FOIA”	shall have the meaning given to the term in Clause 1.2 of Schedule 3 of Appendix A Call-off Terms and Conditions;

**“Force Majeure
Event”**

means any event beyond the reasonable control of the Party in question to include, without limitation: (d) war including civil war (whether declared or undeclared), riot, civil commotion or armed conflict materially affecting either Party’s ability to perform its obligations under this Contract;

(e) acts of terrorism;

(f) flood, storm or other natural disasters;

(g) fire;

(h) unavailability of public utilities and/or access to transport networks to the extent no diligent supplier could reasonably have planned for such unavailability as part of its business continuity planning; (i) government requisition or impoundment to the extent such requisition or impoundment does not result from any failure by the Supplier to comply with any relevant regulations, laws or procedures (including such laws or regulations relating to the payment of any duties or taxes) and subject to the Supplier having used all reasonable legal means to resist such requisition or impoundment;

(j) compliance with any local law or governmental order, rule, regulation or direction applicable outside of England and Wales that could not have been reasonably foreseen;

(k) industrial action which affects the ability of the Supplier to supply the Goods and/or to provide the Services, but which is not confined to the workforce of the Supplier or the workforce of any Sub-Supplier of the Supplier; and

(l) a failure in the Supplier’s and/or Authority’s supply chain to the extent that such failure is due to any event suffered by a member of such supply chain, which would also qualify as a Force Majeure Event in accordance with this definition had it been suffered by one of the Parties;

but excluding, for the avoidance of doubt, the withdrawal of the United Kingdom from the European Union and any related circumstances, events, changes or requirements;

“Forest Law Enforcement Governance and Trade (FLEGT)”	means the facility that contributes to combating illegal logging and strengthening forest governance while encouraging sustainable economic development in countries that produce or process timber and export to the European Union.
“Framework Agreement”	means the Framework Agreement referred to in the Order Form;
“Fraud”	means any offence under any law in respect of fraud in relation to this Contract or defrauding or attempting to defraud or conspiring to defraud the government, parliament or any Contracting Authority;
“GDPR”	means the General Data Protection Regulation (Regulation(EU) 2016/679);
“General Anti-Abuse Rule”	<p>means:-</p> <p>a) the legislation in Part 5 of the Finance Act 2013; and</p> <p>b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions.</p>

“General Anti-Abuse Rule”	<p>means:</p> <p>(a) the legislation in Part 5 of the Finance Act 2013; and</p> <p>(b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid national insurance contributions;</p>
“General Change in Law”	<p>means a Change in Law where the change is of a general legislative nature (including taxation or duties of any sort affecting the Supplier) or which affects or relates to a Comparable Supply.</p>
“Gold Stock”	<p>refers to stock available for immediate deployment</p>
“Good Industry Practice”	<p>means standards, practices, methods and procedures conforming to the Law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances.</p>
“Good Industry Practice”	<p>means the exercise of that degree of skill, diligence, prudence, risk management, quality management and foresight which would reasonably and ordinarily be expected from a skilled and experienced supplier and/or service provider engaged in the manufacture and/or supply of goods and/or the provision of services similar to the Goods and Services under the same or similar circumstances as those applicable to this Contract; including in accordance with any codes of practice published by relevant trade associations;</p>

“Goods”	means all goods, materials or items that the Supplier is required to supply to the Authority under this Contract; including tangible assets, such as Devices; Device Bundles; Monitors; Monitor Arms; standard catalogue peripherals, accessibility or non-standard catalogue items including peripherals
“Guidance”	means any applicable guidance, direction or determination and any policies, advice or industry alerts which apply to the Goods and Services, to the extent that the same are published and publicly available or the existence or contents of them have been notified to the Supplier by the Authority and/or have been published and/or notified to the Supplier by the Department of Health, Monitor, NHS England, the Medicines and Healthcare Products Regulatory Agency, the European Medicine Agency, the European Commission, the Care Quality Commission and/or any other regulator or competent body;
“Halifax Abuse Principle”	means the principle explained in the CJEU Case C-255/02 Halifax and others;
“ICT”	Information and Computer Technology.
“Implementation Requirements”	means the Authority’s implementation and mobilisation requirements (if any), as may be set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;

“Information Security Management System (“ISMS”)”	shall mean the set of policies, processes and systems designed, implemented and maintained by the Supplier to manage Information Security Risk as certified by ISO/IEC 27001.
“Information Security Manager”	shall mean the person appointed by the Supplier with the appropriate experience, authority and expertise to ensure that the Supplier complies with the Authority’s Security Requirements.
“Information Security Questionnaire”	shall mean the Authority’s set of questions used to audit and on an ongoing basis assure the Supplier’s compliance with the Authority’s Security Requirements.
“Information Security Risk”	shall mean any risk that might adversely affect Information Security including, but not limited to, a Breach of Security.

<p>“Information Security”</p>	<p>shall mean:</p> <p>the protection and preservation of:</p> <p>the confidentiality, integrity and availability of any Authority Assets, the Authority’s Systems Environment (or any part thereof) and the Supplier’s Systems Environment (or any part thereof);</p> <p>related properties of information including, but not limited to, authenticity, accountability, and non-repudiation; and</p> <p>compliance with all Law applicable to the processing, transmission, storage and disposal of Authority Assets.</p>
<p>“Information“</p>	<p>has the meaning given under section 84 of the FOIA.</p>
<p>“Initial Term“</p>	<p>Means the term the stipulated length of the contract on the Commencement Date.</p>
<p>“Intellectual Property Rights“</p>	<p>means patents, inventions, trade marks, service marks, logos, design rights (whether registerable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, trade or business names, moral rights, goodwill and other similar rights or obligations whether registerable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off.</p>

“Intellectual Property Rights”	means all patents, copyright, design rights, registered designs, trade marks, know-how, database rights, confidential formulae and any other intellectual property rights and the rights to apply for patents and trade marks and registered designs;
“Interested Party”	means any organisation which has a legitimate interest in providing services of the same or similar nature to the Services in immediate or proximate succession to the Supplier or any Sub-contractor and who had confirmed such interest in writing to the Authority;
“International Organisation“	shall have the same meaning as given in Data Protection Legislation.
“ISO/IEC 27001, ISO/IEC 27002 and ISO 22301	<p>shall mean</p> <p>ISO/IEC 27001;</p> <p>ISO/IEC 27002/IEC; and ISO 22301</p> <p>in each case as most recently published by the International Organization for Standardization or its successor entity (the “ISO”) or the relevant successor or replacement information security standard which is formally recommended by the ISO.</p>
“Job Seekers“	means people looking for work
“Key Provisions”	means the key provisions set out in Schedule 1 of these Call- off Terms and Conditions and/or as part of the Order Form;

“KPI”	means the key performance indicators as set out in the Specification and Tender Response Document and/or the Order Form, if any;
“Laptop Device”	refers to either a laptop or a 2-in-1 laptop and tablet device
“Laptop Device Bundle”	shall refer to a bundle consisting of a laptop device and selection of peripherals agreed during on-boarding

“Law”	<p>means any applicable legal requirements including, without limitation,:</p> <ul style="list-style-type: none"> (a) any applicable statute or proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument as applicable in England and Wales; (b) any applicable European Union obligation, directive, regulation, decision, law or right (including any such obligations, directives, regulations, decisions, laws or rights that are incorporated into the law of England and Wales or given effect in England and Wales by any applicable statute, proclamation, delegated or subordinate legislation, bye-law, order, regulation or instrument); (c) any enforceable community right within the meaning of section 2(1) European Communities Act 1972; (d) any applicable judgment of a relevant court of law which is a binding precedent in England and Wales; (e) requirements set by any regulatory body as applicable in <p>England and Wales;</p> <ul style="list-style-type: none"> (f) any relevant code of practice as applicable in England and Wales; and (g) any relevant collective agreement and/or international law provisions (to include, without limitation, as referred to in (a) to (f) above);
“Liquidation“	<p>means the appointment of a Liquidator who collects in and distributes the company's assets and dissolves the company. The company can also be put into provisional Liquidation before a final winding up order is granted.</p>
“Long Stop Date”	<p>means the date, if any, specified in the Specification and Tender Response Document;</p>

“Loss“	means direct loss, liabilities, claims, damages, costs, charges, outgoings and expenses (including legal expenses) of every description, provided in each case that such loss is reasonable, direct, proper and mitigated.
“Material Breach”	Those breaches which have been expressly set out as a material breach and any other single serious breach or persistent failure to perform (of which the defaulting Party has been served a Breach Notice) as required under this Call-Off Contract.
“Milestone”	means an event or task described in the Implementation Plan which, if applicable, must be completed by the relevant Milestone Date;
"Milestone Date"	means the target date set out against the relevant Milestone in the Implementation Plan by which the Milestone must be Achieved;
"Milestone Payment"	means a payment identified in the Implementation Plan to be made following the issue of a Satisfaction Certificate in respect of Achievement of the relevant Milestone;
“Implementation Plan”	means the implementation plan, if any, referred to in the Key Provisions; meaning the Authority’s implementation and mobilisation requirements (if any), as may be set out in the Specification and Tender Response Document and/or otherwise as part of this Contract, which the Supplier must comply with as part of implementing the Services;
“Month“	means calendar month

“NCSC”	shall mean the National Cyber Security Centre or its successor entity (where applicable).
“Older Worker”	means a person 50 years of age and over.
“Operational Change”	<p>means any change in the Supplier's operational procedures which in all respects, when implemented:-</p> <p>will not affect the Contract Price and will not result in any other costs to the Authority;</p> <p>may change the way in which the Services are delivered but will not adversely affect the output of the Services or increase the risks in performing or receiving the Services;</p> <p>will not adversely affect the interfaces or interoperability of the Services with any of the Authority's Systems Environment; and</p> <p>will not require a change to this Contract.</p>
Call-Off“ ”	means the agreement for the Goods and Services issued by the Authority in accordance with the Framework Agreement;
“Party”	means the Authority or the Supplier as appropriate and Parties means both the Authority and the Supplier;

“PCI DSS”	shall mean the Payment Card Industry Data Security Standard as most recently published by the PCI Security Standards Council, LLC or its successor entity (the “PCI”).
“Penetration Test”	shall mean a simulated attack on any Authority Assets, the Authority’s Systems Environment (or any part thereof) or the Supplier’s Systems Environment (or any part thereof).
“Service Manager”	which shall be identified by the Authority in the service Operations Manual, shall have monthly meetings to monitor and review the performance of this agreement
"Services"	Means the services (other than the Implementation Requirements) set out in the Mini-Competition Specification.
“TUPE”	means the Transfer of Undertakings (Protection of Employment) Regulations 2006 (2006/246) and/or any other regulations or other legislation enacted for the purpose of implementing or transposing the Acquired Rights Directive (77/187/EEC, as amended by Directive 98/50 EC and consolidated in 2001/23/EC) into English law;
“User”	shall refer to any person utilising the Devices supported by this contract

Addendum 1: Mini Competition Device Services Specification



2. DSRS 2023

SPECIFICATION FINA

DWP to supply original Word copy if required in full.

Addendum 2: Supplier Commercial Response
REDACTED TABLE

Addendum 3: Supplier Technical Response

**Device Build
Services**

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 500 words per requirement). This should provide demonstrable	Bidder's Score
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								evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	
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Device Build Services	1.6	Product Testing Service	<p>On request the supplier shall have the ability to test DWP Device and peripheral combinations within a controlled environment, to ensure compatibility to hardware roadmaps, that will be provided by the Authority. The Supplier shall provide:</p> <ul style="list-style-type: none"> • Test scripts to be agreed with the Authority • Test reports • Upon failure perform troubleshooting and propose remedial action. <p>All hardware required for testing will be provided by the Authority. All personnel performing this function will require SC Clearance.</p>	Yes	Case study and Client Reference to test capability and capacity to meet build activity.	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	2%	CDW will provide DWP with a device and peripheral testing service, testing combinations of devices and peripherals in a controlled environment to help you ensure long-term compatibility with product roadmaps. We understand that choosing the right peripheral device to roll out to an	
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								estate the size of	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		DWP's requires thorough testing and compatibility confirmation to avoid costly mistakes. To mitigate this risk, we can provide initial assistance with hardware selection from our technical pre-sales teams at no additional charge to DWP, who will ensure the devices and periphera	
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[illegible]

								testing in the controlled environment are correctly placed to meet your end users needs. As we currently store and supply your devices and utilise our UK-based configuration centre to configure devices prior to shipping to your end users, our access and knowledge of your current	
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									device and build	
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								environm ent perfectly places CDW to offer testing support and give you confidenc e that you have made the right choice for a new periphera l or device. Test scripts that check the device matches your needs and is compatibl e with the hardware roadmap will be develope d, agreed	
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and
shared

									<p>with DWP. Should a test script fail, we will determine if the script requires alteration through continuous improvement with the aligned Service Delivery Manager or if the device itself has failed for another reason. We will provide test reports to your relevant contacts in a</p>	
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									format agreed at the	
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								outset of the contract. Any recommendations and remedial actions for failures will be communicated through CDW's consultancy as a service, ensuring a resolution that factors into your wider device estate. Our dedicated team of configuration engineers is made	
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									up of SC cleared coworker	
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									s	
									Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 1.6 Product Testing Service, p. 19	

Server related

activities

Category	Ref #	Requirement	Description	Supplier to confirm compliance with	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the	Bidders' Score
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				Requirement (Yes/ No)				blue cells, with paragra ph referen ce to a written respon se in MS Word (limited to 500 words per require ment). This should provide demon strable evidenc e-based exampl es to support their compli ance and their overall bid. Where a Bidder	
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								calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	
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Server related activities	2.2	Server Decommissions	Where requested to do so attend site, to remove SCCM servers. Ahead of visit the Authority will ensure the SCCM server has been de-installed and ready for collection. The Authority will provide instructions for the ongoing management of the server.	Yes	Case Study and Reference to evidence and server decommissioning capability and capacity to meet this critical requirement.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific	2%	CDW will provide DWP with a server decommissioning service to remove de-installed SCCM servers from your sites. Where requested, the	
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						<p>evidenced examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier will provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not</p>		<p>servers will be collected and delivered in accordance with the ongoing management instructions you provide. Based on our experience of working with you, we anticipate the instructions will include:</p> <ul style="list-style-type: none">• sending the server to longterm storage• sending the server for refurbishment and	
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[illegible]

						provided		introduction to gold stock by a 3rd party (we can provide this service if needed), or <ul style="list-style-type: none">• sending the server for disposal or re-sale. We have the capability to deliver all these outcomes and can be flexible should you require an alternative approach. The server decommissioning service is not currently	
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								<p>a component of the existing DSRS contract that we deliver today, so we will work with you during the service transition phase to create a new request type for server decommissions in your service catalogue. This will ensure that we agree appropriate request management, security and asset</p>	
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								<p>managem ent workflow s to meet your requirem ents and capacity demands for the service.</p> <p>Please refer to the following section of our attached proposal documen t for further details on how we achieve and evidence complian ce: 2.2 Server Decommi ssions, p. 25</p>	
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**Replace and
Repair**

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 500 words per requirement). This should provide demonstrable evidence-based examples to	Bidder's Score
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								support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	
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Replace and Repair	3.1	Faulty Device, Monitor / Docking Stations/ Printers	<p>The Supplier shall replace the faulty item with a working equivalent, within the stated SLA standards detailed within Appendix 10 (Key Performance Indicators) of the Call off Contract (Schedule 7B), at any UK location (including User homes).</p> <p>The Supplier shall make direct contact with the User to agree a date for the replacement and collection to take place and to obtain any additional information required.</p> <ul style="list-style-type: none"> • The replacement shall be delivered directly to a named User. The delivery of the replacement and the collection of the faulty item shall be carried out as a single transaction. • For the avoidance of doubt, a “working equivalent” refers to a Device or Monitor from the appropriate Gold Stock that is asset tagged, newly built, powers on and boots to the DWP login screen, with the appropriate power cable. The Authority shall provide guidance as to what Devices are appropriate equivalents for each Device type upon contract award. • In the case of a Desktop Device at an office, the Supplier shall de-install the faulty Device and install the replacement Device at the desk as requested. For the avoidance of doubt, this is not in scope for Laptops or home Users. Engineers performing installation activities must have BPSS security clearance. • The Supplier shall securely package the collected Device for onward delivery. For the avoidance of doubt, the Supplier shall be responsible for the provision of packaging. The Supplier shall provide a courier service to return the Device to Supplier site. The courier service used for Devices must be secure, auditable, tracked and appropriately insured. • The Supplier shall manage this service through the Incident Management process and using DWP 	Yes	Case Study and Client Reference to test capability and capacity to meet the replace and repair service. Supplier also to document approach	<p>5: Exceeded = 3 plus demonstrable added value.</p> <p>3: Met = 1 plus Supplier demonstrates with specific evidence-based examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met -</p>	16%	CDW will provide DWP with a secure, responsive, and reliable repair and replacement service for your end user devices, plug and display devices, and printers (as we do today). The service will ensure that all your users that suffer a fault with their devices, whether they are based at	
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			Place. This includes updating the asset repository within 48 hours.			Suppli		home or your	
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		<ul style="list-style-type: none">• The Supplier shall replace any Goods classed as Dead on Arrival (DOA) by the next business day following notification by the Authority. The Authority shall report any DOAs via the Incident Management process.• For the avoidance of doubt Goods, including Devices, shall be provided under a separate Authority contract and are not subject to this mini competition exercise and subsequent contract award.			er will provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided	offices, are quickly returned to productivity through a replacement device swap-out service. This will be achieved using our nationwide repair and replacement service delivery infrastructure, which includes: <ul style="list-style-type: none">• A Service Operation
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	3.2	Faulty PAD (Plug and Display) swap out	The Supplier shall replace the faulty PAD component (Monitor, Soundbar, Mount, Monitor arm) with a working equivalent, within the stated SLA standards detailed within the Call off Contract, at any UK location. The Supplier shall make direct contact with the User to agree a date for the replacement and collection to take place and to obtain any additional information required.	Yes					s Centre in Peterborough, UK where a team of 10 BPSS	
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		<p>The Supplier shall replace the faulty PAD component (Monitor, Soundbar, Mount, Monitor arm) with a working equivalent, within the stated SLA standards detailed within the Call off Contract, at any UK location. The Supplier shall make direct contact with the User to agree a date for the replacement and collection to take place and to obtain any additional information required.</p> <p>The Supplier shall de-install the faulty PAD component and install the replacement in the Meeting Room as requested. Engineers performing installation activities must have BPSS security clearance. For the avoidance of doubt, this is not in scope for home Users.</p> <p>The delivery of the replacement PAD component and the collection of the PAD component shall be carried out as a single transaction.</p> <p>For the avoidance of doubt, a “working equivalent” refers to a PAD component from the appropriate Gold Stock that is functioning and has the appropriate power cable. This shall be provided by a separate Authority contract. The Authority shall provide guidance as to what constitutes an appropriate equivalent for each PAD component upon contract award.</p> <p>The Supplier shall securely package the collected PAD component for onward delivery. For the avoidance of doubt, the Supplier shall be responsible for the provision of packaging. The Supplier shall provide a courier service to return the PAD component to Supplier site.</p>					<p>cleared analysts, dedicated to your service, will:</p> <ul style="list-style-type: none"> o Apply your incident and request management processes to manage incidents from start to finish o Manage incidents and assets using your DWP Place ITSM toolset providing updates to DWP’s first line team o Schedule technical couriers and 	
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			<p>The Supplier shall manage this service through the Incident Management process (detailed within the Incident Management Framework Policy) and using</p>						
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			<p>DWP Place.</p> <p>The Supplier shall replace any Goods classed as Dead on Arrival (DOA) by the next business day following notification by the Authority. The Authority shall report any DOAs via the Incident Management process.</p>					<p>allocate replacement devices from your service stock to ensure users receive an appropriate replacement within SLA • A nationwide network of secure, tracked, insured and auditable, technical couriers that will deliver replacement devices to users anywhere in the UK, securely package the faulty</p>	
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									device, and return it to our workshop for inspection repair within any agreed SLA. <ul style="list-style-type: none">• A Workshop and Repair Centre in Huntingdon, UK staffed by OEM-certified, security cleared engineers will:<ul style="list-style-type: none">o Manage your Gold stock to ensure users receive replacement devices	
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[illegible]

									needs, newly built, asset tagged, and tested before delivery. o Triage, repair and/or dispose of your faulty devices according to an agreed swap logic. o Provide warranty compliant repairs for your Dell and Lenovo devices thanks to our status as an authorised services partner. •	
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[illegible]

									governance regime will promote the quality of your service and end user satisfaction through: o A schedule of service reports and reviews which allow DWP and CDW to monitor the performance of your service and ensure that it meets the KPIs and SLAs in Appendix 10 o A	
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									program of problem management and continuous service improvement to enhance and evolve your service over the lifetime of your contract o The application of defined workflows and processes that are aligned to industry best practice standards such as ITIL v4 and ISO 20000 (IT Service	
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[illegible]

								<p>ensure the service operates at the scale you need. In addition to meeting your requirements, we can add value to your service by:</p> <ul style="list-style-type: none">• Providing warranty compliant repairs for Dell and Lenovo devices, reducing the average time for a device to be returned to gold	
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stock
from 2

									<p>weeks to 2 days. We are also an authorised service provider for HP devices, giving you the flexibility to change your end user devices over the lifetime of the contract.</p> <ul style="list-style-type: none">• Offering a flexible replacement and repair model that can be extended to include other end user devices such as Apple and	
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Android
mobile
phones

								<ul style="list-style-type: none">• Extending the scope of support offered by our service desk team to take responsibility for additional incident types away from DWP's 1st line team – helping them to focus on higher value tasks <p>Please refer to the following section of our attached proposal document for further</p>	
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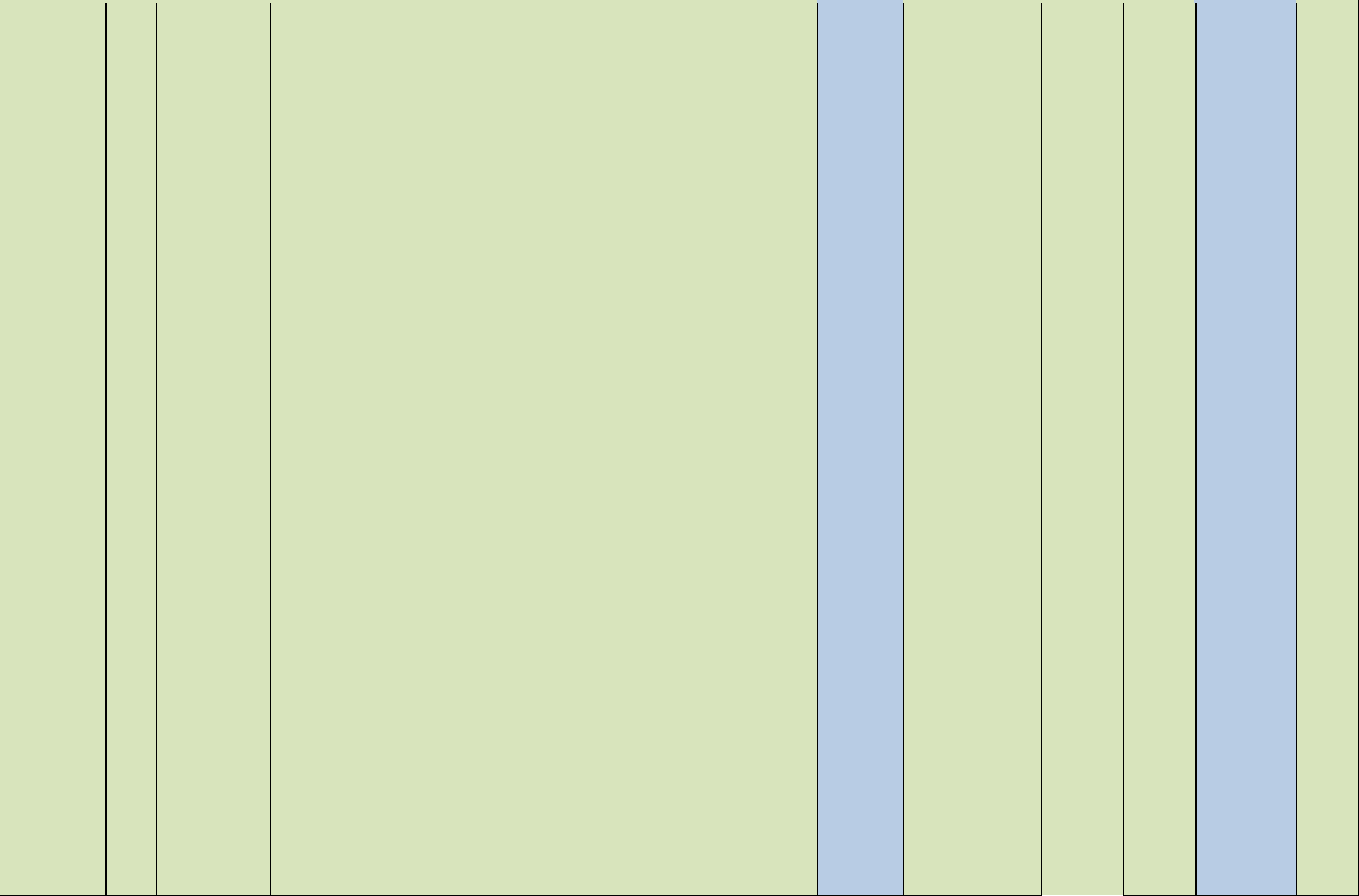
									details on how we achieve and evidence compliance: 3.1 Faulty device, monitor / docking station / printers, p. 29 3.2 Faulty PAD (Plug and Display) swap out, p.39	
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	3.3	DWP Northern Ireland replacem ent service	<p>Replacement services to Northern Ireland shall be limited to a single weekly visit to address any outstanding incidents and replace broken Devices and monitors stored at the following locations:</p> <ul style="list-style-type: none"> • Belfast CSAC • Belfast Benefit Center (Plaza) • Lanyon Place Belfast • Lisahally • Ballymena <p>The Supplier shall complete any associated asset management activity within 48 hours, as described under Device Asset Management.</p>	Yes	Case study and reference to test capability and capacity to meet the requirement, plus logistics, warehousing, stock etc. Should include lessons learned from other projects	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence-	1%	CDW will provide DWP's sites in Northern Ireland with a single weekly service to resolve outstanding incidents and requests through the	
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						based examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or		provision of field engineering, replacement parts deliveries, and faulty equipment collections as required. As the service will only visit sites once per week, we understand the importance of ensuring the accuracy and timeliness of engineering and parts deliveries to	
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							not provid ed		minimise delays and	
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									disruption to end users. The replacement service will be integrated into CDW's asset management function to ensure that the movement and collection of assets is recorded in DWP Place in accordance with the agreed KPIs for update frequency (within 48-hours) and accuracy (99.5%).	
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									Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 3.3 - DWP Northern Ireland replacement service, p.48	
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	3.4	Processing faults at Supplier site	<p>The Supplier shall perform the following activities within the agreed service measures:</p> <p>Assessment:</p> <ul style="list-style-type: none"> • Assessment, including diagnostic, of the defective device • Basic-level assessment of the defective Monitor, Docking Stations, Printers and PAD components. • Devices that successfully pass the assessment (diagnostic check) should be returned to Gold Stock. For the avoidance of doubt, the Device should be rebuilt to the latest Authority image before leaving the Supplier premises. 	Yes	Case Study and Reference to test capability and capacity to meet the replace and repair service. Supplier also to document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrable	7%	CDW will continue to provide DWP with a reliable and effective repair and replacement service	
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		<ul style="list-style-type: none"> Monitors, Docking Stations, Printers and PAD components which pass the basic-level assessment and are fit for purpose should be returned to Gold Stock. <p>Warranty:</p> <ul style="list-style-type: none"> Where Devices, monitors, docking stations, printers and PAD Components do not pass the assessment and are within Warranty, the Supplier shall perform Warranty Management on behalf of the Authority. Replacement Devices shall be added into Gold Stock for redeployment, with the associated asset management activity carried out, detailing the faulty Device as corresponds with the replacement Device. Replacement Devices must be built to the latest approved Authority build before leaving Supplier site <p>Repair:</p> <ul style="list-style-type: none"> The Authority will agree cost thresholds for repair with the supplier for each applicable device type. Any item where repair costs exceed this threshold and the Supplier therefore deems as Beyond Economical Repair, should be raised with the Authority. The Authority shall agree with the Supplier the appropriate route for these, either approving the repair or requesting the item is moved to recycling/disposal as per the section 3 below entitled “End of Life Service”. The supplier must have the capability to repair devices at a component level to industry standard. As a minimum this shall be using a skilled engineer. All repairs should be guaranteed for a minimum of 12 months. Where possible, replacement components from previously decommissioned stock should be used. 			<p>strates with specific evidence-based examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier will provide one relevant case study</p> <p>0: Not Met - Requirements not</p>	<p>for your end user devices, monitors, docking stations, printers and PAD components. Our goal will be to ensure that faulty and returned devices are triaged, repaired, rebuilt and returned to your pool of gold service stock as quickly as possible. We will continue to process your faulty</p>	
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			Repaired Devices to be added into Gold Stock for redeployment, with the associated asset management activity carried out.			met or case study		devices and	
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		<ul style="list-style-type: none">Repaired Devices must be built to the latest approved Authority build before leaving Supplier site. <p>Non-repair:</p> <ul style="list-style-type: none">Where no fault is found and where applicable, Software/Firmware updates will be applied to the latest approved level and returned to Gold Stock.Where applicable, the Supplier shall retain working components from the Devices identified for disposal to use as replacement components in future repairs.			not relevant or not provided		returns at our workshop in Huntingdon. The workshop is a secure facility that has already been audited by you to ensure that it meets your standards for physical and information security. It has the capacity to store 12,000 units of project and gold stock which will
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[illegible]

									<p>the delivery of repair and replace incidents, your request management service, and projects. To process the volume of repairs, refurbishments, and device builds that your service will generate, we have aligned a dedicated team of 5 workshop engineers exclusively to your service.</p>	
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[illegible]

									nce will be overseen by a senior engineer who will be responsib le for managing the dayto- day tasking of the team, ensuring your processes and quality standards are met, and monitorin g the capacity and utilisation of the team to ensure we can continue to meet the demand	
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generated by your

									<p>service. To deliver your service we will use assessme nt, warranty managem ent, repair and re- stocking processes that have been proven to deliver effective outcomes for DWP through the current DSRS contract. Over the course of the contract we have refined these processes in</p>	
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[illegible]

									<p>feedback and lessons learned to evolve our service as your needs have changed. The success of our approach is evidenced by our performance. In the last 2 years we have:</p> <ul style="list-style-type: none">• Provided in and out of warranty repairs for more than 47,000 in and out of warranty devices with only	
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[illegible]

								<div>requiring further repair</div> <div>• Managed 505 devices through OEM warranty repair process</div> <div>• Managed a pool of gold stock of more than 6,500 devices to meet the needs of BAU and project services.</div> <div>• 100% of DWP Place asset management updates completed on time</div>	
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Please
refer to
the

									following section of our attached proposal document for further details on how we achieve and evidence compliance: 3.4 - Processing Faults at Supplier Site, p. 52	
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Service
Management

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraphs	Bidders' Score
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				(Yes/ No)				ph referen ce to a written respon se in MS Word (limited to 500 words per require ment). This should provide demon strable evidenc e-based exampl es to support their complia nce and their overall bid. Where a Bidder calls out to any additio	
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									nal docum entatio n, they are to specify the docum ent name, page number and paragra ph locatio n.	
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Service Management	4.3	Root Cause Analysis (RCA)	Where a Problem or Service issue has occurred, the supplier shall provide on request a formal RCA (Root Cause Analysis) report within 5 working days. This should be completed using a pre agreed template.	Yes	Supplier document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples	3%	CDW will provide a formal root causes analysis (RCA) report to DWP's relevant staff in the event of a problem or service issue in line with our established service management	
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						les (capab ility and capaci ty) to deliver the require ment on an enterp rise level. 1: Partial ly Met - Suppli er will provid e one releva nt case study 0: Not Met - Requir ement s not met or case study not releva nt or not		ent approach. RCA reports will be provided within 5days of a request. Our problem managem ent team will provide a detailed report, structure d using a preagreed RCA reporting template that is aligned to current ITIL standards . The aligned Problem Manager will work with the Service	
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						provided		Lead to	
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								complete a thorough review of the problem/ service issue, corrective actions and owners. If a problem/ service issue results in a noncomplian ce of the existing processes , the Service Lead will work with internal and DWP stakehold ers to review the relevant process to minimise further opportuni	
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								<p>ties for events that do not align with our commitment to continual service. All open RCA records will be formally reviewed during the monthly Problem Management meeting.</p> <p>Please refer to the following section of our attached proposal document for further details on how we</p>	
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								evidence compliance: 4.3 - Root Cause Analysis (RCA), p. 64	
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**Request
Management
Services**

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 500	Bidder's Score
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									<p>words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name,</p>	
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								page number and paragra ph locatio n.	
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Request Management Services	5.1	Request types	<p>The Supplier shall provide on-demand service capabilities including fulfilment of standard, nonstandard and project requests including:</p> <ul style="list-style-type: none"> • Adds (Joiners) • Moves • Change of Device type • Decommission (Leavers) • Installation • Deinstallation <p>These shall be managed and controlled via the Authority's DWP Place ITSM toolset and according to Request Fulfilment Policies & Procedures. The Supplier shall conform to Authority processes including updating of the asset repository and stockholding inventories.</p> <p>The Supplier shall ensure that all Standard Requests are scheduled in agreement with DWP End users and that a Proof of Delivery is maintained, or Proof of Collection is provided.</p> <p>The Supplier shall deliver and collect items to Authority's chosen location which may be internal to a building. This should be included in the standard costs as reception delivery may not always be possible. This is applicable to all request types described below.</p> <p>For the avoidance of doubt all Request activities are</p>	Yes	Case Study and Reference to test capability and capacity to meet the request management service. Supplier also to document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence-based examples (capability and capacity) to deliver the require	14%	CDW can confirm that we will continue to provide DWP with an ondemand service which includes a standardised catalogue of requests covering a variety of scenarios, including:	
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- Adds (Joiners)
- Moves
- Change of device type

			subject to DWP Asset Management Policies and Procedures.			ment on an enterp rise level. 1: Partial y Met - Suppli er will provid e one releva nt case study 0: Not Met - Requir ement s not met or case study not releva nt or not		<ul style="list-style-type: none">• Decommission (Leavers)• Installation• Deinstallation We understand that the volume of these requests can vary substantially from a single device through to thousands. To ensure	
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	5.2	Adds (Desktop Device Bundle)	<p>The Supplier shall deliver from Gold Stock a Desktop Device Bundle that is asset tagged, newly built, powers on and boots to the DWP login screen. The Desktop Device Bundle shall be delivered directly to a named User at a specified UK location.</p> <p>The courier service used for Devices must be secure, auditable, tracked and appropriately insured.</p> <p>At an Authority office, the Supplier shall install or deinstall the Desktop Device Bundle at the desk as requested. The Supplier shall ensure the Device is installed, useable and that the User can log on successfully. Engineers performing installation activities must have BPSS security clearance.</p> <p>The Supplier shall replace any Goods classed as Dead on Arrival (DOA) by the next business day following notification by the Authority. The Authority shall report any DOAs via the Service Request process.</p> <p>The Supplier shall manage this service using DWP Place. This includes updating the asset repository within 48 hours.</p> <p>For the avoidance of doubt, the Goods, including Devices and Peripherals shall be procured under a separate Authority contract</p>	Yes		provided		that these requests are resourced and managed according to their complexity CDW will divide them into categories based on the number of devices in scope: <ul style="list-style-type: none"> • Standard service requests of up to 30 devices will be logged 	
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	5.3	Adds (Laptop bundle)	<p>The Supplier shall deliver from Gold Stock a Laptop bundle that is asset tagged, newly built, powers on and boots to the DWP login screen. The Laptop bundle shall be delivered directly to a named User at a specified UK location.</p> <p>The courier service used for Devices must be secure, auditable, tracked and appropriately insured.</p> <p>The Supplier shall replace any Goods classed as Dead on Arrival (DOA) by the next business day following notification by the Authority. The Authority shall report any DOAs via the Service Request process. The Supplier shall manage this service using DWP Place. This includes updating the asset repository within 48 hours.</p> <p>For the avoidance of doubt, the Goods, including Devices and Peripherals shall be procured under a separate Authority contract</p>	Yes				through CDW's service desk via DWP Place. These requests will be managed by CDW's service desk in accordance with the agreed request management process. The requests will be completed within 5-working days of being logged. • Nonstandard	
	5.4	Adds (Monitor / Docking Station / Printers / PAD)	<p>The Supplier shall deliver from Gold Stock a Monitor, Dock, Printer or PAD Component that is functioning and where applicable has the latest software/firmware applied. These shall be delivered directly to a named User at a specified UK location.</p> <p>The courier service used must be secure, auditable, tracked and appropriately insured.</p> <p>The Supplier shall replace any Goods classed as Dead on Arrival (DOA) by the next business day following notification by the Authority. The Authority shall report any DOAs via the Service Request process. For the avoidance of doubt, the Goods, including Devices and Peripherals shall be procured under a separate Authority contract.</p>	Yes					

	5.5	Moves	<p>Moves at and between sites.</p> <p>The Supplier shall provide an on-demand Move service capability. These shall be managed and controlled via the Authority's request management processes using the Authority's DWP Place tooling.</p> <p>The Supplier shall provide this service for the following items:</p> <ul style="list-style-type: none"> • Device Bundle • Monitor (with or without a monitor arm) • PAD Components • Docking Stations • Printers • Moves at a site: <ul style="list-style-type: none"> o The Supplier shall de-install the requested Bundle and re-install it at a different desk elsewhere at the Authority site • Moves between sites: <ul style="list-style-type: none"> o The Supplier shall de-install the requested Bundle from the desk and package it up for onward delivery. The Supplier shall be responsible for the provision of appropriate packaging. o The Supplier shall deliver the requested Bundle to the requested site. The courier service used must be secure, auditable, tracked and appropriately insured. o For a monitor, a standard courier is acceptable. o The Supplier shall install the requested Bundle at the desk. <p>Engineers performing installation activities must have BPSS security clearance.</p> <p>The Supplier shall manage this service using DWP Place tooling. This includes updating the asset repository within 48 hours.</p>	Yes				service requests (NSSR) for 31 - 225 more devices will be classified as Standard Project. They will be logged through DWP Place and a dedicated NSSR mailbox to ensure they are triaged by an appropriately skilled and experienced team. Requests of this size will be	
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	5.6	Changes	<p>The Supplier shall provide an on-demand Change service capability. These shall be managed and controlled via the Authority's request management processes using the Authority's DWP Place tooling. This service shall be called upon to change a User's Device type.</p> <p>As a single transaction, the Supplier shall perform a decommission as per the section entitled "Leaver" and an add as per the sections entitled "Adds (Desktops)" or "Adds (Laptops)" (dependent on Authority request). This should be performed in a single visit.</p> <p>Engineers performing installation activities must have BPSS security clearance.</p> <p>The Supplier shall manage this service using DWP Place tooling. This includes updating the asset repository within 48 hours.</p>	Yes				quoted on a per request basis and will typically be delivered as a project by CDW's professional services team and project management office.	
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	5.7	Device decommission	<p>The Supplier shall provide a Device decommission service. This shall entail collection of a Device or Device Bundles from a UK address.</p> <p>At an Authority office, the Supplier shall de-install a desktop device and peripherals, at the desk as requested (see deinstallation requirement). Engineers performing de-installation activities must have BPSS security clearance.</p> <p>For all Devices, the Supplier shall securely package the collected item for onward delivery. The</p> <p>Supplier shall be responsible for the provision of appropriate packaging. The Supplier shall provide a courier service to return the item to Supplier site. The courier service used for Devices must be secure, auditable, tracked and appropriately insured. For a monitor, a standard courier is acceptable</p> <p>Once at Supplier site, the Supplier shall check the device against End-of-Life (EoL) dates, provided by the Authority.</p> <p>Where Laptops have not yet reached EoL date, clean and rebuild (where applicable) and return it to Gold Stock.</p> <p>Where not appropriate for return to gold stock the management of these devices should be discussed with the Authority. Activities could include:</p> <ul style="list-style-type: none"> • Assessment for resale, where EoL date has been reached; • Onward delivery to Authority storage supplier; • Disposal 					CDW will provide DWP with a quote for NSSR decommissions within 3 working days of notification, and will complete requests within 10% of the price quoted at least 98% of the time. • NSSR requests for more than 225 devices will be managed as a Large Project and will follow the same logging, triage and	
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			The Supplier shall manage this service using DWP Place tooling. This includes updating the asset					review process	
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			<p>repository within 48 hours.</p> <p>For the avoidance of doubt decommissioning includes removal to Supplier site.</p>					<p>as Standard NSSR projects described above.</p> <p>Please refer to the following sections of our attached proposal document for further details on how we achieve and evidence compliance across all your request services: 5.1 - Request</p>	
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	5.8	Peripheral Decommission	<p>The Supplier shall provide a decommission service for peripheral items, e.g. Docking Station, Monitor, PAD, Printer.</p> <p>At an Authority office, the Supplier shall de-install the item as requested. Engineers performing de-installation activities must have BPSS security clearance.</p> <p>The Supplier shall securely package the collected item for onward delivery. The Supplier shall be responsible for the provision of appropriate packaging. The Supplier shall provide a courier service to return the item to Supplier site.</p> <p>Once at Supplier site, the Supplier shall assess, clean and return it to Gold Stock.</p> <p>Where not appropriate for return to gold stock the management of these items should be discussed with the Authority. Activities could include:</p> <ul style="list-style-type: none"> • Assessment for resale, where EoL date has been reached; • Onward delivery to Authority storage supplier; • Disposal <p>The Supplier shall manage this service using DWP Place tooling. This includes updating the asset repository within 48 hours.</p> <p>For the avoidance of doubt decommissioning includes removal to Supplier site.</p>	Yes				Types, p. 73 5.2 - Adds (Desktop Device Bundle), p. 82 5.3 - Adds (Laptop Bundle), p.94 5.4 - Adds (Monitor / Docking Station / Printers / PAD), p. 106 5.5 - Moves, p. 117 5.6 - Changes, p. 126 5.7 - Device decommission, p. 136 5.8 Peripherals	
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	5.9	Installation	<p>When requested to do so, the Supplier shall provide Engineering/Installation service capability at all UK addresses including fulfilment of standard, nonstandard and project requests. These shall be managed and controlled via the Authority's request management processes using the Authority's DWP Place tooling.</p> <p>The Supplier shall provide suitably skilled resources in order to install Devices, monitors, Printers, PADs and Device Bundles. Engineers performing installation activities must have BPSS security clearance. The Supplier shall co-ordinate and manage these requests within agreed SLAs.</p> <p>Achievement Criteria: The Supplier shall ensure the Device is securely and safely installed by carrying out the activities included, without limitation, below:</p> <ul style="list-style-type: none"> • Fixing securely the monitor onto the monitor arm or stand • Ensuring that all peripherals are correctly connected to the Device chassis or the appropriate docking station • Ensuring that the Device is correctly connected to the power and network • Ensuring that all cables are safe, tidy, and suitably secured in accordance with good industry practice and standards • All packaging is removed to ensure the area is returned to its pre-installation state • Ensuring that each Device deployed successfully starts and presents the Authority log-in screen • Where an item is discovered to be DOA during installation, the Supplier shall remove the DOA 	Yes					<p>Installation, p. 144</p> <p>5.9 - Installation, p. 152</p> <p>5.10 - Deinstallation, p.157</p>	
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			item and return to install a working item by the next business day.						
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| | | | <ul style="list-style-type: none">• For Devices, update the asset repository within 48 hours. | | | | | | |
|--|--|--|---|--|--|--|--|--|--|

	5.10	De-Installation	<p>When requested to do so, the Supplier shall provide an Engineering/de-Installation service capability at all UK addresses including fulfilment of standard, nonstandard and project requests. These shall be managed and controlled via the Authority's request management processes using the Authority's DWP Place tooling. For avoidance of doubt de-installation includes removal to Supplier site.</p> <p>The Supplier shall provide suitably skilled resources to de-install Devices, monitors, docking stations, printers, PAD's and Device Bundles. Engineers performing installation activities must have BPSS security clearance. The Supplier shall co-ordinate and manage these requests within agreed SLAs.</p> <p>Achievement Criteria:</p> <p>The Supplier shall ensure the item is securely and safely de-installed by carrying out activities included, without limitation, below:</p> <ul style="list-style-type: none"> • Providing appropriate packaging for onward shipment of the item to a UK location • Unplug Devices and peripherals and securely package for removal • For Devices, update the asset repository to a state of "in transit" within 48 hours. <p>The item shall then be handled as per the requirements in either the section entitled "Moves" or the section entitled "Decommissioning", as per the Authority's request.</p> <p>For the avoidance of doubt decommissioning includes removal to Supplier site.</p>	Yes						
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	5.1 1	Nonstandard service requests	<p>A Non-Standard Service Request shall be used for desktop-related services that are usually Standard Service Catalogue items that are:</p> <ul style="list-style-type: none"> • greater volumes than agreed through the standard request management process, • take place in out-of-core hours, or • require specific completion times. <p>Upon receipt of a request from the Authority, the Supplier shall confirm to the requestor within 2 working days whether the request is a Non-Standard Service Request or a Project Request and when a quote should be expected.</p> <p>For Non-Standard Service Requests the Supplier shall provide a quote within 3 working days. This response shall include, without limitation, pricing for the request and the expected date of the service provision.</p> <p>The Authority may submit an expedited Non-Standard Service Request for which the Supplier is asked to quote and complete in as short a timescale as is reasonable. These shall be an exception.</p> <p>The Supplier shall provide a monthly report of completed Non-Standard Service Requests including the final costs associated and whether they were completed within quoted timescales and prices.</p> <p>The format of this report shall be agreed by the Authority and the Supplier during on-boarding.</p> <p>The Supplier shall manage all NSSRs via the DWP Place ITSM toolset. This includes updating the asset repository where appropriate within 48 hours.</p>	Yes	Case Study and Reference to test capability and capacity to meet the request management service. Supplier also to document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will	10%	DWP has more than 1,000 sites, 100,000 users and 250,000 end user devices deployed across the UK that are in scope for this managed service. An estate of this size and complexity requires constant management and evolution to ensure that it continues to meet the needs of your users. To make it easier for	
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you to
manage

						provid e one releva nt case study 0: Not Met - Requir ement s not met or case study not releva nt or not provid ed		and enact this change, CDW will continue to provide you with a nonstandard service request (NSSR) function that will give you: • A dedicated NSSR coordinat or to triage and manage NSSR requests through DWP Place. • Fast and	
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	5.1 2	Project requests	<p>A Project Request is a piece of work being run as a project that requires additional management across various strands of activity. These may constitute a new service line and become included in the contract as a contract variation.</p> <p>The Supplier shall provide a full quote within 15 working days of receiving the request from the Authority, including, without limitation, pricing and timescales for the request. The Authority may request an indicative quote within 5 working days of submitting the request: this shall be an exception.</p> <p>The Supplier shall provide a monthly report of completed Project Requests including the final costs associated and whether they were completed within quoted timescales and prices.</p>	Yes	Case Study and Reference to test capability and capacity to meet the request management service. Supplier also to document approach	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	<p>accurate triage of requests that differentiates between NSSRs and Projects within your 2 working day SLA.</p> <ul style="list-style-type: none"> • A responsive and transparent process to produce quotes for NSSRs within 3 working days. • The flexibility to expedite the quotation and completion of 	
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NSSRs to
meet

						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		urgent requirements. • An asset management function to ensure that changes to asset information are updated in DWP Place within 48 hours. • A comprehensive NSSR reporting and governance structure, overseen by your service lead, which will enable you to evaluate	
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the
performa

								<p>nce of our services and that we continue to meet our commitments to you.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 5.11 - Nonstandard service requests, p. 160</p> <p>Project</p>	
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								Requests CDW will continue to provide DWP with a project request process. As the incumbent provider for your DSRS service, we have already developed a project engagement process with you which has been proven to meet your service requirements. We will deliver this service by following a	
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								standardi sed engagem ent process, which will ensure that the process for logging, reviewing , respondin g and reporting against requests is consisten t, accurate and scalable to deliver the volumes needed by your service. The performa nce of the service will be overseen	
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by your
Service

								Lead and Project Lead who will be responsible for triaging your requests and using a series of internal tools and calculators to produce a quote within the 15day SLA. By using standardised toolsets that are informed by live and historic service data, we can ensure the accuracy and	
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[illegible]

								quotes you receive. To ensure the service continues to meet your needs, your Service Lead will produce a monthly report detailing all the completed projects, final costs and timescales. This will enable DWP and CDW to assess the accuracy of the quotes we provide under the project request	
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								<p>process. We will work with you to continually improve the processes and tools that we use to ensure we enhance the speed and quality of the project request process over the lifetime of the contract.</p> <p>Please refer to the following section of our attached proposal document</p>	
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									t for further details on	
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								how we achieve and evidence compliance: 5.12 - Project requests, p. 166	
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**Project
Management**

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written respon	Bidder's Score
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									<p>se in MS Word (limited to 500 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to</p>	
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								specify the docum ent name, page number and paragra ph locatio n.	
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Project Management	6.1	Project Management Services	<p>Throughout the contract period the Authority will require the supplier to support in the delivery of key initiatives related to the scope of this contract.</p> <p>The Supplier shall provide a project management service to support the Authority in the delivery of these initiatives. The Supplier shall utilise a management resource model that enables scaling up and down, depending on Authority demand. The Supplier shall provide a copy of their proposed resource model.</p> <p>In addition, the Supplier shall include a Prince 2 qualified Project Manager as part of the BAU delivery team.</p>	Yes	Case Study and Reference to test capability and capacity to meet the project management service. Supplier also to document approach including the resource model.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to	8%	Analysis from the Institute for Government shows that DWP has the second highest number of total staff among all government departments. Across your core department, no other body has more civil
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						deliver the requirement on an enterprise level. 1: Partially Met - Supplier will provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		servants than you. It's in this context that you are seeking to deliver a continuous program of change and renewal, to both improve the end user experience over time, and deliver new capability to support your digital transformation. With more than 1,000 sites and 200,000 end user	
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									devices across the UK, you need support from a trusted partner to manage and deliver changes at scale across your end user device estate. CDW will continue to help you to deliver this change through our project management services which provide the support,	
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[illegible]

								accounta bility you need to deliver your key initiatives . In support of your existing DSRS service, we establishe d a flexible project managem ent resource model which scales in response to the size and complexit y of the projects that you need us to support. The model	
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									has proven to be a	
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									<p>success. In the last year alone, our PRINCE 2 accredited project management team has coordinated and delivered technology transformations across more than 40,000 desks at your offices, spanning c. 1,000 engineering days. Our proposed project management service will build upon the success of</p>	
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									the existing DSRS service and will continue to evolve over the lifetime of this contract as we learn lessons from each engagement that we deliver for you. We will support your project delivery by drawing upon the capability and capacity of our dedicated project management	
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									departme nt which	
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									is made up of more than 60 project professionals. These resources will be managed by the Project Management Leadership team and Project Management Office (PMO) who allocate resources across all of our customers. The benefit of this approach is it ensures we have	
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									visibility of our resource	
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								utilisation and capacity, and so can be flexible in our allocation of the type and quantity of resource for your projects. This also has the added benefit that we can reduce the lead time for resource to be added to your new projects or initiatives , mitigating any risk of delay. Your project	
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managem

									<p>ent resource model will be delivered through:</p> <ul style="list-style-type: none">• A core management team of 6 people who are dedicated to your contract and project management service. They will be responsible for setting standards , managing utilisation and coordinating resource across your BAU, NSSR and	
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[illegible]

								<ul style="list-style-type: none">• A flexible resource pool of more than 150 project management and technical delivery resources that your core team can draw upon to increase capacity and deliver the scale your projects need.• A resource onboarding and offboarding process to quickly and effectively introduce	
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									and share knowledge with new resources and teams that are needed to deliver scale for your projects whilst maintaining service standards and reinforcing your policies. • Clear roles and responsibilities for all resources and project stakeholders. This simplifies coordination, collaboration and	
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[illegible]

								<p>project delivery to scale through repeatable delivery models.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 6.1 Project Management Services, p. 170</p>	
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End of life

service

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 500 words per requirement). This should provide demonstrable evidence-based examples to	Bidder's Score
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									support their compla	
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									nce and their overall bid. Where a Bidder calls out to any additio nal docum entatio n, they are to specify the docum ent name, page number and paragra ph locatio n.	
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End of life service	7.1	End of life service	<p>The Supplier shall provide an end-of-life service to consider the most appropriate approach for dealing with Items that are no longer required or functioning. This shall include options for disposal, recycling, and resale.</p> <p>For the avoidance of doubt, any Device/Item that is decommissioned but still required and functioning shall be returned to stock ensuring DWP processes are followed including updating of asset repository in DWP Place within 48 hours. The Authority shall advise the Supplier of Devices that are no longer required.</p>	Yes	Supplier document approach	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	10%	<p>CDW will continue to provide DWP with a flexible end of life service which meets all your requirements, at enterprise scale, and adds value to your service. We will provide you with a range of disposal solutions that will enable you to resell, dispose and recycle your legacy IT assets. The end-of-life service</p>	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		will be integrated into all your service streams including incident management, request management and project services which will all be	
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	7.2	Device Evergreen Service	<p>The Supplier shall provide a rolling BAU Evergreen Hardware service, with a principle of ongoing device refresh in line with the Authority hardware roadmaps and refresh policies. This will include: Proactive identification of Assets in scope for refresh – i.e. end of life based upon Authority data Scheduling with the end user a device replacement Delivery of new and collection of old Device (in the same transaction)</p>	Yes	Supplier document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based		sources of end-of-life devices. Our proposed evergreen service, which will proactively replace user devices that have been identified by your hardware roadmap as having reached	
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						<p>examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier will provide one relevant case study</p> <p>0: Not Met - Requirements not met or case study not relevant or not</p>		<p>end of life, will also be a source of devices. Our end-of-life service will continue to provide you with:</p> <ul style="list-style-type: none">• Proactive identification, management and reporting of end-of-life assets, reinforcing your hardware roadmap and strategy, ensuring that devices that are no longer fit for purpose are	
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							provid ed			
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	7.3	Recycling and Resale Service	<p>Prior to any disposal decision, the Supplier shall make an assessment of the Device/Item to consider whether the Device or any working components can be utilised in repairs or whether there is potential for recycling or resale.</p> <p>For the avoidance of doubt no device shall be resold before it has reached end of life, aligned to end of life dates provided by the Authority. If the Authority approves that a Device is to be recycled or resold, the Supplier shall securely wipe the Device. Device sanitisation will be managed by the Supplier in line with the Authority's Policies and Procedures.</p> <p>When managing any recycling or resale of Devices, the Supplier shall:</p> <ul style="list-style-type: none"> Follow NCSC guidance found at https://www.ncsc.gov.uk/guidance/secure-sanitisationstorage-media Follow CPNI Standard for Secure Destruction of Sensitive Items found at: https://www.cpni.gov.uk/system/files/documents/c5/e1/2017_01_20_CPNI_Secure_Destruction_Standard.pdf <p>The Authority shall perform a minimum of annual audits to confirm Supplier adherence to NCSC and CPNI standards and guidance.</p> <p>The Supplier shall provide the Authority with a resale service utilising a range of marketplaces to provide recommendations and indicative resale value. Following completion of a resale request, the Supplier shall provide a report detailing items resold and actual resale value. Following resale:</p>	Yes	Supplier document approach	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	identified and removed from circulation • A flexible end of life service offering multiple outcomes that considers the most appropriate approach for dealing with your items that are no longer required. The outcomes offered by the service can be tailored to the needs of your	
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			<ul style="list-style-type: none">• The Supplier shall provide full detail of resale including what proportion of resale value is being returned to the Authority.					informati on	
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		<ul style="list-style-type: none">Any value obtained from the items shall be provided to the Authority as an income stream. The approach to this will be defined as part of onboarding.The Supplier shall provide a certificate of transfer for all devices sold. The approach to this will be defined as part of onboarding. <p>The Supplier shall provide asset and model details to the Authority within 48 hours of removal of stock from DWP usage.</p>			provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		security, environmental and estate management policies. Solutions include: o Resale services that enable you to create a revenue stream from assets that would have otherwise been written off and recycled – our existing resale service has generated more	
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[illegible]

									<p>your assets in the few months it has been in operation . This is particularly important in the current economic climate where government departments are increasingly being asked to do more for less. The resale of devices also creates significant environmental benefits by</p>	
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extending
the

								<div>usable life of each asset and supportin g the circular economy. o Temporar y storage for devices that have not yet met the agebased criteria for disposal, but where reissuing the devices to gold stock would be cost inefficient . o WEEE compliant recycling and material reclamati on for</div>	
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									devices that either must not be resold (due to information security requirements), or cannot be resold (due to market value, age, condition of the device). This can also generate a revenue stream for DWP and divert up to 100% of waste by mass from landfill. <ul style="list-style-type: none">• This will be underpin	
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ned by
reliable

								<p>asset management and reporting processes to ensure your asset management system is updated within 48 hours.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 7.1 - End of life service, p.</p>	
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[illegible]

									Device evergree n service, p. 190 7.3 - Recycling and Resale Service, p. 194	
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Underpinning

Requirements

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 500 words per requirement). This should provide demonstrable evidence-based examples to	Bidder's Score
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[illegible]

									nce and their overall bid. Where a Bidder calls out to any additio nal docum entatio n, they are to specify the docum ent name, page number and paragra ph locatio n.	
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Underpinning Requirements	8.2	Receiving goods and Storage	<p>The Authority is responsible for provision of the physical stock, utilising Authority supply contracts, to meet the ongoing Device and peripheral demand. The Authority shall provide a forward view of anticipated Business As Usual demand to the Supplier in a format and frequency to be agreed as part of onboarding. Project demand will be provided to the Supplier as part of any project requirements through the life of the contract.</p> <p>The Supplier shall:</p> <ul style="list-style-type: none"> • receive goods from the Authority and its suppliers; and • securely store for use in Business As Usual or Project related services <p>The Supplier shall not charge the Authority for receiving or holding any stock that facilitates the contract's service provision, including projects.</p> <p>For the avoidance of doubt, the Supplier shall not charge the Authority for holding any stock that has entered either into the warranty or repair loop.</p> <p>Irrespective of how the Supplier manages and differentiates between BAU and Project stock, the Authority expects all stock to be available for use across either where required.</p>	Yes	Case Study testing capability, understanding and confirming any lessons learned.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will	6%	CDW can receive and store devices supplied by DWP and its suppliers for both business as usual (BAU) and project related requirements, alongside further picking and configuration activities as stock is called off in line with BAU and project demand. We can confirm that we will not charge the	
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[illegible]

						provid e one releva nt case study 0: Not Met - Requir ement s not met or case study not releva nt or not provid ed		receiving or holding any stock that facilitates the contract's service provision, including projects. CDW shall not charge DWP for holding any stock that has entered either into the warranty	
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	8.3	Warehouse Management and Capacity	<p>The Supplier shall store the Authority's Goods in a secure and identifiable manner and be able to track Goods at the Supplier site (including any Third Parties) involved in delivering this service.</p> <p>The Supplier shall ensure that DWP and DfC items are stored separately and distinctly. There may be amendments to this list from time to time.</p> <p>The Supplier shall store, within Gold stock a sufficient number of Device, Monitor, Docking Station and Plug and Display (PAD) components to facilitate the Replacement & Request Services outlined.</p> <p>The Authority and Supplier shall agree appropriate stock levels for fulfilling the Replacement and Request Management Services as part of on-boarding and regular discussions at Service Reviews.</p> <p>When deemed necessary the Supplier shall, store Project Stock separately from Gold Stock. The Authority shall have the right to perform a physical audit of all its Goods held at the Supplier's warehouse. Notice of 10 working days will be given ahead of any audit.</p>	Yes	Case Study testing capability, understanding and confirming any lessons learned.	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	Yes	or repair loop. Our secure national distribution centre (NDC), break-fix operations centre and world class logistic and storage providers each have the capacity to ensure all your stocking requirements are met to keep BAU and project services flowing and keep service levels (SLAs)	
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within
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		s, meaning you can focus on improving user experience and plan for the future of your digital workforce. To support DWP in sharing BAU and project demand for stock, we	
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	8.4	Storage	Where additional storage is required outside of BAU and Project Services the Supplier shall provide Storage in line with the Security Policy and Procedures, for the Authority's IT Assets and Peripherals. Upon request of this service and volumes being agreed Storage should be available for use to the Authority within 60 days.	Yes	Case Study testing capability, understanding and confirming any lessons learned.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with		believe a weekly stock management call between CDW, DWP and your third party suppliers will enable us to establish	
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						<p>specific evidence-based examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier will provide one relevant case study 0: Not Met - Requirements not met or case study not relevant</p>		<p>a shared vision of demand and stock availability across all workstreams. This is something that has proven to be successful in the current DSRS project and would enable all stakeholders to your service to collaborate and ensure that your stock is efficiently managed and capacity is made</p>	
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						nt or not provid ed		support BAU and project needs. The Authority shall provide a forward	
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	8.6	Capability and Capacity	<p>The Supplier shall have the Capability and Capacity to meet the Services as detailed in the specification, to support bulk deployment, decommission, recycling, disposal, and refresh projects.</p> <p>The Supplier shall have the Capability to meet specific Project and Transformation requests and can flex up and down to meet these requirements, including but not limited to:</p> <ul style="list-style-type: none"> - Goods in processes - Goods out processes including bundling Goods for ease of delivery to end Users - Warehousing Capability and Capacity - Device build - Flexibility of Logistics to meet emerging demand, including delivery and collection services - Re-use including cleaning, re-build and storage - Resale - Re-cycling and WEEE disposal 	Yes	Case Study testing capability, understanding and confirming any lessons learned.	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement</p>	view of anticipated Business As Usual demand to the Supplier in a format and frequency to be agreed as part of onboarding. All stock will be available for use across both BAU and project activities, irrespective of how it is	
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						<p>on an enterprise level.</p> <p>1: Partially Met - Supplier will provide one relevant case study</p> <p>0: Not Met - Requirements not met or case study not relevant or not provided</p>		<p>differentiated in storage.</p> <p>Please refer to the following sections of our attached proposal document for further details on how we achieve and evidence compliance against each of the requirements in this</p>	
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	8.8	Demand Forecasting	<p>The supplier shall provide timely stock information on all Authority Goods held at the Supplier's site to ensure that the authority can meet their responsibility, and this shall include the Supplier's demand and fulfilment requirements for Incident and Request Management Services. This shall be provided at the following frequency:</p> <ul style="list-style-type: none"> - Weekly view to include the total volume of stock held at the Supplier site and status, e.g. in Gold Stock ready for call off, under repair. - 3 month rolling view based on historical and volume analysis. As part of the contract's governance, the Supplier shall attend a Monthly meeting with internal and, where applicable, external suppliers to assist the Authority in managing Demand and to ensure effective stock level management. As part of on-boarding and regular Demand Management reviews, the Supplier and the Authority shall jointly agree thresholds of stock levels at which the Supplier shall alert the Authority to provide further stock. 	Yes	Case Study testing capability, understanding and confirming any lessons learned.	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	<p>section: 8.2 - Receiving goods and storage, p. 208 8.3 - Warehouse Management and Capacity, p. 213 8.4 - Storage, p. 217 8.6 - Capability and Capacity, p. 223 8.8 - Demand Forecasting, p. 272</p>	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided			
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	8.1 7	Account Manage ment	<p>The Authority's expectation is that the service will be owned and managed with a Service first approach; the service lead will be the main interface into the Account.</p> <p>The Supplier must provide details of persons responsible for the management of the Contract. Key Supplier team members and team structure shall be confirmed as part of on-boarding.</p> <ul style="list-style-type: none"> Changes of persons responsible for the management of the Contract during its lifetime must be communicated 10 Working Days in advance of the change taking effect Key Supplier team members cannot be moved to other Supplier accounts without agreement from the Authority. <p>Where there are significant issues with key Supplier team members the Authority reserves the right to ask for these to be replaced</p>	Yes	Case Study testing capability, understanding and confirming any lessons learned.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based	10%	CDW will continue to provide DWP with an account management function that uses a Service First approach to drive accountability, collaboration,	
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						<p>examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier will provide one relevant case study</p> <p>0: Not Met - Requirements not met or case study not relevant or not</p>		<p>innovation, and quality in the delivery of all services that you receive from us. Cheryl Gibson is your Service Lead and will be responsible for owning and managing all current and new services that you receive from CDW. The Service Lead will be the main interface for DWP's management team</p>	
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	8.18	Co-ordination, Management and Control	<p>The Supplier shall be responsible and accountable for managing the full end to end Supplier service and delivery teams, including partners/SMEs to minimise impacts including financial impacts on the Authority.</p> <p>The Supplier shall take full accountability for their supply chain performance by:</p> <ul style="list-style-type: none"> • Understanding the full supply chain processes and delivery touchpoints • Regularly reviewing supply chain performance and implementation of improvement activity • Pro-actively engaging to anticipate and rectify service issues • The supplier will hold a quarterly supply chain review with the Authority and their key partners <p>The Supplier shall collaborate with the Authority ThirdParty Suppliers to ensure seamless integration of services including but not limited to checking in stock provisioned through third parties.</p> <p>All third parties are required to be reviewed and approved by the Authority, before actively working on the DWP Account.</p>	Yes	Case Study testing capability, understanding and confirming any lessons learned.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will	and service stakeholders into the account. By working through a primary interface, your Service Lead can ensure that a consistent vision and performance culture is cascaded to the wider teams of resource that are aligned to your service; ensuring that our focus remains on
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delivering
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		quality outcomes and outstanding levels of service in every interaction with DWP. The Service Lead will be supported by a management team of subject matter experts and key team members that are each responsible for the performance and quality of core service delivery functions.	
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								ent team is already in place and support the delivery of the existing DSRS contract. Their knowledg e of your values, challenge s, goals and culture will prove invaluabl e to the delivery of the next iteration of the DSRS contract. The team has already develope d peer- topeer	
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									DWP counterp arts which means they can begin instantly engaging and delivering value once the new contract is awarded. This substanti ally reduces the risk of any disruptio n to your business as usual or project operation s that would occur if you were to transition to a	
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									provider without	
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								<p>this level of knowledge or relationships in place.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.17 - Account Management, 292</p> <p>Coordination and Management CDW will</p>	
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[illegible]

									responsib le and accounta ble for managing the endto- end service and delivery teams across all business as usual (BAU) and project activities, including our internal teams, supply chain partners and your 3rd party suppliers, to manage all impacts for DWP. Your Service Lead,	
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Cheryl
Gibson,
will be

									responsib le for applying our service governan ce, performa nce managem ent and reporting methodol ogy to ensure that every team and supply chain partner that contribut es to the success of your service: • Understa nds their roles and responsib ilities in delivering the service •	
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[illegible]

								<div>success and performance criteria are for their role and are able to meet, measure and report against that performance</div> <div><div><div>• Will proactively participate in service review and improvement sessions</div><div>• Understands and comply with relevant DWP</div></div></div>	
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									policies including incident	
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								<div>managem ent, request managem ent, asset managem ent informati on security, and personnel managem ent</div> <div>Please refer to the following section of our attached proposal documen t for further details on how we achieve and evidence complian ce: 8.18 - Coordinat ion, managem</div>	
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								control, p. 300	
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	8.2 1	Service Management - Continuous Service Improvement	<p>The Supplier will continually review the service and consider opportunities to improve the way in which the Services are delivered throughout the Contract duration.</p> <p>The Supplier shall agree with the Authority a minimum of two Continuous Service Improvement initiatives to be delivered per quarter. This shall be tracked and reviewed at the Monthly Service Review against proposed outcomes and benefits. Where significant financial benefits are achieved through Service Improvement activity the Authority may consider possible gain share.</p>	Yes	Case Study testing capability, understanding and confirming any lessons learned.	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	2%	<p>The aligned Service Lead will manage will continuous service improvements with your key stakeholders through the dedicated monthly CSI review meeting across all service towers to include BAU, projects, configuration and commercial delivery. Your Service Lead shall lead all</p>	
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									activities relating	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		to the consistent high quality of your service. The SDM will be responsible for developing a continual service improvement plan (CSIP) through: <ul style="list-style-type: none">• Regular communication with DWP and the CDW service delivery teams• Analysing trends in the reports produced for DWP•	
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Consultin
g with

									<div>CDW's and DWP's senior technical staff to plan technical improvements</div> <ul style="list-style-type: none">• Ensuring the planned improvements are fully implemented and metrics put in place to measure the improvement• Collecting feedback from DWP to ensure customer satisfaction. <div>CDW's approach to CSIPs</div>	
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									involves the Service Lead creating a CSI register, which ensures all improvement plans are effectively implemented and recorded. Feeding in from multiple sources, the CSI register will be used to establish your roadmap of wants and needs; these can be aspiration	
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									al, or to correct failings	
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								where they exist. Sources include conversations with you from service reviews, problem management, known risks and issues, trend analysis and an understanding of your IT strategy. The register could contain details relevant to anything you deem an improvement, be	
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									it to service delivery,	
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									operation al, relationsh ip, commerci al, or anything else that would facilitate an improve ment to the contract between CDW and DWP. All initiative recorded in our live CSI Register and only marked as complete d once agreed by both DWP and CDW. Open items will also be documen	
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								<p>monthly service pack to support KPI measurement.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.21 - Service Management - Continuous Service Improvement, p. 310</p>	
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	8.2 2	Quality Assurance	The Supplier shall perform quality checks against a random sample of Incidents and Service Requests (minimum 5%), to ensure Good Practice and DWP Policies and Procedures are being adhered to. This should be evidenced to the Authority at the Monthly Service Review. With remediation actions recorded and completed where required.	Yes	Case Study testing capability, understanding and confirming any lessons learned.	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will	2%	CDW can confirm that we will perform regular quality assurance (QA) checks against random samplings of incidents and service requests, equalling at minimum 5% of incidents and service requests raised in the reporting period. Regular checks ensure that we are	
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aligning
with the
best

						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		practises and your policies and procedures, and that quality is of a consistently high standard. QA scores for the selected sample will be shared internally with the appropriate teams and individuals, as well as your Service Lead, Cheryl Gibson, who will consolidate and share the results as part of	
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the
monthly

									service reviews. Adherence to process, trends and remedial actions are also recorded and shared. Remedial actions are shared with the Service Desk Team Leader and Shift Leaders to implement across the team. This, coupled with regular coaching and feedback sessions drive a culture of	
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								<p>high performance amongst the team, helping to unlock further value from the service provided.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.22 - Quality Assurance, p. 314</p>	
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**Optional
Services**

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Evaluation	Scoring Criteria	Sub Score Weighting	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 500 words per requirement). This should provide demonstrable evidence-based examples to	Bidder's Score
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									support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	
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Optional Services	11.1	DfC Northern Ireland replacement service	<p>Replacement services for Department for Communities (DfC), Northern Ireland. Replacements shall be limited to a single weekly visit to address any outstanding incidents and replace broken Devices and monitors stored at the following locations:</p> <ul style="list-style-type: none"> • Belfast CSAC • Belfast Benefit Center (Plaza) • Lanyon Place Belfast • Lisahally • Ballymena <p>The activity performed for DfC's shall be invoiced separately.</p> <p>DfC replacement Devices must also be provided from the separate stock kept for DfC, with all Devices provided to DfC Users having a DfC asset tag. DWP stock must not be used to service any DfC device replacements.</p> <p>The Supplier shall complete any associated asset management activity within 48 hours, as described under Device Asset Management.</p> <p>For any shipments to and from Northern Ireland, the Supplier shall be responsible for the management of any associated customs activity.</p>	Yes	Supplier document approach	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier will</p>	1%	CDW will provide a device replacement service to the Department for Communities (DfC) in Northern Ireland, using a single weekly visit to issue replacement devices, resolve outstanding incidents and remove broken devices and monitors from site. Incidents and	
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								requests will be resolved	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		using stock that is dedicated to the DfC service, which has been configured and asset tagged in accordance with processes specific to DfC and distinct from the broader DWP service. Incidents and requests will be managed to completion by our aligned service desk team based in Peterboro	
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[illegible]

								<p>who will follow your incident and request management processes alongside our own ISO 20000 accredited IT service management process to resolve tickets for DfC sites.</p> <p>Please refer to the following section of our attached proposal document for further details on how we</p>	
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[illegible]

								evidence compliance: 11.1 - DfC Northern Ireland Replacement Service, p. 330	
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	11.2	Consultancy as a Service	On request the Authority shall engage with the Supplier to provide a contracted-out service on an outcomebased engagement, to ensure the Authority's strategic decisions are relevant to best practice and drive value.	Yes	Supplier document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidencebased examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will	2%	CDW can provide a contracted-out service to deliver an outcomebased engagement that ensures DWP's strategic decisions are relevant to best practise and drive value by following our standardised and repeatable approach. When an opportunity is identified, it is logged through the agreed engagement	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		process with your Service Lead, followed by your account team logging an opportunity to initiate alignment for outcomebased opportunities: • An opportunity is logged by your account team on our internal CRM system • Our pre-sale solution architects complete a requirements	
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									workshop with your relevant stakeholders • The solution architects create a requirement capture document, proposal or highlevel design and complete a professional services costing sheet • Internal technical and commercial reviews are completed • The final	
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									proposal is shared	
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									<p>with your key stakeholders • A purchase order (PO) is issued • Project definition workshops are held between our solution architects, consultants, aligned project manager and your key stakeholders • A statement of works (SoW) is created and shared with your key stakeholders</p>	
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								<ul style="list-style-type: none">• The project is initiated• Project delivery follows our standard methodology: <p>This process identifies the governance levels required to deliver the outcomebased engagement. We deliver project outcomes in four different categories:</p> <ul style="list-style-type: none">• Consultancy led• Governance level 1 – Utilising	
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								<div>existing project management office (PMO) (subject to capacity review for period of engagement)</div> <ul style="list-style-type: none">• Governance level 2 – Standalone project outside of PMO• Governance level 3 – New Programme of works <div>Our consultancy levels are:</div> <ul style="list-style-type: none">• Associate Technical Consultant –	
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[illegible]

									<div>t low risk technical projects</div> <div><ul style="list-style-type: none">• Technical Consultant – Consult, design, plan and implement technical projects• Senior Technical Consultant - Consult, design, plan and implement complex technical projects, they will also support in presales activities.• Principal Consultant -</div>	
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									Consult, design, plan and	
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								<p>implemen t highly complex technical projects. They will provide technical leadershi p and support in presales activities. They will also be an SME in their relevant technolog y.</p> <p>Technical Delivery Manager - Consult, design, plan and implemen t highly complex technical projects. They will provide technical leadershi</p>	
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								<p>governance on complex, multi tech projects acting as a conduit between Pre-Sales Solutions Architects and Professional Services during pre-sales and delivery.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence</p>	
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[illegible]

								11.2 - Consultan cy as a service, p. 334	
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	11.3	Engineering As a Service	On request the Authority shall engage with the supplier to provide access to Engineering Experts on an outcome-based engagement. To allow the Authority to deliver against and scale to meet business demand	Yes	Supplier document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will	2%	CDW will provide DWP with engineering as a service to deliver against outcomebased engagements by following our standardised and repeatable approach. When an opportunity is identified , it is logged through the agreed engagement process with your Service Lead, followed by your account team	
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						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		logging an opportunity with the engineering team to initiate alignment for outcomebased opportunities: <ul style="list-style-type: none">• An opportunity is logged by your account team on our internal CRM system• Our pre-sale solution architects complete a requirements workshop with your relevant stakeholders	
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								<ul style="list-style-type: none">• The solution architects create a requirement capture document, proposal or highlevel design and complete a professional service costing sheet • Internal technical and commercial reviews are completed • The final proposal is shared with your key	
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stakeholders • A

									<p>purchase order (PO) is issued • Project definition workshops are held between our solution architects, consultants, aligned project manager and your key stakeholders • A statement of works (SoW) is created and shared with your key stakeholders • The project is initiated</p>	
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[illegible]

								<p>follows our standard methodology:</p> <p>This process identifies the governance levels required to deliver the outcomebased engagement. We deliver project outcomes in four different categories:</p> <ul style="list-style-type: none">• Consultancy led• Governance level 1 – Using existing project management office (PMO)	
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								<div>(subject to capacity review for period of engagement)<ul style="list-style-type: none">• Governance level 2 – Standalone project outside of PMO• Governance level 3 – New programme of worksOur engineering team consists of highly experienced, diverse, dedicated and flexible resource. These</div>	
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resources
are highly

									motivate d and certified in their respectiv e specialitie s that enable us to work across all major vendor landscape s. The engineeri ng team offers an objective view of available solutions that deliver on scalability , cost, efficiency and resilience. We always aim to deliver operation al	
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excellence
through
efficiency

									and continuous improvements. The engineering team consists of 4 levels of technical capabilities. Dependent on the type of work required, we would select resource best suited for the project. Our resources are fully vetted and have a minimum of 12 months' experience.	
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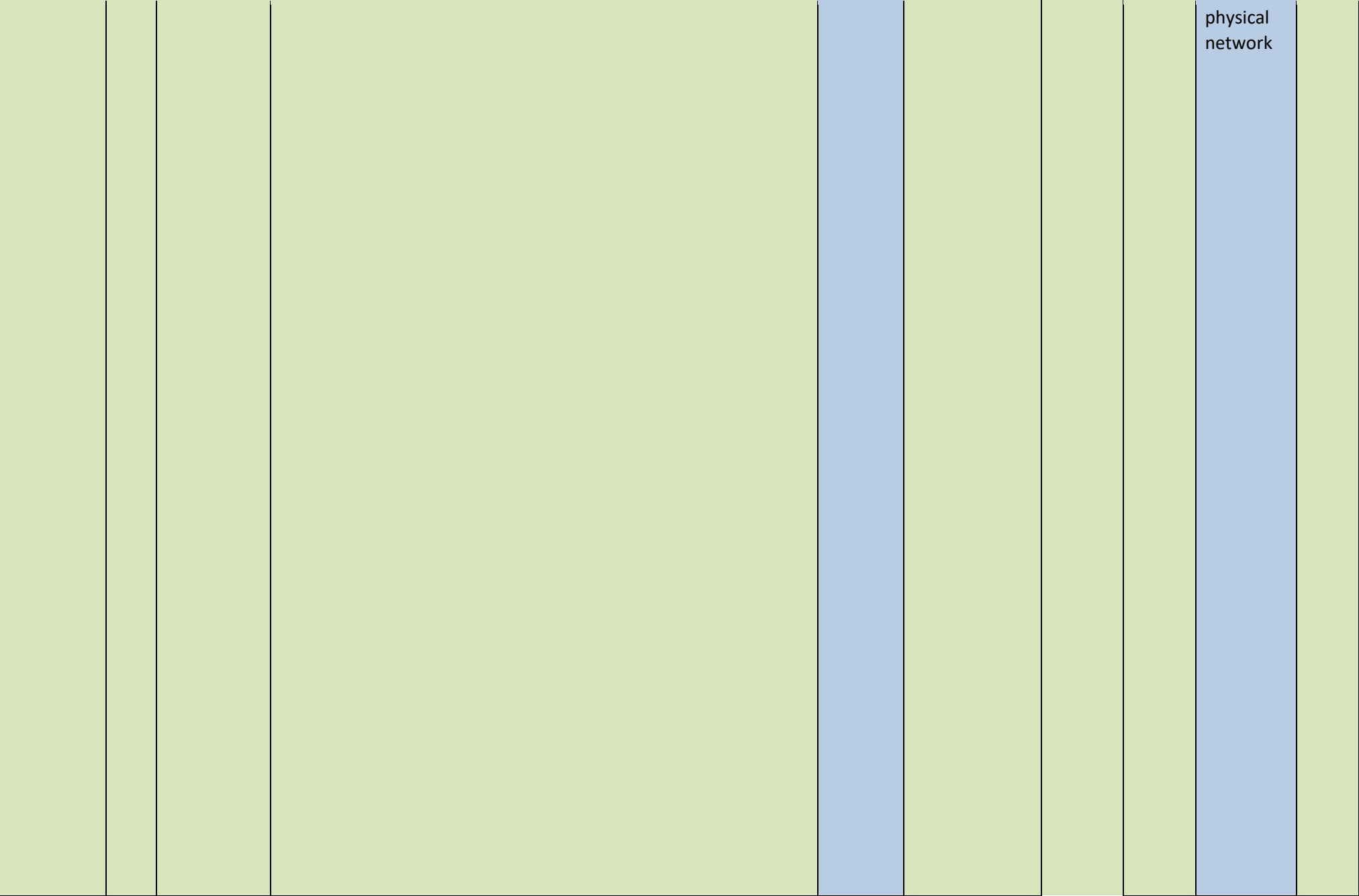
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Engineeri

									<p>ng levels are:</p> <ul style="list-style-type: none">• L1 - Associate Engineer - services ranging from hardware audits, desktop and laptop installs, end-user equipment moves and changes, basic hardware upgrades, support, first time login/setu p and first-line support.• L2 - Engineer - services ranging from hardware support (compone	
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nt swap
outs),

								desktop and laptop configuration and imaging, help desk troubleshooting, backup and storage administration, and combined first and second-line support roles. • L3 - Senior Engineer - services ranging from site lead, floor walking support, basic telecoms and server administration,	
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									troubleshooting, Server room hardware decommissioning and installation with basic configuration. • L4 - Principal Engineer - services, including assuming the role site leader or project lead, network administration, Cloud migrations, server and storage start-up and O/S configuration,	
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[illegible]

								<p>and providing third line support. CDW assigns the right skills and resources for each engagement to ensure successful completion on time, quality and cost.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence</p>	
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[illegible]

								11.3 - Engineeri ng as a service, p. 339	
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	11.4	Logistics	<p>The Supplier shall provide an on-demand logistics service covering the movement of IT kit from one UK location to another. This shall include, but not be limited to:</p> <ul style="list-style-type: none"> • Movement of full Device Bundles in single or bulk quantities • Movement of specified Devices or peripherals in single or bulk quantities • Option for timed delivery including specific one-hour slots, pre-9:30am delivery and pre-noon delivery. • Options for both secure and standard couriers <p>Where this logistics service is requested at a Northern Ireland location, the Supplier shall manage all associated customs activity.</p>	Yes	Supplier document approach	<p>5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidenced examples (capability and capacity) to deliver the requirement on an enterprise level. 1: Partially Met - Supplier will</p>	1%	CDW can confirm that we can provide DWP with a logistics service that covers the whole of the UK and your sites in Northern Ireland supported by our disposal and logistics partner, Restore Technology (RT). RT's dedicated collection team of more than 50 full-time employees covers the whole of the UK	
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and
Northern

						provide one relevant case study 0: Not Met - Requirements not met or case study not relevant or not provided		Ireland, making them ideally positioned to deliver: <ul style="list-style-type: none">• Movement of full device bundles in single or bulk quantities from any of your UK locations• Movement of specified devices or peripherals in single or bulk quantities from any of your UK locations• Option for timed delivery including specific 1-	
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								hour slots, pre-9:30am delivery and prenoon delivery	
								• Options for both secure and standard couriers, both RT and outsourced, with prior approval from DWP. RT specialize in the end-to-end movement of IT equipment for customers from collection to delivery and	

[illegible]

								<p>remarketing. They can move your full range of IT assets, from bulk to single user devices, across multiple products and size ranges using specialist moving equipment.</p> <p>RT employs a dedicated collection team, who are fully vetted, DBSchecked and trained in IT disposal and sanitation . The collection</p>	
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								team have access to their fleet of over 60 vehicles, ranging from 3.5T vans up to 26T heavy goods vehicles, branded and unbranded, with dedicated packaging and secure transport where required. Utilising their single IT platform across the entire logistics network, RT will turn your transportation requirements into	
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									a planned collection , using hourly timeslots where required, confirmation and delivery. Their drivers use the latest handheld devices with remote access to RT's network to provide immediate proof of collection from your sites without any delay. Their capability covers Northern Ireland	
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and
Republic of

								<p>Ireland, where they have several existing customers who they serve monthly, covering all required documentation and paperwork to allow legal transit to mainland UK.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and</p>	
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								evidence compliance: 11.4 - Logistics, p. 345	
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	11.5	Peripheral recycling services	The supplier shall provide access to a service that will allow non data bearing peripherals to be stored, collected and recycled on demand from DWP locations. All items recycled via this route must be included in the sustainability reporting as per Appendix 10.	Yes	Supplier document approach	5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence based examples	1%	CDW will provide DWP with an ondemand peripheral recycling service that involves the collection, storage and recycling of nondata bearing assets from your locations. Our	
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						(capab ility and capaci ty) to deliver the require ment on an enterp rise level. 1: Partial ly Met - Suppli er will provid e one releva nt case study 0: Not Met - Requir ement s not met or case study not releva nt or not provid ed		service will be able to collect periphera ls from any DWP site in the UK and will be underpin ned by rigorous asset managem ent, sustainabi lity report and environm ental standards . The service will be delivered by our disposal, storage, recycling and resale partner Restore Technolo gy (RT).	
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RT
specialize

									in the end-to-end movement of IT equipment for customers from collection to delivery and recycling to remarketing. They can move your full range of IT assets, from bulk to single user devices, across multiple products and size ranges using specialist moving equipment. Their capability	
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[illegible]

									Northern Ireland and Republic of Ireland, where they have several existing customer s who they serve monthly, covering all required documen tation and paperwor k to allow legal transit to mainland UK. All periphera ls will be identified as per your requirem ents, boxed and stored	
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								separately and managed on the inventory management system for easy identification and access. Full traceability of assets through the processing lifecycle detailing recycling breakdown and sustainability contribution provided in a bespoke report. RT has recycling separation	
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[illegible]

									UK sites and a specialist recycling centre of excellence in Bristol with third party partners to ensure all recycling is separated to its maximum potential, benefiting the sustainability reporting recovering usable assets where available and repurposing them. Using the latest marketleading xray technolog	
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								<p>y, RT can separate hazardous plastics containing Persistent Organic Pollutants (POPs). The first system in Europe with zero water and zero contamination resulting in increased recycling levels of electrical waste plastics.</p> <p>Please refer to the following section of our attached proposal document</p>	
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[illegible]

									details on how we achieve and evidence compliance: 11.5 - Peripheral recycling services, p. 11.5	
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Device Build
Services

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	Bidder's Score
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SC Clearance	1.0	SC Clearance for Device Build Services	All parties physically involved with the build process detailed in elements 1.2 (Cloud First) 1.3 (CCK) 1.5 (Build Infrastructure) and 1.6 (Product Testing Services) shall be SC cleared (this includes employees, Subcontractors etc).	Yes	Pass /Fail	<p>CDW can confirm that all device builds will take place in the UK using SC cleared resources where required. Imaging for new devices will take place at our National Distribution Centre in Rugby, UK. Imaging for repaired and replacement devices will take place at our Break Fix Operations facility in Huntingdon, UK. We understand that the physical security controls in place at each of these sites is essential to ensure the integrity of the DWP build process. Should you award the contract to us, we will be pleased to facilitate access for DWP personnel to assess the build facilities. Both sites, are subject to regular customer audits owing to the security demands of their organisations. Both facilities are ISO 27001 accredited which is an endorsement of the physical and logical access controls in place. Additionally, our NDC is List-X approved by HMG and as of April 2021 has also been List-N approved for services to the nuclear industry.</p> <p>Personnel Security</p>
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							We employ a robust Personnel Security Programme, starting	
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					<p>with the pre-employment screening of all staff to HMG Baseline Personnel Security Standard (BPSS) as a minimum, through to a thorough aftercare programme to ensure the continued integrity of personnel. Our aftercare policy identifies the responsibilities for the reporting of Changes in Personal Circumstance, Security appraisals, foreign travel (business or pleasure) for NSV holders, along with responsibilities for Line managers and fellow coworkers. Where roles require enhanced security vetting (CTC, SC, DV), we will follow your defined route to attain these clearances.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 1.0 - SC Clearance for Device Build Services, p. 6</p>	
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Device Build Services	1.1	Device Build	<p>The supplier shall be able to provision a secure, auditable and controlled build facility environment located in the UK which shall be inspected by the Authority prior to contract signature to ensure it meet's Authority's requirements. The supplier will layer their security by:</p> <ul style="list-style-type: none"> including: perimeter controls and guarding; building design features; limiting access: personnel screening and demonstratable 	Yes		<p>The devices for DWP's service will be built and stored at CDW's National Distribution Centre (NDC) in Rugby which will provide a secure, auditable and controlled build facility for your service. The facility is secure by design and has been</p>	Pass
			<p>controlled access; appropriate fittings and office furniture; and the use of separate areas in buildings for particularly sensitive authority work</p> <p>Upon approval by the authority and post contract signature the supplier shall facilitate the installation of infrastructure provided by the authority to allow the provision of build testing. Successful device Build testing should be completed no later than 2 weeks post contract signature.</p> <p>Any changes to the physical security of the build environment should be approved by the Authority prior to implementation, the Authority reserves the right to risk assess the security controls at any point during the contract.</p>			<p>inspected and authorised to deliver secure services for DWP, other government departments, defence and nuclear organisations. You have already audited and approved the security of our NDC. Our configuration centre already includes the installation infrastructure needed to build, configure and image your devices.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 1.1 - Device Build, p. 8</p>	

Cloud First	1. 2	Microsoft Autopilot	When requested to do so, in addition to applying an image to the device, the Supplier will upload serial numbers to Microsoft Autopilot prior to build, either by applying to become a recognised MSP partner for the Authority or working in conjunction with existing MSP partners.	Yes	CDW confirm that we have the capability to apply DWP's images and upload the device's serial number to Microsoft Autopilot prior to building. We are one of Microsoft's most highly accredited Gold partners in the UK, holding 14 Goldlevel competencies from across their portfolio including the ability to upload asset data on behalf of you. As an MSP our configuration services deliver plug and play ready devices to you, using Intune to deliver Autopilot for DWP and other Cloud based deployment solutions for a wide range of customers. Our
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					<p>dedicated enrolment desk works on behalf of our customers to ensure devices are ready to use, out of the box.</p> <p>Our Pre-Provisioning service also allows us to ensure devices require minimal updates and policies to be pulled across an end users internet connection, that might normally take time away from essential work.</p> <p>We can tailor our approach to cloud deployment to meet the specific needs of each DWP user persona and project. We currently deploy Cloud First devices for you, producing as many as 2,300 devices in a week. We have recently created an additional build area that is dedicated to you, which includes extra benching, switching and physical space enabling us to increase our capacity and throughput for your service.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance:</p> <p>1.2 - Microsoft Autopilot, p 11</p>	
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CCK Build	1. 3	Customer Computer Kiosk Build	The Supplier shall apply the Authority CCK image using Build Sticks provided by the Authority.	Yes	<p>CDW will continue to provide DWP with image deployment services for your customer computer kiosk (CCK) devices. We have deployed these builds as part of the existing DSRS contract for the past 2 years and will continue to use our tried and tested build processes for this contract. The engineering teams at our National Distribution Centre (NDC) in Rugby and our Workshop in Huntingdon, all have direct experience using the build sticks to deploy images to CCK devices. As a result, we have implemented rigorous processes to manage the physical security of your build sticks and to ensure that the image on each stick is updated to your current version. This ensures that each device is play and play ready when into arrives into your estate.</p> <p>To provide the imaging capacity your service needs, we have invested in a 30strong team of trained and security vetted configuration and workshop engineers. They will use physical and technical build infrastructure that is dedicated to your service to ensure that</p>
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we can provide the throughput
to meet the needs

					<p>of your service and projects. Our team regularly images more than 800 devices every week for you across our supply chain and break-fix operations. We will invest in additional people, facilities and technology to increase our build capacity if needed on either a temporary or permanent basis to ensure the long-term success of your service.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 1.3 Customer Computer Kiosk Build, p. 12</p>	
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Build Image Updates	1.4	Approved Images	The Supplier shall apply the approved image as detailed in the requirement detailed above or the version agreed with the Authority (as updated from time to time) to all Devices prior to delivery to the relevant site and in accordance with the deployment plan.	Yes	During the lifetime of the service CDW recognise that DWP will follow industry best practice and regularly update the images that you deploy. We will support this process by ensuring the images that we deploy match your current release. To do this, we host DWP-owned infrastructure in our secure communications centre to use as image distribution points. We will use an air-gapped, DWP-specific network of switches, wireless devices and security devices, to transfer your image data to
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					<p>a build area that is dedicated to you. By hosting your build infrastructure in this way we can eliminate the need for you to physically transmit new copies of your images each time one is updated. This reduces both the complexity of the image management process and reduces the time it takes for updated images to begin being deployed.</p> <p>If you make a major change to your image, we will expect you to notify us of the impending change using the Change Management process. This will give us the opportunity to access the new versions and deploy test images to confirm that the changed process is correct. Sample devices will be imaged and sent to you for verification within 5 working days of receiving the approved change and associated image.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance:</p> <p>1.4.1 - Approved Images, p. 13</p>	
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	1.4	Infrastructure Changes	<p>If the builds or Authority's infrastructure changes, the Authority shall inform the Supplier via the service management change process. The approach to this will be agreed as part of onboarding. The Supplier shall within 5 working days have completed testing and, working with the Authority, confirmed acceptance and implemented the new build.</p>	Yes	<p>CDW can confirm that we will comply with the change management process for managing updates to your builds and infrastructure. If you make a major change to your image, we will expect you to notify us of the impending change using the Change Management process. This will give us the opportunity to access the new versions and deploy test images to confirm that the changed process is correct. Sample devices will be imaged and sent to you for verification within 5 working days of receiving the approved change and associated image. As your incumbent service provider for the current DSRS contract, we have used the process described above to successfully manage the introduction of numerous new and changed images. By using this proven process we can ensure that we continue to deploy the correct build to your devices, giving your users a plug and play experience when they receive their machines.</p> <p>Please refer to the following section of our attached</p>	
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							proposal document for further details on how we achieve and	
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						evidence compliance: 1.4.2 - Infrastructure Updates, p. 14	
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Build Infrastructure	1.5	Installation	<p>To enable delivery of device and server build services, the supplier shall agree to the installation of:</p> <ul style="list-style-type: none"> • DWP Network connection and infrastructure • SCCM server infrastructure <p>Please note all parties physically involved with or access to, the build environments must be SC cleared.</p>	Yes	<p>CDW already hosts build infrastructure which can be used to deploy builds to your devices as part of the existing DSRS service. Should you accept our proposal for this service, we will be able to immediately begin using the following infrastructure to securely build your devices:</p> <ul style="list-style-type: none"> • 6 x servers, • 4 x Meraki security appliances, • 6 x Meraki access points, • 4 x SD-WAN devices (for DWP network connection), • 12 x 24 port Cisco switches, • 3 x 48 port Cisco switches. The SC cleared infrastructure specialists at our Configuration Centre have carefully scoped and capacity planned this infrastructure to ensure that it delivers the bandwidth and 	
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					<p>security required to image the volume of devices needed by your service. Our primary focus when delivering build services is the ability to meet the volumes required, securely and efficiently and we proactively monitor the usage of infrastructure and will collaborate with you if we feel additional devices may be required.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 1.5.1 - Installation, p. 16</p>	
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	1.5	Secure Access-Controlled Environment	<p>To enable delivery of device, build services for our Cloud First environment, the supplier shall agree to the installation of:</p> <ul style="list-style-type: none"> • Secure access-controlled environment; and • Ensure the capability to deploy DWP Core Vanilla image at scale, post device registration in Intune <p>Such build infrastructure will be reviewed and agreed with DWP Security teams.</p>	Yes	<p>CDW can confirm that we will agree to install and host security and build infrastructure that is needed to deliver your build services. We already host build infrastructure which can be used to deploy builds to your devices as part of the existing DSRS service. Should you accept our proposal for this service, we will be able to immediately begin using the following infrastructure to securely build your devices:</p> <ul style="list-style-type: none"> • 6 x servers, • 4 x Meraki security appliances, • 6 x Meraki access points, • 4 x SD-WAN devices (for DWP network connection), • 12 x 24 port Cisco switches, • 3 x 48 port Cisco switches. <p>The build infrastructure is hosted in a secure communications room which is monitored by CCTV and only physically accessible to senior, SC cleared personnel. As part of the onboarding of the new contract, we will be pleased to work with your</p>	
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							security teams to conduct any audits or reviews of our physical or virtual build infrastructure to confirm that it meets the required standard. We will support any recommendations	
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						<p>or changes made by the security team to ensure that we continue to remain compliant with your standards. Over the lifetime of the contract our infrastructure team will monitor the health and performance of the build infrastructure to resolve any hardware or software issues that may impact the security, throughput or quality of the images that we deploy.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 1.5.2 - Secure Access-Controlled Environment, p. 17</p>	
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Server Related Activities

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a	Bidder's Score
						Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	

Server Build	2.1	Server Build Instructions	<p>At contract award, the Authority shall provide to the Supplier a copy of the detailed server build instructions.</p> <p>When requested to do so the Supplier shall deploy bare metal build and operating system as instructed by the Authority, in preparation for delivery and installation.</p>	Yes	Pass /Fail	<p>Supplier will provide DWP with a secure server build service which will include the capability to deploy both bare metal builds and operating systems. Your servers will be built in our 30,000 sq. ft. Configuration Centre in our National Distribution Centre in Rugby. The Configuration Centre includes 1,400 U of rack space that can be used to build your servers, as well as a secure server build room for the population and configuration of full-size data centre racks. Following contract award, a consultant from our configuration team will work with DWP to develop build instructions for each your builds. Every build instruction will include multiple quality control checkpoints which require a second engineer to validate that the steps have been carried out correctly. This ensures that all builds are completed in compliance with the agreed process. Builds will be completed by a team of 10 data centre</p>	Pass
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						<p>configuration specialists that have experience across all leading data centre OEMs and device types. Our team build c. 2,500 server each year for our customers and can offer DWP flexible configuration solutions including:</p> <ul style="list-style-type: none">• Hardware upgrades,• RAID configuration,• Virtualisation,• Bespoke OS installation and deployment,• Burn in / Soak testing• Racking• Any other services. <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance:</p> <p>2.1 - Server Build Instructions, p. 23</p>	
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Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their	Bidder's Score
				(Yes/No)		compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	

Department for Communities (DfC) Northern Ireland Replacement Service	3.3	DfC - Northern Ireland Delivery Locations	<p>The supplier shall provide replacement services to DfC Northern Ireland by performing a weekly visit to Northern Ireland during which visit the supplier will address any outstanding incidents and replace broken Devices and monitors stored at the following locations:</p> <ul style="list-style-type: none"> • Belfast CSAC • Belfast Benefit Center (Plaza) • Lanyon Place Belfast • Lisahally • Ballymena 	Yes	Pass /Fail	<p>CDW will provide a device replacement service to the Department for Communities (DfC) in Northern Ireland, using a single weekly visit to issue replacement devices, resolve outstanding incidents and remove broken devices and monitors from site. Incidents and requests will be resolved using stock that is dedicated to the DfC service, which has been configured and asset tagged in accordance with processes specific to DfC and distinct from the broader DWP service. Incidents and requests will be managed to completion by our aligned service desk team based in Peterborough, England, who will follow your incident and request management processes alongside our own ISO 20000 accredited IT service management process to resolve tickets for DfC sites.</p> <p>Please refer to the following section of our attached proposal document for further</p>	Pass
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						<p>details on how we achieve and evidence compliance:</p> <p>3.3 - DfC - Northern Ireland Delivery Locations, p. 48</p>	
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Service Management

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	Bidder's Score
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Service Managem nt	4. 1	Incident managem ent	All replacement and repair services shall be enacted using the Authority's Incident & Problem Management Processes (detailed within the Incident Management Framework Policy). The Supplier shall conform to DWP Incident Management Policies & Procedures, Processes & Standards.	Yes	<p>The repair and replacement services provided by CDW and our partners will be delivered in accordance with DWP's Incident & Problem Management Processes as detailed within your Incident Management Framework and Policy. We understand that in delivering this service, we act a resolver group within your broader IT service management ecosystem, and that the adoption of this common set of policies, procedures, processes and standards is needed to ensure the delivery of fast, reliable and scalable services within DWP.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 4.1 - Incident Management, p. 59</p>
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	4.2	Problem management	<p>The Supplier shall perform trend analysis against incident and repair information. Any trends should be notified in accordance with the DWP Problem Management Framework policy, with recommendation for resolution of emerging issues. The Supplier shall be required to work in collaboration with the Authority and DWP third parties to investigate trends and any shift-left opportunities.</p> <p>The Supplier should notify the Authority of any industry knowledge and best practice with regards to known errors</p>	Yes	CDW will provide DWP with a proactive problem management function which will ensure that ticket trends are identified, analysed and reported against in accordance with your Problem Management Framework policy. A problem manager from our problem	
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			<p>against common issues for the specific makes and models of Devices in use by the Authority.</p>		<p>management team will be dedicated to your service and responsible for collaborating with you and other service stakeholders to identify opportunities to minimise the likelihood, severity and impact of problems through continuous service improvement. This will include exploring shift-left opportunities and leveraging our comprehensive knowledge of the IT market to identify alternative devices, ways of working and best practices to create a better working environment for your users.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 4.2 - Problem Management, p. 61</p>	
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	4.4	Asset Management		Yes	CDW can confirm that we will comply with DWP's asset management policies in the delivery of both the managed service and any non-standard service requests or projects that we undertake. We recognise the importance of ensuring that you have a single source of truth for asset data that accurately reflects both the physical and virtual state	
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					<p>and sub-state of your assets. Our team that will deliver your service are already trained and have experience in the use of DWP Place and the workflows they need to be follow to be compliant with your asset management policies. They are responsible for the delivery of your existing DSRS service and will continue to be aligned to you should our proposal be accepted.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 4.4.1 - Asset Management, p. 67</p>	
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	4.4	DWP Place Asset Repository	<p>Devices are tracked in the DWP Place Asset Repository using virtual 'Stockrooms' allocated to the Supplier (or Authority team) who shall be responsible for ensuring Devices in the virtual Stockroom (DWP place) mirror Devices in the Supplier's physical Stockroom by serial number. The virtual 'Stockrooms' are used when a Device is not assigned to a User or DWP location. It is imperative that the Supplier ensures that the serial numbers of the Devices held physically by the Supplier accurately match those held in the DWP Asset Repository. The state and sub-state of the Device must also be captured in the asset record as per the asset management policies and processes.</p>	Yes	<p>CDW can confirm that we understand the importance of ensuring the DWP Place Asset Repository and virtual stockrooms provide an accurate record of the state, sub-state, serial number and location your assets. As part of our service, we will ensure that operational teams monitor asset serial numbers to ensure that they correspond with the record on DWP Place. Our service delivery and operational teams all have direct experience of updating asset information in DWP Place</p>	
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					<p>which was gained in the delivery of the existing DSRS contract. We have already implemented internal workflows, procedures and accuracy checks that we know are effective in keeping your asset information complete. We will continue to use these proven asset management procedures in the delivery of this contract.</p> <p>Over the last 2-years we have updated asset information across more than 280,000 assets and has never failed the SLA for accuracy or speed of updates.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 4.4.2 - DWP Place Asset Repository, p. 70</p>	
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	4.4	<p>Bulk Moves of Devices</p> <p>Where the Supplier is moving a large quantity of Devices to another Stockroom e.g. over a 1000 devices, they can provide the asset details including; Serial number, Manufacturer and Model, as well as the asset tag and device name (if available), to the Authority Asset Management team who shall move the Devices on behalf of the Supplier.</p> <p>Documented Asset Management policies and processes of every stage and requirement are available to the Supplier and full training shall be provided by the Authority to Supplier staff. The Authorities Asset Management team will support the Supplier where possible and provide a point of escalation, if required.</p> <p>The Supplier shall provide a monthly report to the Authority to demonstrate the thoroughness and accuracy of the Asset Management of Devices moving in and out of their stockroom. This report shall be based on a monthly Supplier audit to reconcile the content held in the Supplier's Physical stockroom with that recorded in the DWP Asset repository. The audit shall be managed, and reporting provided, to always include Device serial number to enable Authority validation across the Physical and Virtual repositories. The report should also include any known asset management issues with progress on resolution.</p> <p>The Authority shall validate accuracy of reporting by samplechecking but shall also perform an audit of the Supplier's physical repository where necessary.</p> <p>For the avoidance of doubt, where the Supplier is unable to access DWP Place Asset Repository they are still responsible for ensuring asset records are updated by providing the Authority with full details of assets and relevant amendments.</p>	Yes	<p>As a result of the size and scale of your organisation, you are constantly undertaking largescale transformation projects that affect the distribution, state and sub-state of large volumes of devices. To ensure that the accuracy of your asset information is maintained, we will include an asset management function in your service that will:</p> <ul style="list-style-type: none"> • Enable changes affecting large volumes of assets to be updated by DWP through the submission of bulk move reports. The reports will detail: <ul style="list-style-type: none"> o Serial number o Make and model o Asset tag number o Device name (where required). • Use a dedicated asset management coordinator to ensure that updates made to the DWP Place CMDB are accurate and made within the 48 hours SLA. The coordinator, in conjunction with the service lead will also organise periodic audits of us and our suppliers' physical storage facilities to our digital records are accurate. • Support you in conducting its own physical and virtual audits.
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							<ul style="list-style-type: none">• Ensure that our teams are	
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						<p>trained in the use of your asset management system and are able to follow the agreed processes. As the incumbent service provider for the DSRS contract, our service delivery teams are already trained in the use of DWP Place.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 4.4.3 - Bulk Move of Devices, p. 71</p>	
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Project Management

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their	Bidder's Score
						overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	

Project Management Services	6.2	Project Management Principles	<p>The supplier shall ensure that all projects are managed, aligned to best practice project management themes, processes, and associated products. As a minimum this should include:</p> <ul style="list-style-type: none"> • Clear definition and agreement of project scope <ul style="list-style-type: none"> - Including definition of quality standards and how they will be achieved • Change management process to ensure robust impact and management of key changes • Risk Management process to ensure clear understanding and management of risks to the project • Communication plan including - Escalation process; and <ul style="list-style-type: none"> - Roles and Responsibilities • Checkpoints and reporting, including <ul style="list-style-type: none"> - Regular review of progress against plan/schedule; and - Management of any delivery issues • Periodic lessons learned to ensure continual review of the project and implementation of improvement activities 	Yes	<p>CDW are and will continue to manage DWP's projects in accordance with our proven project management methodology which is built upon PRINCE 2 best practices. We have a dedicated project management division of more than 60 project management professionals that deliver hundreds of IT projects for our customers each year. We use the experience and lessons learned from these engagements to refine our project delivery methodology to deliver better outcomes for our customers. For all of your projects our project management team will apply our methodology to provide:</p> <ul style="list-style-type: none"> • A clear definition and agreement of project scope through a project initiation document. This will include the agreed quality and success factors that are to be applied to the project and how these will be measured and reported against. • An agreed process for 	
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					<p>managing and reporting change.</p> <ul style="list-style-type: none">• An agreed process for managing and reporting risk.• A communications plan that establishes how service stakeholders and users are to be engaged by the project including roles and responsibilities and an escalation process.• Reporting and review structure which will establish the cadence for review meetings, checkpoints and reports.• Lessons learned process to identify improvements and feedback during the lifetime of the project and following closure. <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 6.2 - Project Management Principles, p. 177</p>	
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Category	Ref #	Requirement	Description	Supplier to confirm compliance	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per	Bidder's Score
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				with Requirement (Yes/No)		requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	
Disposal	7.4	Item Disposal	<p>Items shall be disposed of in accordance with all applicable Standards, Policies & Procedures including any relevant Standards in respect of sustainability, data security, health and safety, the Waste Electrical and Electronic Equipment (WEEE) Regulations and CD Electronic Media reuse and disposal standards.</p> <p>The Supplier shall ensure that the Supplier or partner who disposes of the Authority's Devices are Commodity Assurance Services (CAS) certified by National Cyber Security Centre (NCSC).</p> <p>In relation to data security, the Supplier shall:</p> <ul style="list-style-type: none"> Follow NCSC guidance found at https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage- 	Yes		CDW can confirm that all DWP assets will be disposed of in accordance with all applicable standards and policies in respect of sustainability, health and safety and WEEE. This will apply to both us and our disposal partner Restore Technology Limited (RT). Assets will only be disposed of using compliant facilities and following your approval. The disposal partner will hold CAS	

		<p>media</p> <ul style="list-style-type: none"> Follow CPNI Standard for Secure Destruction of Sensitive Items found at: https://www.cpni.gov.uk/system/files/documents/c5/e1/2017_01_20_CPNI_Secure_Destruction_Standard.pdf <p>The Authority shall perform periodic audits to confirm Supplier adherence to NCSC and CPNI standards and guidance. The Supplier shall obtain Authority approval prior to disposing of Authority assets and provide details of the reason(s) why it is not economically advantageous to repair the Device.</p> <ul style="list-style-type: none"> If the Authority approves that a Device is irreparable and not to be held as decommissioned stock, the Supplier shall securely wipe the Device. The Supplier shall provide the asset and model details to the Authority so they can update the asset repository within 48 hours of removal of stock from DWP usage. As requested by the Authority, the Supplier shall review Goods scheduled for destruction to understand whether there is any residual value and propose options to recover this residual value. Where a Device is scheduled for destruction, the Supplier shall take an appropriate stock of replacement components from the Device for use in repairs of other Devices. Disposals shall be managed in accordance with WEEE regulations and CD Electronic Media reuse and disposal standards. The Supplier must provide the relevant disposal certification. The Supplier shall ensure that disposal decisions are maintained utilising the Authority's tooling (DWP Place). The Supplier shall, within 48 hours of disposal, provide to the Authority the Certificate of Destruction (including reference), asset details and model of the disposed Devices. 		<p>and NCSC accreditation and DWP will be able to audit them to validate this status.</p> <p>CDW</p> <p>You have a legal responsibility to ensure that all parties involved in your waste disposal chain are legally compliant. We will protect your interests by only using disposal partners that meet the following criteria:</p> <ul style="list-style-type: none"> Environment Agency licensed. Registered waste carriers and managers. Carry out WEEE compliant disposal at authorised approved treatment facilities (AATFs) using environmentally sound methods. Issue waste transfer notes and hazardous waste consignment notes. Offer secure deletion of data helping DWP to meet its responsibilities under the data protection act. Our responsibilities <p>We are a licensed broker and a licensed carrier of waste. This means that we are licensed to arrange the disposal of our customers' waste on their behalf and that we can legally</p>	
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							carry waste in our own vehicles.	
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						Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 7.4 - Disposal, p. 201	
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Underpinning Requirements

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any	Bidder's Score
						additional documentation, they are to specify the document name, page number and paragraph location.	

Asset Tag Service	8.1	Asset Tagging Devices	<p>The Supplier shall be responsible for accurately and securely asset tagging Devices. The Supplier shall provide a record of each Device's asset number alongside its serial number and ensure that these records accurately match the physical serial number and asset number of each Device.</p> <p>Asset tagging must be undertaken on each Device before leaving the Supplier's premises in accordance with the Policy and Standards. For the avoidance of doubt, the Supplier shall provide the physical asset tags which must comply with the Authority's Asset Tagging Policy.</p>	Yes	<p>CDW can confirm that we will follow an agreed build process to accurately and securely asset tag DWP's devices. For every device that we asset tag, we will record the unique asset tag number and the device's serial number to ensure to these values are accurately recorded in DWP Place. Asset tags will be applied by the teams of engineers at our National Distribution Centre in Rugby and our Workshop in Huntingdon. The workflow, quality control and reporting steps that these teams follow will be agreed with you during service transition. As the incumbent provider for the DSRS service, we have already agreed asset tagging procedures with you that we know to be effective and meet your requirements. We have worked with you to design and create an acceptable asset tag, which is printed in batches, added to your stock and picked as a stocking item with devices as they are called off. Our teams currently asset tag more than 2,400 each week for</p>
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						<p>the DWP and we can increase this capacity to meet further BAU and project demand as required by your service. Overall, we asset tag c. 250,000 devices each year for our customers.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.1 - Asset Tagging Devices, p. 204</p>	
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Reporting	8. 5	Reporting	The Supplier shall provide frequent reporting as detailed in Schedule 10.	Yes	CDW can confirm that we will provide DWP with frequent, accurate reporting in accordance with the requirements detailed in Schedule 10 of the Call-Off contract. Your assigned Service Lead, Cheryl Gibson, will be accountable for contract governance and will ensure that the reports produced: • Provide an accurate reflection of our service performance using data taken from DWP Place and our inventory management systems so our performance can be objectively assessed. • Report against the measures and performance criteria required by DWP. • Include the performance of
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					<p>any third parties or subcontractors we use to deliver your service. We will implement a service governance and review structure that has been proven to be effective and refined over the course of the current DSRS contract. Over the last 2 years, we have validated that our reporting structure provides your service stakeholders with the right level of management information and transparency for them to manage our service delivery and project performance. The following documents have been attached this response to provide evidence and examples of the reporting that we will provide:</p> <ul style="list-style-type: none">• 8.5 Monthly Service Review April 2023• 8.5 DWP April Service Review Meeting <p>Please refer to our proposal document for a breakdown of the reporting packs and information that we will produce for you.</p> <p>Please refer to the following section of our attached</p>	
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							proposal document for further details on how we achieve and	
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						evidence compliance: 8.5 - Reporting, p. 220	
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Charging and Invoicing	8.9	Charging and Invoicing	<p>The Supplier must provide accurate invoices and supporting Management Information monthly.</p> <p>The Authority shall create a Purchase Order (PO) per service line which the Supplier must invoice accurately against. In the case of the Supplier invoicing against the incorrect Purchase Order, the Authority will reject the invoice.</p> <p>The Supplier shall ensure that any invoice or credit note provided to the Authority includes, without limitation, the following information:</p> <ol style="list-style-type: none"> 1. The Purchase Order reference 2. The date of the invoice 3. A unique, numerical invoice number 4. The period to which the charges relate 5. Details of the correct contract reference 6. A contact name and telephone number of a responsible person in the Supplier's Finance Authority in the event of any administrative queries 7. The banking details for payment to the Supplier via electronic transfer of funds (i.e., name and address of bank, sort code, account name and number) 8. Clear indication of whether it is a credit note or invoice <ol style="list-style-type: none"> a. In the case of a credit note, detail of the invoice number the credit note is being raised against 9. The amounts charged, broken down at a summary level and matching the amounts detailed in the Management Information outlined below <p>Where any invoice or credit note does not conform to the Authority's requirements detailed above and therefore does not constitute a valid invoice or credit note, the Authority will reject this invoice or credit note.</p> <p>Any invoice or credit note shall be accompanied with Management Information (MI), the format and content of which shall be agreed during the on-boarding process. This MI shall include, without limitation, the following information:</p> <ol style="list-style-type: none"> 1. The dates upon which the services being charged were performed 	Yes	<p>CDW can confirm that we will comply with DWP's requirements for invoicing and management information. As part of our service led approach, we will provide you with accurate invoicing and monthly management information, ensuring that all line items clearly describe the services taken.</p> <p>For a service of this size and scale, we understand that reliable and accurate billing not only allows you to be confident that it is paying the right amount for services that it has actually received – but it will also improve the accuracy of your forecasting through reliable historic spend data. A further benefit of accurate and timely invoicing is that it reduces the management overhead required by your team to chase updates, resolve inaccuracies and manage the workflow associated with re-invoicing and issuing credits – allowing your team to focus their efforts on activities that create more value for service users.</p> <p>Your aligned Business Development Director will be responsible for producing</p>	
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			2. Detail of the services being charged including volumes and				
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		<p>unit costs</p> <p>3. The methodology applied to calculate the charges 4. The invoice and Purchase Order reference that the MI corresponds to</p> <p>The Supplier shall submit:</p> <ul style="list-style-type: none"> • indicative billing values on Working day 1 of the new calendar month • actual billing values (including backing data) by working day 5 • invoices on the working day following the monthly Service Review <p>Any issues or queries should be raised and resolved with the Authority between working day 5 and before the monthly Service Review.</p> <p>Invoices and credit notes shall be submitted to:</p> <ul style="list-style-type: none"> • APinvoices-DWP-U@gov.sscl.com • workplacecomputing.invoices@dwp.gov.uk <p>With all supporting documentation and management information also submitted to:</p> <ul style="list-style-type: none"> • workplacecomputing.invoices@dwp.gov.uk <p>At the point that the Authority notes a discrepancy in the billing, the Supplier shall respond within 3 working days with agreement or with further clarification. Discrepancies must be settled by the Supplier in the form of a credit note within 3 working days of such agreement. If this credit note is not received within 10 working days of such agreement, the Authority may reject the invoice and ask the Supplier to re-invoice for the correct amount. The Supplier must provide any invoices to the Authority within 6 months of the completion of delivery of the relevant Services to which the invoice relates. Invoices delivered after expiry of this period shall be invalid and the Authority shall have no liability in respect of such invoices.</p>		<p>monthly invoices and credit notes which will detail:</p> <ul style="list-style-type: none"> • Your unique CDW account reference number • Contact name and telephone number of a responsible person in the credit team in the event of any administrative queries • Your Purchase Order reference • Date of invoice and invoice address • Unique, numerical invoice number • The period to which the charges relate • Contract reference details • Banking details including bank name, sort code, bank account number, swift code and IBAN • The invoice number any credit note is being raised against • Summary level charges matching the amounts detailed in the supporting management information, which will include: <ul style="list-style-type: none"> o The dates on which the chargeable services were performed o Detail of the services charged including unit costs and volumes o Charging methodology applied 	
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						<p>o Your purchase order and our invoice reference that the MI corresponds to.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.9 - Charging and Invoicing, p. 275</p>	
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				Yes		<p>Timeline for invoicing</p> <p>Invoices will be submitted to you according to a regular monthly schedule which will enable you to more easily manage the workload of the teams responsible for reviewing, accepting and processing the payments. Your invoicing schedule will include:</p> <ul style="list-style-type: none">• A preliminary report on indicative billing values in the first working day of each calendar month• Actual billing values (including backing data) by the 5th working day of each month• Final invoices on the next	
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					<p>working day after the monthly service review meeting. We understand that all invoices must be provided to you within 6 months of completion of delivery of the relevant services to which the invoice relates. Any invoices delivered after expiry of this period shall be invalid with you having no liability in respect of such invoices.</p> <p>Invoicing accuracy We will ensure the reliability and accuracy of your invoices by:</p> <ul style="list-style-type: none">• Using service consumption data that has been taken from DWP Place• Applying unit-level cost rate cards that have been agreed with you as part of the tendering process• Supporting any variable or additional pricing with copies of the quotations <p>Managing Disputes To dispute an invoice or credit note that you have been sent, you should follow the process below:</p> <ul style="list-style-type: none">• Contact your Service Lead by phone or email to	
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						<p>explain the nature of the dispute.</p> <ul style="list-style-type: none">• We will respond to any queries within 3 days.• Your service lead will	
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					<p>investigate the cause of the dispute, providing status updates to keep you informed of progress</p> <ul style="list-style-type: none">• Once the investigation is complete, your service lead will contact you to explain our findings• We will agree resolution steps with you and reissue relevant credits or invoices are required. <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.9 - Charging and Invoicing, p. 275</p>	
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Use of DWP Place	8.10	ITSM toolset, DWP Place	<p>The Supplier shall use the Authority ITSM toolset, DWP Place, in delivery of services associated with this contract. The Supplier shall ensure that Supplier resources accessing DWP place have Security Clearance to the minimum of BPSS.</p> <p>The Supplier must confirm their compliance with the Code of Connectivity, set out in 8.10 of the Specification.</p> <p>The Supplier shall be subject to an IT Health Check. Access to DWP Place, is provided by DWP via a dedicated URL. Access is subject to a successful ITHC. Access will not be allowed from outside of the United Kingdom.</p> <p>On-boarding to DWP Place shall form part of the Implementation Requirement. The Supplier shall comply with the Authority's Acceptable User Policy.</p>	Yes	Using DWP Place DWP's service will be delivered using DWP Place. Our analysts that will use the platform already hold BPSS clearance and have current experience using DWP Place to manage incidents due to the current DSRS contact. This will eliminate the need for DWP Place training and knowledge transfer during service implementation, saving both time and cost. Code of Connectivity We will continue to comply with the Code of Connectivity as per the specification. We	
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					<p>will maintain compliance with this standard through a range of measures including:</p> <ul style="list-style-type: none">• Maintaining Cyber Essentials <p>Plus certification</p> <ul style="list-style-type: none">• Maintaining ISO 27001 (Information Security Management) accredited processes• Regular external audits and penetration testing of our processes and systems. <p>IT Health Check</p> <p>All resources accessing DWP Place will do so from the UK, primarily our Service Operations Centre in Peterborough. Our users already have access to the system using individual accounts and/or a laptop supplied to you. We understand that we will be subject to an IT Health Check to continue using the platform and will work with you and your appointed auditors to complete the check.</p> <p>Acceptable Use Policy</p> <p>We believe the reference to an acceptable user policy in the wording of this requirement may be a typo and instead</p>	
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						refer to the acceptable use policy that is included in the DWP policy list which is	
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						<p>published on the following government website: https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards . We have reviewed the Acceptable Use Policy and can confirm that we are and will continue to be compliant.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.10 - Use of DWP Place, p. 279</p>	
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Implement ation Plan	8. 11	Implement ation Plan	<p>The Supplier shall provide an Implementation Plan and work with stakeholders to on-board and transition the required Services. The Supplier shall also produce an organisational structure for the relevant team with roles and responsibilities, assisting DWP in driving the service on-boarding activities.</p> <p>The Authority shall work with the Supplier to agree a mobilisation schedule based on work strands, people, tooling, processes, operational readiness and achievement of milestones. It is expected that this shall be within 3 months.</p> <p>The Implementation Plan shall include but not be limited to, the following as applies to each of the 3 service lines (Device & Monitor Repair & Replace, Request Management, Projects):</p> <ul style="list-style-type: none"> • Key activities, timescales, risks, issues and dependencies • Resources and capabilities – including SMEs • Processes and procedures • Tooling • Proposed Service Commencement date to be agreed with the Authority <p>The Supplier shall work with the Authority to develop an Operations Manual that describes all processes and procedures for the delivery of the service.</p> <p>The Authority and the Supplier shall jointly develop the governance approach for transition and on-boarding, working with the current incumbent Supplier where appropriate.</p>	Yes	<p>CDW will work closely with DWP and our service stakeholders to develop an implementation plan that establishes a shared vision and clear roadmap for the implementation of your new service. In developing our response, we have already produced a high-level implementation plan which details our approach to:</p> <ul style="list-style-type: none"> • Completing key activities within the timelines provided • The time required to stand up additional tooling and facilities to introduce new service lines such as the peripheral testing service and storage solution • How the service transition will be resourced and the roles and responsibilities across our team • How risks and issues will be managed to minimise disruption to the ongoing service • The governance structure that we will implement to ensure the time, cost and quality of the transition is effectively managed • The outputs and deliverables
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							that the transition will produce, such as the Operational Service manual.	
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						<p>Our high-level plan has been attached to this response; please refer to the attached document 8.11 High Level Implementation Plan.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.11 - Implementation Plan, p. 281</p>	
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Implement ation Plan – Set Up Costs	8. 12	Implement ation Plan – Set Up Costs	The Supplier shall confirm the proposed Milestone Payment(s) for delivery of the Implementation Plan for completeness, by completing the Implementation tab of the Pricing workbook. The proposed Milestone Payment(s) must be proportionate and reasonable and traceable to the effort and resource shown in the Implementation Plan.	Yes	CDW can confirm that we have proposed a milestone-based payment structure for the delivery of your service implementation. We have provided a breakdown of payment values and milestones in the Implementation tab of the pricing book. By using this milestone-based approach, we can ensure that you only pay for work that has been completed, reducing your	
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					<p>risk of overpayment and providing multiple quality and approval gates that will ensure the transition is delivered according the success factors associated with each milestone.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.12 - Implementation Plan, p. 284</p>	
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Implement ation Plan – Transitional Arrangeme nts	8. 13	Implement ation Plan – Transition al Arrangem ents	The Supplier shall collaborate with the Authority's previous Supplier to develop a service transition plan that runs sequentially with the previous Supplier's exit plan.	Yes	<p>CDW is the incumbent service provider for the existing DSRS contract and therefore will not need to engage with a party other than DWP and our own supply chain during transition. This will reduce the complexity of the transition of your new service and minimise the risk of service disruption to your end users.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.13 - Implementation Plan - Transitional Arrangements, p. 286</p>	
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Implement ation Plan - Security	8. 14	Implement ation Plan - Security	<p>The Supplier shall confirm acceptance of Security Policies and Standards as linked to below:</p> <p>https://www.gov.uk/government/publications/dwp-procurementsecurity-policies-and-standards</p> <p>The Supplier shall include within the Implementation Plan working with the Authority to complete the mandatory security questionnaire and Cyber Essentials certificate.</p> <p>The Supplier shall allow the Authority full access to its premises, including third-party supplier premises where appropriate, to complete an audit to meet the Authority's security requirements.</p> <p>Where required the Supplier shall perform an IT Health Check to enable DWP Security approved access into DWP Place.</p>	Yes	<p>Security Policies and Standards CDW's information security and operational leads have reviewed the security policies and standards linked in the requirement and can confirm that we comply with the requirements of the standards. We are already accredited to the UK Government's Cyber Security Essentials Plus accreditation which ensures that we are aligned with HMG best practice information and cyber security standards – a copy of our certificate will be supplied on request. Our information security management system has been continuously accredited to ISO 27001 standard since July 2000.</p> <p>Implementation Plan We have included time in our service transition plan for the completion of the required physical, technical and security audits to demonstrate our compliance with the controls required by DWP. As an existing service provider to DWP, CDW already holds the required facility, technical and information security approvals needed to deliver your scope of</p>
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service. For example, CDW
already holds the Cyber

					<p>Essential Plus certification (which exceeds the standard required) and operates an information security management system that is certified to ISO 27001 standard. We believe this should limit the time, effort and complexity associated with auditing/reinspecting our security controls during the transition period.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.14 - Implementation Plan - Security, p. 287</p>	
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Exit Plan	8.16	Exit Plan	On the first-year anniversary of the contract, the Supplier shall provide the Authority with an updated outline exit plan.	Yes	<p>CDW can confirm that we will provide DWP with an updated outline exit plan on the firstyear anniversary of the contract. The plan will be produced by a service transition manager from our service transition team. This team is responsible for all exit transitions from us. Your exit plan will be developed using ITIL v4 best practice standards and will enable you to:</p> <ul style="list-style-type: none"> • Understand the scope of the exit services to be provided by us so that you can coordinate internal and external resources to engage with the exit when required • Understand the lead time and timeline for your exit • Understand the governance structure that will be implemented to manage risks, issues and minimise disruption to service users during exit. <p>The production of the exit plan will be overseen by your Service Lead to ensure that it considers all areas of your service, particularly those areas that may have been changed or introduced since contract award.</p> <p>As the incumbent service provider for the DSRS service,</p>
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we have already developed an exit plan for your service. This

						<p>will be updated following contract award to reflect the additional service lines that have been introduced as part of this procurement.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.16 - Exit Plan, p. 290</p>	
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Governance & Performance Management	8.19	Performance Reporting	<p>The Supplier shall confirm their ability to work with the Authority in managing the services jointly, providing regular performance reporting.</p> <ul style="list-style-type: none"> • The Governance framework applied to this service will singularly manage BAU and Project services. • The Supplier shall attend the range of Governance meetings detailed in Appendix 17 of the Schedule 7B Call-Off Contract. • The Supplier must highlight any instances of any failed SLA requirement in the monthly reporting information regardless of how many instances. 	Yes	<p>As part of our service led approach to delivering this contract, CDW will work with DWP in a spirit of partnership and shared accountability for the management and delivery of your service outcomes. In support of this goal, we will implement a service governance framework which will enable us to manage both BAU and Project services through a single structure which will be overseen by your Service Lead Cheryl Gibson. Our approach will singularly manage BAU and project services and will highlight any instances of failed SLAs. We</p>	
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					<p>can confirm that we will attend all required service meetings listed in Appendix 17.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.19 - Governance and Performance Management, p. 306</p>	
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Service Management Personnel	8.20	Service and Project Lead	The Supplier shall provide a dedicated Service and Project Lead, supported by a dedicated Service Manager and Project Manager.	Yes	<p>To reinforce our commitment to taking a service led approach to the delivery of your service and our broader engagement with DWP, CDW has aligned the following management team to your account and this service:</p> <ul style="list-style-type: none"> • Cheryl Gibson, DWP Service Lead: holds overall accountability for your service including contract and commercial management, service quality, service reporting, service reviews and continuous service improvement and innovation. Responsible for both the BAU managed service and projects. • Andre Marsh, Service Delivery Manager: responsible for the day-to-day performance and delivery of the BAU managed service contract. Ensures that DWP's incidents and requests are
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					<p>resolved according to the best practice standards established by DWP, CDW and ITIL. Andre will report in to the Service Lead.</p> <ul style="list-style-type: none">• Leigh Cruxon, Project Lead: responsible for the operational performance and delivery of DWP's project management office when supporting your large-scale NSSR projects. <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.20 - Service and Project Lead, p. 308</p>	
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Policies & Procedures	8.23	Policies & Procedures	<p>The Supplier shall confirm adherence to all Policies, Procedures and Guidance as detailed throughout this document and below:</p> <ul style="list-style-type: none"> • Asset Tagging Policy • Asset Management Policies & Procedures • Security Policies & Procedures, including GDPR • Change Management Policies and Procedures • Security Policies and Standards • Request Fulfilment Policies & Procedures • Problem Management Framework • Incident Management Framework • Code of Connectivity • WPC Project Engagement (highlighted in project principles section) 	Yes	<p>CDW can confirm that we will deliver your service in compliance with the following DWP policies, procedures and guidance attached to the ITT:</p> <ul style="list-style-type: none"> • Asset Tagging Policy • Asset Management Policies & Procedures • Security Policies & Procedures, including GDPR • Change Management Policies and Procedures • Security Policies and Standards • Request Fulfilment Policies & Procedures • Problem Management Framework • Incident Management 	
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						<div>Framework<ul style="list-style-type: none">• Code of Connectivity• WPC Project Engagement</div> <div>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 8.23 - Policies & Procedures, p. 319</div>	
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Performance Metrics

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	Bidder's Score
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KPI, SLA, XLA measures	9.1	KPI, SLA, XLA measures	The supplier shall confirm adherence to all performance measures outlined in schedule 10 of the Schedule 7B Call-Off Contract.	Yes	<p>CDW has reviewed schedule 10 of Schedule 7B Call-Off Contract and can confirm that we will adhere to all performance and reporting measures that are outlined. As the incumbent service provider for the DSRS contract, we already deliver a service that is compliant with, and reports against, service levels in schedule 10.</p> <p>Your Service Lead, Cheryl Gibson, will be responsible for ensuring that your service meets the level of performance required. Cheryl will produce and present reports to you in accordance with the regime outlined in the Call-Off Contract. We will measure our performance across your service using data from the following sources:</p> <ul style="list-style-type: none"> • DWP Place will provide a single source of truth for incidents and service requests • NSSR performance will use an NSSR register that is agreed with DWP. This will monitor the competition of activity on a monthly basis for billing purposes. The SLA metric for meeting your “time to quote” will be demonstrated using DWP Place data. • The accuracy and timeliness of our updates to your asset
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						<p>inventory will be managed through DWP Place.</p> <ul style="list-style-type: none">• We will produce a triage report which will measure the repairs lifecycle and any third party activity. <p>All SLA/KPIs and XLA results will be in the monthly service pack in a table format using the RED, AMBER, GREEN as requested.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance:</p> <p>9.1 - KPI, SLA, XLA Measures, p. 322</p>	
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Certification

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page	Bidder's Score
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						number and paragraph location.	
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Staff security levels	10 .1	Staff security levels	<p>All Supplier staff and sub-contractor staff involved in the delivery of this service shall be accredited to minimum of BPSS level.</p> <p>Any staff involved in device, server build activities or accessing DWP place shall be accredited to SC level.</p> <p>Logistics staff and couriers should be accredited to BPSS or equivalent including employment checks.</p>	Yes	<p>CDW understands the important role that we will play in helping DWP to protect the security and integrity of your data by ensuring that we align appropriately cleared personnel for each role. We can confirm that:</p> <ul style="list-style-type: none"> • All CDW and subcontractor staff involved in the delivery of the service will hold BPSS as a minimum. • Any staff involved in device and server build activities will hold SC • Logistics and couriers will be accredited to BPSS or will have had equivalent employment checks. <p>We note that the requirement for staff accessing DWP Place to hold SC level clearance contradicts several other requirements that state that BPSS must be held. Our assumption is that BPSS is required, however we can provide SC cleared service desk staff if this requirement is needed.</p> <p>Our Security Controller, Iain Davidson, will be responsible for ensuring that CDW and</p>	
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					<p>subcontractor personnel meet the required level of clearance for each role. We employ a robust Personnel Security Programme, starting with the pre-employment screening of all staff to HMG Baseline Personnel Security Standard (BPSS) as a minimum, through to a thorough aftercare programme to ensure the continued integrity of personnel. Our aftercare policy identifies the responsibilities for the reporting of Changes in Personal Circumstance, Security appraisals, foreign travel (business or pleasure) for NSV holders, along with responsibilities for Line managers and fellow coworkers.</p> <p>Where roles require enhanced security vetting (CTC, SC, DV), we will follow the Authorities defined route to attain these clearances.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 10.1 - Staff Security Levels, p. 323</p>	
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Projects	10 .2	Projects	<p>The supplier shall ensure that all staff involved in support and delivery of project services will have awareness of best practice project management principles and qualified to at least Prince 2 foundation level.</p> <p>All Project Managers will be qualified to Prince 2 practitioner level.</p>	Yes	<p>CDW can confirm that all staff involved in the support and delivery of project services will have an awareness of project management best practice principles which will be established through training to PRINCE 2 foundation level as a minimum. Project managers will be qualified to PRINCE 2 practitioner level.</p> <p>The 14-strong project team that will be responsible for delivering your service already meets and, in some cases, exceeds the required level of training through additional project management training. Your project management team will be comprised of:</p> <ul style="list-style-type: none"> • 1x Project Delivery Lead who is a PRINCE2 and a Managing Successful Programmes (MSP) Practitioner • 3x Project Managers who are all PRINCE2 qualified to Practitioner level • 10x Project Coordinators who are all PRINCE2 qualified to a least Foundation level Should the service grow and require additional project management resources, we have a large
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						internal project management division of more than 59 project management specialists that can be drawn upon to resource your service.	
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					<p>Our team includes different levels of training and experience (such as Project Coordinator, Project Managers and Programme Managers) which means we can ensure we align the right level of resource and cost to each new project requirement. PRINCE 2 is primary best practice methodology that we use to manage our projects, but we find that the versatility of our team is enhanced through additional accreditations such as PRINCE2 Agile, Scrum Master, APMQ, MoR, MoP, MSP and ITIL.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 10.2 - Projects, p. 325</p>	
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Service Management	10.3	Service Management	All individuals identified as Service Managers / Service Delivery Managers shall be accredited to a minimum of ITIL V4 Foundation. The Service Lead shall be accredited to a minimum of ITIL V4 Intermediate.	Yes	<p>CDW can confirm that all service management personnel aligned to your service will be accredited to ITIL v4 Foundation as a minimum. The Service Lead will hold ITIL v4 Foundation and ITIL v4 Intermediate (Direct, Plan and Improve). The ITIL best practice framework and the associated professional accreditations have been ingrained in our approach to managed service delivery since August 2007 when we first achieved accreditation to ISO 20000 (IT Service Management) which is built on ITIL. We proactively ensure that our service delivery management teams understand and are able to apply this recognised best practice in order for our service operations to scale and deliver the high quality of service expected by our customers.</p> <p>We will continue to invest in training and developing our teams within the ITIL best practice framework throughout the lifetime of this contract. Your Service Lead, Cheryl Gibson, will be responsible for ensuring that any new service</p>
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							managers aligned to your contract will	
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						<p>either already hold the relevant ITIL accreditation, or will have been pass the exam within 3 months of their start date.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 10.3 - Service Management, p. 327</p>	
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Certification Validation	10.4	Certification Validation	The Authority may request to see Certifications or Clearances on an ad hoc basis.	Yes	<p>DWP will be able to review personnel certifications and clearances by contacting your service lead. We understand that the technical and security credentials of our service and project delivery teams are essential to ensuring compliance with your security policy and in assuring the quality of service that you receive. We track the certifications and clearances of our personnel through defined processes which have dedicated owners such as our Security Controller and Accreditation Coordinator.</p> <p>Please refer to the following section of our attached proposal document for further</p>
					<p>details on how we achieve and evidence compliance: 10.4 - Certification Validation, p. 328</p>

Generic Questions

Category	Ref #	Requirement	Description	Supplier to confirm compliance with Requirement (Yes/No)	Scoring Criteria	The Bidders are to provide a brief overview in the blue cells, with paragraph reference to a written response in MS Word (limited to 250 words per requirement). This should provide demonstrable evidence-based examples to support their compliance and their overall bid. Where a Bidder calls out to any additional documentation, they are to specify the document name, page number and paragraph location.	Bidder's Score
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BPSS Clearance	N/A	BPSS Clearance	Please confirm all Engineers performing installation and deinstallation activities will have BPSS security clearance, prior to commencing work on this contract.	Yes	<p>CDW can confirm that all engineers performing installation and de-installation work on the contract will have BPSS security clearance before commencing work on the contract. Installation and deinstallation services will be carried out by a pool of more than 150 engineers that already hold BPSS clearance – with a large percentage already holding SC clearances from other UK government organisations.</p> <p>As a minimum requirement, all operational and service delivery staff are subject to the BPSS. Full implementation of the BPSS, including a 100% application of the ‘unspent’ criminal record check, is conducted as mandated in the Security Policy Framework (SPF) mandatory requirement 13. We ensure that personnel security risks are effectively managed by applying rigorous recruitment controls, and a proportionate and robust personnel security regime that determines what other checks (National Security Vetting) and ongoing personnel security controls should be applied. We employ a robust Personnel</p>
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							Security Programme, starting with the pre-employment	
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						<p>screening of all staff to HMG Baseline Personnel Security Standard (BPSS) as a minimum. As such we ensure that all staff members engaged to work on this contract meet the minimum requirement.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.1 - BPSS Clearance, p. 351</p>	
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Courier Services	N/A	Courier Services	Please confirm that all courier services used for Devices will be secure, auditable, tracked and appropriately insured.	Yes	CDW can confirm that all courier services used for the transportation of DWP devices will be secure, auditable, tracked and appropriately insured including but not limited to: <ul style="list-style-type: none">• Newly configured devices from our National Distribution Centre (NDC) which could be delivered to your sites, home users or to our workshop in Huntingdon• Spare and replacement parts being delivered to users and sites from our workshop in Huntingdon• The delivery of spare and replacement parts to DWP and DfC sites in Northern Ireland
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					<ul style="list-style-type: none">• The collection of equipment from your sites for delivery to our workshop and our partner repair centres• The collection of equipment from our sites for delivery to another of your sites as part of the Move request service• The collection of equipment from your sites or our storage facility for delivery to our disposal provider. <p>Your devices will be delivered by reputable national couriers that have the proven capability to meet the security and capacity demands of your service. The couriers used by us include Rico, DPD and Bonds. The reason we use a combination of partners is to maximise the range of delivery options / services available to you, which we can use to select the most cost-effective offering based on the needs of each request / project and the associated SLAs/KPIs that underpin the service.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.2 - Courier Services, p. 352</p>	
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DWP Place	N/A	DWP Place	Please confirm that you will manage the services through the Incident Management process and using DWP Place. This includes updating the asset repository within 48 hours.	Yes	<p>CDW can confirm that our service operations teams will manage your services using the agreed Incident Management process and using your IT Service Management toolset (ITSM) DWP Place. A BPSScleared team of 8 service desk analysts, 1 service desk shift leader and 1 service desk team leader will be responsible for resolving incidents using DWP Place in accordance with the Incident Management Process.</p> <p>A dedicated Asset Management Coordinator will be aligned to the service and will be responsible for updating the asset repository in accordance with the 48-hour SLA and the 99.5% accuracy SLA described in Appendix 10 of the Call Off Contract.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.3 - DWP Place, p. 354</p>
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Accessing DWP Place	N/A	Accessing DWP Place	The Supplier shall use the Authority ITSM toolset, DWP Place, in delivery of services associated with this contract. Please confirm that all Supplier resources accessing DWP place will have Security Clearance to the minimum of BPSS.	Yes	Using DWP Place CDW can confirm that we will use your ITSM toolset DWP Place to deliver the services associated with this contract, including the incident, request and problem management functions that are essential to service delivery and management. The toolset will only be used by BPSS cleared personnel based at our Service Operations Centre (SOC) in Peterborough, UK. In delivering the existing DSRS contract, we already have a 17person strong BPSS-cleared service operations team with direct experience of using DWP Place to successfully manage thousands of incidents and requests to resolution. This experience ideally positions us for the next DSRS contract because it reduces the level of training and knowledge transfer required during the service transition period. We use technical controls to restrict access to DWP Place to authorised users-only. Access to the toolset is controlled through unique passwordprotected user accounts that are allocated to
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							each analyst. Some service management personnel also use DWP-supplied laptops that are	
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					<p>integrated into your domain and information security management systems.</p> <p>Ensuring Resources using DWP Place are BPSS cleared All our personnel involved in the delivery of operational services for customers are subject to BPSS, including a 100% application of the 'unspent' criminal record check as part of their preemployment screening. Personnel security risks are effectively managed by applying rigorous recruitment controls, and a proportionate and robust personnel security regime that determines what other checks (National Security Vetting) and ongoing personnel security controls should be applied.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.4 - Accessing DWP Place, p. 356</p>	
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Dead on Arrival(s)	N/A	Dead on Arrival(s)	Please confirm you will replace any Goods classed as Dead on Arrival (DOA) by the next business day following notification by the Authority.	Yes	CDW will provide DWP with a next business day replacement service for goods that have been classed as Dead On Arrival (DOA) where we receive notification by 15:00. Where we receive notification after 15:00 we will use reasonable endeavours to supply a replacement on a next business day basis, however this may then fall into the following business day. As part of our service led approach we will always try to be flexible to meet your needs, and have in the past provided same day courier services to deliver urgently needed devices. Should you receive a DOA device you should notify us through the DWP Place portal. Requests should include the original incident/request identification number to ensure the analyst triaging your call is able to relate the DOA device to the original ticket. This will help our Call Control team to ensure that an appropriate replacement device is allocated from your service stock pool. It will also allow us to ensure that the
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							courier that is booked to deliver the replacement device also has instructions to return the DOA unit to our workshop	
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					<p>for investigation and repair. By swapping the DOA device at the same time, we will be able to reduce the disruption and inconvenience to the user through a single delivery visit as well as limiting the amount of time that the faulty device spends in the custody of the end user where it may not be properly secured.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.5 - Dead on Arrival(s), p. 358</p>	
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Logistics	N/A	Logistics	Please confirm you can provide a service which covers the whole United Kingdom, including the locations detailed in the Northern Ireland replacement service within the Specification.	Yes	CDW can confirm that we can provide DWP with a logistics service that covers the whole of the United Kingdom and your sites in Northern Ireland. As one of the largest IT resellers and managed service providers in the UK, each year we ship hundreds of thousands of devices to customers in the UK, Northern Ireland and in more than 110 countries and territories around the world. We do this using a comprehensive supply chain of trusted national and international logistics partners that offer a wide range of flexible delivery services that
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					<p>we can choose from to meet the specific needs of each of your deliveries.</p> <p>Logistics services will be provided by reputable national couriers that have the proven capability to meet the security and capacity demands of DWP's service. The couriers used by CDW include Rico, DPD and Bonds. The reason we use a combination of partners is to maximise the range of delivery options / services available to DWP and CDW, which we can use to select the most costeffective offering based on the needs of each request / project and the associated SLAs/KPIs that underpin the service.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance::</p> <p>12.6 - Logistics, p. 360</p>	
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Device Decommissioning	N/A	Device Decommissioning	Please confirm you will provide a Device decommission service. This shall entail collection of a Device or Device Bundles from a UK address. For the avoidance of doubt decommissioning includes removal to Supplier site.	Yes	CDW confirm that we will provide DWP with a device decommissioning service that is delivered in the accordance with requirement 5.7. As part of the service we will log, triage, deinstall and remove to our site, your devices and devices bundles that are located at addresses throughout the UK. We understand that the number of devices that are in scope for each request can vary, from a single device to hundreds. Your decommissioning service will be designed to accommodate the scale and volume of your requests by categorising requests in accordance with their size and complexity. This will ensure that we are able to implement a resourcing and governance structure that is appropriate to the complexity and urgency of your requests. By using defined, repeatable service delivery models, we will ensure that your service can scale to meet your demand whilst still operating in compliance with SLAs for service speed and asset management accuracy.
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							Please refer to the following section of our attached proposal document for further	
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						details on how we achieve and evidence compliance: 12.7 - Device Decommissioning, p. 363	
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Suitably skilled resource	N/A	Suitably skilled resource	Please confirm you shall only provide suitably skilled resources in order to install Devices, monitors, Printers, PADs and Device Bundles through this contract.	Yes	CDW will only use suitably skilled, experienced and security cleared resources to install DWP's devices, monitors, printers, PADs and device bundles across the lifetime of this contract. Installations will be carried out by resources from CDW's c. 200-strong field and deployment engineering teams. Our resource management team will consider a number of factors to ensure the right engineering resource is aligned to each installation, including: <ul style="list-style-type: none"> • The technology being deployed and whether OEM best practice requires specific experience of certifications to complete the installation. • When and where the installation is to take place so that local engineers can be 	
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					<p>aligned to reduce response and travel times.</p> <ul style="list-style-type: none">• The security clearance required to access the site and/or the devices in question.• The size, weight and manual handling instructions for the devices to be installed. Some devices such as printers and large monitors or displays will require at least 2 people to be moved and installed safely. <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.8 - Suitably Skilled Resource, p. 367</p>	
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Non Standard Service Requests	N/A	Non Standard Service Requests	Please confirm that for Non-Standard Service Requests you shall provide a quote within 3 working days. This response shall include, without limitation, pricing for the request and the expected date of the service provision.	Yes	<p>CDW will quote for NonStandard Service Requests (NSSRs) within 3 working days of receiving them. The quotes will be built using a standardised rate card and cost calculator which will ensure that we price your requests against defined service outcomes, service levels and agreed unit-level pricing. This will provide DWP's project and service stakeholders with cost predictability to improve the accuracy of your project forecasting and budget management.</p> <p>Quotes are produced by 1 dedicated NSSR coordinator and returned to DWP within SLA by attaching them to the original DWP Place request. Quotes will detail:</p> <ul style="list-style-type: none"> • Request details • Cost per service line • Location • Logistics costs • Expected date of service provision. <p>This process has been used to quote against more than 437 requests in the existing DSRS contract and is proven to be effective for the volume of requests raised by DWP and</p>
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							your required turnaround times.	
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					<p>Once quotes have been accepted, CDW will execute the request in compliance with the instructions of the request owner. Our Service Desk team will provide a dedicated owner for all NSSRs. This analyst will manage an NSSR Tracker with all open and closed requests. We will review the tracker each week with DWP's NSSR Estates team to ensure we each understand the open and recently closed requests. The tracker is also used to provide monthly billing information which ensure consistency between the services you have consumed and what you are charged.</p> <p>A copy of the NSSR Tracker has been attached to this response; please refer to 12.9 – NSSR Tracker.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.9 - Nonstandard Service Requests, p. 370</p>	
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Project Management Service	N/A	Project Management Service	Please confirm you will provide a project management service to support the Authority in the delivery of initiatives. This shall include a Prince 2 qualified Project Manager as part of the BAU delivery team (commencing from the Actual Services Commencement Date).	Yes	<p>CDW can confirm that we will include PRINCE 2 qualified resources in your BAU delivery team. Your Service Lead and your Service Delivery Manager will both hold PRINCE 2 qualifications at the point of service commencement. This will provide resilience and continuity across your BAU delivery team and enhance collaboration with the wider CDW project team and DWP project stakeholders.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.10 - Project Management Service, p. 372</p>
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Resourcing Model	N/A	Resourcing Model	Please confirm you have attached a copy of the proposed resource model for this contract.	Yes		<p>The resourcing model for DWP's service has been attached to this response; please refer to the attachment 6.1 – DWP Resource Model. The resourcing model shows the teams of dedicated and shared resources that CDW will align to your service which will be comprised of:</p> <ul style="list-style-type: none">• A DSRS break-fix team who will be responsible for the delivery of your business as usual (BAU) managed service which will include the repair and replace service, request	
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						<p>management and NSSR coordination.</p> <ul style="list-style-type: none">• A PMO team who will be responsible for the delivery of the DWP's large projects. Both teams have been capacity planned to meet the anticipated demand across both BAU, NSSR and Project workstreams. As the incumbent provider for the existing DSRS contract we have baselined demand against current service volumes to provide a realistic expectation of team size. Throughout the lifetime of this contract, CDW will carefully monitor demand and utilisation across every area of your service to allow us to flex your resourcing model to meet your needs and optimise costs. The success of this methodology is best seen in the existing DSRS contract where CDW has substantially grown and invested in resources and skills across your contract to meet DWP's needs as they evolve. A new addition for this contract will be the introduction of a Business Development Director and Technical Delivery Manager roles.	
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							Please refer to the following section of our attached	
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						proposal document for further details on how we achieve and evidence compliance: 12.11 - Resource Model, p. 373	
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Recycling	N/A	Recycling	<p>Please confirm that when managing any recycling or resale of Devices, you shall:</p> <ul style="list-style-type: none"> · Follow NCSC guidance found at: https://www.ncsc.gov.uk/guidance/secure-sanitisation-storagemedia · Follow CPNI Standard for Secure Destruction of Sensitive Items found at: https://www.cpni.gov.uk/system/files/documents/c5/e1/2017_01_20_CPNI_Secure_Destruction_Standard.pdf 	Yes	<p>CDW's trusted disposal, storage, recycling and resale partner Restore Technology Limited (RT) will be responsible for the recycling and resale of DWP devices. RT are one of the UK's most trusted and credible IT Asset Disposal (ITAD) specialists and are NCSC, CAS-S and CPNI certified up to and including Top Secret. The NCSC Standard and CPNI (now called NPSA, National Protective Security Authority) Standard, are both UK Government Standards (GCHQ and Cabinet office respectively) that govern how UK Government data and assets are handled, stored, and ultimately destroyed. They do not directly govern the remarketing of assets, just how the data held on these assets must be treated before remarketing/recycling takes place. Assets with a Protective Marking of Secret and Top Secret cannot be resold back into general circulation and</p>	
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						<p>must either destroyed or reused within a similar environment. CDW and RT will work with DWP over the lifetime of this contract to develop an effective management strategy for all of your different assets and protective markings which will operate in compliance with NCSC and CPNI standards.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.12 - Recycling, p. 376</p>	
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Disposal	N/A	Disposal	<p>Please confirm all items shall be disposed of in accordance with all applicable Standards, Policies & Procedures including any relevant Standards in respect of sustainability, data security, health and safety, the Waste Electrical and Electronic Equipment (WEEE) Regulations and CD Electronic Media reuse and disposal standards.</p>	Yes	<p>CDW can confirm that all DWP assets will be disposed of in accordance with all applicable standards and policies in respect of sustainability, health and safety and WEEE. This will apply to both us and our disposal partner Restore Technology Limited (RT).</p> <p>CDW</p> <p>Electrical and electronic waste is increasing in the UK. The waste electrical and electronic equipment (WEEE) regulations aim to reduce the amount of this waste going to landfill and improve recovery and recycling rates.</p> <p>In accordance with duty of care legislation, DWP has a legal responsibility to ensure that all parties involved in their waste disposal chain are legally compliant. We will protect your interests by only using disposal partners that meet the following criteria: •</p> <ul style="list-style-type: none"> • Environment Agency licensed. • Registered waste carriers and managers. • Carry out WEEE compliant disposal at authorised approved treatment facilities (AATFs) using environmentally sound methods.
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							<ul style="list-style-type: none">• Issue waste transfer notes	
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					<p>and hazardous waste consignment notes.</p> <ul style="list-style-type: none">• Offer secure deletion of data helping you to meet its responsibilities under the data protection act. Our responsibilities <p>We are a licensed broker and a licensed carrier of waste. This means that we are licensed to arrange the disposal of our customers' waste on their behalf and that we can legally carry waste in our own vehicles.</p> <p>RT</p> <p>RT will comply with all UK laws, Accreditations, Approvals and Standards when collecting, processing, storing, remarketing and recycling of any of your assets across all your UK locations which cover the Data security, WEEE disposal, Sustainability, Health and Safety and reuse.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.13 - Disposal, p. 378</p>	
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Disposal Certificatio n	N/ A	Disposal Certificati on	Please confirm that that the you or any partner (Subcontractor) engaged in disposal services through this contract and who disposes of the Authority's Devices will be Commodity Assurance Services (CAS) certified by National Cyber Security Centre (NCSC).	Yes	<p>CDW's trusted disposal, storage, recycling, and resale partner Restore Technology Limited (RT) will be responsible for the disposal of DWP devices in this contract. RT are one of the UK's most trusted and credible IT Asset Disposal (ITAD) specialists and are NCSC, CAS-S and CPNI certified up to and including Top Secret assets. RT will comply with the requirements of CAS and NCSC standards in the disposal of all DWP assets.</p> <p>RT has been accredited for more than 15 years to handle and process government protectively marked assets at the highest level. They will use proven processes, personnel and facilities to collect and physically process all your assets in compliance with NCSC and the IA5 standard. This will ensure that whether the asset is data erased and reused, or stripped for spare parts and/or recycled, all data will be removed and/or destroyed in full compliance with UK public sector standards.</p> <p>Please refer to the following section of our attached</p>
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							proposal document for further details on how we achieve and	
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						evidence compliance: 12.14 - Disposal Certification, p. 381	
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Capability and Capacity	N/A	Capability and Capacity	<p>Please confirm that your organisation has the Capability and Capacity to meet the Services as detailed in the Specification, to support bulk deployment, decommission, recycling, disposal, and refresh projects.</p> <p>This includes confirmation that your organisation has the Capability to meet specific Project and Transformation requests and can flex up and down to meet these requirements, including but not limited to:</p> <ul style="list-style-type: none"> - Goods in processes - Goods out processes including bundling Goods for ease of delivery to end Users - Warehousing Capability and Capacity - Device build - Flexibility of Logistics to meet emerging demand, including delivery and collection services - Re-use including cleaning, re-build and storage - Resale - Re-cycling and WEEE disposal 	Yes	<p>We note that this requirement is identical to scored requirement number 8.6. We can confirm we have the capability and capacity to meet the services detail in the specification and for compliance purposes have duplicated our response below.</p> <p>CDW has the proven capability and capacity to deliver DWP's BAU, service and transformation requirements across the full scope of your service as evidenced by our successful delivery of the DSRS contract over the past 2 years. In that time, we have learned the importance of implementing rigorous, welldefined, proven processes to meet the enterprise-level demand required by DWP. We</p>	
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					<p>have also understood the importance of implementing a governance and management structure that is able to ensure that our service performance meets the KPIs and SLAs required by your service, with the flexibility to adapt to the needs of individual DWP requirements and projects. We will build upon this understanding in the delivery of the next DSRS contract.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.15 - Capability and Capacity, p. 383</p>	
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Contract Management Meetings	N/A	Contract Management Meetings	Please confirm that as part of the contract's governance, a Supplier representative will attend a Monthly meeting with internal and, where applicable, external Suppliers to assist the Authority in managing Demand and to ensure effective Stock Management.	Yes	CDW can confirm that your Service Lead, Cheryl Gibson, will attend a monthly meeting with DWP stakeholders and external suppliers to assist you with monitoring and managing service demand to ensure service stock volumes are effectively managed. We recognise that the availability of the right volume, configuration and type of service stock is a critical enabler for the success of the service and so we will proactively collaborate with	
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					<p>you to ensure this is properly managed. Before each stock management meeting, your Service Lead will share a report with your relevant stakeholders detailing current stock levels for both BAU and Project elements of the service which is based on data extracted from our inventory management system. During the meeting these volumes will be reviewed against your forthcoming project roadmap and demand forecast. We will collaborate with DWP to identify and agree any changes to current stock levels to ensure capacity will meet demand.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.16 - Contract Management Meetings, p. 395</p>	
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Commodity Assurance Services (CAS) certified by National Cyber Security Centre (NCSC)	N/A	Commodity Assurance Services (CAS) certified by National Cyber Security Centre (NCSC)	Is your organisation Commodity Assurance Services (CAS) certified by National Cyber Security Centre (NCSC).	Yes	CDW's disposal partner Restore Technology Limited (RT) are NCSC, CAS-S and CPNI approved up to and including Top Secret. RT will fully comply with all requirements of both standards during the process of handling all of your assets for recycling, resale and disposal across your entire estate. All Public sector data is required to hold a 'Protective Marking' (PM) which classifies the asset and the data held on the asset. NCSC have produced a document called IA5 (Information Assurance Standard number 5) that sets out how data at different levels of PM and held on different types of data bearing assets such as hard drives, solid state drives, memory stick, motherboards, NVMe, is removed from an asset or the data bearing asset is destroyed. The NCSC CAS-S scheme governs how Public Sector organisations, which included DWP, handles, stores and processes and erasure/destruction by shredding, UK Government Protectively Marked data. RT will handle, process and erase/destroy all your data
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						<p>held on your assets and provide full reporting on the status of the asset. RT will deliver this by adhering to the protocols around IA5 Standard.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance 12.17 - Commodity Assurance Services (CAS) certified by National Cyber Security Centre (NCSC), p. 397</p>	
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Code of Connectivity	N/A	Code of Connectivity	Please confirm your organisations compliance with the Code of Connectivity, as per the Use of DWP Place paragraph, within the Specification.	Yes	<p>CDW can confirm that we will continue to comply with the Code of Connectivity as per the specification. We will maintain compliance with this standard through a range of measures including:</p> <ul style="list-style-type: none"> • Maintaining Cyber Essentials • Plus certification • Maintaining ISO 27001 (Information Security Management) accredited processes • Regular external audits and penetration testing of our processes and systems. <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance:</p>	
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					12.18 - Code of Connectivity, p. 400	
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Security Policies and Standards	N/A	Security Policies and Standards	<p>Please confirm acceptance of Security Policies and Standards as linked to below:</p> <p>https://www.gov.uk/government/publications/dwp-procurementsecurity-policies-and-standards</p>	Yes	<p>CDW's information security and operational leads have reviewed the security policies and standards linked in the requirement and can confirm that we comply with the requirements of the standards. We are already accredited to the UK Government's Cyber Security Essentials Plus accreditation which ensures that we are aligned with HMG best practice information and cyber security standards – a copy of our certificate will be supplied on request. Our information security management system has been continuously accredited to ISO 27001 standard since July 2000.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance:</p>	
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						12.19 - Security Policies and Standards, p. 401	
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Service Management Personnel	N/A	Service Management Personnel	Please confirm you agree to provide a dedicated Service and Project Lead, supported by a dedicated Service Manager and Project Manager, if awarded this contract.	Yes	DWP's dedicated Service Lead will be Cheryl Gibson who will be responsible for the service led delivery of your account across both the BAU managed service and the Project delivery towers. Cheryl will be responsible for managing and coordinating a team of our resources which are tasked with providing you with exceptional managed and project services. Cheryl will be supported by Leigh Curzon who will be DWP's Project Lead and will be responsible for the delivery of large-scale NSSR projects and the PMO function. Andre Marsh will be the Service Delivery Manager responsible for the day-to-day high performance and operation of the BAU managed service and non project related NSSRs. The Configuration Project Manager will be responsible for coordinating configuration demand across
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						<p>your service.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.20 - Service Management Personnel, p. 402</p>	
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Third-Party Suppliers	N/ A	ThirdParty Suppliers	Please confirm all staff and third-party suppliers involved in the delivery of this service shall be accredited to minimum of BPSS level.	Yes	All CDW staff and third-party suppliers involved in the delivery of DWP's service will be accredited to BPSS-level as a minimum. We employ a robust Personnel Security Programme, starting with the pre-employment screening of all staff to HMG Baseline Personnel Security Standard (BPSS) as a minimum, through to a thorough aftercare programme to ensure the continued integrity of personnel. Our aftercare policy identifies the responsibilities for the reporting of Changes in Personal Circumstance, Security appraisals, foreign travel (business or pleasure) for NSV holders, along with responsibilities for Line managers and fellow coworkers. Where subcontractors are used to deliver your service,
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					<p>we will ensure those personnel have completed the BPSS process through use of a BPSS verification record obtained from the subcontractor.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.21 - Third-party Suppliers, p. 404</p>	
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SC Level Logistics	N/A	SC Level Logistics	Please confirm all staff involved in device or server build activities shall be accredited to SC level Logistics staff and couriers should be accredited to BPSS or equivalent including employment checks.	Yes	<p>All staff involved in building DWP's devices and servers will be cleared to SC. Logistics staff and couriers will be accredited to BPSS or have been subject to equivalent employment checks.</p> <p>When onboarding your service we will agree a security profile for each role. We will work with your to develop a shared understanding of the level of risk associated with each position and ensure that the protections that are implemented are appropriate to the level of access and data that each role accesses.</p> <p>Several of our key personnel are already SC cleared from the previous DSRS contract. Where additional roles require enhanced security vetting (CTC, SC, DV), CDW will follow your defined route to attain</p>
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					<p>these clearances. You can provide us with access to the United Kingdom Security Vetting (UKSV) portal either through your own vetting team or through a DWP authorised sponsorship account which will enable us to sponsor clearances on your behalf for contracts that are awarded to us. We already hold authority to sponsor clearances for the MoD and so will build upon the success of that programme for you.</p> <p>As a minimum, we ensure we follow BPSS employment screening for all staff which provides a baseline level of assurance across all teams. We will validate that subcontractors have completed the BPSS process using a BPSS verification record obtained from the subcontractor. We will use the UKSV portal to ensure subcontractors hold the required level of security clearance by checking the appropriate Vetting Status Indication (VSI).</p> <p>Please refer to the following section of our attached proposal document for further</p>	
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							details on how we achieve and evidence compliance:	
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						12.22 - SC Level Logistics, p. 405	
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Pricing	N/A	Pricing	Please confirm that the pricing quoted is for product which matches the specifications as detailed on the Commercial response Tab and that you fully understand the requirement.	Yes	CDW can confirm all pricing matches the specifications fully understanding the requirements. CDW's knowledge as the incumbent service provider has helped us understand the underlying effort and cost attributed to each service line which enables us properly resource and capacity plan against the requirements based on current working experience in delivery of the contract. Any newly priced services have been resourced
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					<p>and planned utilising the same methodology applied to price and resource all existing service lines.</p> <p>DWP should note that CDW can deliver economies specifically in the pricing band 1 – 9 which are not able to be articulated within the unit price structure. This can make some activities more expensive than perhaps could be attained through an NSSR approach where economies with delivery can make a large difference (i.e., SR1 within the pricing submission tab Request Management). With NSSR pricing CDW can look at all scale economies and provide pricing to DWP most appropriate for the specific tasks required.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.23 - Pricing, p. 406</p>	
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Project Delivery Dates	N/A	Project Delivery Dates	Please confirm you can meet all dates (including contract commencement date) detailed within	Yes	<p>CDW can confirm that we will meet all dates identified in the specification. The high level service transition plan that we have attached to this response demonstrates how this will be achieved following the contract commencement date. One of the benefits of selecting CDW as your partner is that we are already delivering a DSRS service for DWP. This means that the amount of time and activities to transition from the current service provision to the new service contract is substantially smaller for CDW that it will be for other service providers who will have to invest a significant amount of time into designing and implementing all of the processes needed to make your service a success. This may challenge their achievement of the milestone dates in the specification.</p> <p>Please refer to the following section of our attached proposal document for further details on how we achieve and evidence compliance: 12.24 - Project Delivery Dates, p. 407</p>
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Addendum 4: CDW Response Clarifications

No.	Scope	Supplier Clarification Question	Response to Supplier Clarification Question
	The clarification deadline has been extended to 04/07/2023 at 17:00		
1	Deadlines	We note the timeline released by the Authority stated tender to be released on 23/06, however, this was received by suppliers on working day 27/06 (actual release time outside of working hours (5:44) on 26/03). Please could we request at minimum a three working day extension to the clarification period?	The clarification deadline has been extended to 04/07/2023
2	Deadlines	As the Procurement timetable states IMC to be issued on the 23/6/23 however was only received 26/6/23 at 17.42 through the HTE portal. Please may the timetable be adjusted accordingly in line with the delay, including clarification receipt deadline?	The timetable will be updated in due course
3	Documentation	Is Appendix 16 - Information Security Questionnaire (inside the Call Off Contract) to be completed by all participants as part of their submission, or is it only to be completed by the preferred bidder following award?	This was shared for information and will be completed by the preferred bidder following award
4	3. DSRS2023 Tech Questions & Scoring FINAL - Product Testing Service - Req. 1.6	"Is hardware compatibility testing the only testing in scope for this element of the service, or will it also need to consider software/application compatibility?"	Testing can be up to and including the OS. Testing also may incorporate electrical and HSE testing

5	3. DSRS2023 Tech Questions & Scoring FINAL - Product Testing Service - Req. 1.6	How many devices and types of products are in scope for the product testing service? How frequently are products to be tested? Are you able to forecast the number of monthly/quarterly tests that are likely to be required?	Laptop / Desktops models can be found in pricing evaluation. Compatability will be focused on common end user periperal types including but not limited to, headsets, keyboards, mic, docking stations, monitors, personal printers. We are currently unable to forecast quantities required as this would be a new service
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6	3. DSRS2023 Tech Questions & Scoring FINAL	The evaluation criteria in column H asks for case studies and references for each requirement, however this contradicts the Scoring Criteria in column I which asks participants to provide a single case study. Please confirm which approach bidders should follow. If customer references are required, will DWP wish to contact these organisations as part of the evaluation?	Minimum of one case study to cover all areas or multiple case studies to support each requirment. Department reserves the right to contact customer references given.
7	3. DSRS2023 Tech Questions & Scoring FINAL - Project Management Services - Req 6.1	This requirement asks suppliers to provide a copy of their proposed resource model. Where would you like us to provide this information, as an individual attachment on the portal or as part of the written MS Word response?	Please provide this as an individual attachment with reference to the attachment made in your response
8	1. DS RS (2023) - ITT FINAL - 1.5 Contract Term and Value	Please confirm that the stated budget of £56m is for the maximum contract term of 5 years and not just the initial 2 year period.	Confirmed
9	1. DS RS (2023) - ITT FINAL - 2.1 Key Dates	The table of key dates states that the 28/11 is the contract commencement date. Is this the date upon which the service transition must begin, or when the service must go live? If it is the start date for transition, what is the anticipated service go live date?	Service Commencement

10	1. DS RS (2023) - ITT FINAL - 3.5 Subcontractors	Participants are asked to identify their subcontractors and share details of the percentage of the contract that they will be responsible for delivery - please let us know where this information is to be supplied.	Please provide this as an individual attachment with reference to the attachment made in your response
11	Mandatory requirements	CAS requirements	The Commodity Assurance Services (CAS) Mandatory requirements are only applicable to the supplier or subcontractor performing the disposal activity

12	3. DSRS2023 Tech Questions & Scoring FINAL - 7.2 Device Evergreen Service	Can the Authority please share its hardware roadmap and refresh policies to allow us to understand the device types and volumes that are in scope for the evergreen service? Is this service essentially a combination of the principles of Refresh on Fail and Refresh on Obsolescence, i.e. where an asset has reached a certain age?	Current estate volumes are circa 130,000 devices. The Authority will advise of the life span of each device at contract award which is generally 3-5 years from purchase, the approach of Evergreen will be evaluated however the principle is that when a device becomes EOL as designated by the Authority, the partner will engage their methodology to ensure the user is proactively transition to a supported device type asap.
13	4. TECHNICAL Pass Fail questions FINAL - 8.20 Service and Project Lead	Please confirm whether the "Service and Project Lead" is intended to be a combined role or two separate roles?	Combined.
14	Data Protection Protocol	The tender documentation includes a document called Data Protection Protocol - is this document relevant to this procurement? The guidance note in the opening paragraph states "This Data Protection Protocol is for use alongside the NHS terms and conditions where the Supplier will be processing personal data on behalf of the Authority".	<p>The Data Protection protocol form is to be completed by the parties upon contract award if it is determined that the Supplier is processing personal data.</p> <p>This document has been provided for information purposes only at this stage.</p>

15	- 2.1 Server Build Instructions	Could you please let us know the anticipated volumes, type of products and builds in scope for this service in order for us to plan resource and capacity needs?	This will be an on-demand service, so we have no anticipated volumes. Device OS Software build will be provisioned via SCCM over a secure network. Physical assembly will be ad hoc based on requirements at the time, however, will be aligned to OEM and industry best practice.
16	- 2.1 Server Build Instructions	The pricing schedule does not include a field for the server build service. Is a price required at this stage, and if so, where should we provide it?	An amended pricing template has been attached. This is entitled 'Pricing evaluation v2.1 CLEAN.' All Tenderers must submit this pricing schedule as part of their bid submission
17	4. TECHNICAL Pass Fail questions FINAL	The description field in column F is blank for this requirement, is this intentional?	The requirement is written in the Specification document and can be read here

	- 4.4 Asset Management		
18	4. TECHNICAL Pass Fail questions FINAL - 8.11 Implementation Plan	Is an implementation plan to be supplied as part of the tender response or is this a requirement post-award of the tender? If an implementation plan is required, should this be included as a separate attachment, or as part of the supporting Word document?	As per requirement 8.11, the Supplier should provide a highlevel implementation plan
19	4. TECHNICAL Pass Fail questions FINAL - cell F103	Please direct us to the commercial response tab referenced in this requirement as there is no such tab in the pricing spreadsheet.	This was an error and refers to the pricing evaluation template as a whole. Please confirm that all pricing that you provide matches the specifications and that you fully understand the requirements
20	4. TECHNICAL Pass Fail questions FINAL - cell F104	This requirement appears to be incomplete, can you please confirm?	Cell E104 should read: Please confirm you can meet all dates (including contract commencement date) detailed within the Specification. Please respond to this question within the template accordingly.

21	3. DSRS2023 Tech Questions & Scoring FINAL	<p>There are several different evaluation instructions in Column H, however these all appear to share the same Scoring Criteria in Column I - can you please provide more clarity around the information that must be provided for each type of evaluation instruction in order for bidders to achieve the different levels of scoring? At present its unclear what the expectations are for bidders to achieve top scores.</p>	<p>This was an error. Where column G reads "supplier document approach" the scoring criteria is as follows:</p> <p>"5: Exceeded = 3 plus demonstrable added value. 3: Met = 1 plus Supplier demonstrates with specific evidence-based examples (capability and capacity) to deliver the requirement on an enterprise level.</p> <p>1: Partially Met - Supplier can perform requirement but not on an enterprise level, or supplier response does not demonstrate that it meets the full scope of requirement</p> <p>0: Not Met - Requirements not met or addressed</p>
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22	3. DSRS2023 Tech Questions & Scoring FINAL	<p>With regard to the instructions in Column K, can you please confirm that bidders are expected to provide a brief confirmatory statement in the spreadsheet, with a more detailed answer with associated evidence and case studies to be provided in a separate Word document.</p> <p>Does the per requirement word limit apply only to the written responses in the Word document?</p>	<p>This is correct.</p> <p>The word limit refers to the spreadsheet and suppliers can refer out to separate documents included as part of their response</p>
23	3. DSRS2023 Tech Questions & Scoring FINAL - 11.2 Consultancy as a service	<p>The requirement references the Authority's need for outcomebased consultancy engagements. Are you able to share examples of the sorts of outcomes that the Authority is looking to deliver? Is there a roadmap that can be shared showing potential timelines, volume requirements and technology areas in scope?</p>	<p>The Authority will engage the successful partner on a needsbased engagement. This will generally be time bound with a specific out outcome. For example, a Business Analyst could be engaged to provide insight into data trending for a specific project with a background knowledge in a certain technology to help inform a technical roadmap or where a road map already exists a specialist could be engaged to confirm technical assumptions are</p>

			still valid based on current industry best practice.
24	4. TECHNICAL Pass Fail questions FINAL	Some of the pass/fail requirements are straightforward, is it necessary to produce a separate written response for each requirement in the word document, or is this only necessary where the requirement merits further discussion/evidence beyond the statement in Column J?	The Supplier should provide a response with evidence to support their compliance with the requirement
	Please note a document concerning TUPE Information entitled "TUPE Information - Statement of Liability" has been uploaded.		
25	3. DSRS2023 Tech Questions & Scoring FINAL - 3.4 - Processing faults at Supplier site	How are component level repairs defined - is this as simple as replacing a component such as a motherboard, or would it involve replace elements on the motherboard itself, e.g. faulty capacitor or resistor?	Component level repair is defined as motherboard, RAM, CPU, etc

26	3. DSRS2023 Tech Questions & Scoring FINAL - 3.3 - DWP Northern Ireland replacement service	Is the DfC service in Northern Ireland an optional service or a mandatory one? Requirement 3.3. is In both the pass/fail and the qualitative scoring questionnaires and so its not clear how this requirement will be evaluated.	Requirement 3.3 should read "DWP Northern Ireland replacement service" and is mandatory. This is separate to requirement 11.1 which is an optional service covering DfC Northern Ireland which if taken would need a separate stockline and reporting for DfC-owned equipment. DWP and DfC are separate organisations.
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27	Sch 7B: Appendix 10	It seems that one SLA or KPI failure could require a remediation plan or service improvement plan to be implemented by the supplier, and any failure to remediate under that plan can lead to termination. Is it the Authority's intention that a single / first SLA/KPI failure can therefore result in (1) a full remediation plan and (2) potential termination?	A single significant failure can lead to a remediation plan however would not lead to termination as per the SLA table descriptions, for more details please refer to the SLA descriptions table
28	Sch 7B: Appendix 10	Please confirm whether the Service Credits are the Authority's sole and exclusive remedy for failure to meet SLAs (save where Authority is entitled to or does terminate the Call Off Contract – as per Delay Payments for missing Milestone Dates)?	No. All remedies for SLA failure are listed in the ITT
29	Sch 7B: Cl. 24(b) and Appendix 8	Please confirm whether TUPE is expected to apply on entry, during the term (e.g., due to a planned change to scope of services) and exit as there is inconsistency in the current drafting?	TUPE will apply on entry. However, for the avoidance of doubt we suggest you seek legal advice on the application of TUPE
30	Sch 7B: Appendix 13	Do all subcontractors also need to comply with ISO27001 and hold Cyber Essentials Certificate and, if so, is that only the case for certain parts of the service (and if so, which parts)?	The successful supplier shall hold ISO27001 and Cyber Essentials Certification. It is expected that the successful supplier manages their supply chain in accordance with these standards
31	Sch 7B: Appendix 4, s.2.1	The Authority can require reasonable changes to the draft Implementation Plan. Will these go through Change Control (and, where necessary, see a potential amendment to the Charges)?	Where the Authority requests significant changes to the Implementation Plan, these will be managed through change control. The Supplier should include full transition costs within their bid

32	Sch 7B: Appendix 4, s.3.3	We note that SLAs/KPIs/XLAs are to be reported during the Implementation Period but no service credits will apply during that time. However, it is unclear whether failure to meet the SLAs/KPIs/XLAs could lead to actionable breach (default / termination) during that period – please could the Authority clarify?	Consistent failure to meet the SLAs/KPIs/XLAs during this period could lead to actionable breach however the Authority would look to work with the Supplier via a remediation plan
33	Sch 7B: Cl. 21	<p>During any Termination Assistance Period, services levels need to be met and service credits can apply unless the supplier can demonstrate to the Authority's reasonable satisfaction that the transition of the Services would have a material, unavoidable adverse effect on the supplier's ability to meet one or more service levels.</p> <p>(1) Given that this will be a transition period, would the Authority consider removing service credits during this period (as per Implementation Period)?</p> <p>(2) The threshold for service levels and credits to be disapplied is high and subjective. Would the Authority consider amending this?</p>	Not at this time
34	Sch 7B: Appendix 6	Without an end date for the step-in rights and given the supplier has to pay service credits, delay payments and the authority's reasonable costs of step-in during that time as well as provide the service, this could cause unreasonable hardship on the supplier. Would the Authority consider allowing the supplier to terminate if step-in exceeds [6-12] months?	No
35	Sch 7B: Appendix 6, s.1.43	This should include a reference to Appendix 6, s.1.12 which may also not be as a result of Supplier default.	No

36	Sch 7B: Appendix 14, s2.6	Immediate notification for everything from a data breach to a DSAR is a high threshold that is not necessarily proportionate to the type of notifiable event. Would the Authority consider different timescales for different events (e.g. a longer timescale for a DSAR, where the controller will have at least a month to respond)?	No
37	Appendix A, Sch 2: Cl. 6.2	We note that the Authority is requesting a copy of the supplier's BCDR plan and information on the outcome of annual tests. Like most suppliers, our BCDR plan is highly confidential, and covers our entire group and customer base and may contain confidential information in relation to the same. We can provide a high-level plan to customers subject to confidentiality restrictions. We also cannot allow individual customers to feed into the BCDR plan (which aligns with appropriate ISO standards). Is this acceptable to the Authority?	No, however sensitive data can be anonymised. BCDR plan is required in relation to services requested and supporting business activities
38	Appendix A, Sch 2: Cl.3.9.4	This provision includes an indemnity for losses, damages, etc suffered by the Authority relating to a product Requirement to Recall. Where the Supplier is not the manufacturer of the Goods and where the manufacturer does not offer a similar indemnity, would the Authority still expect the Supplier to provide this indemnity?	This is not in scope for this contract

39	Sch 7B Appendix A, Sch 1: Cl.24(b) Cl. 15.1.1 and 15.1.2 /	Where the Supplier is not the manufacturer of the Goods, not all of the product warranties in clauses 15.1.1 and 15.1.2 of Schedule 1 to Appendix A will be available (as the Supplier cannot add additional warranties beyond those offered by the applicable OEMs). It appears however that this provision is overridden by Sch 7B, cl.24(b) but please can the Authority confirm how they fit together?	The Authority expects that the Supplier shall manage existing warranties as part of the service. However, it is not expected that the Supplier shall provision warranties themselves. Any repair work performed by the supplier as part of the warranty process should be valid for 12 months.
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40	Appendix A, Sch 2: Cl. 43	This provision requires Supplier, where requested by the Authority, to enter into a standard escrow agreement with such reputable third-party escrow agent as the Authority reasonably specifies. This may be for a single escrow license agreement or a multi license escrow agreement. However, where Supplier is not the software owner, this will not be possible. Is this accepted by the Authority?	This is acceptable. Escrow is not in scope for this contract
41	Sch 7B: General	Please confirm that a guarantor is not required where this has not been required previously / the Supplier has sufficient financial strength so as not to warrant a calloff guarantor?	A guarantor is not required as part of this tender exercise
42	Sch 7B: Definitions	The definition of "Law" includes "any relevant code of practice as applicable in England and Wales". Would the Authority consider limiting this to those codes of practice which are binding on the Supplier (i.e. those that effectively have the force of law)?	No

43	Sch 7B: Cl. 21(d)	In the event of step-in, we have concerns that the step-in agent could be a competitor and in any event could be exposed to confidential information of the supplier. As a result, would the Authority consider changing this provision to add the following words: "The Authority shall procure that any person appointed by the Authority under Appendix 6 shall be subject to duties of confidentiality substantially similar to those described in Schedule 3 of the Call-off Terms and Conditions, 'Information and Data Provisions', clause 1."	No
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44	Sch 7B, Appendix 4: s.2.3	Appendix 4 deals with the Implementation Plan and seems to make time of the essence for all dates and periods. In circumstances where Milestone Dates, delay payments and Longstop Dates and associated consequences are already dealt with in the contract, adding an additional right to terminate and claim damages for missing any time period would go against the essence and spirit of these other provisions and add a potentially conflicting consequence. Would the Authority therefore consider changing s.2.3 of Appendix 4 to read "Failure of the Supplier to provide a draft Implementation Plan on time shall be a material Default unless the parties expressly agree otherwise or the failure is as a result of an Authority Cause."	Agreed
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45	Appendix A, Sch 2: Cl. 9.3	As a reseller, we are unable to comply with time being of the essence for delivery of goods, as we are reliant upon third parties to meet timescales. In any event, there is some confusion between the provisions of cl. 9.3 of Schedule 2 to Appendix A and other areas of the contract (e.g. cl. 14.1/14.2 of Schedule 1 to Appendix A). Given that goods are a key focus of the contract and given that there are gold stock / storage options available to protect the Authority, would the Authority consider removing time being of the essence in relation to obligations, particularly for goods, instead relying on other provisions including standard breach and termination provisions?	<p>As Suppliers are aware the generic Call off Contract template Schedule 7B enables the Time of the Essence Clause (7) to be amended relevant to the requirement.</p> <p>Please refer to the Call off Contract which has been provided with the mini competition entitled [insert name of document]. The time of the essence Clause has been removed, however Suppliers MUST comply with all obligations within the tender and Schedule 7B. Particular attention should be drawn to Clause 2.3 of Appendix 4, Implementation of the Call off Contract.</p> <p>All Suppliers are required to agree and adhere to the Schedule 7B Call off Contract which has been provided.</p>
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46	Sch 7B: Appendix 8	It is unclear which TUPE provisions the Authority is intending to use. Part D only covers pensions – are these believed to be in scope (as they were not previously)? Please can the Authority confirm whether further discussions had pre or post award to ensure a balanced and fair apportionment of risk in line with standard practice on TUPE (e.g. mutual indemnities and coverage, mirrored on exit and entry)?	TUPE is to be agreed between the incumbent supplier and the winning supplier. The Authority has only provided liability details for information
47	Sch 7B: Appendix 8	Is Part C of Sch 7 also intended to apply? If so, can the Authority agree to include mutual provisions relating to indemnities and coverage on transfer from the Authority / a former supplier?	No

48	3. DSRS2023 Tech Questions & Scoring FINAL - 8.4 - Storage	For this service, will the storage provider be required to capture serial number and asset tag information as part of their inbound check / goods-in process?	Yes
49	Storage	Can you please provide details on the amount and size of pallets that are to be stored under this service?	The Authority will request to store goods rather than pallets. It is for the supplier to provide details of what pallets they will use
50	Storage	What is the length of the timeline required for storage?	On average items remain in storage for 3 to 6 months however this can vary
51	Storage	What are your insurance requirements? What are the values required?	Full insurance for the total current value of any goods stored at Supplier site
52	Storage	What are DWP's Security requirements for the site?	Securely stored for DWP use only and in line with DWP Security Policies and Standards
53	Storage	What is the condition of the goods we're receiving? i.e. are all packaged individually and labelled on the outside of the boxes?	Goods will be usable and packaged securely
54	Storage	What is the reporting requirement on stock held?	Refer to Schedule 7B Appendix 10

55	Exit Costs	DWP has asked for termination assistance and noted that additional costs for the termination period will only be chargeable if outside the termination assistance or exit plan. Should suppliers provide a cost for delivering their exit plan - if so, where should this be provided as there isn't a field in the pricing evaluation?	The Authority will not be evaluating exit costs as part of this ITT
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56	3. DSRS2023 Tech Questions & Scoring FINAL - 7.2 Device Evergreen Service	The Authority has previously advised that the estate has c. 130,000 devices with a lifespan of 3-5 years that will fall within the scope of the Evergreen service. It would help suppliers to capacity plan and price this service if we had visibility of projected refresh volumes for each of the next 5 years - can this information be provided please?	Refresh cycle post-April 2025 is currently to be confirmed internally. Current refresh plans are as follows but are subject to change based on budgetary restrictions: 6,953 devices in FY23/24 57,222 devices in FY24/25
57	BPSS Clearances	Do all engineering personnel need to be BPSS cleared, or could there be a subset of work where a UK background check and "right to work" check is sufficient? This would increase the pool of available engineers to support DWP's requirements.	This must be BPSS for all on the account as a minimum. Engineering resource who require access to DWP Build Infrastructure require SC - As per the requirements
58	General	Please can the Authority outline their policies around Suppliers offshoring elements of the service where security standards can still be met.	Refer to Security Policies & Standards included in the ITT
59	2. DSRS 2023 SPECIFICATION FINAL 8.11	The Authority has requested that transition is to be completed within 3 months. Can the Authority confirm when the current contract is due to end?	The current contract is due to end in December 2023
60	2. DSRS 2023 SPECIFICATION FINAL 8.13	Can the Authority confirm how long the anticipated exit plan is?	We are unable to provide this at this stage as it contains commercially sensitive information from our incumbent supplier but it will be shared with the successful supplier following contract award
61	2. DSRS 2023 SPECIFICATION FINAL 8.13	Can a copy of the current exit plan be provided, as referenced for coordination of activity for the Transition of the new service?	We are unable to provide this at this stage as it contains commercially sensitive information from our incumbent
			supplier but it will be shared with the successful supplier following contract award

62	2. DSRS 2023 SPECIFICATION FINAL 8.20	Can the Authority confirm the anticipated effort for the roles specified "The Supplier shall provide a dedicated Service and Project Lead, supported by a dedicated Service Manager and Project Manager" e.g.1 day a week etc	This is dependent upon activity levels going through the contract at a given time
63	6. Schedule 7B Call off Contract – Final CLEAN 24b	Notwithstanding Key Provision 8 of the Call-Off Terms and Conditions, the Parties agree that the commencement of the provision of the Goods under this Contract shall not give rise to a relevant transfer as defined in TUPE and therefore the provisions of Appendix 8 shall apply to such transfer.	This seems to be a statement rather than a question
64	6. Schedule 7B Call off Contract – Final CLEAN App 8	Can the Authority confirm if the expectation is that TUPE is to be included as part of a commercial response? Including costs for TUPE may create a competitive advantage for an Incumbent Supplier.	Anticipated TUPE costs shall not be formally evaluated as part of the pricing evaluation. However, supplier costs shall be compared to ensure parity between nonincumbent suppliers
65	6. Schedule 7B Call off Contract – Final CLEAN App 10	If Service Level is red there is an option for the Authority to implement service monitoring. Can the Authority confirm to what extent, and by which methods?	This shall be agreed as part of onboarding
66	6. Schedule 7B Call off Contract – Final CLEAN App 10 SL3	As per Defined Term in App 19 Devices, can the Authority confirm that this is limited to data bearing asset and not monitors, docks or peripherals?	Yes, this is limited to data-bearing assets and does not include monitors, docks or peripherals
67	Pricing evaluation v2.1 CLEAN	Can the Authority share how the final score for the commercial proposition will be calculated? The Supplier notes that the exact formula to be used to calculate the commercial part of the evaluation has not been provided.	Lowest bid = X Supplier bid = Y (X / Y) * percentage weighting

68	3. DSRS2023 Tech Questions & Scoring FINAL Response template - tech questions	Can the Authority confirm that there is a 500 word limit for each requirement (i.e. 5.1 would be 500 words, 5.2 is 500 words) rather than 500 words for the totality of questions in section 5 as a whole (due to answer cells being merged across all rows in section 5)	Word limit is per requirement. Also see clarification response #22
69	Pricing evaluation v2.1 CLEAN Request Management tab (cell D41)	The total in cell D41 is the SUM of D35:D38. It does not include cells D39 and D40. Is this intentional?	This was an error and cells D35:D40 shall be included in the final evaluation and moderation
70	2. DSRS 2023 SPECIFICATION FINAL General	Can the Authority confirm that there are no restrictions to integrating to DWP Place?	Access to DWP Systems and tooling will be direct access in to DWP's ITSM - DWP Place. Integration may be considered and worked towards in the future.
71	6. Schedule 7B Call off Contract – Final CLEAN App10 SL4 and KPIs	Can the Authority confirm that only delays caused by the supplier will apply to SLA 4?	All delays will be measured within the DWP Place ITSM, however the supplier can request mitigation for anything outside of their /their supply chain's control using a process which will be agreed during transition. These must be requested in advance of the month end and approved by the Authority.
72	6. Schedule 7B Call off Contract – Final CLEAN App10 KPI1	Can the Authority please define "Aged Incidents". Can you provide a worked example of this definition?	Aged Incidents are those those over 5 days old. The KPI takes an average of all "Active" incidents at the end of the reporting period and the average should be under 5 days.
73	2. DSRS 2023 SPECIFICATION FINAL 8.23	Can the Authority provide a copy of the Problem management policies and WPC Project Engagement policies?	The Problem Management Framework will be sent, the WPC engagement policies are highlighted in project principles section and are not part of a further document set.

74	6. Schedule 7B Call off Contract – Final CLEAN App10 KPI1	Can the Authority confirm that this target is against repairable devices only?	This clarification references KPI1 as per line 76 - The assumption is that the clarification reference provided is re KPI2 - KPI 2 - Repair Cycle, Decommission and return of devices to stock. As such this is correct and will only apply to repairable devices. For the avoidance of doubt these should be completed within 30 days of
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			being collected from DWP. The Authority do expect that all non repairable items will be processed equally as quickly and that items for disposal or resale should also be processed promptly.
75	6. Schedule 7B Call off Contract – Final CLEAN KPI 7	Can the Authority explain how KPI 7 would work in practice. How do these 4 KPIs combine to be scored under a single KPI %	The 4 components would be totalled together and divided by 4 to create an average %
76	2. DSRS 2023 SPECIFICATION FINAL 2.2	In the pricing template there is a price for "Server Decommission (Do Not Return to Stock)" Can the Authority confirm the intended destination for these devices? Should they be disposed/recycled?	As per requirement 2.2, the Authority will provide instructions for the ongoing management of the server.
77	General	Can the Authority provide a site list?	The Department expect full coverage across the UK.
78	2. DSRS 2023 SPECIFICATION FINAL 5.2	Can the Authority confirm the items that will be required as part of a laptop and desktop bundle as part of the Add request	This shall include the following: Laptop and Power Supply, USB Adaptor, Headset, Laptop Sleeve, USBC-DP cable
79	6. Schedule 7B Call off Contract – Final CLEAN Appendix 6 para 1.5	Can the Authority confirm the level of service failure (amber or red) that contributes to clause 1.5 in the Stepping In Appendix?	Red

80	2. DSRS 2023 SPECIFICATION FINAL 5.0 Request management	Can the Authority confirm the maximum number of requests that are applicable under "Standard Service Requests" before these are classified as NSSR?	30 and under
81	2. DSRS 2023 SPECIFICATION FINAL 5.1	Can the Authority confirm what are the current stock levels and what are the in stock levels you wish to be maintained?	Required stock levels fluctuate based on demand and ongoing activities. However it is expected that the supplier will store sufficient volumes to run the core services in line with SLAs, as a minimum 3 months of Gold Stock. Where additional storage is required over and above this, the supplier and Authority will agree a threshold

82	2. DSRS 2023 SPECIFICATION FINAL General	Can the Authority confirm what the exit obligations of the incumbent provider are?	The exit obligations for the incumbent contract are the same as the exit obligations detailed in this ITT
83	2. DSRS 2023 SPECIFICATION FINAL 3.3	Can the Authority confirm how the SLAs apply for Northern Ireland Site. Scheduled engineer visits are only once a week therefore a 48hr SLA cannot apply.	DWP NI are excluded from SLA1.
84	3. DSRS2023 Tech Questions & Scoring FINAL Social Value	In regards to Social Value the Authority have outlined two policies areas "Fighting Climate Change" and "Tackling Economic Inequality" with three separate areas for suppliers to respond in regards to this: "How Supplier Shall Implement", "How Supplier shall monitor and report impact", "Supplier's achievements to date (Case Study)". Is the word count for response 500 per social value theme e.g. 1000 words total Or 500 words per requirement per theme e.g. 3000 words total?	Per requirement per theme
85	General	Can the Authority confirm when the Security Apects Letter will be made available to Bidders?	A link is included to DWP Security Policies & Standards within the ITT

86	6. Schedule 7B Call off Contract – Final CLEAN Schedule 7B Call off Contract, Section 4	Can the Authority confirm that the Supplier should assume the level of Cyber Essentials for the scope of services is as per Schedule 7B Call off Contract, Section 4?	Yes
87	2. DSRS 2023 SPECIFICATION FINAL	Can the Authority confirm the level of clearance required by Supplier employees accessing DWP Place. Requirement 8.10 says BPSS and Requirement 10.1 says SC.	BPSS is required for access to DWP Place
88	3. DSRS2023 Tech Questions & Scoring FINAL	For where the scoring weighting is merged across multiple requirements, can the authority break this down to give weighting per requirement?	No, these are to be evaluated across the full broader requirement and will not be evaluated per sub-requirement
89	6. Schedule 7B Call off Contract – Final CLEAN	Can the Authority confirm the position associated to Data? The Call Off contract states restrictions to the UK Only, however the HTE Framework allows within the EU with consent.	UK only

90	General TUPE	Can the Authority confirm as to whether TUPE applies? The documentation provides a conflicted position. We have been provided with clauses that assumes TUPE does not apply, but the Call Off instructions indicate that it does.	TUPE is to be agreed between the incumbent supplier and the winning supplier. The Authority has only provided liability details for information
91	General TUPE	If TUPE applies, can the Authority confirm at what point in the process full anonymised data be available to enable a full assessment commercial forecast of the TUPE impact?	TUPE is to be agreed between the incumbent supplier and the winning supplier. The Authority has only provided liability details for information
92	General	Can the Authority confirm if the Supplier can run Microsoft Online diagnostic tools on devices?	If the supplier deems this to be necessary and part of thier diagnosis then this will be considered
93	Pricing evaluation v2.1 CLEAN Faulty device swapout' tab	Can the Authority confirm the Model of the Desktop Xerox Printer?	The Xerox Phaser 3330, B310 and B310 are the current models in use

94	Pricing evaluation v2.1 CLEAN Faulty device swapout' tab	Can the Authority confirm the Models of the PAD Devices?	The supplier shall hold stock and replace only the following parts with regards to the PAD service , iiyama 27-inch Monitor and Arm, iiyama Camera & Soundbar with brace.
95	Appendix A Schedule 7	Can the Authority confirm that Schedule 7 of these Call-off Terms and Conditions Pharmaceutical Products is not applicable for the scope of services under DSRS?	Confirmed
96	Appendix A 9.3	We assume that the service levels as detailed within Schedule 7B take precedence over this clause? "Time shall be of the essence with regard to the obligations of the Supplier under the Contract."	The Authority does not believe that these clauses relate to each other
97	6. Schedule 7B Call off Contract – Final CLEAN Appendix 13	Can the Authority confirm that the Supplier can assume that the supplier provided Information Security Management System, that is required within 10 Working Days will be the Supplier standard ISMS and not an Authority bespoke ISMS?	Any response must comply with the Security Policies & Standards included in the ITT

98	6. Schedule 7B Call off Contract – Final CLEANAppendix 13	Can the Authority confirm that the Supplier can assume that the Risk Management within clause 5.1 and 5.4 shall operate within the Suppliers Risk Management process?	Supplier can operate its risk management process but should align with DWP policies
99	General	Can the Authority confirm the approximate split of home and office users?	Where possible DWP operates a Hybrid working arrangement with staff typically operating at a DWP location for 2 days per week and the remainder at home. No details on the split or Incidents or SR's at Home or Office are available.
100	General	Can the Authority confirm the build refresh frequency?	Frequency is as per Microsoft roadmap
Please note that KPI 2 – Repair Cycle, Decommission and Return of Devices to Stock should read “All Devices collected by the supplier from DWP must be in a Functional state and returned to supplier Gold Stock within 30 days”.			

	Please note that a policy entitled "Problem Management Framework" has been uploaded		
101	Extension Request	Would the Authority consider a two (2) week extension?	The Authority cannot grant an extension to the submission deadline. The original submission date and time remains.
102	Appendix A Exhibit A	Can the Authority confirm that the Supplier can assume that the service levels as detailed within Schedule 7B take precedence over Appendix A, Exhibit A Key Performance Indicators?	<p>Please refer to the Framework Agreement, Schedule 1 Key Provisions (Order of Precedence), Paragraph 16.</p> <p>The Order Form Schedule 7B (Call off Contract) takes precedence over Appendix A, Exhibit A Key Performance Indicators.</p>
103	Appendix A 6.3	We assume that the service credits as detailed within Schedule 7B take precedence over Appendix A, 6.3?	<p>Please refer to the Framework Agreement, Schedule 1 Key Provisions (Order of Precedence), Paragraph 16.</p> <p>The Order Form Schedule 7B (Call off Contract) takes precedence over Appendix A.</p>

104	Appendix A Limitation of liability	Can the Authority confirm that the Limitation of liability as detailed in 13.5 " If the total Contract Price paid or payable by the Authority to the Supplier over the Term", is actually per annum?	<p>Please refer to Paragraph 13 of Appendix A for the limitation of liability.</p> <p>'Term' means the term of the contract i.e. the total length of the Call off Contract.</p>
105	Appendix A 10.1	Can the Authority confirm that the Supplier can assume that the detailed Authority requirements in DSRS 2023 Specification Final, and the tender response documents take precedence over Appendix A, 10.1?	<p>Please refer to the Framework Agreement, Schedule 1 Key Provisions (Order of Precedence), Paragraph 16.</p> <p>The Order Form Schedule 7B (Call off Contract) takes precedence over Appendix A.</p>

106	6. Schedule 7B Call off Contract – Final CLEAN 5(e)	Can the Authority confirm that the following obligation in Schedule 7B Call off Contract, 24b "The Parties agree that the Supplier will carry out Implementation obligations stated under Appendix 4 at its own cost." is only applicable to the creation of the initial draft Implementation Plan, and not all Implementation activities and obligations?	Yes
107	Appendix A, Sch 1: Cl. 14.1 / 14.2	It is unclear how the provision relating to reasonable endeavours to deliver NBD fits with the time is of the essence provisions?	<p>Please refer to the Framework Agreement, Schedule 1 Key Provisions (Order of Precedence), Paragraph 16.</p> <p>The Order Form Schedule 7B (Call off Contract) takes precedence over Appendix A.</p>
108	Appendix A, Sch 2: Cl.12.1.4	This provision includes an indemnity relating to any failure by the Supplier to commence the delivery of the Services by the Services Commencement Date. Where Milestone Payments have been agreed, is this indemnity still required and, if so, why?	At this stage, parties have not quantified MileStone Payments and Authority will not be in a reasonable position to comprehend what loss or expense might arise, should the Supplier fail to commence the delivery services by the Services Commencement Date. In view of that, the Authority will require reasonable provisions to protect its position by retaining Cl 12.1.4

109	Sch 7B: Cl.5(e)	<p>This clause states that transition services will be carried out at the Supplier's own cost. Assuming transition charges are applicable, would the Authority consider changing to previously accepted wording of "The Supplier will carry out the Implementation obligations stated under Appendix 4 subject to payment of transition charges to the Supplier by, the Authority as part of the Milestone payments stated under clause 3.1 of Appendix 4. The parties acknowledge and agree that any charges submitted by the Supplier to the Authority have been based on the Authority providing accurate and complete information to the Supplier based on Authority's specification and responses to Supplier's due diligence enquiries. Accordingly, subject to Supplier not incurring any extra costs due to Authority's negligence, inaccuracies, acts or omissions, any such resulting costs to be chargeable to the Authority, Supplier will carry out Implementation obligations not priced under the transition charges, at Supplier's own cost."</p>	<p>Schedule 7B states that implementation obligations stated under Appendix 4 shall be at supplier's own cost: this only covers the formation of an implementation plan.</p>
110	Sch 7B: Cl.7(e)	<p>In line with general practice for public sector contracting, government advice and the previously accepted position (bearing in mind the limited extent of processing expected to take place under the contract), would the Authority consider changing the wording to a cap, with such cap to be agreed with the successful bidder (which we note has been acceptable previously to both DWP and HTE)?</p> <p>Without this additional cap for data protection liability, it is difficult to flow risk down to subcontractors and SMEs and other suppliers could be precluded from bidding due to</p>	<p>No, the Authority do not agree to make any amendments to Schedule 3 of the terms and conditions.</p>

		the disproportionate and generally uninsurable risk.	
	Please note that an updated pricing template entitled "Pricing evaluation v2.2" has been uploaded.		
111	Deadlines	Please can we request an extension until the 28th of July	The Authority cannot grant an extension to the submission deadline. The original submission date and time remains.